Continuing to Work when Broad-Use Technologies Fail

2020-2021 UNT CI, CLASS, CoS, and Mayborn Business Continuity Plan

START HERE

When technology problems interfere with your work:

1. Look for the technology name (or similar terms) in the index on page 76. If an entry displays a bold page number, start with that page.

2. If the above does not work, contact an appropriate group by searching through the contacts lists, beginning on page 71.

3. If the above does not work, think of similar problems you overcame in the past and then find ways to keep working/helping us advance education and research.

Use Tips

In case you cannot access the web site in the future, save a version for yourself from the itservices.cas.unt.edu/about web site:

- Most software enables you to click reference page numbers to jump to that page.
- When using Adobe Acrobat, you may also use bookmark navigation.

Reference a physical copy in your academic department office.

Contents

Business Impact Analysis

The following five pages, up to the Business Continuity Plans section, prove mostly useful for Computing Committee members to review and update this document in the future.

The following pages *may* serve you by showing how much our colleges, *in general*, can continue doing their primary work when the given technology fails. The pages also convey how much of your data we can lose and still, as an organization, continue to fulfill our *general* education and research objectives. Your colleagues came up with these values on behalf of our broad user base, and many of our users, perhaps you, have special interests this document does not reflect.

Nothing ever works as well as we might hope and nobody can predict everything to expect in the future. So, please remember this overall work endeavors to help during technology problems, but **does not guarantee any level of completeness or performance**.

We can make it better. Please contact your Computing Committee representative to learn about the reasoning that went into items and, if appropriate, promote reconsideration of ideas for future academic years.

The Business Continuity Plan (BCP) Business Impact Analysis (BIA) list below was derived from an October 6th, 2017 survey of Computing Committee members, some of whom shared the survey with additional colleagues. The committee includes faculty and staff representatives from CLASS, CoS, and Mayborn. The open question survey results were simplified from 47 to 22 items and IT staff refined the resulting technologies to promote discreteness and completeness.

Column definitions/purposes:

- **Technology**: The digital and/or physical item which our faculty and staff use to educate, research, and/or support those activities.
- **Allowable Downtime (RTO)**: Recovery Time Objective is the time our organization, *in general*, can deliver acceptable service without the *use* of the respective technology. E.g., employees who use "Data storage – Cloud" technology can work around an outage for about 12 hours before it begins to negatively impact production.
- **Recovery Priority**: *In general*, if more than one technology is concurrently unavailable, units responsible for the technology should focus effort on restoring the most important technologies.
- **Allowable Data Loss (RPO)**: Recovery Point Objective is the amount of data our college/school, *in general*, can lose while still maintaining acceptable production levels. E.g., employees using "Data Storage – Network Drive" can work-around the loss of 24 hours of data.
- **Locations and responsibilities**: A sense of what will be damaged depending on our understanding of where damage occurred along with who must take care of the problem.

The list in primary order of Recovery Priority and secondary order of Technology follows.

Technology	Allowable Downtime (RTO)	Recovery Priority	Allowable Data Loss (RPO)	Responsible Organization for Application/Data Recovery	Location of Application/Data
Authentication - Institution **Ex. AMS.unt.edu, Microsoft AD, Shibboleth, LDAP, etc.**	None	1. High	N/A	UNT System ITSS manages broad, institutional authentication	ITSS Data Center
Computer - Classroom	1 class	1. High	N/A	UNT CSS	N/A

Technology	Allowable Downtime (RTO)	Recovery Priority	Allowable Data Loss (RPO)	Responsible Organization for Application/Data Recovery	Location of Application/Data
Facility **Ex. Lighting, access, chairs, HVAC, etc.**	2 hours	1. High	N/A	All UNT building facilities are maintained by UNT Facilities	N/A
Network - Internet	4 hours	1. High	N/A	UNT campus wireless networks: UNT System ITSS	N/A
Network - Campus Wired	4 hours	1. High	N/A	UNT campus wired networks: UNT System ITSS	N/A
Email	12 hours	1. High	12 hours	Active mail apps: • Local desktops/laptops: UNT CAS • Phone and tablet: User Server/service: • Web server: Microsoft • Account and access: UNT System ITSS • User data: Microsoft Archives: See Data storage.	Vendor

Technology	Allowable Downtime (RTO)	Recovery Priority	Allowable Data Loss (RPO)	Responsible Organization for Application/Data Recovery	Location of Application/Data
Data storage - Network Drive **Ex. CAS Home H:, CAS Shared S:, and CAS Research R: drive**	12 hours	1. High	24 hours	UNT System ITSS	ITSS Data Center
Data storage - Cloud **Ex. OneDrive, Dropbox, Google Drive, etc.**	12 hours	1. High	24 hours	OneDrive: Microsoft Web: UNT System ITSS Third Party Services: Vendor-specific	Vendor
Servers - Virtual	12 hours	1. High	24 hours	UNT System ITSS manages server instance deployment, including virtual data disks UNT CAS manages software installation, maintenance, and permissions management	ITSS Data Center
Web App - Learning Management System **Ex. Blackboard LEARN, Canvas, etc.**	24 hours	1. High	24 hours	UNT CLEAR	ITSS Data Center

Technology	Allowable Downtime (RTO)	Recovery Priority	Allowable Data Loss (RPO)	Responsible Organization for Application/Data Recovery	Location of Application/Data
Web App - PeopleSoft HR **Ex. Time entry and time approval**	2 workdays	1. High	None	UNT System HR and UNT System ITSS	ITSS Data Center
Web App - Cognos	3 workdays	1. High	N/A	UNT Finance and UNT System ITSS	ITSS Data Center
Web App - Electronic Journals	24 hours	2. Medium	N/A	UNT Libraries	Library Data Center
Web App - Checkin	24 hours	2. Medium	12 hours	Checkin is managed by UNT UIT.	Vendor
uAchieve	24 Hours	2. Medium	24 Hours	AITS	ITSS Data Center
Mobile Testing	48 Hours	2. Medium	N/A	CAS	CAS Server Room GAB 550F
Perceptive Content (Image Now)	48 hours	2. Medium	24 hours	ITSS	ITSS Data Center
Printer - Networked **Ex. Workgroup and MFP (MultiFunction Printer, copier, scanner, and sometimes fax)**	48 hours	2. Medium	N/A	Department Specific and jointly managed by department, vendor, and UNT CAS	ITSS Data Center
Web App - OTRS **Ex. Email auto attendant and change request tracker for CAS services like the service desk (casits@unt.edu), email (cas-postmaster@unt.edu), etc.**	48 hours	2. Medium	24 hours	UNT CAS	ITSS Data Center

Technology	Allowable Downtime (RTO)	Recovery Priority	Allowable Data Loss (RPO)	Responsible Organization for Application/Data Recovery	Location of Application/Data
Website – College/Department	48 Hours	2. Medium	24 Hours	ITSS	ITSS Data Center
Web App - Service Now **Ex. Incidents and problem ticketing/tracking/routing.**	1 week	2. Medium	24 hours	UNT System ITSS	Vendor
Data presentation and sharing - Class **Ex. Data projector, television, camera, powered podium, etc.**	48 hours	3. Low	N/A	Any UNT Classroom: UNT CSS	N/A
SalesForce	48 Hours	3. Low	24 Hours	UIT	Vendor
SCCM/WSUS	72 Hours	3. Low	48 Hours	CAS	ITSS Data Center
Computer - Lab **Ex. Computer, research, etc.**	5 days	3. Low	N/A	Lab	N/A
Network - Campus Wireless	5 days	3. Low	N/A	UNT campus wireless networks: UNT System ITSS	N/A
Data storage - Local Drive **Ex. Flash/USB drives, C:, Macintosh HD, etc.**	5 workdays	3. Low	24 hours	User is responsible for local data confidentiality level, integrity, and availability.	N/A

Technology	Allowable Downtime (RTO)	Recovery Priority	Allowable Data Loss (RPO)	Responsible Organization for Application/Data Recovery	Location of Application/Data
Computer - User **Ex. UNT-owned desktop or laptop.**	5 workdays	3. Low	N/A	User	ITSS Data Center
Web App – Web Checkout	Indefinite	3. Low	2 weeks	Inventory, people, and account management: Department's Checkout Center Manager Server management, campus integration, and enrollment loads: CAS App and module management: Web Checkout	ITSS Data Center

Business Continuity Plans

The following pages include a plan for each broadly-used technology, with technology-specific assessment, and actions that benefit most of our business activities.

The titles may seem strange to most readers because they exist, primarily, to help with document organization and maintenance. **We strongly recommend users follow the instructions on the cover page of this document**.

Each plan on the following pages includes:

- Technology overview with examples and references to other technologies upon which it may rely.
- Problem assessment
- Possible self-solutions
- Methods to alert the appropriate people to problems (along with solutions you discover)

Authentication - Institution

Related Words: Login, ID, UNT Login, Password, Web Login, Windows Login, AMS.unt.edu, LDAP, Microsoft AD, Shibboleth

To limit access to information, a login name and password are required. Authentication in the present context is primarily the process of confirming that a password is correct for the given login name.

Typical login types include:
- AMS.unt.edu
- Microsoft AD
- Shibboleth
- LDAP

Also see:
- Anything system wide with a UNT login

Within reasonable expediency, safety, and timeliness, follow these steps:
1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Identify *symptoms*:
- Login access page fails to show
- Login access fails

Identify *scope*: Ask coworkers if they are having the same login problems.

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?
Try this:

1. Visit the AMS.unt.edu web site and verify your password. If you cannot login there, you may reset your password there.
2. If that doesn't work, remove/disconnect from network and login to force use of locally cached credentials

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. If you need help in the near and/or long term, let the appropriate people know.

Gather the following information before calling support staff:

- Your name and phone number or other method of communication that doesn't require authentication
- Your computer types (Windows, MacOS, etc.)
- Your connection software (Windows, MacOS, Chrome, Firefox, Safari, etc.)
- Problem symptoms and scope
- What you have tried to implement to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

Scope	Contact
University wide	UIT Helpdesk (page 65)
College, School, or select buildings	CAS (page 65)

Computer – Classroom

Related Words: Classroom, Computer, ICL, Instructional Computer Lab

Classroom computers provide tools we use to teach, research and learn – along with all the activities we do in support of those endeavors.

Also see:
- Facility
- Data Presentation and Sharing – Classroom
- Network – Campus Wired
- Data Storage

Within reasonable expediency, safety, and timeliness, follow these steps:
1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:
- Computer:
    - No lights means no power
    - Lights on, but keyboard/mouse does not work
- Monitor:
    - No lights means no power

Example of how to identify *scope*:
- Do computers in nearby classrooms work?
- Are they able to do what yours cannot?

Record the problem symptoms and scope below:

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Try this:

- Computer
    - If computer is not responsive, restart the computer: turn off the computer by pressing and holding the power button for a few seconds. Press the power button again to turn it on.
    - Assuming the projector control is working on the classroom computer, find a laptop computer. Connect the laptop to the connector panel and select an appropriate source for the laptop connection.
    - Use writing surface, like a blackboard or whiteboard as an alternate.
- If the problem persists long term, find a substitute room. For example, visit http://studentaffairs.unt.edu/university-union/classroom-reservations for room reservation or email room reservation request to classroomreservations@unt.edu

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

The person you contact will likely want to know:

- Your name and preferred contact method
- Computer type (Windows, MacOS, or GNU/Linux, phone, etc.)
- Problem location (e.g., building and room)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

Problem Locale	Contact
Classroom	CSS (page 65)
Computer Lab	Computer Lab Managers (page 68)
Other room	Facility Building Representatives (page 73)

Computer – Lab

Related Words: Computer, ICL, Lab

Computer Labs provide students with computer-based technology access and support to broaden and enhance learning, proficiency, and progress in their academic endeavors. They are an essential component to students achieving their academic goals.

Typical lab examples by type from least to most-restricted access:

Type	Primary Use
Kiosks	Any current UNT faculty, staff, or student.
Student Computer Lab (SCL)	Currently enrolled students.
Discipline-Specific Computer Lab	Students taking department-specific courses.
Instructional Computer Lab (ICL)	Students and room scheduled for a semester course.

Also see:

- Computer Lab Managers (page 69) service, which shows locations
- Data Presentation and Sharing – Classroom
- Authentication – Institution
- Network – Campus Wired
- Network – Internet
- Data Storage – Network Drive

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

- If the problem is with a data presentation, see the Data Presentation and Sharing – Classroom section of this document.
- What hardware/software is in use?
- What error message, if any, displayed?
- Does alternate hardware/software work (e.g., Firefox in lieu of Chrome)?
- Do nearby computers (try different OS, if available) report similar symptoms?
  If not, report the problem to computer lab personnel and request an alternate computer.
  If so, roughly how many people cannot get their work done because of the problem?

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

- Report the problem to lab personnel.
- Use alternate hardware/software in the lab or ask lab personnel to help you find an alternate computer lab with a working solution.

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Computer Lab users report problems to lab personnel, who do initial triage and then lab personnel may need to contact the appropriate IT department, providing the following information:

- Contact name and preferred contact method
- Computer:
    - Type (Windows, MacOS, or GNU/Linux)
    - Station number
    - Location (lab name and/or building/room)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

Type	Contact
Kiosks	User contacts CAS Computer Lab (page 68)
Student Computer Lab (SCL)	User contacts in-lab personnel
Discipline-Specific Computer Lab	1. User contacts in-lab personnel 2. In-lab personnel contact lab manager
Instructional Computer Lab (ICL)	User contacts in-lab personnel

Computer – User

Related Words: Computer, Employee Desktop/Laptop

Almost every individual uses a personal computer issued by the University for teaching, researching, and meeting other university responsibilities.

Typical examples include:
- UNT-issued desktop computer in office
- UNT-issued laptop computer

Also see:
- Computer Lab
- Computer – Classroom

Within reasonable expediency, safety, and timeliness, follow these steps:
1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:
- Is computer powered on?
- Is monitor powered on?
- Does computer respond to keyboard stroke or mouse click?
- Does computer work but not connect to the Internet? If so, see Network – Internet section of this document.

Example of how to identify *scope*: Ask coworkers if they are having the same problems with their computers.

Record the problem symptoms and scope below:

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:
- Ensure that computer and monitor are plugged in and turned on.

- Restart computer to see if it will start working. Press and hold the power button for about six heartbeats and then press it again to start.
- Utilize other computer (e.g. laptop, computer in nearby office or lab, or computer at home) until problem repaired.
- Do other work that does not require a computer.
- User troubleshoots/triages and escalates to UNT CAS.

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.
The person you contact will likely want to know:

- Your name and preferred contact method
- Problem location (e.g. building and room)
- Problem symptoms and scope (e.g. computer type and operating system)
- Computer asset number
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

Problem Locale	Contact
Faculty and staff	CAS (page 65)

Data Presentation and Sharing

Related Words: Data projector, Overhead projector, Television, Projection surface, Podium, Powered podium, Lectern, Microphone, Wireless microphone, Classroom

Data presentation and sharing provides tools we use to teach, research and learn – along with all the activities we do in support of those endeavors. Typical examples include:

- Data projector
- Overhead projector
- Wireless microphone
- Television
- Projection surface
- Powered podium

Also see:

- Facility
- Computer – Classroom
- Network – Campus Wired

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:

- Data projector
    - Is the instructor computer on?
    - Is the projector selected as the display source in the instructor computer?
    - Does the projector make annoying buzzing noise?
- Overhead projector
    - Is the projector plugged in?
    - Is the lamp in the projector burned out?
- Wireless microphone
    - Are batteries dead?
    - Make sure the transmitter radio channel matches classroom channel.
- Television
    - Does television respond to its remote controller? If not, can television be operated by buttons on the side or back of television?
- Projection surface
    - Is the projection surface as the display source in the instructor computer?

- Example of how to identify *scope*:
- Does the data projector or overhead projector in nearby classroom work?

Record the problem symptoms and scope below:

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?
Examples:

- Data projector
    - If the projector makes buzzing sound, set the volume in the instructor's computer at the lowest level.
    - Use whiteboard or blackboard.
    - Email presentation slides to students and participants or upload the slides to Canvas or Blackboard. Have students use their smartphones or laptops to access the slides.
    - Make paper copies of the slides for audience.
- Overhead projector
    - If the projector is not working due to a burned out lamp, look for a spare lamp. The spare lamp can be engaged by operating the lamp exchange switch on the projector. Or, you may have to open the projector for the access to the switch.
- If the problem persists long term, find a substitute room. For example, visit http://studentaffairs.unt.edu/university-union/classroom-reservations for room reservation or email room reservation request to classroomreservations@unt.edu.

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.
The person you contact will likely want to know:

- Your name and preferred contact method
- Problem location building and room
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

Problem Locale	Contact
Classroom Support Services (CSS)	CSS (page 65)
Computer Lab	Computer Lab Managers (page 68)
Other room	1. Department Contact (page 71) 2. CAS (page 65)

Data Storage – Cloud

Related Words: Cloud, Microsoft OneDrive, OneDrive, Dropbox, Google Drive, File storage

Cloud storage refers to services that are accessible through the Internet, which may only be accessed directly through an Internet connection or may store copies of the files on the user's device. This provides convenient access to the files from multiple devices and multiple locations, rather than limiting the user to accessing files using a single computer in a single location where the files are stored. This also allows collaborative access to the same files by multiple users, such as coauthors on a research project located at different institutions.

Typical examples include:
- Dropbox
- Google Drive
- OneDrive

Also see:
- Data Storage – Network Drive
- Data Storage – Local Drive
- Network – Campus Wired
- Network – Campus Wireless

Within reasonable expediency, safety, and timeliness, follow these steps:
1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:
- Your cloud storage files do not show up on your computer, or cannot be accessed.
- Local copies of files stored on the cloud are accessible on your computer, but any changes to these files are not synced to the cloud service.

Example of how to identify *scope*:
- Ask coworkers if they are having the same login problems with the same cloud service, with other cloud services, or with the Internet connection more generally.
- Try accessing the cloud service using a different computer, such as a laptop or a computer in a nearby office or lab.

Record the problem symptoms and scope below:

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:

- User troubleshoots/triages and reports to UNT System ITSS if problem is not resolved or if problem is beyond scope of local computer (e.g. lack of Internet access or campus wide blockage of the cloud service). UNT System ITSS troubleshoots/triages and reports to Microsoft if the problem involves OneDrive or SharePoint; third party services are outside of UNT scope.
- Use a different computer if it is able to access the cloud service but the original computer is not.
- Use a locally stored or backed up copy of the file if it is up to date, and copy the file to the cloud service once access is restored.
- Use email to exchange copies of files for collaboration.

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

The person you contact will likely want to know:

- Your name and preferred contact method
- Problem location (e.g. building and room)
- Problem symptoms and scope (e.g. computer type, operating system, and specific cloud service)
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

Problem Locale	Contact
Faculty/Staff	CAS (page 65)

Data Storage – Local

Related Words: Hard drive, C: Drive, CAS (Apple Macintosh HD drive), CD drive, External disk/drive, File storage, Flash drive, Internal disk/drive, Optical disk, SD memory

Local storage is connected directly to a computer or device. It provides quick and convenient offline access to personal data as well as typically contains the operating system and software packages.
Typical examples include:

- Internal or External Computer Hard Drives and Disks
- Flash Drives
- Optical Discs
- SD Memory Cards

Also see:

- Data Storage – Cloud
- Data Storage – Network Drive
- Computer – User
- Computer – Lab

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Phase 1: Identify Problem Symptoms and Scope

Identify *symptoms*:

- Your computer does not start up or boot. What specific error messages, if any, are displayed?
- Is this the first time this issue has occurred?
- After plugging in a flash drive, it does not show up, and/or cannot be accessed. What specific error messages, if any, are displayed?
- There are files and data missing or not accessible from your storage device. What error messages, if any are displayed?

Identify *scope*:

- Does the external storage drive work on a different computer?
- Is it possible your data was mistakenly saved to an alternate location when last accessed?
- Roughly how many people are unable to get work done because of this problem?

Record the problem symptoms and scope below:

Step 2: Phase 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, try the following *to keep working*:

- Search alternate locations for lost files, E.g. cloud storage, local storage on other computers you've utilized, run an operating system search for files.
- Access backup files from other drives or cloud storage.
- Use an alternate or similar device. E.g. borrowed/extra computer, lab, or library device.
- Do other work until repaired or located.

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know. Prepare to provide:

- Your EUID
- Your name and preferred contact method
- Your computer type (Windows, MacOS, or GNU/Linux, phone, etc.)
- Personal or UNT supplied device
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

Scope	Contact
Classroom computer	CSS (page 65)
Faculty/Staff computer	CAS (page 65)
Computer Lab computer	Computer Lab Managers (page 68)

Data Storage – Network Drive

Related Words: Network Drive, Home H: Drive, Shared S: Drive, Research R: Drive, File storage

Information can be stored or backed-up on network drives.

Typical examples include:
- CAS Home (H: drive)
- CAS Shared (S: drive)
- CAS Research (R: drive)

Also see:
- Network – Internet
- Data Storage – Cloud
- Data Storage – Local Drive

Within reasonable expediency, safety, and timeliness, follow these steps:
1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Examples of *symptoms*:
- Network drive files fail to show
- Network drive doesn't accept changes

Example of how to identify *scope*:
- Asks coworkers if they are having the same problems

Record the problem symptoms and scope below:

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Temporarily use alternatives, such as:
- Local external drive, local computer drive, or cloud (OneDrive)
- Email to collaborate
- Webfile.cas.unt.edu (different method to access network drives)

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know. Gather the following before contacting support staff:

- Your name and preferred contact method
- Your computer types (Windows, MacOS, etc.)
- Your connection software (Chrome, Firefox, Safari, etc.)
- Problem symptoms and scope
- What you have tried to implement to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

Problem Scope	Contact
Campus wide	UIT Helpdesk (page 65)
Classroom	CSS (page 65)
Computer Lab	Computer Lab Managers (page 68)
Faculty/Staff	CAS (page 65)

Email

Related Words: Outlook, Microsoft Outlook, Office 365

Webmail.unt.edu is the official UNT email system for students, staff, alumni, and retirees. Accounts are based on the Microsoft® Office 365/Outlook.com platform and provide benefits found within those related applications.

Typical examples include:
- Communications from the Office of the President, Chancellor, and Registrar
- Communications pertaining to Financial Aid
- Communications concerning student accounting and other business services
- Communication among college, school, and departmental advisors
- Communications among professors and students
- Library notices
- Office 365 application access (not available for alumni and retirees)

Also see:
- Authentication – Institution
- Data Storage – Cloud
- Network – Campus Wired
- Network – Campus Wireless
- Network – Internet

Within reasonable expediency, safety, and timeliness, follow these steps:
1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*: When attempting to access your mail account using your preferred method (web browser, outlook app, or phone) what specific failures are noticeable and/or what errors (i.e. internal server errors, etc.) are reported?

Symptom examples:
- You get error message when trying to connect, so you:
    - Try to connect to various web sites. If those fail, it is likely a network problem.
    - If just the web site fails, restart the device.
- Alternative devices *and* methods (web instead of app or vice versa) also fail
- You can successfully login at AMS.unt.edu

Examples of how to identify *scope*:

- Ask nearby people if they can access the campus email service.

Record the problem symptoms and scope below:

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:

- Create or use a free email account to correspond with students and collaborators, funding agencies, etc. Get approval **before** you put sensitive or confidential information on those sites.
- Regarding archived email, Cf. Data Storage
- Use phone and departmental-specific social media (if available)
- Instructors can use their LMS (Blackboard or Canvas) to communicate with students

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Report to support staff including the following:

- Your name/EUID and preferred contact method
- Device specs (Windows, Mac, tablet, phone, etc.)
- Problem location (e.g., building/room, campus/offsite)
- Connection Status (Wired or Wireless)
- Error message(s) if any
- Problem symptoms and scope
- What you have tried or implemented to fix the problem?

In this case, a typical way to raise awareness and find someone to help includes:

Problem Locale	Contact
Faculty/Staff Employees Campus wide College, building, department	UIT (page 65) CAS (page 65)
Student	UIT (page 65)

Facility

Related Words: Electricity, Air Conditioner, Heating/cooling, HVAC, Lighting, Key, Lock

Campus facilities provide a number of critical features we need to teach, research, and learn—along with all the activities we do in support of those endeavors. Typical campus building facilities include:

- Power
- Heating and cooling
- Access (locks, ramps, door handles, isle width, etc.)
- Lights
- Furnishing appropriate to the work performed

Also see: Data Presentation and Sharing – Classroom

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:

- Power:
    - Which lights work?
    - Which power receptacles work (test with phone/laptop charging cable)?
- Heating and cooling:
    - Which air vents blow cold and/or hot?
    - Is anything blocking or otherwise affecting the air temperature around the thermostats?
- Access:
    - Are you authorized to use this space at this time?
    - If someone has special needs, does the building and/or room lack reasonable accommodation?
- Lights:
    - How many of the light motion-detector sensors work?
    - Is there anything impeding the motion detection?
- Furnishing:
    - Does a person with special needs lack reasonable accommodation?

Example of how to identify *scope*:

- Are nearby facilities experiencing similar symptoms?
- Roughly how many people are unable to get their work done because of this problem?

Record the problem symptoms and scope below:

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:

- Power: Assuming sufficient light, take manual notes instead of using a computer.
- Heating and cooling: If intolerable for the work performed, get supervisor approval to work from home.
- Access: Temporarily move to an alternate location.
- Lights: Temporarily move to an alternate location.
- Furnishing: If accommodating a special-needs person, learn what the person would find accommodating.

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

The person you contact will likely want to know:

- Your name and preferred contact method
- Problem location (e.g., building and room)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

Problem Locale	Contact
Classroom	CSS (page 65)
Computer Lab	Computer Lab Managers (page 68)
Department-assigned space (e.g., offices)	Department Contacts (page 71)
Building area	Facility Building Representatives (page 73)
Campus (not building rooms)	Facilities (page 65)

Mobile Testing

Related Words: Electricity, Air Conditioner, Heating/cooling, HVAC, Lighting, Key, Lock

Mobile Testing is a service offered by CAS IT, providing Apple laptop or tablet devices to allow in-class, web-based testing using UNT's learning management system (LMS) – currently Canvas.

Also see:
- Network – Campus Wireless
- Network – Internet
- Web App – LMS
- Facility

Step 1: Identify Problem Symptoms and Scope

Examples of potential problems include, but are not limited to:
- Building elevator not working (unable to deliver carts to classroom)
- Unable to connect to building wireless network
- Unable to connect/login to Canvas
- Unable to connect/login to testing website
- Lights/power go out in the building for an extended period of time
- Fire alarm or other emergency mandates evacuating the building

Record the problem symptoms and scope below:

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do to keep working?
Examples:
- Distribute a written exam for the students to take
- Allow students to take/complete the exam using personal devices outside of classtime
- Reschedule exam for the next available class date, and use current class period for instruction

Note: It is important to determine *in advance* how you will handle any potential problem or interruption of exams.

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Since all mobile exams should be accompanied by one or more CAS IT staff or student employees, it should be unnecessary to report problems with the exam. However, here are contact points of reference for issues outside the scope of CAS IT:

Problem Locale	Contact
UNT students (Authentication/Access)	UIT (page 65)
UNT students/instructors (Course Content)	CLEAR (page 65)
UNT building (Access, power, function)	UNT Facilities 940.565.2700

Network – Internet

Related Words: Internet, Network

The entire University System uses the Network-Internet to access all forms of information—both academic and staff-oriented, research, data, class notes, email etc. This is an essential component for students, staff, and faculty to achieve their goals.

Typical examples include:
- MS Outlook for email and calendars
- Online journals
- University based forms for staff
- Blackboard/Canvas
- Online textbook workbooks
- General Google searches

Also see:
- Network – Campus Wired
- Network – Campus Wireless
- Data Storage – Network Drive

Within reasonable expediency, safety, and timeliness, follow these steps:
1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope
- Do nearby computers report similar problems
- Roughly how many people are unable to get their work done because of the problem

Step 2: Decide How You Can Keep Working
- Once aware of outages affecting large groups of people, UNT CAS calls the main phone number for academic, dean, and advising units so they are aware of the problem and can help share the situation
- As the situation changes, CAS calls those units again
- User troubleshoots and reports:
    - Instructor reports to UNT CSS (page 66)
    - Lab (computer, research etc.) users report to Lab personnel
    - Users, including staff and faculty, check with their main unit's office and then report to UNT CAS as needed(see page 66)

- Use 3rd party provider (e.g. smartphone or home service)
- Catch up on existing non-internet tasks, backed up by telephone and in-person visits

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

- Lab, research, office staff will need to contact UNT CAS (page 66) with name and preferred contact method
- CAS UNT needs to make sure that all staff and faculty are kept informed of problems and updates

In this case, a typical way to raise awareness and find someone to help includes:

Problem Locale	Contact
Campus	UIT Helpdesk (page 65)
Building or building office/area	CAS (page 65)
Computer Lab	Computer Lab Managers (page 68)

Network – Campus Wired

Related Words: Ethernet, Network

The wired network uses physical cables to transfer data between devices locally and out to the internet. The campus wired network utilizes Ethernet cabling to transfer data between connected PCs. In some cases, a local Ethernet switch may be used to connect more than one computer to an Ethernet port on the wall. Most UNT campus computer labs and offices utilize the wired network to access local and cloud storage and data. The campus wireless network also depends on a functioning wired network to connect to services and the internet.

Typical examples include:
- Computer Lab and Office desktops connected to the network via Ethernet cabling
- Some UNT laptops may often connect to the network via wired cabling
- Network printers accessed by multiple users

Also see:
- Network – Campus Wireless
- Network – Internet
- Network – Printing
- Computer – User

Within reasonable expediency, safety, and timeliness, follow these steps:
1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:
- Your computer is unable to log in with your campus ID, and/or receive errors
- Your computer is unable to access the internet, email, or other on campus online services
- Your computer is unable to connect to network storage drives

Example of how to identify *scope*:
- Do nearby computers exhibit similar symptoms? If not, see if you can use one of the working computers to continue working. If so, is it just select offices or a whole building?
- Do computers in other campus departments report similar symptoms?
- Has the Ethernet cable been damaged or unplugged from the computer, printer, or wall? If damaged, get another cable from CAS (see page 66).

- Are you unable to print to a network printer, but able to access the internet? If so, find "Printer – Networked" in the table of contents or index.
- Are you able to access an on-campus service such as EIS, but not the Internet? Vice versa? If so, find "Network – Internet" in the table of contents or index.
- Roughly how many people are unable to get work done because of this problem?

Record the problem symptoms and scope below:

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

1. Restart all affected devices. E.g. Computer, printer, and local network switch (if applicable).
2. Use an alternate or similar device. E.g. borrowed/extra computer, lab or library device.
3. If available, attempt to connect to the campus Wi-Fi network.
4. If acceptable, utilize personal wireless devices, (smart phone, hotspots) until repaired.
5. Use local software or do non-computer work until repaired or moved to location with working wired network.

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

- Your:
  - EUID
  - Name
  - Preferred contact
- Problem:
  - Location and scope (building and rooms)
  - Computer type (Windows, MacOS, or GNU/Linux, phone, etc.)
  - Personal or UNT supplied device (with asset number for the latter)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

Problem Locale	Contact
Classroom	CSS (page 65)
Faculty/staff building/room	CAS (page 65)
Computer Lab	Computer Lab Manager (page 68)

Network – Campus Wireless

Related Words: Wi-Fi, Wireless, Ethernet, Network

Campus Wireless is a non-production (read: convenience) network which primarily enables mobile devices access to the campus network and to the Internet.

Current wireless networks include:

Network Name	Use
UNT	UNT campus people with an active EUID
Eduroam	Enables people to use wireless here and at other member institutions.
EagleNet	Insecure network for specific, legacy purposes. Do not use.

Also see:

- Network—Campus Wired
- Network—Internet

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:

- Device displays error message when you try to use the wireless network.
- Unable to access all web sites (not just a specific web app).

Example of how to identify *scope*:

- Do nearby wireless devices report similar symptoms?
- Do all wireless networks report similar symptoms? If UNT doesn't work, try using the eduroam network.
- Do all nearby wired devices seem to work fine? Then scope is local to wireless network only.
- Roughly how many people are unable to get their work done because of this problem?

Record the problem symptoms and scope below:

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:

- Use an alternate means connecting to a network:
    - If a smart phone, revert to using cellular network
    - If a UNT-supported device, revert to using wired network if possible

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.
The support staff will most likely need to know:

- EUID
- Your name and preferred contact method
- Your device (laptop, phone, etc.)
- Location experiencing issues (Building and Room #)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

Problem Locale	Contact
Faculty/Staff	CAS (page 65)
Classroom	CSS (page 65)
Student	UIT Helpdesk (page 65)

Perceptive Content

Related Words: ImageNow

Perceptive Content is used to scan and store documents, such as advising documents, degree audits, and transcripts.

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:

- Inability to login

Example of how to identify *scope*:

- Is this happening for other people in your office/lab/classroom?
- Can anyone at all access the program?
- Roughly how many people are unable to get their work done because of this problem?

Record the problem symptoms and scope below:

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:

- Restart all affected devices. E.g. Computer, printer, and local network switch (if applicable).
- Use local software or do non-computer work until repaired or moved to location with working wired network.

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Support staff will need the following information:

- Your name and preferred contact method
- Your location (off-campus, building, room, etc.)
- Your computer type (Windows, MacOS, or GNU/Linux, phone, etc.)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

Problem for …	Contact
Faculty/Staff	AITS (page 65)

Printer – Networked

Related Words: Copier, Document center, Printer

Printing documents is central to preparing class exams and handouts, creating forms and records for administration, and drafting research publications. Networking allows multiple users to access one printer.

Typical examples include:
- Printers for Workgroups and MFP (Multifunction Printers) which act as printers, copiers, scanners and sometimes fax machines.
- Department document centers, typically one or more in the main office.

Also see:
- Network – Campus Wired

Within reasonable expediency, safety, and timeliness, follow these steps:
4. Identify problem symptoms and scope
5. Decide how you can keep working
6. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:
- Printer not available as a choice on your computer
- Document submitted but no output

Example of how to identify *scope*:
- Is this happening for other people in your office/lab/classroom?
- Can anyone at all access the printer?
- Roughly how many people are unable to get their work done because of this problem?

Record the problem symptoms and scope below:

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:
- Find and use an available non-networked (dedicated) printer.
- Check if printing is available in a Computer Lab.

- In a Computer Lab, the lab personnel can work-around issues with intermediary systems, like Papercut.
- In a Computer Lab, the Monitor can allow students to print direct to printers with no reduction to print balance.
- Explore the feasibility of working with an electronic version of the document with students, research collaborators, or administrators. Document scanning may be necessary.
- For critical jobs, try commercial printing in the Union or off-campus.

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Support staff need the following information:

- Your name and preferred contact method
- Your location
- Your computer's identity (service or asset tag)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem.

In this case, a typical way to raise awareness and find someone to help includes:

Problem for …	Contact
Faculty/Staff	CAS (page 65)
Computer Lab Users	1. In-Lab Personnel 2. Computer Lab Managers (page 68)

Servers – Virtual

Related Words: File Server, Print Server, Web Server, Papercut Server

Virtual Servers provide a number of important features we need to teach, research, and learn—along with all the activities we do in support of those endeavors. Typical virtual servers include:

- File
- Print
- Web

Also see:

- Authentication – Institution
- Network – Campus Wired
- Network – Internet
- Data Storage – Network Drive
- Plan entries that begin with: Web App –

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:

- Computer displays an error when you try to access a web site, network drives, or networked printers. Note the specific error message.
- Try connecting to other, campus-bound, but distinctly separate services. E.g., if there error came from a service CAS provides, trying access EIS instead, and vice versa. If nothing works, this could be a network problem (refer to index).

Example of how to identify *scope*:

- Ask nearby computer users. Do they report similar symptoms?
- Roughly how many people are unable to get their work done because of this problem?

Record the problem symptoms and scope below:

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:

- Use an alternate, similar service. E.g., if you cannot print, find a colleague who can and use their printer. Or, find someone with a directly-connected printer and use that.
- Do other work until the system comes back on-line.

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Before contacting someone to raise awareness or get help, prepare to provide the following:

- Your:
  - EUID
  - Name and preferred contact method
  - Computer type (Windows, MacOS, or GNU/Linux, phone, etc.)
  - Connection software (Chrome, Firefox, Safari, putty, openssh, etc.)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

Problem Locale	Contact
Classroom	CSS (page 65)
Faculty/staff	CAS (page 65)
Computer Lab	Computer Lab Managers (page 68)

uAchieve

Related Words: Advising, uAchieve

uAchieve is an online degree audit system that allows students and advisors to track progress toward degree completion while highlighting the remaining courses and requirements needed to graduate.

Within reasonable expediency, safety, and timeliness, follow these steps:
1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:
- Inability to login

Example of how to identify *scope*:
- Is this happening for other people in your office/lab/classroom?
- Can anyone at all access the program?
- Roughly how many people are unable to get their work done because of this problem?

Step 2: Decide How You Can Keep Working

- Use another person's computer
- Use an alternate, similar service. E.g., if you cannot print, find a colleague who can and use their printer. Or, find someone with a directly-connected printer and use that.
- Do other work until the system comes back on-line.

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Before contacting someone to raise awareness or get help, prepare to provide the following:
- Your:
    - EUID
    - Name and preferred contact method
    - Computer type, (Windows, MacOS, or GNU/Linux, phone, etc.), asset number, and building location
    - Connection software (Chrome, Firefox, Safari, putty, openssh, etc.)
- Problem symptoms and scope

- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

Problem Locale	Contact
Faculty/Staff	AITS (page 65)

Web App – Cognos

Related Words: Financial Reporting

This technology serves budget personnel in departments to keep track of specific budgets across campus. All transactions are posted in this system and budget personnel accesses to track spending.

Cognos is typically accessed through my.unt.edu under the reports tab.

Also see:

- Authentication – Institution

Most budget personnel also use Excel, Quickbooks etc. to keep a running tabulations of expenses as posting to Cognos not always up to date. By keeping a running tabulation budget personnel can keep track of expenses in real time.

Within reasonable expediency, safety, and timeliness, follow these steps:

4. Identify problem symptoms and scope
5. Decide how you can keep working
6. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

1. Computer displays an error when you try to access my.unt.edu
2. You ask other people in the area, and they report similar problems. If they do not, restart your computer.
3. You can login to AMS.unt.edu. If not, see Authentication – Institution.

Step 2: Decide How You Can Keep Working

1. Use another person's computer.
2. Use shared drive ledgers until service is restored
3. Use locally installed software such as Excel, Quickbooks, etc.

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Before contacting someone to raise awareness or get help, prepare to provide the following:

- Your:
    - EUID
    - Name and preferred contact method

    - Computer type, (Windows, MacOS, or GNU/Linux, phone, etc.), asset number, and building location
    - Connection software (Chrome, Firefox, Safari, putty, openssh, etc.)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

Problem Locale	Contact
Faculty/staff	CAS (page 65)

Web App – Electronic Journals

Related Words: Electronic Journals, Journals

The UNT Library subscribes to many journals and databases electronically. These are sources of information for teaching, class projects, preparation of research proposals, and for writing books and research publications.

Typical examples include:
- Elsevier journal subscriptions
- Scifinder Scholar Database

Also see:
- Network – Internet

Within reasonable expediency, safety, and timeliness, follow these steps:
1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:
- Unable to access library catalog
- No response after selecting a journal
- Access denied after selecting an article
- Electronic text will not download

Example of how to identify *scope*:
- Do other computers on campus have the same problems?
- Is this a problem with access from off-campus?
- Roughly how many people are unable to do their work because of this problem?

Record the problem symptoms and scope below:

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:
- If on campus, visit library in person for a print version
- Attempt to use alternative journals or products

- Travel to area libraries
- Contact colleagues at other institutions to see if they can provide the information

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.
Support staff will need the following information:

- Your name and preferred contact method
- Your location (off-campus, building, room, etc.)
- Your computer type (Windows, MacOS, or GNU/Linux, phone, etc.)
- Your connection software (Chrome. Firefox, Safari, putty, openssh, etc.)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

Problem Locale	Contact
Accessing Library Software	Library (page 65)
Browser problems	CAS (page 65)

Web App – Checkin

Related Words: Checkin, iCheckin, UNT Checkin

Lab and inventory managers use Resource Management web apps to make equipment and other resources available to faculty, staff, and students for teaching, researching, and learning.

Typical resource management web apps include:
- Checkin
- iCheckin

Also see:
- Authentication – Institution
- Network – Campus Wired
- Network – Internet

Within reasonable expediency, safety, and timeliness, follow these steps:
1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*: When you try to connect to the server using your usual method (e.g., web browser, computer login), what specific error message does your software display?

Example of how to identify *scope*:
- Do nearby computers report similar symptoms?
- Roughly how many people are unable to get their work done because of this problem?

Record the problem symptoms and scope below:

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:
- If the symptom and scope suggest a problem with iCheckin, then lab managers can force computers to login to "station" accounts and have employees check out computers using the Checking web interface.

- If the symptom and scope suggest a problem with Checking, computer lab managers can force computers to login to "station" accounts and instruct staff to manually record use, based on:
    - Station used
    - Student ID
    - Check out time
    - Check in time

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.
Lab managers will need to provide the following to IT staff:

- Your name and preferred contact method
- Your computer types (Windows, MacOS, or GNU/Linux, phone, etc.)
- Your connection software (Chrome, Firefox, Safari, putty, openssh, etc.)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

Problem Locale	Contact
Checking, iCheckin	UIT Helpdesk (page 65)

Web App – LMS

Related Words: Canvas, Blackboard, LEARN, Panopto, PBWorks, TurnItIn

The Learning Management System (LMS) for UNT is the web-based platform that serves as an administrative, documentation, tracking, reporting, and content delivery system for the courses, programs, and non-academic course sites provided by the university. Currently, the university is migrating courses from the Blackboard LEARN LMS to the Canvas LMS with an expected completion date of Spring 2019.

Typical examples include:
- Blackboard LEARN LMS
- Canvas LMS
- Other related tools impacted: TurnItIn, Panopto, PBWorks

Also see:
- Authentication – Institution
- Data Storage – Cloud (Canvas unavailable, Blackboard locally hosted)
- Network – Campus Wired
- Network – Campus Wireless
- Network – Internet

Within reasonable expediency, safety, and timeliness, follow these steps:
1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*: When you try to connect to the portal using your preferred method (e.g., web browser, mobile app), what specific error occurs?

Examples of how to identify symptoms:
- You get error message when trying to connect, so you:
    - Try to connect to various web sites. If those fail, it is likely a network problem.
    - If just the web site fails, restart the device.
- Alternative devices *and* methods (web instead of phone app or vice versa) also fail
- Do other web browsers work (e.g., Internet Explorer)?
- You can successfully login at AMS.unt.edu
- Examples of how to identify *scope*:
- Do other users report similar symptoms?
- Ask nearby people if they can access/use the LMS.

Record the problem symptoms and scope below:

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?
Examples:

- Instructors provide students with an alternative plan in their syllabus. E.g., instructors can post content and correspond with students via email or through an alternate website/tool (e.g. Remind, Slack, Trello, etc.). Get approval from IT and/or legal **before** putting any confidential and/or sensitive information on those sites.
- Export student contact information (e.g., email addresses) from EIS.
- Track back other course content (quizzes, tests, presentations, etc.) from documents, email, etc.
- When feasible, you can print and hand out course content to students.
- Use other methods, like my.unt.edu, webmail, and bulkmail.unt.edu to communicate with students

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Report to support staff including the following:

- Your name/EUID and preferred contact method
- Device specs (Windows, Mac, tablet, phone, etc.)
- Problem location - Site (Campus or Off-site)
- Connection Status (Wired or Wireless)
- Error message(s) if any
- Verify successfully able to log in to MyUNT -> if not, reset password at AMS.unt.edu
- Problem symptoms and scope
- What you have tried or implemented to fix the problem?

In this case, a typical way to raise awareness and find someone to help includes:

Affected Individual	Contact
UNT students (access)	UIT (page 65)
UNT students (course content)	Faculty member/instructor (info.unt.edu)
UNT faculty (access)	UIT (page 65)
UNT faculty (course content)	CLEAR (page 65)
UNT faculty (emergency)	UIT (page 65) CLEAR (page 65)

Web App – OTRS

Related Words: Change Request, OTRS

When users contact CAS through web forms, ServiceNow, and any email address beginning with "cas," it routes to the OTRS system. OTRS serves as the primary email routing and ticketing system for CAS by handling all email to the primary CAS email address, all CAS web forms, and ServiceNow notifications.

Typical examples include:
- Request for assistance to main CAS email account
- Submission via web form for new account request

Also see:
- Authentication – Institution
- Web App – ServiceNow

Within reasonable expediency, safety, and timeliness, follow these steps:
1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*:
- When filling out a web form on main CAS website, you did not receive any notification that your request was received.
- When sending email to a "CAS" address, you did not get an immediate receipt email.

Example of how to identify *scope*:
- Do other users have the same symptoms?
- Does the web form you submitted have a completed form on your list of recent submissions (at that web form)?

Record the problem symptoms and scope below:

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:
- If your request or issue needs immediate attention, call CAS directly (page 66)

- If your issue needs to be logged, but is not immediate, call CAS directly or submit the issue via ServiceNow (https://unts.service-now.com/).

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Faculty and Staff will need to provide the following to IT staff:

- Your name, EUID, and preferred contact method
- Problem symptoms and scope
- What you have tried or implemented to fix the problem
- The request or issue you wanted to submit to OTRS

In this case, a typical way to raise awareness and find someone to help includes:

Problem Locale	Contact
Faculty/Staff	CAS (page 65)

Web App – ServiceNow

Related Words: Incident reporting, Problem reporting, ServiceNow

ServiceNow serves all UNT Faculty, Staff, and Students as a direct submission portal for some basic IT requests and ticket submissions. It also serves as the primary source for CAS staff to log phone calls to the Service Desk and log and track incidents and problems.

Typical examples include:
- Request for Statistical Software managed by Research and Statistical Support Services
- Alert IT staff to computer problems (i.e., incidents)
- Request telephone services (i.e., changes)

Also see:
- Authentication – Institution
- Web App – OTRS

Within reasonable expediency, safety, and timeliness, follow these steps:
1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Examples of how to identify *symptoms*: When trying to access the ServiceNow Service Catalog or a direct portal from a website, what specific error message does the browser display?

Example of how to identify *scope*:
- Do other users have the same symptoms when trying to access the service?
- Do other requests or sections of the Service Catalog still work?
- Do other web sites or resources still work normally?

Record the problem symptoms and scope below:

Step 2: Decide How You Can Keep Working

Unless self-explanatory from identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Examples:
- If the symptoms and scope suggest a problem with ServiceNow, call or email the CAS Service Desk (page 66) to submit your issue or have them record your request

- If the symptoms and scope suggest a problem with the specific request listed on ServiceNow, call or email the CAS Service Desk (page 66) so they can direct you to the department in charge of the request and log the issue

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Faculty and Staff will need to provide the following to IT staff:

- Your name, EUID, and preferred contact method
- Your connection software (Chrome, Firefox, Safari, etc.)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem
- The request or issue you wanted to submit to ServiceNow

In this case, a typical way to raise awareness and find someone to help includes:

Problem Locale	Contact
Faculty/Staff	CAS (page 65)

Web App –Time Entry

Related Words: Time Entry/Keeping, Web Clock, Web Punch

Online time entry, timekeeping, and approval is done by logging into my.unt.edu and selecting the "Human Resources" tab.

Also see:

- Authentication – Institution

All personnel record time using the online timesheet.

Within reasonable expediency, safety, and timeliness, follow these steps:

1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

1. Computer displays an error when trying to access my.unt.edu.
2. If other people you ask in the area can access the site, you may instead have computer problem (see index page 77).
3. If your computer cannot access other web sites, you may instead of a network problem (see index page 77).

Step 2: Decide How You Can Keep Working

During the outage:

1. Employees and supervisors revert to keeping a record of time locally, using Excel, Word, paper, etc.)
2. When the system comes back on-line, respective parties update the system

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. Alternatively, if you need help in the near and/or long term, let the appropriate people know.

Before contacting someone to raise awareness or get help, prepare to provide the following:

- Your:
    - EUID
    - Name and preferred contact method
    - Computer type, (Windows, MacOS, or GNU/Linux, phone, etc.), asset number, and building location

    - Connection software (Chrome, Firefox, Safari, putty, openssh, etc.)
- Problem symptoms and scope
- What you have tried or implemented to fix the problem

In this case, a typical way to raise awareness and find someone to help includes:

Problem Locale	Contact
Faculty/staff	CAS (page 65)

Web App – Web Checkout

Inventory managers use Web Checkout to circulate items with mostly students and some faculty/staff in support of university coursework. The software ensures a smooth workflow and promotes accountability of goods and fee use on behalf of UNT.

Examples include:
- Checking out cables, microphones, cameras, and lights as a kit for Media Arts students
- Checking out digital cameras for Photography students

Also see:
- Authentication – Institution

Within reasonable expediency, safety, and timeliness, follow these steps:
1. Identify problem symptoms and scope
2. Decide how you can keep working
3. Raise awareness and/or find someone to help

Step 1: Identify Problem Symptoms and Scope

Identify *symptoms*:
- You get an error message when trying to connect, so you:
    - Try to connect to other sites. If those fail, search for "Network" in the index.
    - If only Web Checkout fails, try different software (e.g., Chrome instead of Firefox) or hardware (your phone instead of your computer).
- If you cannot login to the site, search for "Authentication – Institution" in the index

Identify *scope*:
- Are you on- or off-campus?
- Do other people report similar problems? If not, are they on- or off-campus?

Step 2: Decide How You Can Keep Working

Unless self-explanatory from the identifying the problem symptoms and scope, what can you reasonably do in part or whole, in the near or longer term, *to keep working*?

Work around the problem:
1. Verify student enrollment via picture ID and cross reference with https://info.unt.edu
2. Maintain a list that includes:
    - Student/faculty EUID, name, and contact information

- Date/time of checkout
- Expected date of return
- Actual date of return
- Items descriptions including asset/service tags

3. When Web Checkout comes back on-line, update Web Checkout with list information.

The above provides a good start to continue working. Consider adding things to the above list the respective area requires (e.g., forms).

Record how you plan to keep working here:

Step 3: Raise awareness and/or find someone to help

Share your needs and your successes by raising awareness. If you need help in the near and/or long term, let the appropriate people know.

Gather the following information before calling support staff:

- Your EUID and contact information
- Problem symptoms and scope (e.g., affecting 50 students/day)
- Your current problem work-around

In this case, a typical way to raise awareness and find someone to help includes:

Locale	Contact
CI, CLASS, CoS, and Mayborn	CAS (page 65)
CVAD	CVAD IT 940-565-4522 ArtSupport@unt.edu

Contacts

This and the next few pages show contact information for related technologies.

Services

Department	Location	Phone	Email	Hours
AITS	Chestnut Hall 170, 172, 174	940.369.8183	AITS-Admin-Helpdesk@unt.edu	M-F 8am-5pm For after hours, call the same number for on-call.
CAS Computing for Arts + Sciences *	General Academic Bldg. 313	940.565.4498	cas-itservices@unt.edu	M-F 8am-7pm Sat 10am-2pm
College of Arts and Sciences General Access Labs (CASGAL)	General Academic Bldg. 550	940.565.2825	labman@mail.cas.unt.edu	See Below†
CSS Classroom Support Services	Chilton Hall 243	940.565.2691	classroomsupport@unt.edu	M-F 7am-11pm
CLEAR Center for Learning Enhancement, Assessment, and Redesign	Chilton Hall 112	940.369.7394	clearhelp@unt.edu	M-Th 8am-9pm F 8am-5pm
Facilities‡	2204 W Prairie St.	940.565.2700	workcontrol@unt.edu	M-F 7am-7pm
Library	Willis Library	940.565.3245	askus@unt.edu	24 hours
UIT University Information Technology Helpdesk	General Academic Building 206	940.565.2324	helpdesk@unt.edu	Office: M-Th 8am-9pm F 8am-5pm Sat-Sun 11am-3pm

*See also Computer Lab Managers contact list on page 68.

‡ See also Facility Building Representatives contact list on page 73.

CI Main Administrative Contacts

Department	Contact	Phone	Email
Dean's Office	Ericka Sisk	940.565.2731	Ericka.Sisk@unt.edu
Information Science	Dylan Brehm	940.369.7188	Dylan.Brehm@unt.edu
Learning Technologies	Linda Santiago	940.565.4238	Linda.Santiago@unt.edu
Linguistics	Trevor Sisk	940.565.4552	Trevor.Sisk@unt.edu

CLASS Main Administrative Contacts

Department	Contact	Phone	Email
Advising	Debra Griffin	940.565.2151	Debra.Griffin@unt.edu
Aerospace Studies	Shelly Scott	940.565.2074	Shelly.Scott@unt.edu
Anthropology	Melissa Tanner	940.565.4985	Melissa.Tanner@unt.edu
Communication Studies	Amy Fuller	940.565.4747	Amy.Fuller@unt.edu
Dance and Theatre	Shavon Johnson	940.369.8025	Sherylotte.Johnson@unt.edu
Dean's Office	Blake Roark	940.565.4105	Blake.Roark@unt.edu
Economics	Lisa Gage	940.565.2133	lgage@unt.edu
English	Diane Culpin	940.565.2050	Diane.Culpin@unt.edu
Geography	Michelle Hurt	940.565.2091	Michelle.Hurt@unt.edu
History	Jami McQueen	940.565.2814	Jami.McQueen@unt.edu
International Studies	Joanie Smith	940.565.2323	Joanie.Smith@unt.edu
Jewish and Israel Studies	Azia May	940.369.8172	Azia.May@unt.edu
Media Arts	Marielena Carpanzo	940.565.2537	Resendiz@unt.edu
Military Science	Sheila VanBree	940.369.8011	Sheila.Vanbree@unt.edu
Philosophy and Religion	Nancy Ellis	940.565.2134	Nancy.Ellis@unt.edu
Political Science	Rebbecca Dobrin	940.565.3243	Rebbecca.Dobrin@unt.edu
Psychology	Albert Anaya	940.565.2634	Albert.Anaya@unt.edu
Sociology	Anna Nguyen	940.565.2936	Anna.Nguyen@unt.edu
Spanish	Nancy Bouchard	940.565.2404	Nancy.Bouchard@unt.edu
Technical Communication	Jenny Correa Lucero Carranza	940.565.4458 940.565.4458	Jeanette.Correa@unt.edu Lucero.Carranza@unt.edu
Women's and Gender Studies	Kit Shattuck	940.565.2098	Kit.Shattuck@unt.edu
World Languages, Literatures, and Cultures	Nancy Bouchard	940.565.2404	Nancy.Bouchard@unt.edu

CoS Main Administrative Contacts

Department	Contact	Phone	Email
Advising	Brittany Reiner	940.369.6150	Brittany.Reiner@unt.edu
Advanced Environmental Research Institute (AERI)	Shelby Kinsall	940.369.5207	Shelby.Kinsall@unt.edu
BioDiscovery Institute	Brier Lee-Renken	940.565.2491	Brier.Lee@unt.edu
Biology	Shirl Gulley	940.565.3590	Shirley.Gulley@unt.edu
Chemistry	Joy Curtis	940.565.3525	Joy.Curtis@unt.edu
Dean's Office	Amy Marie Baker	940.369.8072	AmyMarie.Baker@unt.edu
Institute for Applied Sciences (IAS)	Shelby Kinsall	940.369.5207	Shelby.Kinsall@unt.edu
Mathematics	Jana Watkins	940.565.4047	Jana.Watkins@unt.edu
Physics	Melinda Rule	940.565.2626	Melinda.Rule@unt.edu
Teach North Texas (TNT)	Daniel Watson	940.565.3675	Daniel.Watson@unt.edu

Mayborn School of Journalism Main Administrative Contacts

Department	Contact	Phone	Email
Journalism	Cathy Turner Tami Deaton	940.369.8913 940.565.2095	Cathy.Turner@unt.edu Tami.Deaton@unt.edu

Computer Lab Managers

1. First, contact any on premise computer lab employees.
2. If that does not work, contact the respective lab manager from the following list.

Lab	Lab Type	Reservable	More Info
Air Force ROTC Labs (ATH 136, 140)	Course Specific AERO	Not Reservable	940.565.2074 Shelly.Scott@unt.edu
Army ROTC Lab (MGVP 107 109)	Course Specific ARMY	Not Reservable	940.369.8011 Sheila.VanBree@unt.edu
CCIL (CHEM 232)	Course Specific CHEM	Contact Department	940.369.8993 Dave.Hrovat@unt.edu
CHEM ISL (CHEM 131, 134, 137, 245)	Course Specific CHEM	Not Reservable	940.369.3550 Jose.Calderon@unt.edu
College of Information Lab (DP G152)	Course Specific	Not Reservable	940-565-4238 Countryman@unt.edu
COS Advising Laptops (HKRY 278)	Course Specific	Not Reservable	940.369.7540 Patricia.Marshall@unt.edu
CSAM I (ENV 336)	Course Specific GEOG	Contact Department	940.565.2991 Keshia.Wilkins@unt.edu
CSAM II (ENV 340)	Course Specific GEOG	Contact Department	940.565.2991 Keshia.Wilkins@unt.edu
DATH 127	Course Specific DANC	Contact Department	940.369.7266 MaryLynn.Babcock@unt.edu
DP B205	General Access	Not Reservable	940.565.2501 Countryman@unt.edu
GAB 115B	Course Specific JOUR	Not Reservable	940.565.2825 Countryman@unt.edu
GAB 330	General Access	Restricted	940.565.2825 Countryman@unt.edu
GAB 330D	General Access	Yes	940.565.2825 Countryman@unt.edu
GAB 3rd floor	Kiosk	Not Reservable	940-565-2825 Countryman@cas.unt.edu
GAB 550	General Access	Yes	940.565.2825 Countryman@unt.edu
GAB 550A	General Access	Yes	940.565.2825 Countryman@unt.edu
GATE 141	Instructional	Restricted	940.565.2825 Countryman@unt.edu
History Help Center (WH 220)	Course Specific HIST	Contact Department	940.565.4772 HistoryHelpCenter@unt.edu
IS Doctoral Study Room (DP D208B)	Course Specific IS	Contact Department	940.369.8093 CI-Dean@unt.edu
Joint Admission Medical Program (HKRY 256A)	Course Specific JAMP	Contact Department	Debrah.Beck@unt.edu

Lab	Lab Type	Reservable	More Info
Language Lab (LANG 105,106,108)	Course Specific	Contact Department	940.565.2825 Countryman@unt.edu
LING Lab (DP B201D)	Course Specific LING	Contact Department	940.565.4552 Alexis.Palmer@unt.edu
LSC A111	Course Specific BIOL	Not Reservable	Claudia.GonzalezVillarreal@unt.edu
LSC A314	Course Specific BIOL	Contact Department	Anthony.Curran@unt.edu
Math Testing Center (GAB 443)	Course Specific MATH	Contact Department	940.565.3592 Rita.Sears@unt.edu
Math Tutoring Lab (SAGE 120A, 130, 130A)	Course Specific MATH	Contact Department	mathlab@unt.edu
MQC – MathQuest Center (GAB 511)	Course Specific MATH	Contact Department	940.565.1255 Kristi.Nelson@unt.edu
MRTS Editing Lab (RTFP 180 D, E, L, M, N, P, R, Y, Z)	Course Specific MRTS	Contact Department	940.565.2825 Countryman@unt.edu
ntTV (RTFP 261 A, B, D, F, L)	Course Specific MRTS	Contact Department	Phyllis.Slocum@unt.edu
Peace Studies Lab (WH 173)	Course Specific PSCI	Contact Department	940.565.2329 Matthew.Eshbaugh-Soha@unt.edu
Physiology Labs (LSC A319, A320)	Course Specific BIOL	Contact Department	Anthony.Curran@unt.edu
PIC Labs (PHYS 202, 204 - 208, 227-229)	Course Specific PHYS	Contact Department	Gilbert.Nyandoto@unt.edu
PIC Testing Center (PHYS 209, 209AA, 209D)	Course Specific PHYS	Contact Department	Gilbert.Nyandoto@unt.edu
SYMR 220	Course Specific JOUR	Contact Department	940.565.285 Countryman@unt.edu
SYMR 222	Course Specific JOUR	Contact Department	940.565.285 Countryman@unt.edu
SYMR 223	Course Specific JOUR	Contact Department	940.565.285 Countryman@unt.edu
SYMR 224	Course Specific JOUR	Contact Department	940.565.285 Countryman@unt.edu
SYMR 226	Course Specific JOUR	Contact Department	940.565.285 Countryman@unt.edu
SYMR 234 SWOOP Lab	Course Specific JOUR	Contact Department	940.565.285 Countryman@unt.edu
Teach North Texas (CURY 316)	Course Specific TNT	Contact Department	940.565.3328 Daniel.Watson@unt.edu
Teach North Texas Laptops (CURY 322)	Course Specific TNT	Not Reservable	940.565.3328 Daniel.Watson@unt.edu

Lab	Lab Type	Reservable	More Info
TECM Labs (AUDB 301, 302, 306, 307, 308, 312, 313)	Course Specific TECM	Contact Department	940.565.4230 Brad.Davis@unt.edu
TH 220	General Access	Restricted	940.565.2825 Countryman@unt.edu
UNT-HHMI (LSC A218)	Course Specific BIOL	Contact Department	Lee.Hughes@unt.edu
WH 120	General Access	Not Reservable	940.565.2825 Countryman@unt.edu
Writing Center (SAGE 150)	Course Specific ENGL	Not Reservable	940.565.4647 Tara.Melishkevich@unt.edu
Writing Center (SAGE 150)	Instructional	Contact Department	940.565.2563 WritingCenter@unt.edu

https://itservices.cas.unt.edu/services/lab/instructor-view
1/19/2021

Department Contacts

Order and grouped by college/school.

College of Information

Department	Location	Phone	Email
Information Science	DP E292	940.565.2445	CI-Advising@unt.edu
Learning Technologies	DP G150	940.565.2057	LT-Office@unt.edu
Linguistics	DP B201	940.565.4552	Ling-info@unt.edu

CLASS

Department	Location	Phone	Email
Aerospace Studies	AFROTC Building	940.369.7116	Det835@unt.edu
Anthropology	Sycamore 119	940.565.2290	Anthropology@unt.edu
Communication Studies	General Academic Building 309	940.565.2588	Commstudies@unt.edu
Dance & Theatre	RTVFP Bldg. 242	940.565.2211	Danceandtheatre@unt.edu
Economics	Wooten Hall 325	940.565.2573	EconAdvising@unt.edu
English	Auditorium Building 112	940.565.2050	English@unt.edu
Geography and the Environment	Environmental Building 210	940.565.2091	Geog@unt.edu
History	Wooten Hall 225	940.565.2288	History@unt.edu
Integrative Studies	General Academic Building 220	940.565.2051	IGST-SOSC@unt.edu
International Studies	General Academic Building 470	940.565.2323	
Jewish and Israel Studies	General Academic Building 460	940.369.8926	Jewish-studies@unt.edu
LGBT Studies	Terrill Hall 342	940.369.5184	Lgbtprogram@unt.edu
Media Arts	RTFP Bldg. 262	940.565.2537	Mediaarts@unt.edu
Military Science	Mean Green Village Bldg P	940.369.8011	Army.rotc@unt.edu
Oral History	Willis Library 345	940.565.2549	Oralhistory.unt.edu/forms/contact-us
Philosophy and Religion	Environmental Building 225	940.565.2266	Philosophy@unt.edu
Political Science	Wooten Hall 125	940.565.2276	Matthew.Eshbaugh-Soha@unt.edu
Psychology	Terrill Hall 316	940.565.2671	Psychologydepartment@unt.edu
Social Science	General Academic Building 220	940.565.2051	IGST-SOSC@unt.edu
Sociology	Sycamore Hall 288	940.565.2296	
Spanish	Language Building 101	940.565.2404	WorldLanguages@unt.edu

Technical Communication	Auditorium Building 317	940.565.4458	Tcoffice@unt.edu
Women's and Gender Studies	General Academic Building 102	940.565.2098	Wmst@unt.edu
World Languages, Literatures, and Cultures	Language Building 101	940.565.2404	WorldLanguages@unt.edu

College of Science

Department	Location	Phone	Email
Biological Sciences	Life Science Complex A210	940.565.3591	Biology@unt.edu
Chemistry	Chemistry Building 101	940.565.3525	Chemistry@unt.edu
Mathematics	General Academic Building 435	940.565.2155	Mathchair@unt.edu
Physics	Physics Building 110	940.565.2626	Physics@unt.edu
Teach North Texas	Curry Hall 309	940.565.2265	Tnt@unt.edu

Mayborn School of Journalism

Department	Location	Phone	Email
Mayborn	Sycamore Hall 206	940.565.2205	Mayborn@unt.edu

Source: Department websites
1/19/2021

Facility Building Representatives

In order of building name.

Building Name	Name	Contact Type	Office Phone	Email
AFROTC Building	Shelly Scott	Primary	940.565.2074	Shelly.Scott@unt.edu
All Dorms	Craig Zemmin	Primary	940.565.4819	Craig.Zemmin@unt.edu
Apogee Stadium	Nick Nagel	Primary	940.369.7643	Nick.Nagel@unt.edu
	Bryan Spraggins	Secondary	940.369.5944	Bryan.Spraggins@unt.edu
Art Bldg.	Eric Ligon	Primary	940.565.4028	Eric.Ligon@unt.edu
Athletic Center Bldg.	Nick Nagel	Primary	940.369.7643	Nick.Nagel@unt.edu
	Bryan Spraggins	Secondary	940.369.5944	Bryan.Spraggins@unt.edu
Auditorium-English Bldg.	Diane Culpin	Primary	940.565.2117	Diane.Culpin@unt.edu
	Lucero Carranza	Secondary	979.255.5778	Lucero.Carranza@unt.edu
Bain Hall	Rebeca Galindo	Primary	940.565.3334	Rebeca.Galindo@unt.edu
	Felix Olschofka	Secondary	940.369.5223	Felix.Olschofka@unt.edu
Business Leadership Building	Debbi Stack	Primary	940.565.4585	Debbi.Stack@unt.edu
	Amanda Pingry	Secondary	940.565.4585	Amanda.Pingry@unt.edu
	Terry Pohlen	Secondary	940.565.4660	Terrance.pohlen@unt.edu
Business Serv. Warehouse	Craig Zemmin	Primary	940.565.4819	Craig.Zemmin@unt.edu
Chemistry Building	Susan Broadway	Primary	940.565.3551	Susan.Broadway@unt.edu
	Heather Viadurri	Secondary	940.565.4848	Heather.Viadurri@unt.edu
Chestnut Hall	Dana Sachs	Primary	940.565.2157	Dana.Sachs@unt.edu
	Linda Clisso	Secondary	940.369.5296	Linda.Clisso@unt.edu
Chilton Hall	Jackie Thames	Primary	940.565.3419	Jackie.Thames@unt.edu
	Vasilis Angelogiannos	Secondary	940.565.4641	Vasilis.Angelogiannos@unt.edu
Curry Hall	Daniel Watson	Primary	940.565.3675	daniel.watson@unt.edu
	Jennifer McDonald	Primary	940.565.3890	jennifer.mcdonald@unt.edu
Dance and Theater Modular	Mary Lynn Babcock	Primary	940.565.4057	MaryLynn.Babcock@unt.edu
Discovery Park Building	Charlotte Russell	Primary	940.565.4298	Charlotte.Russell@unt.edu
	Pamela Johnson	Secondary	940.565.4065	Pamela.Johnson@untsystem.edu
Discovery Park Information Booth	Caroline Albritton	Primary	940.565.3020	Caroline.Albritton@unt.edu
Eagle Student Services Center	Rita Hay	Primary	940.565.3505	Rita.Hay@unt.edu

Building Name	Name	Contact Type	Office Phone	Email
Eagle Student Services Center	Mari Jo French	Secondary	940.565.4605	Marijo.French@unt.edu
ENV	Brian Wheeler	Primary	940.565.4912	Brian.Wheeler@unt.edu
	Matthew Lake	Secondary	940.565.2991	Matt.Lake@unt.edu
Gateway Center	Connie Verdin	Primary	940.565.2087	Connie.Verdin@unt.edu
	Kerry Herndon	Secondary	940.369.6879	Kerry.Herndon@unt.edu
Gateway Info Booth	Pat Graham	Primary	940.369.7228	Pat.Graham@unt.edu
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