Information for Technical Support Within the Ernest Mario School of Pharmacy, and the Susan Lehman Cullman Laboratory for Cancer Research

- o Support can and will be provided for all Faculty, Staff, and Lab members working within the 5 academic departments identified under the Ernest Mario School of Pharmacy, including the Office of the Dean employees.
  - These departments include: *Chemical Biology (LCR), Medicinal Chemistry, Pharmaceutics, Pharmacology & Toxicology, and Pharmacy Practice & Administration*
- o This support does not include assistance with DUO, Cisco Telephone, or NetID account recovery or password resets. For assistance with these properties, please contact either the Network Operations Center, or the Rutgers OIT Help Desk accordingly
- o OIT Help Desk: 848-445-HELP (4357), help@oit.rutgers.edu
- o Network Operations Center: 848-445-7541, noc@rutgers.edu
- o Primary Email contact for support within the School of Pharmacy: tech@pharmacy.rutgers.edu
- o Unit Computing Manager: Henry Hennessy, 848-445-6343, henry@pharmacy.rutgers.edu
- o For technical support in William Levine Hall classrooms 111 and 115, contact Digital Classroom Services - https://dcs.rutgers.edu/contact-dcs/help-desk
- o For technical assistance in any other classroom or common area within William Levine Hall, please contact tech@pharmacy.rutgers.edu,
- o To report an outage of AV equipment or lectern supplies relating to microphones, lighting, projector bulbs or screens, please contact or see Diana Wilson-Bell (848-445-6250), or Cindy Olexsa (848-445-6252), located in the Dean's Office on the 2nd floor at the top of the spiral staircase near the front entrance.

All employees of the Ernest Mario School of Pharmacy registered within the Web Help Desk may log in to create and view work orders or help requests by going to rx.rutgers.edu. If you are already registered within the Web Help Desk database, you may simply email a request to tech@pharmacy.rutgers.edu, and a ticket will be auto-generated upon receipt of your message. If you are not already registered within the Web Help Desk, your email will be still be acknowledged and an account may be created for you where deemed necessary. If you are unsure that you are registered within the Web Help Desk, you may attempt to use the 'Forgot Username or Password' function on the home screen of the Web Page. You may also contact tech@pharmacy.rutgers.edu directly to inquire about an account, or other general information regarding work orders and help requests.

*LAB USERS: Please use the login provided for your specific lab.
Please remember to enable carbon copying (cc:) and add your own e-mail address when you create your ticket.