This document covers how a disaster or health crisis would impact Salisbury University students and how they would get support and services in such an event.

IMPACT ON SUPPORT

In the event of a health crisis or disaster on campus, support staff are also likely to be affected and will be working with reduced personnel at a time when demand for support escalates. This will create delays in responding to support needs. We will respond to all requests for assistance as quickly as possible, but please be prepared for some delay. Your patience in such times is appreciated!

STUDENT SUPPORT

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 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. 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/), 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.

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.

RESNET

In a full campus shutdown, it is likely that students living in dorms may be evacuated. However, students living in University Park may not. For those students, internet access should continue as usual; however, as IT would be operating with a reduced staff, possibly from a remote location, response to outages may be longer than usual, and may not be able to occur until campus resumes. Please map out alternatives to dorm internet just in case you need it.