



Back to Campus Timeline!

Month in Advance



Pre-Schedule Support

If you need any assistance or have any known issues when moving in, send in a ticket to: support@education.illinois.edu



Request New Equipment

Request to get new equipment that you'll need for going back to work as soon as possible to ensure it arrives on time with: support@education.illinois.edu

One Week Before Coming Back



Have a Handset?

Remember to sign in when you return to campus and/or ask for assistance at support@education.illinois.edu



Gather Work Equipment, Files

Pack your devices, cords, files, and anything else that you'll need.

Returning Day



Computer Setup

Request to have your forwarded calls reverted back to your desk phone in advance of your arrival.



Getting Connected

Make sure your computer and other devices are connected to IllinoisNet or through CISCO VPN.



System Updates

Depending on how long you've been away from the device, start the updates as soon as you can. Updates may take a while to run.



Transfer Files

Transfer over any files from your personal or loaned computer to a safe file transfer system (like box).



Equipment Return

Return unneeded equipment and request to extend the borrowing period for equipment you still need with the IT department



Printer Setup

Make sure that your computer is set up to print or visit the [printing help page](#) for more info and if there are any issues please email: support.education.illinois.edu



Out-of-Office

Change your out of office email replies or voicemails back to in office!

If you have any more questions or need any additional help please contact us!



support@education.illinois.edu



covid19.illinois.edu

