

Need Tech Support?

1. **Call 1-866 4ARGOSY ! Every Day - Any Time - 24 x7.**
2. Now, support is available through a new easy-access phone number: 1-866-4ARGOSY (**1-866-427-4679**), or by email at studentsupport@argosy.edu.

By calling 866-4ARGOSY students will receive technical support for the following technical issues:

- eCollege technical issues including access and functionality
- Student Portal technical issues including access and functionality
- Student Gmail assistance and navigation
- Argosy Digital Bookshelf and e-text set up and navigation
- MyLab support and navigation
- General computer issues where items are not loading or displaying correctly due to cookies or cache needing to be cleared, browser issues, security settings, etc.



Technical Support Frequently Asked Questions

These FAQs are designed to answer questions you may have about the expanded technical support services available to Argosy University students.

If the answer to your question is not found here, please contact 1-866-4ARGOSY (1-866-427-4679) or email studentsupport@argosy.edu for additional assistance.

Why are you now expanding technical assistance by phone or email?

We are expanding technical support services to better assist students as they pursue their Argosy University education. Now, you need only one number – **1-866-4ARGOSY** (1-866-427-4679) – to reach personalized assistance with your technical questions. This is just a part of our overall commitment to student success.

What hours are these services available?

Live support assistance will be available twenty-four hours a day, seven days a week through 1-866-4ARGOSY.

What information will I need when I call for technical assistance?

When you call 1-866-4ARGOSY, you will be asked to verify your status as a student. Please have your student ID or social security number available, and the associate will be able to quickly begin assisting you with your questions.

What assistance would I typically be able to get?

Technical support can assist you with many technical issues, including:

- My Campus Student Portal username or password problems
- the Digital Bookshelf software and code redemption
- the online classrooms or document upload assistance
- navigating the My Campus Student Portal
- hardware requirements and computer configuration
- operating system and browser issues

Technical support may be able to assist with other technical topics depending on the case, excluding issues listed below.



Can I ask questions about financial aid or other non-technical issues by dialing 1-866-4ARGOSY?

At this time, we are unable to answer questions regarding financial aid, academic issues, or course assignment assistance.

From a technology perspective, at this time we do not support mobile technology. Further expansion of services is planned for the future, and we will likely be surveying students to determine what additions would be helpful.

Who do I contact for non-technical questions or assistance?

For non-technical assistance, please contact the on-campus personnel you are familiar with in the office of the registrar, academic advising or financial aid departments.