

### **Support Contact Information**

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**Classic View:** *System Administration > User Security > User Preference Management > Support Contact Information* 

Search Term: Support Contact Information

The Support Contact Information tool allows you to enter support phone and email information that can be displayed within tools throughout Campus.

Support Contact Information ☆ User Management > Settings > Support Contact Information
Save
Support Contact Information   The system support phone number is required to enable password reset. If provided, the phone number and email address will be included in any communications sent by the User Preference Management tools.   *System Support Phone Number   (555) 956 -9898 x   System Support Email Address me@mail.neto

Image 1: Support Contact Information

# **Tool Rights**

Only System Administrators should have access to the Support Contact Information tool.

Only users with a Student Information System (SIS) Product Security role are allowed to access and enter data in the Support Contact Information tool.

# **Enter Support Contact Information**

In order for Support information to be available for users attempting to log into Campus, a **System Support Phone Number** and **System Support Email Address** should be entered and saved.



Image 3: Entering Support Contact Information

#### **To Enter Support Contact Information**

- 1. Enter a **System Support Phone Number**. This is the number users should call when having difficulties with their Campus login credentials and/or accessing Campus.
- 2. Enter a **System Support Email Address**. This is the email address users should email when having difficulties with their Campus login credentials and/or accessing Campus.
- 3. Click the **Save** button. Support contact information is now available for tools which utilize this information.

You must enter and save a System Support Phone Number in order to enable Password Reset functionality. Failure to do so will result in the inability to select the **Enable Password Reset** button in the Password Reset Configuration tool.

You can hide the System Support Phone Number and System Support Email Address from the Campus login page by unchecking these fields within the Login Page Preferences tool.

Help (All Logi	Help (All Login Pages)							
Show lin	Show link to the <b>Help</b> page							
Text that	Text that displays on the Help page, edit as desired *							
Forma	at 🔻	BIL	! = =			ප 🖬	₽.	
Proble	Problems logging in?							
Parent	Parents: Use the Forgot your password? and Forgot your username? links.							
Emplo	Employees: Go to jcps.me/password to reset your password.							
System S	ipport Phone N	Number: 713	59199321:	29 Edit				
Show	Show phone number on the <b>Help</b> page							
System S	ipport Email A	ddress: Add						
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### **Impact Throughout Campus**

Once **System Support Phone** and **System Support Email Address** information is entered and saved, this information becomes options available for selection on the Password Reset Configuration and Login Page Preferences screens (see Image 4).

Users can select the **Display phone number on login page** and **Display email address on login page** checkboxes to indicate whether or not this information will appear for users on the Campus login screen when they click the **Problems logging in?** button (see Image 4).

Once Password Reset configuration is established, **System Support Phone Number** and **Email Address information** is enabled/disabled via the Login Page Preferences tool.



Image 4: Impact of Support Contact Information