

Occasionally, you may have a guest on campus that will need internet access or would like to use the SU-Secure wireless network.

## IN PERSON

Guest accounts for the day can be requested in the following locations for walk-ins only:

- GUC Information Desk
- Library Circulation Desk

## ONLINE

Temporary accounts can be requested online using the **Online Ticketing System** at <https://support.salisbury.edu/user>

Once you have logged into the **Online Ticketing System**, click **Request Guest Account** in the **Report a Problem** section of the left menu.



**SALISBURY UNIVERSITY**  
INFORMATION TECHNOLOGY  
**HELP DESK**

Report a Problem Passwords and Account Issues IT Computer Labs Search f

**Information Technology Online Ticketing Syst**

- Help Desk website: <http://www.salisbury.edu/helpdesk>
- Help Desk location: TE 113
- Help Desk phone number: 410-677-5454

How can we help?

**Report a Problem**

- Submit a Ticket
- Devices/Gaming Consoles
- Request Guest Account
- Update Your Ticket
- Re (

**Passwords and Account Issues**

- Set a New Password
- Faculty/Staff Name Change
- Student Name Change

**IT Computer Labs**

- Reserve an IT
- IT Lab Hours
- IT Lab
- IT Lab Software

Fill out at least the **Phone Number, Name, E-mail, Start Date, End Date** and **Reason for Access**.

Please note, this request must be made from a Salisbury University account. Any requests from non-SU accounts will not be fulfilled.

**Save**

Customer: Stephen Ashby ⓘ

Details Attachments Others to Notify

Description:

**B I U**

A temporary account is requested for the Event listed below. This form must come from an @salisbury.edu (SU faculty or staff) email address. We are unable to honor requests from submissions made from non-SU accounts.

If you are not SU Faculty or Staff, please call the Help Desk at 410-677-5454 for other options.

Please fill out all of the required fields below. Use your mouse to move the maroon scroll bar on the right side of the box below if not all of the fields are shown.

More Info

Phone Number: Home/Residence Hall  Office  Mobile  ⓘ

Location: Home  Office  Residence Hall

Contact Name:  ⓘ

Contact E-mail:  ⓘ

Contact Phone Number, if not the same as submitter:

Best time to contact, if needed:

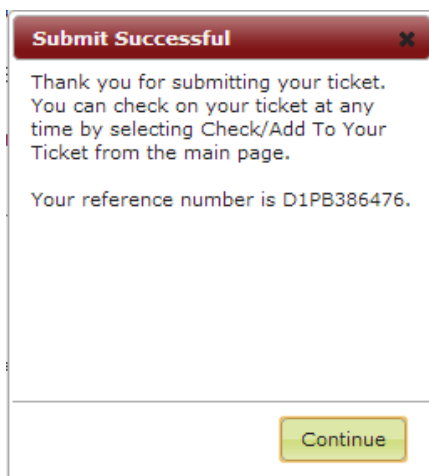
Start Date:  ⓘ

End Date:  ⓘ

Reason for Access:  ⓘ

When filling this out, make sure that the end date is no more than two weeks from the start date. Also, if you are requesting this for today, make sure that your phone number is correct, as we will need to call you with the account information once created. Click **Save** in the upper left hand corner.

Make note of the reference number in the **Submit Successful** window, and click **Continue**.



If you need other accounts, you can submit them at the same time. You do not need multiple accounts for the same event: guest accounts are usable by all guests for your event and do not require individual logins.

If this is for a future date, you will receive two emails from **pssecurity@salisbury.edu** on the morning the account becomes active: one will contain the username; the other will contain the password. We will also mail a confirmation to you through campus mail, if possible.

If your request starts the same day it is submitted, you will receive a phone call from the Help Desk giving you the account information and password.

You can check on the status of your ticket at any time at <http://support.salisbury.edu/user/>

## ACCESSING THE INTERNET

With the guest account, you can access the internet by logging into an SU computer, or accessing the internet wirelessly on your own device using SU-Secure.

If you are connecting wirelessly, go to the Technology Support Services website at <http://www.salisbury.edu/helpdesk> and click Internet access to choose the link that matches your device for setup instructions.