How would I ask this question?	What Do I need help with?
Explain how to connect to WSU Wireless with an Android Phone	Connect_to_WSU_wireless_on_Android_device
WSU Wireless not working on Android	Connect_to_WSU_wireless_on_Android_device
Android can't connect to WSU WiFi	Connect_to_WSU_wireless_on_Android_device
Android not connecting to WiFi	Connect_to_WSU_wireless_on_Android_device
Need help to connect to WSU Wirless on Android	Connect_to_WSU_wireless_on_Android_device
Help get iPhone onto WSU Wireless	Connect_to_WSU_wireless_on_IOS_device
WSU Wireless not working on iPhone	Connect_to_WSU_wireless_on_IOS_device
iPad can't connect to WSU WiFi	Connect_to_WSU_wireless_on_IOS_device
iPhone not connecting to WiFi	Connect_to_WSU_wireless_on_IOS_device
Need help to connect to WSU Wirless on iPhone	Connect_to_WSU_wireless_on_IOS_device
I am a visiting scholar but I don't have access to mywsu	Affiliate
Can I please have you add the appropriate affiliation	Affiliate
	Affiliate
	Affiliate
	Affiliate
How where do I get a copy of my 1098-T form for Tax preparation purposes?	Taxes
How can I get my w2	Taxes
Where do I send my taxes	Taxes
	Taxes
	Taxes
How can I access my WSU onedrive remotely?	One_Drive
can you help me regain access to my OneDrive files	One_Drive
how do I connect to OneDrive	One_Drive
What is OneDrive	One_Drive
How do I install OneDrive	One_Drive
Would you fix my 'mywsu' page so I can see my faculty homepage as default	Fluid
having trouble finding the faculty homepage	Fluid
	Fluid
	Fluid
	Fluid
Watchers aren't notified when an issue is updated	jira
I am noticing an issues with linked tickets when working with ITS in Jira.	jira
need of access on JIRA	jira
I want to share this Jira ticket	jira
Request participants are treated like customers in jira	jira
I have trouble installing WSU student Matlab	Mathlab
Matlab not working with browser	Mathlab
Can't access Matlab	Mathlab
What is Matlab for students?	Mathlab
Can I use Matlab on browser	Mathlab
Any reccomendations on laptop requirements for incoming students?	Computer_Reccomendations
Which is better MAC or PC for college	Computer_Reccomendations
Are laptops required for college	Computer_Reccomendations
Where should I purchase a laptop	Computer_Reccomendations
Should I replace my old laptop	Computer_Reccomendations
I am trying to connect my linux operating system to the WSU Res net to no avail.	linux
Unable to connect to WSU wireless while using Linux laptop.	linux
Need help connecting linux to wifi	linux
linux not connecting to WSU Wireless	linux
how to set up wifi on linux	linux
how to put linux on MAC	linux
how to put linux on PC	linux
do I need linux	linux
Is there a way to identify what is triggering these emails to be marked as Junk?	junk
My junk mail setting is "High".	junk
I have been receiving junk emails	junk
Stop the junk mail	junk
I would like advice on how I can limit the number of junk emails	junk
how to filter out junk mail	junk
normal mail being marked as junk mail	junk
Unable to access conference	Video_conference
what programs should be installed for video conference	Video_conference
video conference not working	Video_conference
cant hear the video conference	Video_conference
cannot see video for conference	Video_conference
Can you update my Office 365 profile information?	Updating_Directory_Information
The contact information for this employee on the WSU Pullman website director	Updating_Directory_Information
I need the name changed in the WSU phone directory	Updating_Directory_Information
could you please update this users WSU Directory information to reflect their cur	Updating_Directory_Information
how to change preferred email in phone directory	Updating_Directory_Information
update information in WSU directory	Updating_Directory_Information
WSU Directory displaying incorrect information	Updating_Directory_Information
How do I restrict my personal information in the directory?	Restricting_Directory_Information
Can you help me to restrict FERPA info in myWSU?	Restricting_Directory_Information
Restricting information WSU	Restricting_Directory_Information

how to restict FERPA information	Restricting_Directory_Information
personal information needs to be restricted	Restricting_Directory_Information
I'm having a very hard time trying to purchase a sports pass.	Optional_Services
I'm trying to navigate the new My Wsu platform to see whether or not I have pur	Optional_Services
How do I get access to my.wsu.edu	Optional_Services
Does WSU have any sports clubs	Optional_Services
how do I find WSU football schedule	Optional_Services
If I click on any of these links, it's completely blank.	pop_ups
click on link, doesn't do anything	pop_ups
click on link but nothing opened	pop_ups
I am able to click 'view' and it shows a loading symbol but no message pops up	pop_ups
I am not able to view any messages	pop_ups
do I block pop up on browser?	pop_ups
how do I allow pop up for certain sites	pop_ups
How do I sponsor a FID for wireless	Sponsoring_FIDS
Please explain how to sponsor FIDs for WSU Wireless Access	Sponsoring_FIDS
How can I get a user who has a FID onto the WSU wireless?	Sponsoring_FIDS
How To Get VPN Access For Past WSU Employee	Sponsoring_FIDS
How does a user with a FID get access to the VPN	Sponsoring_FIDS
What is a fid	Sponsoring_FIDS
what access can I get with a FID	Sponsoring_FIDS
I was having trouble accessing my Blue Course Evaluations.	Course_Evaluations
Where do I give course reviews	Course_Evaluations
I would like to review a course and can't find the page	Course_Evaluations
where do I find course evaluations	Course_Evaluations
do I have to submit my course review	Course_Evaluations
assist in determining whether there is any documentation regarding setting up Of	Install_O365_Android
Help user get O365 setup on Android Phone	Install_O365_Android
how to install microsoft word on android	Install_O365_Android
how to get outlook email on android	Install_O365_Android
android not installing powerpoint correctly	Install_O365_Android
I need to get office on my android	Install_O365_Android
how to installt office 365 on android	Install_O365_Android
How do I get Microsoft Office on my Ipad?	Install_O365_IOS
how to get microsoft office on iphone	Install_O365_IOS
can I install office on my iphone	Install_O365_IOS
need to connect outlook email to iphone	Install_O365_IOS
word on ipad	Install_O365_IOS
I want to install office 365 in my macbook air, not sure how to do that.	Install_O365_MacOS
how to install office on mac	Install_O365_MacOS
can office 365 be installed on mac	Install_O365_MacOS
how to get outlook email on mac	Install_O365_MacOS
can my macbook run office 365	Install_O365_MacOS
Can I install O365 on my home windows computer?	Install_O365_Windows
how to install office 365 on windows	Install_O365_Windows
installing word on pc	Install_O365_Windows
how to connect outlook email to home computer	Install_O365_Windows
need to get office for a class on my home computer	Install_O365_Windows
Whenever I try to connect to ResNet wirelessly, I'm notified that I can't connect t	Network_Access
need access to network	Network_Access
how would I get access to the resnet network	Network_Access
I need to connect to the resnet but cannot	Network_Access
resnet not connecting	Network_Access
how do I apply to graduate	Graduate
where do i go to apply to graduate	Graduate
how many credits do I need to graduate	Graduate
what are the graduation dates	Graduate
when is the deadline to graduate	Graduate
where do I apply to graduate	Graduate
is there a certain place to take graduation pictures	Graduate
parking for graduation	Graduate
MyWSU App for Android Mobile? Where is it?	WSU_mobile
What is the myWSU app called?	WSU_mobile
is there an app for wsu on the play store	WSU_mobile
is there an app for wsu on the app store	WSU_mobile
Does WSU have a phone app	WSU_mobile
where can I get the WSU phone app	WSU_mobile
WSU Phone App	WSU_mobile
My name changed	name_change
My name is wrong in the system	name_change
how do I add a nickname	name_change
need to add my middle name	name_change
how to change preferred name in system	name_change
I moved	address_change
How do I change my address	address_change
need to change contact information for address	address_change

how to fix address in mywsu	address_change
address needs to be added to contact	address_change
How do I change direct deposit	direct_deposit
how do i stop direct deposit	direct_deposit
how do i enroll in direct deposit	direct_deposit
where to enroll in direct deposit	direct_deposit
what information is needed for direct deposit	direct_deposit
How do I chage my Voicemail pin?	Change_VM_Pin
Can you help me with resetting the pin for my Voicemail?	Change_VM_Pin
how do I set up my voicemail	Change_VM_Pin
what needs to be changed when setting up voicemail	Change_VM_Pin
how do I change how my voicemail works	Change_VM_Pin
how do I forward my messages and is there some documentation on how to do s	Forward_VM_to_someone_else
Is there a way to forward on my Voicemail messages to someone else?	Forward_VM_to_someone_else
how to forward voicemail messages from the phone	Forward_VM_to_someone_else
how do I enter the number when forwarding voicemail	Forward_VM_to_someone_else
is there a guide on how to forward voicemail	Forward_VM_to_someone_else
I can't register on mobile app	register
having issue registering	register
how do I register for classes	register
need to register for classes	register
deadline to register for classes	register
how to register for classes on my.wsu	register
Could you explain what Okta is	what_is_okta
what is a single sign on	what_is_okta
what do I need to change okta password	what_is_okta
why do I need to set up an okta acccount	what_is_okta
how to access okta	what_is_okta
how do i add classes to my shopping cart	registrar
how do i enroll in classes	registrar
how do i drop a class	registrar
can i swap a class	registrar
am i on the waitlist	registrar
what is the deadline to drop a class	registrar
how do I get rid of classes from schedule	registrar
need to update my classes	registrar
how withdraw from a class	registrar
How do I call long distance?	Long_distance_calls
How do I make an international phone call?	Long_distance_calls
do I have to pay extra for a long distance call	Long_distance_calls
do I have to pay extra for an international call	Long_distance_calls
can iphones make international calls	Long_distance_calls
How do I 5-digit dial to the Everett campus	Dialing_instructions
Which places are we able to 5-digit dial to?	Dialing_instructions
How do I call through to Puyallup?	Dialing_instructions
Is there a way to 5-digit dial to WSU tri-cities?	Dialing_instructions
5 digiti dialing isn't working	Dialing_instructions
How do I install bootcamp	bootcamp
process of bootcamping	bootcamp
how much storage do I need for a bootcamp	bootcamp
do I need to install bootcamp	bootcamp
I need bootcamp for a class I am taking	bootcamp
I have been trying to use the Handshake app but it keeps saying it can't find a stu	handshake
I am unable to access handshake using my network identification.	handshake
difficulty of logging into the Handshake app.	handshake
link to wsu handshake	handshake
what is handshake	handshake
is there a career fair at wsu	handshake
where can I find out about jobs on wsu	handshake
can't access ALEKS gets the blue screen	ALEKS
what is wsu MPA	ALEKS
How do I take the math placement test	ALEKS
How do I find out my score on aleks	ALEKS
How long does the math placement test take	ALEKS
what do I need to place on the aleks test for calculus 1	ALEKS
what classes require aleks testing	ALEKS
what is ALEKS	ALEKS
How much is the writing placement test	Writing_Placement
How long is the writing placement test	Writing_Placement
what materials do I need for the writing placement test	Writing_Placement
where do I take the writing placement test	Writing_Placement
what is the purpose of the writing placement test	Writing_Placement
can I test out of the writing placement test	Writing_Placement
what information do I need to know for the writing placement test	Writing_Placement
how wsu determines how you write in a test	Writing_Placement
I am looking to pay parking ticket	Transportation_Services

I can log into all other systems except for parking	Transportation_Services
How can I purchase a parking pass?	Transportation_Services
What is the difference between all of the parking lots that are available for purch	Transportation_Services
how expensive are parking passes	Transportation_Services
where is a map for parking at wsu	Transportation_Services
what days are parking passes not required	Transportation_Services
How do I purchase a parking pass?	Transportation_Services
What is my status of my application	Apply
check the status of your application	Apply
how do I review my application	Apply
where do I submit my application	Apply
what is required in my application	Apply
application status is pending	Apply
how do I apply	Apply
Where to login to email?	How_do_I_get_to _email
where is wsu email	How_do_I_get_to _email
what do I need to know for wsu email	How_do_I_get_to _email
what site is wsu email on	How_do_I_get_to _email
what programs do I use for wsu email	How_do_I_get_to _email
need to login to wsu email	How_do_I_get_to _email
where to save login to wsu email	How_do_I_get_to _email
site that I can login to wsu email	How_do_I_get_to _email
Where do I find my grades	student_navigation
I need to read notes from advisor	student_navigation
I can't find how to make a payment	student_navigation
where do I update my contact information	student_navigation
where can I see my weekly schedule	student_navigation
where is financial aid	student_navigation
where to find payments at wsu	student_navigation
how do I manage my classes at wsu	student_navigation
where do I find my transcript	student_navigation
where do I find student financial information	student_navigation
Please help me get my email set up on Outlook on a Mac	Add_email_to_Outlook_for_Mac
how to install outlook on mac	Add_email_to_Outlook_for_Mac
can I put outlook on my macbook	Add_email_to_Outlook_for_Mac
how to add outlook email to mac	Add_email_to_Outlook_for_Mac
how to connect outlook email on mac	Add_email_to_Outlook_for_Mac
I am having issues with Mac Mail after an update. I cannot send or recieve mail.	Remove_email_account_mac_mail
stopped receiving emails on mac	Remove_email_account_mac_mail
need to get rid of mac email	Remove_email_account_mac_mail
email account needs to be removed on mac	Remove_email_account_mac_mail
my email needs to be changed or removed on my mac	Remove_email_account_mac_mail
How do I install Skype?	Download_Skype
need skype	Download_Skype
where would I find a download to skype	Download_Skype
I want to install skype, but cant find where to download it	Download_Skype
can my computer use skype?	Download_Skype
Please direct me where to go to print out my schedule.	Print_class_schedule
cougar prints information	Print_class_schedule
where can I print my class schedule	Print_class_schedule
can I print my class schedule at home	Print_class_schedule
how to print class schedule in color	Print_class_schedule