

IT Technology Support Services & the IT Help Desk

The IT Help Desk is the main support contact for campus technology needs. The IT Help Desk takes many different types of calls ranging from software and hardware issues, Wi-Fi and Outlook email setup and troubleshooting, manage IT labs and handle lab reservations, problems and questions about campus services like GullNet and MyClasses Canvas, campus printing, password and account issues, telephone and voicemail, distance learning (IVN), campus cable TV system, classroom technology troubleshooting, projectors, purchasing requests, network drive access and more.

The Help Desk hours can be found on our website at <http://www.salisbury.edu/helpdesk>, as well as information about connecting to the Internet, our IT Computer Labs, and links to our guides and training resources.

You can also call us at 410-677-5454, submit a ticket online at <http://support.salisbury.edu/user>, or just drop into our office in the Academic Commons, room 145.

Contacts

IT Help Desk Phone	ext. 75454
Technology Web Site	helpdesk.salisbury.edu
Location	AC 145

Network Drives

P Drive	Your personal network storage
O Drive	Department's network storage
N Drive	School's network storage
K Drive	Storage to share files with students

Email Class Lists

- Located in Outlook address book by course dept number-section semester (e.g. ACCT 201-001 Fall1)
- Give professors the ability to email their entire class without having to create their own email groups for each class
- Auto-created at beginning of each semester
- Subscribers updated nightly to reflect add/drop
- HTML allowed

SU Accounts

Network/Active Directory/ Outlook Email

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| <ul style="list-style-type: none"> • Checking Email • Login for SU campus systems | <ul style="list-style-type: none"> • Managing your Gull Card • Login for SU Computers • Accessing MyClasses |
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GullNet

- Academic system: for advising, submitting grades, managing personal information
- Timesheet

- **Both systems use the same SU username and password**
- **Passwords expire every 90 days for faculty and staff accounts. Student accounts expire every 180 days.**
- **Manage your password at <http://mypassword.salisbury.edu>**

IT Computer Labs

- 12 IT labs on campus (not including department specific labs)
 - 2 Mac Labs (for classes and general use)
 - 2 Windows Labs (for general use only)
 - 8 Windows Labs (for classes and general use)
- Licensed software available for students
- Can be reserved for teaching
 - To schedule a whole semester -> Contact the **Registrar**
 - To reserve a lab for individual class sessions ->><http://www.salisbury.edu/reserve>
 - ALL lab reservations for final exam week (including those through the Registrar) must be submitted separately

Microsoft at Home

- Through the MSELA Agreement you can purchase discounted Microsoft software for your home computer
- Includes Windows, Office and more
- **Work at Home software:** the full version but you pay for only the media and do not receive a license. This is a lot more cost effective, but you can only have this software on your personal machine as long as you work at SU, then you are required to uninstall it. Most software is priced at around \$13.95
- Software is available for download. Backup disks are available for some products for an additional fee.
- Visit <http://www.salisbury.edu/helpdesk/meec/> for more information

IT Security

- Microsoft System Center Endpoint Protection is installed on all campus computers
- Network firewall prevents unwanted access to SU resources from off-campus
- Internal network security prevents student access to faculty computers and resources

Useful Web Links

- **Technology Support Services Website:** <http://www.salisbury.edu/helpdesk>
- **Submit your own trouble ticket online:** <https://support.salisbury.edu/user>
- **IT Policies:** <http://www.salisbury.edu/helpdesk/policies.html>
- **Outlook Web Access:** http://www.salisbury.edu/helpdesk/Email_Outlook_Exchange/
- **Manage your SU Password:** <http://mypassword.salisbury.edu>
- **Software and Computer Discounts:** <http://www.salisbury.edu/helpdesk/meec>
- **Lab Reservations & Information:**
http://www.salisbury.edu/helpdesk/labs/lab_reservation_information.html
- **MyClasses:** <http://myclasses.salisbury.edu>
- **GullNet:** <http://gullnet.salisbury.edu>
- **Instructional Design and Delivery:** <http://www.salisbury.edu/instructionaldesign/>