



Fall 2021 Tech Support Procedure

University Information Technology (UIT) recognizes the need for technical support as we prepare to welcome our students to back to campus for the Fall 2021 semester. While some of our tech support procedures have changed, you can expect that our team will be working just as hard to serve your tech needs. Tech Support has received positive feedback regarding the prompt response and resolution of the services we have been providing at a distance and will continue to offer most support remotely. If unable to resolve an issue remotely, Tech Support may request the user to schedule an appointment to drop off equipment or do in-person troubleshooting depending on the situation.

Tech Support

- Use the “Search for Answers” knowledge base for self-help, start a chat or submit a self-service ticket by going to [UND.edu/UIT](https://www.und.edu/uit) and clicking on the “Help Center” link
 - o Call us at 701-777-2222
 - o See our hours at <https://www.und.edu/uit/hours>
 - o 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 Self-Service or Scheduled support options below:
 - o Drop off or pick up equipment using the self-service kiosk found in the UIT Service Desk area, located in the lower west side of the Chester Fritz library. The kiosk is available anytime the Chester Fritz library is open to the public:
<https://library.und.edu/about/hours.html>
 - o Schedule an in-person visit to our Service Desk located in the lower west side of the Chester Fritz library to drop off or pick up equipment or to do some in-person troubleshooting.
 - o Schedule a visit to the user’s office location for assistance with issues that cannot be resolved remotely or by dropping off the equipment for servicing.
 - o While computers are being worked on, laptops are available for checkout

Service Desk

- During the first three weeks of classes (August 23-Sept 10) the Service Desk will have a tech support representative available in-person during operational hours. After this time, an in-person tech support representative will be available during peak service times.
- The Service Desk is equipped with computer kiosk providing telepresence support during operational hours when there is not an in-person presence at the desk.

- When no services are available at the Service Desk users can still contact Tech Support by phone or chat and we will assist by offering Self-Service or Scheduled Support options as appropriate for any issues that cannot be resolved remotely.
- 3D print files can be submitted through the ticketing system. UIT staff will print the files and offer Self-Service or Scheduled Support options for the finished print.
- Hardware damage assessments can be completed virtually using a camera and/or photos, or reviewed using Self-Service or Schedule Support options
 - o While computers are being worked on, laptops are available for checkout

Classroom/Lab Technology Support

- During the first three weeks of classes (August 23-Sept 10), UIT will provide on-site tech support Monday through Friday between 8:30 am to 4:30 pm to mitigate classroom technology issues. The following buildings/zones will have a physical presence of tech support staff.
 - o Zone 1: Abbott, Witmer, Hyslop, Starcher
 - o Zone 2: Education, Gillette
 - o Zone 3: Merrifield, Gamble
 - o Zone 4: O’Kelly
 - o Zone 5: Nursing
 - o Zone 6: Columbia Hall
 - o College specific IT support staff will be supporting their academic buildings, all other support will be remote or proved by UIT on-site personnel.
- Tech Support calls from classroom phones will be escalated to the top of the phone queue.
 - o Additional access and resources have been devoted to allowing Tech Support to resolve more classroom computer issues remotely.

ResNet Services

- Use the “Search for Answers” knowledge base for self-help or submit a self-service ticket by going to UND.edu/UIT and clicking on the “Help Center” link
- Residents can contact ResNet by:
 - o Phone: 701-777-3424
 - o Email: resnet@und.edu
 - o Resnet.UND.edu
- ResNet Support will be provided remotely when applicable.

Telecommunication Services

- Use the “Search for Answers” knowledge base for self-help or submit a self-service ticket by going to UND.edu/UIT and clicking on the “Help Center” link

- Telecommunications services and support can be accessed by:
 - o Phone: 701-777-4111
 - o Email: telecom@UND.edu
 - o [Telecommunications Website](#)

- Telecommunications support will be provided remotely when applicable.