SPS Help Desk Support Center:

SPS Help Desk Support Center is available for Faculty, Students and Staff to support their daily IT needs. SPS Help Desk is helping with the NetID login name and password, helps to manage security questions, accessing the Northwestern’s email, accessing Blackboard site, and Caesar site. Help Desk supports Adobe Connect user names; connectivity; and troubleshoots the Adobe Connect issues. SPS Help Desk is supporting JMP software installation, JMP to SAS Cloud Services connection and troubleshoots issues related to JMP software.

Current SPS Helpdesk Hours:

7 days a week 8am to 12 Midnight Central Time

Methods to reach SPS-IT helpdesk:

1. Submit a ticket: http://helpdesk.sps.northwestern.edu
2. Call SPS-IT Helpdesk: 1-312-503-3333
3. Email SPS-IT Helpdesk: sps-it@northwestern.edu

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