

The 2013 Client Services Big 10 List

This is what we get asked the most. How many did you know? How many did you learn?

Tell us what's missing: help@swarthmore.edu

Did you learn something new? Don't keep it a secret, tell a friend!

1. Did your **account get locked** after hours?
Wait a full 30 minutes for your account to unlock on its own before trying again.
2. Did you know that we have **online tutorials** for free, 24/7/365? Pick a topic, watch a short video:
<http://bit.ly/itstrainings>
3. Have a guest visiting campus? Have them connect to **SwatGuest** and open a web browser (e.g. Chrome, Firefox, Safari) for further instructions on how to connect to wireless.
4. Do you know what **phishing** is? Report suspected phishing emails to phishing@swarthmore.edu
5. Do your **voicemails** sound like Alvin and the Chipmunks or Droopy Dog?
While listening to a voicemail, you can press '4' to slow down messages and '6' to speed them up.
6. Did you (or "a friend") **spill something on your laptop** and wonder what to do next?
<http://bit.ly/laptopspills>
7. How do you find your **Employee ID number**? Hint: it's not the one on your ID card!
You can find it on mySwarthmore (<https://myswat.swarthmore.edu>), printed on your payroll, or by calling HR.
8. Is email from someone you know being sent to the **Quarantine**? Log into <http://messagecenter.swarthmore.edu> and add their email address to your allow list.
9. If **Thunderbird** is slow, go to the File menu and choose "Compact Folders."
10. If you call the **Help Desk** and get our voicemail, don't hang up! Please leave a message with a detailed description of what's happening -- including which operating system you are using -- and we will call you back as soon as possible.

Help Desk

M-F 9:00am-4:00pm

help@swarthmore.edu

x4357 (HELP)

(610) 328-8513 (off campus)

Beardsley 110



Bonus: What am I called, and what do I do?