INFORMATION TECHNOLOGY AND SECURITY
FREQUENTLY ASKED QUESTIONS

INFORMATION TECHNOLOGY

1. **How can I receive Technical Support?**
   The best way to reach us is through our ticket system at [https://law.famu.edu/support](https://law.famu.edu/support) (tickets automatically get distributed to all IT staff at the COL). You may also call or text us directly at 407-902-7083.

2. **What should I do if I am locked out of or can’t log in to iRattler?**
   Please visit the following site to reset your password: [https://pm.famu.edu/pmuser/](https://pm.famu.edu/pmuser/). If that does resolve your iRattler issue, there may be a browser cache issue. To eliminate this as a problem, try irattler in a different web browser, or try to go to it in an ‘incognito’ or ‘private’ browser window.

3. **How can I get a copy of Office 365 (Word/Excel/Outlook/Powerpoint/etc)?**
   Please visit [http://its.famu.edu](http://its.famu.edu). Under the Software dropdown menu, there is a section for Office 365 that features a few Howto’s to install the software on your Windows or Mac computer.

4. **Whom should I contact for electronic exam support?**
   For Examsoft / Examplify issues, please put in a help desk ticket at [https://law.famu.edu/support](https://law.famu.edu/support). You may also call Examsoft directly 24/7 at 866-429-8889. TWEN is not supported through the IT department. Support for TWEN may be obtained directly from Westlaw at 800-850-9378 or [https://lawschool.thomsonreuters.com/contact-us/](https://lawschool.thomsonreuters.com/contact-us/).

5. **Are there any resources available for receiving internet access?**
   Charter is offering free internet to students for 60 days in the Central Florida area. You may call them at 844-488-8395.

SECURITY

1. **How can I access the building or my locker?**
   The building is closed to all but essential personnel. Until further notice, you must contact Associate Dean Reginald Green (reginald.green@famu.edu) to make an appointment to access the building. Front desk and security staff remain in the building during this time and can also be reached at 407-254-4040. However, they will not permit anyone to enter the building without proper authorization.