

Help Desk Quick Facts

- The Webster University Help Desk was established in the Spring of 2003 to act as a single point of contact between the user community and the technology service staff
- Help Desk is staffed by a mixture of full and part-time staff and a large number of student workers
- An average of 175 users per day contact the Help Desk
- 55% of contacts are from students
- Help Desk answers questions from faculty, staff and students across all Webster campuses. 53% of contacts are from locations other than the home campus in Webster Groves
- 71% of all contacts to Help Desk are resolved without further need for assistance
- In 2006 Help Desk will be open 347 days, for a total of approximately 3,850 hours



Hours

Monday—Thursday: 7:00 AM until 9:00 PM

Friday: 7:00 AM until 7:00 PM

Saturday and Sunday: 9:00 AM until 6:00 PM

All hours are in Central Standard Time

Contact Methods

Email

support@webster.edu

Response time is within 4 business hours*

Phone

Local to St. Louis: 314-968-5995

Toll Free: 866-435-7270

Response time is immediate unless all representatives are already assisting other callers, voicemail is returned within 2 business hours*

Website

<http://www.webster.edu/helpdesk>

Self Service, Quick Help, Forms, Notices/
Announcements

**under normal circumstances, widespread outages or emergencies may increase response time*

Area of Assistance

Below is a small sampling of the areas in which we typically give assistance to the Webster University community. This list is not comprehensive. If you have a question, contact us, if we don't know the answer we'll be sure to get you to someone who does know.

- WebCT
- Connections
- E-Mail
- Telephones
- Internet
- Online Registration
- Online Advising/Grade Entry
- Viruses
- Microsoft Software Purchasing
- Workshop/Training Registration and Information
- Webster WiFi
- Online Statement Payment