Technology Assistance Center

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The Technology Assistance Center offers repair and configuration services for the computing devices you use on campus. Additionally, the Technology Assistance Center is a Lenovo authorized repair center and can complete Lenovo warranty repairs.

Technology Assistance Center staff members also receive and configure all computers purchased by the University, as well as deliver and install all desktop computers and printers.

Locations and Hours

Problem with your computer? Technicians are available to assist you at the following locations and hours:

<table>
<thead>
<tr>
<th>Location</th>
<th>Email</th>
<th>Phone</th>
<th>Location</th>
<th>Semester Hours</th>
<th>Summer/Semester Break Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Glassboro campus</td>
<td><a href="mailto:support@rowan.edu">support@rowan.edu</a></td>
<td>856.256.4455</td>
<td>Memorial Hall</td>
<td>Monday - Thursday from 9 a.m. to 7 p.m. &amp; Friday from 9 a.m. to 5 p.m.</td>
<td>Monday - Friday from 9 a.m. to 5 p.m.</td>
</tr>
<tr>
<td>SOM IRT Workshop</td>
<td><a href="mailto:support@rowan.edu">support@rowan.edu</a></td>
<td>856.256.4400</td>
<td>Academic Center, 292</td>
<td>Open Monday - Thursday starting at 9 a.m.</td>
<td></td>
</tr>
</tbody>
</table>

Services performed at the Technology Assistance Center on the Glassboro campus include the following:

- Connection to the Rowan Secure wireless network on laptops and mobile devices
- ClearPass installation and troubleshooting
- Email configuration on mobile devices
- Mac and Windows virus detection and removal
- Software upgrades

In most cases, services can be performed while you wait. Services that are estimated to require more than 20 minutes to complete will be signed in for long-term work and subject to our first come, first serve queue.

Submit a Ticket

If you need help with a technology-related issue, there are three convenient ways to submit a work order:

1. Visit [http://support.rowan.edu](http://support.rowan.edu) and login with your network username and password. If you do not know your username or password go to [http://id.rowan.edu](http://id.rowan.edu) to reset your password or retrieve your username.
2. Send an email to support@rowan.edu to create a ticket automatically.
3. Call extension 6-4400 if you are on campus. If you are off campus, dial 856.256.4400.

You can always also visit the Technology Assistance Center in Memorial Hall.