



# Student Computer Help Desk



190 Watson Hall Mailroom  
x4001



## My Internet Won't Work

1. Does your computer work in any other jacks (roommates, common areas)?
  - A. Yes:
    1. Does the number on the front of your wall network jack start with a **D** (this is a data jack and is usually blue or green) or a **V** (that is for voice and is usually white)?
      - a. If a V:
        - i. Move it to a data jack
      - b. If a D:
        - i. Call x4001 to schedule an In-Room or Help Desk appointment.
  - B. No:
    1. Have you tried a different network cable?
      - a. If No, try a different cable (roommates, etc)
      - b. If Yes, then computer needs looked at (Call x4001 to schedule an In-Room or Help Desk appointment).
2. Do you have a laptop or desktop
  - A. **If laptop**, please call x4001 to schedule a Help Desk appointment. You will need to bring your Laptop, Power Adapter, and Network Cable to the Student Computer Help Desk, 190 Watson Hall Mailroom.
  - B. **If desktop**, please call x4001 to schedule an In-Room appointment.