

# BSC Help Desk FAQ

## Help Desk Contact Information:

Location: Schafer Hall 1<sup>st</sup> floor room 129

Phone: (701) 224-5442

Email: [BSC.Helpdesk@bsc.nodak.edu](mailto:BSC.Helpdesk@bsc.nodak.edu)

## What services does the Help Desk provide?

The BSC Help Desk is part of the Information Services department. Our services include, but are not limited to:

1. Provide hardware and software support for BSC owned computer equipment, including desktop computers, laptops and mobile devices, printers, and related peripheral devices.
2. Provide students with their login and password information for CampusConnection and BSC email. Please note a photo ID (driver's license or student ID card) must be presented before a password can be reset. This is to comply with Federal privacy laws and to help protect you from identity theft. If you live outside of the area, please call the Help Desk for more information on how you may obtain your login information.
3. Assist students and guests with connecting their personal laptops to the BSC wireless network on campus.

## Can the Help Desk assist me with my online class?

If you have questions concerning or are experiencing issues with an online course through BSC, contact the Distance Education department for assistance. They can be reached at (701) 224-5715, and are located in the Annex Building room 201.

The 24 hour E-college Help Line is 1-800-511-1957.

## Can the Help Desk assist me with eCompanion?

Contact the Distance Education department at (701) 224-5715 or stop by the Annex Building room 201 for assistance with eCompanion.

## Does the Help Desk work on computers other than those that are BSC owned?

Due to potential liability issues, as well as time and staffing restraints, we are not able work on computers or equipment that are not owned by BSC. If you are experiencing problems or errors with your computer, we recommend first contacting your computer manufacturer for support, or visiting the support area of their web site. If your computer is out of warranty or has an issue that is not supported by your computer manufacturer, there are local computer repair businesses you can contact. They will normally charge an hourly fee to service your computer.

## I think I have a virus on my computer. Can the Help Desk assist me?

We are not able to assist with virus removal on non-BSC owned computers due to potential liability issues such as data loss. Make sure you have the latest updates for your antivirus program and do a complete scan of your hard drive(s). If you do not have current antivirus, BSC Faculty, staff and students can download and install our free McAfee Antivirus program on your personal computer. See the following for more information:

<http://www.bismarckstate.edu/computers/faq/AntivirusInstall.pdf>

You can also download free anti-malware programs such as Malwarebytes

(<http://www.malwarebytes.org/>) which can remove spyware and malware from your computer.

## BSC Help Desk FAQ

I received an email claiming to be from the Help Desk wanting my login and password information. Should I respond to it?

No! The Help Desk would never ask for your login and/or password information. This is a phishing email trying to steal your personal information. Never respond back to any email asking for personal information – just delete any such emails.

What antivirus software should I use?

If you are BSC faculty, staff or student you can download the Enterprise edition of McAfee Antivirus and Antispyware for free to use on your personal computer. See the following for detailed instructions:

<http://www.bismarckstate.edu/computers/faq/AntivirusInstall.pdf>

Can I reset my own passwords?

Yes, for both CampusConnection and your BSC Email account you can reset your own password if you enter in the requested information correctly.

To reset the password for your BSC email account, assuming you had created a password hint question when activating your email account:

- 1) Go to <http://enroll.nodak.edu>
- 2) Click "Continue" on the first screen
- 3) On the next screen, on the bottom portion under the "I do not know my Electronic ID or password" section, enter your last name and your Emplid. Your Emplid is the W number you use to access the CampusConnection minus the W (just enter the seven numbers that follow the W in your CampusConnection User ID). Then click "Continue".
- 4) On the next screen, leave the "Your password" box blank and place a checkmark in "I forgot my password. I want to set a new password" and click "Continue".
- 5) Enter in the requested information and click "Continue". If you entered the information correctly, it will allow you to create a new password for your email account.

To reset your password for CampusConnection, which will email a new password to the preferred email address you have set in CampusConnection, see the information at the following link:

<http://www.bismarckstate.edu/campusconnection/pdfs/UserID.pdf>

If you are not able to reset your password through the above steps, stop by the Help Desk in Schafer Hall 1<sup>st</sup> floor room 129. Note that a photo ID (driver's license or student ID card) must be presented before a password can be reset. This is to comply with Federal privacy laws and to help protect you from identity theft. If you live outside of the area, please call the Help Desk at (701) 224-5442 for more information on how you may obtain your login information.

If you do not know your login and password for your BSC online course (eCollege) or eCompanion, contact the Distance Education department for assistance with this. They can be reached at (701) 224-5715, and are located in the Annex Building room 201.