

How to request technical assistance or submit a case in Campus Connect.

Step 1: Go to <https://campusconnect.depaul.edu/> and login with your Campus Connect username and password. If you do not have your Campus Connect username and password, you can call 312-362-8765 for assistance.

DePaul University :: Portal - Windows Internet Explorer

https://campusconnect.depaul.edu/

Live Search

DePaul University :: Portal

Page Tools

Welcome to DePaul University!

Important Information
You must have a valid username and id to enter Campus Connection. Please contact...

Browser Recommendations
Based on internal testing, for the functional user, where performance and reliability are key, Internet Explorer 6 is the recommended web browser running on

Welcome. Please enter your user ID and password for DePaul Campus Connection.

User ID:

Password:

ENTER

Forgot your password?

Guest, please click [here](#).

DEPAUL

2001-2004 DePaul University | Disclaimer | Webmaster
1 E. Jackson, Chicago, IL 60604 | 312-362-8000

Step 2: Click on the “Technology Contact Center” link under the Main Menu.

The screenshot shows the DePaul Campus Connection website interface. The browser title is "My DePaul - Windows Internet Explorer" and the address bar shows "https://campusconnect.depaul.edu/psp/PAPRD8/EMPLOYEE/EMPL/h?tab=DEFAULT". The page header includes the DePaul logo and "Campus Connection" text. A navigation bar contains links for Home, Feedback, Technology Contact Center, Add to My Links, and Sign out. Below this is a secondary navigation bar with Home, Academics, Resources, and My Tab. The main content area is divided into several sections:

- Main Menu:** A list of links including For Students, For Admitted Students, For Applied Students, For Academic Advisors, For Instructors, For Employees, Demographic Portfolio, DePaul News and Events, Class Search, To Do List, DePaul Town Square, Schedule of Classes, Course Catalog (Bulletin), Course Descriptions, Change My Password, Human Dignity Website, Make A Payment, Comments / Feedback, and Technology Contact Center. A red arrow points to the Technology Contact Center link.
- DePaul News and Events:** Includes a calendar for February 2007 and a section for "Monday, February 12, 2007" with an event titled "Diversity 101".
- Academic Integrity Resources:** Lists resources for students and faculty.
- Strategic Planning News:** A section for current news.
- Holds and To Dos:** A table listing tasks with dates and functions.

To Do Item	Date	Function
Graduate Education	05-22-2005	Admissions
Interview	2005	Application
Writing Sample	05-22-2005	Admissions
	2005	Application

Step 3: Click on the “Request Help - Submit a Case” link listed under the heading “Your Options For Technology Assistance:”

Technology Contact Center - Windows Internet Explorer

https://campusconnect.depaul.edu/psp/PAPRD8/EMPLOYEE/CRM/PRD89/c/DU_TCC.DU_TCC_NEW?FolderPath=PORTAL

Technology Contact Center

DEPAUL Campus Connection

Home Feedback Technology Contact Center Add to My Links Sign

Home Academics Resources My Tab My Links

Menu

- ▶ For Students
- ▶ For Admitted Students
- ▶ For Applied Students
- ▶ For Academic Advisors
- ▶ For Instructors
- ▶ For Employees
- ▶ Demographic Portfolio
- ▶ DePaul News and Events
- [Class Search](#)
- [To Do List](#)
- [DePaul Town Square](#)
- [Schedule of Classes](#)
- [Course Catalog \(Bulletin\)](#)
- [Course Descriptions](#)
- [Change My Password](#)
- [Human Dignity Website](#)
- [Make A Payment](#)
- [Comments / Feedback](#)
- [Technology Contact Center](#)

Technology Contact Center(TCC)

Answers to Frequently Asked Questions(FAQ)

Student FAQ	Faculty FAQ	Staff FAQ
How do I change my student email password?	I am not sure my grades have been submitted.	How do I archive email
I cannot delete my student email	I am missing my class/grade roster	How can I tag a message as spam?
How do I change email address in Blackboard?	Forwarding Outlook Email	How do I access Outlook and the network drives from home?
I dropped a class but it still appears on my schedule.	Configuring Outlook for Condor Email	How do I add a network printer?
I received a red error after inserting class number	How do I make my Blackboard course available?	How do I filter spam email in Outlook?
Configuring Outlook Express For Student Email		I cannot proxy into another Outlook email account

Technology Resources:

- [Computer Labs - Check Seat Availability - Live](#)

Your Options For Technology Assistance:

Call 312-362-8765 for one-on-one assistance by Phone.
(M-F 8am to 8pm, Sa 10am to 6pm, Sun Noon to 6pm. **The TCC is closed during all university holidays.**)

- [Request Help - Submit a Case](#)
- [Search Existing Cases](#)

Step 4: Complete the form with the necessary details. Fields with (*) asterisk are required.

The screenshot shows a web browser window titled "Technology Contact Center - Windows Internet Explorer". The address bar shows the URL: https://campusconnect.depaul.edu/psp/PAPRD8/EMPLOYEE/CRMPRD89/c/DU_TCC.DU_TCC_NEW?FolderPath=PORTAL. The page header includes the DePaul University logo and "Campus Connection". Navigation tabs include Home, Academics, Resources, and My Tab. A left-hand menu lists various links, with "Technology Contact Center" highlighted. The main content area is titled "Technology Contact Center" and "Request Help-Submit a Case". It contains a "Contact Details" section with the name "Zoab Mirza" and contact number "312/362-7224". Below this is a "Problem Description" section with a required field for a "Problem Summary" and a "Submit" button. A red arrow points to this field. A message states: "We can help you more quickly if you provide us with additional information below:". The "Problem Details" section includes a large text area, a "Case Type" dropdown menu set to "Problem", and a "Category" dropdown menu.

After you fill out the information, an acknowledgement email will be sent to your preferred email address as listed on Campus Connect. If you wish to update your email address, you do can do so by going to **Demographic Portfolio > Email Addresses**. You can update your email address listed under the HOME field and check on **Preferred**.

Email Addresses

Zoab Mirza

DePaul University uses e-mail to notify you about important academic and administrative matters. Please keep your e-mail addresses up-to-date.

Be sure to:

1. Select a unique "e-mail type" for each address entered.
2. Enter the complete address (name@address.ext).
3. Choose a "preferred" address.
4. Double check for accuracy.
5. Click "save" to confirm your changes.

*Email Type	*Email Address	Preferred	Delete
Campus	zmirza@depaul.edu	<input checked="" type="checkbox"/>	Delete
Home	zoabmirza@hotmail.com	<input type="checkbox"/>	Delete

* Required Field

Add an Email Address

Save

Attention Outlook e-mail users:

Looking for a way to deal with spam? Instructions for starting or changing spam control settings are available here: [Start/Change spam control](#)

Remember: DePaul's spam control system is effective, but no spam control system is 100% effective. Some