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## THINGS TO KNOW ABOUT YOUR MOVE TO BECKLEY

**YOUR TURN IS COMING**, and Information Technology Services is here to help! Here are a few quick tidbits and tips to help make your move from Montgomery to Beckley go more smoothly. If you have additional questions about technology, please call our Service Desk at (304) 293-4444 or email us at [ITSHelp@mail.wvu.edu](mailto:ITSHelp@mail.wvu.edu).

1

Bookmark this page for information on [Beckley technology resources](#). You can familiarize yourself with the phone and voicemail systems, learn how to connect mobile devices to the network and much more.

2

You'll no longer need a TID for long-distance calls! For local off-campus calls, just dial 9 and the 10-digit number (including area code). For long-distance calls within the U.S., you'll dial 9-1 and the 10-digit number.

3

[Back up your data to a network](#) drive so there's no chance of losing it.

4

Store the number for the ITS Service Desk in your phone: (304) 293-4444. We'll assign your problem to the proper team, with plenty of support available in both Morgantown and Beckley!

5

Visit and bookmark [it.wvu.edu/help](http://it.wvu.edu/help), where you can create a help request, change your Login password or find the answers to "How do I ..." questions on your own.

To get support, click on the orange "Request Assistance" button, then choose the subject areas from the next screen.

Request Assistance

Find an Answer

Change Login Password

Once you find the service you need help with, click on the green button to open the request form that will assign it to the right team.

You can also share a link with a colleague or add it to your Favorites for the next time you log into the ITS self-service system.

Request Help

Share

Add to Favorites

Keep up with technology news, from new products and services to planned and unplanned outages.

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