FOR IMMEDIATE RELEASE

Abbott Hall Convenience Center hours of operation change as of December 1, 2003

Northwestern University Information Technology (NUIT) has announced that its Abbott Hall Convenience Center will have new hours of operation effective on December 1, 2003. The Chicago campus location provides services for students, faculty and staff including NetID activation and NetID password resetting. The change in hours is in response to a decrease in demand for these services at this location.

Password assistance - resetting forgotten/expired passwords and activating NetIDs – will continue to be available in Abbott 600. Walk-in password assistance will be available on Mondays between the hours of 8:30 to 12:00 and 1:00 to 5:00. Password assistance on Tuesdays through Fridays will be available by appointment only between the hours of 8:30 to 5:00. Individuals should call the NUIT Help Desk at 847-491-HELP (1-4357) for assistance or to schedule an appointment.

Some schools provide local password assistance at a school-staffed help desk or lab. Individuals in academic departments should contact their local school technical support person directly to find out if this option is available to them.

Currently individuals can use the NetID Services page at https://snap.it.northwestern.edu to manage many NetID and password-related functions. NUIT strongly recommends that everyone establish a question and answer (Q&A) that can be used for over the phone password resetting. On the NetID Services page individuals can record their Q&A combination. If someone forgets their password, or inadvertently allows the password to expire, they can then call the NUIT help desk at 847-491-HELP, where they will be asked to answer their recorded question. Once answered correctly, the password will be reset while the individual is on the phone.

“NUIT remains committed to meeting the needs of students, faculty and staff on the Chicago campus,” said Wendy Woodward, Interim Director of Technology Support Services. “Significantly decreased traffic, alternate service delivery mechanisms in the schools, and self-service options
available for customers has led to the change in the hours of operation,” said Woodward. “We encourage our customers to take advantage of self-service resources available from our Web site, call 1-HELP, or where available contact their local technical support person for assistance.”

Questions relating to this change can be directed to mailto:it-feedback@northwestern.edu.

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