

Support Contact Information

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[Tool Rights](#) | [Enter Support Contact Information](#) | [Impact Throughout Campus](#)

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.

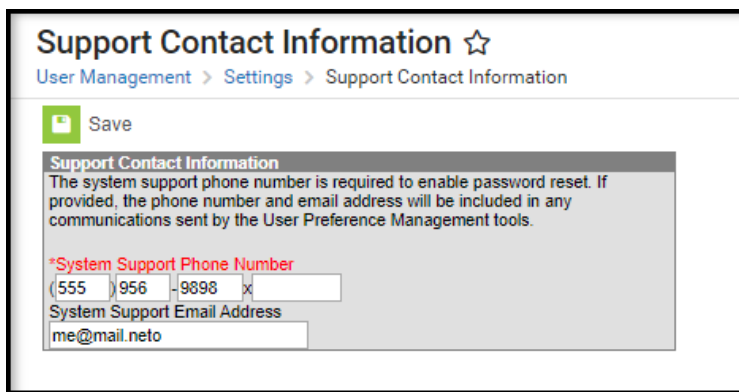


Image 1: Support Contact Information

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](#).

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.

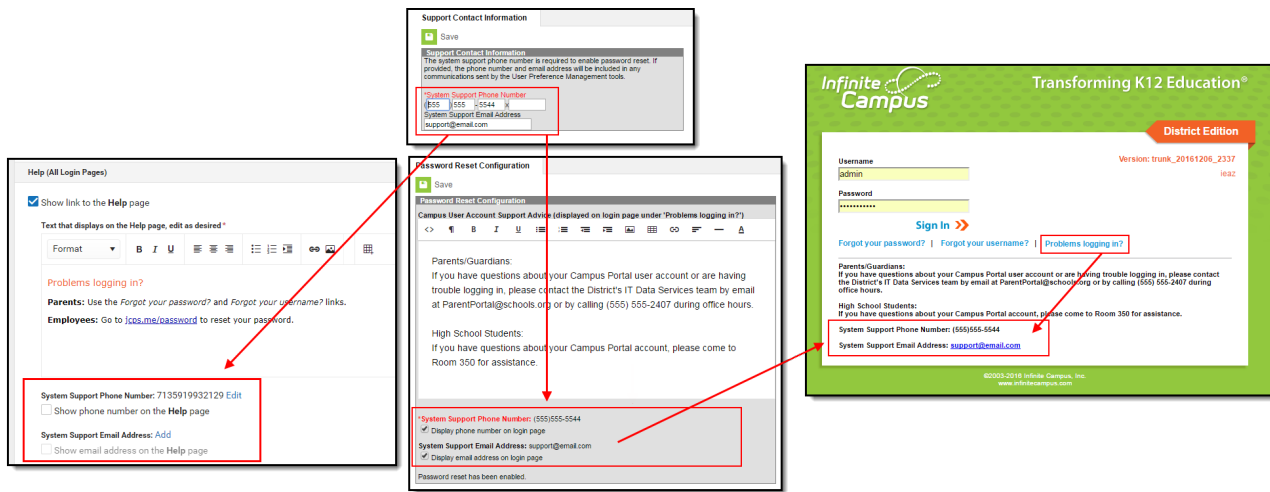


Image 4: Impact of Support Contact Information