

This document covers how a disaster or health crisis would impact the functions and services provided by the Salisbury University Information Technology Help Desk and Computer Labs, and how faculty and students would get support and services in such an event.

## IMPACT ON THE HELP DESK

In the event of an epidemic outbreak or other disaster on campus, it is possible that the Help Desk may be operating with an extremely reduced support staff; or in the event of a full campus closure would be closed completely. Information Technology will continue to provide support to the campus even in the event of closure, however support may be limited, and you may not be able to reach a representative directly. In these cases, email and voicemail, as well as our Help Desk website, will be the most efficient ways to submit your request for assistance.

## CAMPUS SUPPORT

During a campus disaster or crisis, the Help Desk will attempt to remain open, possibly with reduced hours. However, it may be necessary or mandatory to close the Help Desk for a period of time. If this happens, help may still be received by faculty, staff, and students via email submissions, voicemail, and the Help Desk website (<http://www.salisbury.edu/helpdesk>).

In addition, we have on our website many quick reference guides (<http://www.salisbury.edu/helpdesk/doc/index.html>), which you may use to learn how to perform frequently requested tasks. Also remember that web searches using a search engine such as Google can often yield answers to common or not-so-common questions.

Turnaround will naturally increase as demand increases and availability of technicians decrease. Use email for communication whenever possible, and please be patient as IT works towards resolving your issue as quickly as possible under adverse conditions.

## PHONE

The Help Desk may also be reached by phone at 410-677-5454. During a full closure, it's likely that the department will be understaffed, and may be checking the phones from a remote location. As such, it's quite possible that you'll only be able to leave voicemail, and voicemail will fill to capacity quickly. When leaving a voicemail, be sure to speak clearly, identify yourself and your phone number, and give a brief description of the problem. We will call you back as soon as we can. Again, we recommend email as an alternative and superior method of submitting your problem to the Help Desk.

## SELF-SERVICE HELP DESK ONLINE

You may choose to submit a ticket directly using our Online Ticketing System (<http://support.salisbury.edu/user/>). From there you may submit tickets, check the status of open tickets you've already submitted, correspond with technicians assigned to your ticket, and see headlines and known issues affecting the campus.

It will be important that you include as much detail as possible when submitting your problem, and include accurate contact information.

## WALK-IN:

(Note that walk-up assistance is likely to be unavailable during a full campus closure). In a crisis situation, our immediate priority is on email and phones. If the Help Desk offices do remain open, keep in mind that we will be operating with a reduced staff and walk-in service may encounter significant delays. We highly recommend in a crisis situation that if at all possible you avoid coming into the Help Desk, and take advantage of any of the above options of seeking help.

#### WEBSITE:

This website and the main Help Desk Website (<http://www.salisbury.edu/helpdesk/>) contain important information and guides that will be of assistance to you in the event that we are unable to help you in a timely manner due to a health or other emergency.

## HELPING YOURSELF

### ACCESSING EMAIL OFF-CAMPUS

You can access your email off-campus using Web Access (<http://www.outlook.com/gulls.salisbury.edu/>). You will need your email username and password to log in. Also, make sure that your computer time is correct and that you have the latest version of Java on your computer, as both of those may sometimes cause errors if they are incorrect.

### PASSWORD ISSUES

If you are having problems logging into your email, GullNet or MyClasses, you can reset your password at <http://mypassword.salisbury.edu>. Before you can use the new SU Password Reset System, you need to setup your authentication methods by choosing Initial Profile Setup. You will need an active password in order to setup your authentication methods the first time.

If you desire, you can log into that site at any time and edit your profile using the Update Profile option. This gives you the option to set different questions and answers that you select from a drop down menu, and to set or change your alternate email and cell phone (SMS) options.

Don't forget, passwords must be eight characters or more, have one number, one capital letter, and one lower case letter, and cannot match any previous passwords or contain personal information.

### GULLNET HELP

Once you're in GullNet, you may need assistance with a variety of tasks. The main GullNet page (<http://www.salisbury.edu/gullnet/>) has a section dedicated to those tasks, under Faculty GullNet Help and Student GullNet Help.

### SOFTWARE ACCESS AND COLLABORATION

When campus is closed, access to the labs may not be available, so it is important to prepare for alternatives to the normal methods of accessing software. For the normal Microsoft Office suite, faculty can purchase copies for their home computers at a reduced cost through the MSELA (<http://www.salisbury.edu/helpdesk/meec/>). Students can install Microsoft Office for free through their Office 365 email account. There is also online versions of the Office programs available through Office 365 if you do not wish to install Office on your personal computer.

For photo editors, Gimp (<http://www.gimp.org/>) is a powerful Photoshop alternative, and is available for free on multiple platforms.

For collaboration, in addition to [MyClasses](http://www.salisbury.edu/instructionaldesign/cms/) (<http://www.salisbury.edu/instructionaldesign/cms/>), both OneDrive for Business and Google Docs are powerful free tools available for you to use to exchange documents and work collaboratively. iTunesU (<http://www.salisbury.edu/itunesu/>) and YouTube (<http://www.youtube.com/>) will both allow you to upload video for viewing or download, if your computer is set up with the ability to record and save movies.

For sharing of files, in lieu of your K drives, OneDrive for Business, box.net (<http://box.net/>) and other similar services are available online for file storage and sharing.

Students, please be sure to email your professors during a health or other crisis involving a shutdown of campus to determine exactly how they wish for you to proceed with your course load.

## IMPACT ON LABS

During a health crisis or other disaster, it is likely that labs will be closed or running at reduced hours, and with a reduced support staff. If labs are closed, then it is possible that students will not have access to software that is only available in those labs. Communication between students and faculty will be important in this situation, as alternative assignments may need to be created due to closures.

## LAB SUPPORT

If the University is closed during an emergency, it is highly likely that labs will also be closed. Information Technology makes every effort to keep at least the TE labs open, even with reduced hours, but in a full campus shutdown those labs may be unavailable.

### SOFTWARE ACCESS

Students and faculty should be aware that when the labs are closed, many students will not be able to access software necessary for some classes.

Faculty with personal computers may purchase the Microsoft Office suite through the MSELA program and students can download and install Microsoft Office through their Office 365 email. Note that this takes several weeks for delivery, so it is a good idea to purchase this and/or install it well in advance of a crisis.

There are also several free alternatives, (such as Google Docs, GIMP, OpenOffice, etc.) to lab software that may be possible to use in lieu of lab software. Students can access OfficeWeb apps free using OneDrive for Business, part of their Office 365 offering.

However, there are some specialty software which may not have a free alternative and may be cost prohibitive to own individual copies. In these cases, preparation should be made with consideration to the lack of access in an emergency, and plan alternative or substitute options should the labs be closed.

### PRINTING

In addition, students who rely on the labs for their printing needs would not be able to access these printers in the event of a closure. While there are some alternatives both on campus and off, such as the print stations in Henson and the University Center, and businesses such as Kinko's, it is a good idea to have a small personal printer available if printing is essential for your courses.

In addition, online collaboration such as with MyClasses, OneDrive for Business, Google Docs, and email class lists may eliminate the need for printing altogether.

### NETWORK DRIVES

Shared drives such as the K drive, and personal network drives such as the P drive, are not available from off-network. If labs are closed, then it is probable that students and faculty will not be able to access those drives or the files on them. Using OneDrive for

Business to save files, or backing up files to a USB drive or other means of storage on a regular basis will help keep your files accessible to you even in the event of a campus closure.