FOR IMMEDIATE RELEASE

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Need Computing Help? Just Call 491-HELP

- Who can I talk to about using CAESAR online registration?
- How do I find out about paying my NU telephone bill?
- I need a ResCon, but I can never remember the phone number!
- Not sure who to call for computing, networking or other technical-related help at Northwestern? NU students now have only one number to remember—491-HELP (or 1-HELP from on-campus).

NU Information Technology (NUIT) has launched 491-HELP (491-4357), a help line for students and the rest of the University community. An easy-to-follow phone menu directs you to assistance for:

- General technical support, email, or off-campus dialup questions
- CAESAR online registration
- Residential networking
- Campus telephone service

You can also be directed to information about NUIT lab hours and locations, training classes, and smart classrooms/videoconference rooms on campus.

All existing help desk phone numbers will remain in service (such as 7-4877 for the NUIT help desk); but from 1-HELP, you can guide yourself to the best initial support desk for the problem.

"NU Information Technology already had the elements in place to give outstanding service to the University community, but often people did not know where to call." said Tom Board, director of NUIT Technology Support Services. "We wanted to give our customers a means to route themselves to an appropriate support desk."

Complementing the 1-HELP line is a new NUIT Web page, http://www.it.northwestern.edu/help/, with references to many specialized sources of help for Northwestern computing, networking and telecommunications. The Web page includes phone numbers and links to related Web sites and request forms.