Kansas City students: Please contact the Help Desk at 913.588.7995 or start an online ticket at https://support2.kumc.edu/KUMC/ss

Wichita students: Please contact the Help Desk at 316.293.2605 or itswichita@kumc.edu

All students can contact the Help Desk for the following services:

- Offer advice and recommendations to assist with Virus cleanup and removal
  - Recommend the install of Malwarebytes and/or MS Security Essentials as well as Secunia PSI. For any other purchased Anti-malware or Anti-virus programs the student should consult with the vendor.
- Offer advice and recommendations to assist with System restores
  - Instruct the student on how to recover/repair system from a previous windows restore point if available.
- Offer advice and recommendations with backup plans
  - Students are completely responsible for ensuring their systems and data are backed up. Customer Support can provide guidance on backup strategy but the student is fully responsible for making sure their data is backed up regularly to prevent loss. Customer Support will not backup systems.
- Offer advice and recommendations with Security settings
  - Customer Support can recommend settings for items such as firewall, Anti-virus, and Anti-Malware related settings.
- Offer advice and recommendations on Apple device support (as outlined per the specific School application requirements or supported KUMC Enterprise Applications)
- General advice and recommendations on troubleshooting and assistance with hardware or software specifically includes KUMC network account login troubles, access to KUMC wireless networks, the KUMC Library printing system Goprint (Kansas City campus only), KUMC mobile device email (ie Android and IOS phones), KUMC Microsoft OWA email (or as outlined per the specific School requirements or supported KUMC Enterprise Applications).
- Provide links to common hardware vendor warranty sites to assist with determining if a system is still under the vendor’s hardware warranty.

Customer Support cannot:
- Facilitate hardware repairs (in or out of warranty) Open computer devices for diagnosis. Repairs requiring this level of service will require the student to be referred to the vendor.
- Take possession of student owned devices. Devices cannot be left with Support but must remain in the possession of the student.
- Perform full system reimaging. Students will be referred to their vendor to acquire or how to use their system recovery disk.
- Troubleshoot personal software not listed as a supported KUMC Enterprise applications or School required application.
- Provide spare parts or computers.