

# Information Technology



## Covid-19 Information

North Park University is committed to assisting Faculty, Staff, Students, and their families throughout the Covid-19 pandemic.

Information Technology is working to provide support and a variety of services to everyone working and learning from home.

- [COVID-19 Campus Updates](#)
- [Remote Work Resources](#)
- [Center for Online Education \(COE\) Resources](#)

## Office 365 & Software

- [Outlook Email](#)
- [Install Office](#)
- [Teams](#)
- [OneDrive](#)
- [Adobe Creative Cloud](#)

## Accounts & Cybersecurity

- [Accounts](#)
- [Password](#)
- [Multi-Factor Authentication](#)
- [Cybersecurity](#)
- [KnowBe4 - Employee Training](#)
- [Phish Alert Button](#) and [Phishing Email Reporting](#)

## Email, Collaboration, & Files

- [Outlook Email](#)
- [Forwarding Email](#)
- [Password](#)
- [Teams](#)
- [OneDrive](#) and [Network Shared Drives](#)

## Instructional Technology

- [Audio Visual Equipped Classrooms](#)
- [Echo 360 Resource Center](#)
- [Center for Online Education](#)
- [Academic Conferencing Technology](#)

## Phones

- [Campus Phones](#)
- [Unity Voicemail](#)
- [Employee Phone Preferences](#)
- [Conference Phones](#)
- [Meet Me Conferencing](#)

## Events

- [Media Services Policy](#)
- [Creating an Audio/Visual Event Support Request](#)

## Printing

## IT Support Services

### Contact

Helpdesk: <https://jira.northpark.edu/>  
Email: [IT@northpark.edu](mailto:IT@northpark.edu)  
Phone: 773-244-5540  
Website: <http://www.northpark.edu/it>  
[Schedule an Appointment](#)

### Office Hours

#### Office

Monday - Friday 8:00 AM - 4:00 PM

Please schedule a meeting using Outlook Calendar or via [Bookings](#). To aid in social distancing, please call ahead before your arrival.

### Student Support

Student Tech Support is available on nights and weekends for phone support and limited drop-off/pick-up.

### Location

Caroline Hall  
IT Support Services: Lower Level, Please arrive at the rear (east) door.  
IT Administration: 2nd Floor

[Create a Ticket](#)

- [Printing](#)
- [Adding a Printer](#)
- [FollowMe](#)
- [Print Managers](#)
- [Secure Print](#)

## Wireless Access

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- [Wireless](#)
- [Apple](#)
- [Android](#)
- [Special Devices](#)
- [Guest Wireless](#)