Spring 2021 Tech Support Procedure

University Information Technology (UIT) recognizes the need for technical support as we prepare to welcome our students to a COVID-19 resistant learning environment. UIT will strive to provide students, faculty, and staff technology support while abiding by the guidelines set forth by the University to ensure the health and safety of UIT staff and the campus community.

While our tech support procedures will continue to look different this semester, you can expect that our team will be working just as hard to serve your tech needs.

Tech Support will be primarily provided remotely. If unable to resolve the issue remotely, Tech Support may request the user to drop off the equipment or schedule a time for an on-site visit. While all UIT staff members will adhere to UND COVID-19 Safety Guidelines by wearing face coverings and keeping a six-foot distance, we respectfully request our users to do the same when visiting UIT and/or our physical presence is needed when providing support. If UIT staff members do not feel safe, we may decline to provide the service until the situation is mitigated.

Tech Support

- Use the knowledge base for self-help, start a chat or submit a self-service ticket by going to UND.edu/UIT and clicking on the "Help Center" link
    - Call us at 701-777-2222
    - See our hours at https://www.und.edu/uit/hours
    - Tech Support will attempt to resolve issues remotely over the phone, chat, remote desktop, or using telepresence.
- In instances where issues cannot be resolved remotely, users will be directed to use one of our contactless options:
    - Drop off the equipment in the self-service lockers at the Chester Fritz Library. UIT staff will retrieve the device, disinfect it, perform the repairs, disinfect it, and return it to a locker for pickup.
    - Schedule an in-person visit to our Service Desk in the Chester Fritz Library to drop off or pick up equipment.
    - Schedule a visit to the user location. Both parties will need to adhere to the UND COVID-19 Safety Guidelines during the visit. If UIT staff members do not feel safe, we may decline to provide the service until the situation is mitigated.
    - While computers are being worked on, laptops are available for checkout as available.

Service Desk

- Service Desk will be equipped with kiosks providing telepresence support to provide minimal contact.
- Staffing at the Service Desk will be minimal. There will be one station with Plexiglas to assist users in person. Users should contact Tech Support by phone or chat and we will assist with scheduling an in-person appointment for any issues that cannot be resolved remotely or using other contactless options.

As of January 1, 2021

- 3D print files can be submitted through the ticketing system. UIT staff will print the files and schedule contactless pickup options for the finished print.
- Hardware damage assessments will be completed virtually using a camera and/or photos or dropped off in a UIT locker for pickup.
- While computers are being worked on, laptops will be available for checkout as available.
- Hand sanitizer will be available at each service desk/kiosk.

Classroom/Lab Technology Support

- During the first two weeks of classes (January 11 – 22), UIT will provide on-site tech support Monday through Friday between 8:30 am to 4:00 pm to mitigate classroom technology issues.
  - Additional access and resources have been devoted to allowing Tech Support to resolve even more classroom computer issues remotely.
  - College specific IT support staff will be supporting their academic buildings, all other support will be remote or proved by UIT on-site personnel.
  - Due to spring student staffing levels, UIT on-site support will be provided from a centralized campus location rather than multiple pre-determined zones to ensure the fastest overall response times.

- Tech Support calls from classroom phones will be escalated to the top of the phone queue.
- If the physical presence of a Tech Support staff member is required, the instructor must ensure that the students and instructor are abiding by the UND COVID-19 Safety Guidelines before requesting assistance on-site. Before requesting on-site support, the instructor should assess the criticality of the issue to ensure that others are not placed at greater risk with their physical presence.

ResNet Services

- Residents can contact ResNet by:
  - Phone: 701-777-3424
  - Email: resnet@und.edu
  - Website
- ResNet Support will be primarily provided remotely.
- If an on-site visit is needed, the resident will be asked whether they have recently been tested for COVID-19, in contact with anyone undergoing testing, or have any COVID-19 related symptoms as outlined by the CDC guidelines. Both parties will need to adhere to the UND COVID Safety Guidelines during the visit. If ResNet staff members do not feel safe, we may decline to provide the service until the situation is mitigated.
- ResNet staff is required to wear face coverings and shoe coverings when visiting a residence. Shoe covers will be changed between each residence.

Telecommunication Services

- Telecommunications services and support can be accessed by:
  - Phone: 701-777-4111
  - Email: telecom@UND.edu
  - Website
- Telecommunications support will be primarily provided remotely.
- If an in-person visit is required, time will be scheduled. Both parties will need to adhere to the UND COVID-19 Safety Guidelines during the visit. If Telecommunications staff members do not feel safe, we may decline to provide the service until the situation is mitigated.