

Where do I go for technical support?



Located inside the Library, Room 129

The Help Desk provides technical support for all JBU students, faculty, and staff. They have extended office hours for your convenience. The friendly and knowledgeable staff at the Help Desk make it easy to get help with email, printing, connecting to the JBU wireless network and much more.

Standard Help Desk Hours

Monday-Friday	7:00am-midnight
Saturday	10:30am-6:00pm
Sunday	2:00pm-midnight

Contact the Help Desk office for your technology support needs.

Contact the Help Desk

Call or text 479.524.7256

Email help@jbu.edu

View our portal at help.jbu.edu

Continue reading for answers to important FAQs

FREQUENTLY ASKED TECHNOLOGY QUESTIONS

How do I reset my password?

Go to eaglenet.jbu.edu and click on **Forgot your password**. Enter your JBU username and click Submit. A reset code will be sent to your personal email address on file. If you do not receive a reset code, contact the Help Desk with your JBU ID# and the email address you want on file. We will get it added for you.

What if I don't have a personal computer?

Computer labs are available on campus, which are open for use at varying times throughout the day and night. The general-use computer lab in the Library can be used by anyone, while several departments on campus have specialized computer labs for students in those majors. Every dorm has a PC lab for student use, as well.

What about Microsoft Office?

As a student at JBU, you have free access to Office365, which provides Word, PowerPoint, Excel and several other software tools. In addition, you can download Office products onto your personal computer via Office365.

Can I bring a wireless printer or a router/access point?

Please leave wireless access points and wireless printers at home. We provide wireless access in residence halls as well as wired ports in all of the rooms. Wireless access points and wireless printers can interfere with JBU's network equipment. For printing, all of the computer labs, dorm labs, and the Media Lab and Library are equipped with printers for your use through our online Cloud Print service.

How do I get connected to the Internet?

JBU provides wireless internet access in all residence halls and buildings across campus, as well as wired ports in residence hall rooms. The wireless connection is named JBU_Wireless and should be accessed for regular JBU users. Please use the wireless connection named JBU_Legacy_Wireless for game consoles, smart TVs, etc.

Can I use an internet-enabled device, such as an Alexa, or connect my Xbox?

Yes, in most cases. You will need to get the MAC Address of the device and do a device registration. Go to help.jbu.edu, login, and search for Device Registration in the Solutions for instructions.

What about anti-virus software?

It is highly recommended that you install up-to-date antivirus software.

For Windows 8 and later PCs, make sure Windows Defender is enabled. If you have questions about what to choose, please call the Help Desk.

What do I need to know about email safety?

Phishing is an email attempt to gain personal information such as user names, passwords, social security numbers, and other sensitive information by pretending to be a credible source like a bank or an IT department. While our spam filter will catch the majority of such messages, sometimes they get through. Here's how to protect yourself:

NEVER give out your password or other personal information over email or phone.

FORWARD the email to the Help Desk if you are not sure, or use the Phish Alert button.

DELETE emails that look suspicious.