

Continuing to Work when Broad-Use Technologies Fail

2018-2019 UNT 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 69. 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 10.
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.

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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)	Locations (app, data, thing) and responsibilities
Authentication - Institution Ex. AMS.unt.edu, Microsoft AD, Shibboleth, LDAP, etc.	None	1. High	N/A	UNT System ITSS manages broad, institutional authentication
Computer - Classroom	1 class	1. High	N/A	UNT CSS

Technology	Allowable Downtime (RTO)	Recovery Priority	Allowable Data Loss (RPO)	Locations (app, data, thing) and responsibilities
Facility Ex. Lighting, access, chairs, HVAC, etc.	2 hours	1. High	N/A	All UNT building facilities are maintained by UNT Facilities
Network - Internet	4 hours	1. High	N/A	UNT campus wireless networks: UNT System ITSS
Network - Campus Wired	4 hours	1. High	N/A	UNT campus wired networks: UNT System ITSS
Email	12 hours	1. High	12 hours	Active mail apps: <ul style="list-style-type: none"> • Local desktops/laptops: UNT CAS • Phone and tablet: User Server/service: <ul style="list-style-type: none"> • Web server: Microsoft • Account and access: UNT System ITSS • User data: Microsoft Archives: See Data storage.
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

Technology	Allowable Downtime (RTO)	Recovery Priority	Allowable Data Loss (RPO)	Locations (app, data, thing) and responsibilities
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
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
Web App - Learning Management System Ex. Blackboard LEARN, Canvas, etc.	24 hours	1. High	24 hours	UNT CLEAR
Web App - PeopleSoft HR Ex. Time entry and time approval	2 workdays	1. High	None	UNT System HR and UNT System ITSS
Web App - Cognos	3 workdays	1. High	N/A	UNT Finance and UNT System ITSS
Web App - Electronic Journals	24 hours	2. Medium	N/A	UNT Libraries
Web App - Checkin	24 hours	2. Medium	12 hours	Checkin is managed by UNT UIT.

Technology	Allowable Downtime (RTO)	Recovery Priority	Allowable Data Loss (RPO)	Locations (app, data, thing) and responsibilities
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
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
Web App - Service Now Ex. Incidents and problem ticketing/tracking/routing.	1 week	2. Medium	24 hours	UNT System ITSS
Data presentation and sharing - Class Ex. Data projector, television, camera, powered podium, etc.	48 hours	3. Low	N/A	Any UNT Classroom: UNT CSS
Computer - Lab Ex. Computer, research, etc.	5 days	3. Low	N/A	Lab

Technology	Allowable Downtime (RTO)	Recovery Priority	Allowable Data Loss (RPO)	Locations (app, data, thing) and responsibilities
Network - Campus Wireless	5 days	3. Low	N/A	UNT campus wireless networks: UNT System ITSS
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.
Computer - User Ex. UNT-owned desktop or laptop.	5 workdays	3. Low	N/A	User
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

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 58)
College, School, or select buildings	CAS (page 58)

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 58)
Computer Lab	Computer Lab Managers (page 62)
Other room	Facility Building Representatives (page 69)

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 62) 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 62)
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 58)

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 58)
Computer Lab	Computer Lab Managers (page 62)
Other room	<ol style="list-style-type: none">1. Department Contact (page 62)2. CAS (page 58)

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 58)

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 58)
Faculty/Staff computer	CAS (page 58)
Computer Lab computer	Computer Lab Managers (page 62)

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 58)
Classroom	CSS (page 58)
Computer Lab	Computer Lab Managers (page 62)
Faculty/Staff	CAS (page 58)

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	UIT (page 58)
College, building, department	CAS (page 58)
Student	UIT (page 58)

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 58)
Computer Lab	Computer Lab Managers (page 62)
Department-assigned space (e.g., offices)	Department Contacts (page 62)
Building area	Facility Building Representatives (page 69)
Campus (not building rooms)	Facilities (page 58)

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 58)
 - 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 58)

- 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 58) 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 58)
Building or building office/area	CAS (page 58)
Computer Lab	Computer Lab Managers (page 62)

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 58).

- 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 58)
Faculty/staff building/room	CAS (page 58)
Computer Lab	Computer Lab Manager (page 62)

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 58)
Classroom	CSS (page 58)
Student	UIT Helpdesk (page 58)

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:

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*:

- 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 58)
Computer Lab Users	1. In-Lab Personnel 2. Computer Lab Managers (page 62)
Computer Lab Personnel	CAS COLAS (page 58)

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 58)
Faculty/staff	CAS (page 58)
Computer Lab	Computer Lab Managers (page 62)

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:

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 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 58)

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 58)
Browser problems	CAS (page 58)

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 58)

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 58)
UNT students (course content)	Faculty member/instructor (info.unt.edu)
UNT faculty (access)	UIT (page 58)
UNT faculty (course content)	CLEAR (page 58) CLEAR On Call (page 59)
UNT faculty (emergency)	UIT (page 58) CLEAR (page 58) CLEAR On Call (page 59)

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 58)

- 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 58)

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 58) 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 58) 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 58)

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 69).
3. If your computer cannot access other web sites, you may instead of a network problem (see index page 69).

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 58)

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
CLASS, CoS, and Mayborn	CAS (page 58)
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
CAS Computing for Arts + Sciences *	General Academic Bldg. 313	940.565.4498	cas-itervices@unt.edu	M-F 8am-7pm Sat 10am-2pm
CAS COLAS College Lab Services		940.565.2201	Adam.Selby@unt.edu (Macs) David.Smith@unt.edu (PCs) colas@cas.unt.edu (All)	
College of Arts and Sciences General Access Labs (CASGAL)	General Academic Bldg. 544	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	940.565.2708	clear@unt.edu	M-F 8am-5pm For after hours, see CLEAR On-Call on page 59.
CVAD IT Facilities [‡]	ART 371 2204 W Prairie St.	940.565.4522 940.565.2700	ArtSupport@unt.edu workcontrol@unt.edu	M-F 7am-7pm
Library	Willis Library	940.565.2411	askus@unt.edu	24 hours
UIT University Information Technology Helpdesk	Sage Hall 330D	940.565.2324	helpdesk@unt.edu	Office: M-F 8am- 8pm Phone: Sun noon- midnight; M-Th 8am-midnight; F 8am-8pm; Sat 9am-5pm

*See also Computer Lab Managers contact list on page 62.

‡ See also Facility Building Representatives contact list on page 69.

CLASS Main Administrative Contacts

Department	Contact	Phone	Email
Dean's Office	Susan Richroath	940.565.2046	Susan.Richroath@unt.edu
Aerospace Studies	Shelly Scott	940.565.2074	Shelly.Scott@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
Economics	Lisa Gage	940.565.2133	lgage@unt.edu
English	Brandon Richey	940.565.2050	Brandon.Richey@unt.edu
Geography	Tami Deaton	940.565.2091	Tami.Deaton@unt.edu
History	Anna Nguyen	940.565.2489	Anna.Nguyen@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 Van Bree	940.369.8011	Sheila.Vanbree@unt.edu
Philosophy and Religion	Nancy Ellis	940.565.2134	Nancy.Ellis@unt.edu
Political Science	Cece Hannah	940.565.3243	Cece.Hannah@unt.edu
Psychology	Albert Anaya	940.565.2634	Albert.Anaya@unt.edu
Sociology	Brandy Gunels Johnson	940.565.2936	Brandy.GunelsJohnson@unt.edu
Spanish	Susan Gehrlein	940.565.2585	Susan.Gehrlein@unt.edu
Student Services	Debra Griffin	940.565.2151	Debra.Griffin@unt.edu
Technical Communication	Jessica Papion	940.565.4458	Jessica.Papion@unt.edu
	Lucero Carranza	940.565.4458	Lucero.Carranza@unt.edu
Women's and Gender Studies	Jennifer Aglio	940.565.2098	Jennifer.Aglio@unt.edu
World Languages, Literatures, and Cultures	Susan Gehrlein	940.565.2585	Susan.Gehrlein@unt.edu

CoS Main Administrative Contacts

Department	Contact	Phone	Email
Dean's Office	Cristina Garrido	940.369.8072	Cristina.Garrido@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
Chemistry	Shirl Gulley	940.565.3590	Shirley.Gulley@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
Student Services	Trish Marshall	940.369.7540	Patricia.Marshall@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	940.369.8913	Cathy.Turner@unt.edu

CLEAR On Call

1. Try the CLEAR managed number and hours on page 58
2. For after-hour emergencies, use the following:

Academic Unit	Instructional Consultant
Counseling and Higher Education, Educational Psychology, Geography, Biological Sciences, Chemistry, Mathematics, Physics, Spanish, World Languages, Information Sciences, and Learning Technologies	Heidi Ash Instructional Consultant (940) 369-7670 Heidi.Ash@unt.edu Chilton Hall, STE 112E
Finance, Insurance, Real Estate and Law, Philosophy and Religion Studies, Women's and Gender Studies, Jewish and Israel Studies, Interdisciplinary Studies, Military Science, Aerospace Studies	Samuel Gist Instructional Consultant (940) 369-7829 Samuel.Gist@unt.edu Chilton Hall, STE 112F
Economics, College of Merchandising, Hospitality and Tourism, Marketing and Logistics, Sociology, Anthropology, Psychology, Forensic Science, Political Science, Linguistics, Non-Academic Departments	Lauri Morrow Instructional Consultant (940) 369-8175 Lauri.Morrow@unt.edu Chilton Hall, STE 112G
Communication Studies, Teacher Education and Administration, History, College of Health and Public Services, Journalism, English, Technical Communications	Benjamin Nye Instructional Consultant (940) 565-2143 Benjamin.Nye@unt.edu Chilton Hall, STE 112E
Information Technology & Decision Sciences, Kinesiology, Health Promotion & Recreation, Accounting, College of Engineering, College of Visual Arts & Design, College of Music, Dance and Theatre, Management, Media Arts	Jason Powell Instructional Consultant (940) 565-4167 Jason.powell@unt.edu Chilton Hall, STE 112G

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
AFROTC Labs (ATH 136, 153)	Course Specific AERO	Contact Department	940-565-2074 Shelly.Scott@unt.edu
ARMY ROTC Lab (ATH 140)	Course Specific ARMY	Contact Department	940-369-8011 Sheila.VanBree@unt.edu
CCIL (CHEM 232)	Course Specific CHEM	Contact Department	940-565-4041 Dave.Hrovat@unt.edu
CHEM ISL (CHEM 131, 134, 137)	Course Specific CHEM	Contact Department	940-369-3550 Jose.Calderon@unt.edu
DATH 127	Course Specific DANC	Contact Department	940-369-7266 MaryLynn.Babcock@unt.edu
ENV 1st floor	Kiosk	Not Reservable	940-565-2825 labman@cas.unt.edu
ENV 336	Course Specific GEOG	Contact Department	940-565-2991 deaton@unt.edu
ENV 340	Course Specific GEOG	Contact Department	940-565-2991 deaton@unt.edu
GAB 101	Course Specific JOUR	Contact Department	940-369-7258 Douglas.Lewis@unt.edu
GAB 115B	Course Specific JOUR	Contact Department	940-369-7258 Douglas.Lewis@unt.edu
GAB 330	General Access	Restricted	940-565-2825 labman@cas.unt.edu
GAB 3rd floor	Kiosk	Not Reservable	940-565-2825 labman@cas.unt.edu
GAB 440	Course Specific MATH	Contact Department	940-565-3592 Kim.Manzer@unt.edu
GAB 443	Course Specific MATH	Contact Department	940-565-3592 Rita.Sears@unt.edu
GAB 511	Course Specific MATH	Contact Department	940-565-3592 Kim.Manzer@unt.edu
GAB 550	General Access	Yes	940-565-2825 labman@cas.unt.edu
GAB 550A	General Access	Yes	940-565-2825 labman@cas.unt.edu
GATE 141	Instructional	Restricted	940-565-4308 labman@cas.unt.edu
Hickory Hall 256A	Course Specific JAMP	Contact Department	940-369-7258 Debrah.Beck@unt.edu
Language Lab (LANG 105,106,108)	Course Specific	Contact Department	940-369-7598 Susan.Gehrlein@unt.edu
LIFE A110	Course Specific BIOL	Contact Department	940-565-3611 Claudia.GonzalezVillarreal@unt.edu

Lab	Lab Type	Reservable	More Info
LIFE A111	Course Specific TNT	Contact Department	940-565-2265 Daniel.Watson@unt.edu
LIFE A218	Course Specific BIOL	Contact Department	940-369-7261 Lee.Hughes@unt.edu
LIFE A314	Course Specific BIOL	Contact Department	940-369-7697 Anthony.Curran@unt.edu
MRTS Editing Lab (RTFP 180 D, E, L, M, N, P, Q, R, Y, Z)	Course Specific MRTS	Contact Department	940-369-7317 Mark.Dobson@unt.edu
ntTV (RTFP 261)	Course Specific MRTS	Contact Department	940-565-2565 Phyllis.Slocum@unt.edu
Physiology Labs (LIFE A319, A320)	Course Specific BIOL	Contact Department	940-369-7697 Anthony.Curran@unt.edu
PIC Labs (PHYS 202, 204 - 207, 208, 227, 228, 229)	Course Specific PHYS	Contact Department	940-565-3275 Gilbert.Nyandoto@unt.edu
PIC Testing Center (PHYS 209, 209AA, 209B, 209D, 209E)	Course Specific PHYS	Contact Department	940-565-3275 Gilbert.Nyandoto@unt.edu
SYMR 220	Course Specific JOUR	Contact Department	940-565-2205 Douglas.Lewis@unt.edu
SYMR 222	Course Specific JOUR	Contact Department	940-565-2205 Douglas.Lewis@unt.edu
SYMR 223	Course Specific JOUR	Contact Department	940-565-2205 Douglas.Lewis@unt.edu
SYMR 224	Course Specific JOUR	Contact Department	940-369-7258 Douglas.Lewis@unt.edu
SYMR 226	Course Specific JOUR	Contact Department	940-565-4637 Douglas.Lewis@unt.edu
SYMR 234 SWOOP Lab	Course Specific JOUR	Contact Department	940-565-2205 Douglas.Lewis@unt.edu
TECM Labs (AUSB 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 labman@cas.unt.edu
TNT (CURY 316)	Course Specific TNT	Contact Department	940-565-3328 Daniel.Watson@unt.edu
WH 120	General Access	Restricted	940-565-2825 labman@cas.unt.edu
WH 1st floor	Kiosk	Not Reservable	940-565-2825 labman@cas.unt.edu
WH 220 (History Help Center)	Course Specific HIST	Contact Department	940-565-4772 naomi.alvarado@unt.edu

<https://itservices.cas.unt.edu/services/lab/instructor-view>

8/14/2018

Department Contacts

Order and grouped by college/school.

CLASS

Department	Location	Phone	Email
Aerospace Studies		940.369.8674	Det835@unt.edu
Anthropology	Chilton Hall 330	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	Jiyoung.Kwon@unt.edu
English	Auditorium Building 112	940.565.2050	
Geography and the Environment	EESAT 210	940.565.2091	Tami.Deaton@unt.edu
History	Wooten Hall 225	940.565.2288	history@unt.edu
Integrative Studies	General Academic Building 220	940.565.2051	CAS-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	RTVFP Bldg. 262	940.565.2537	mediaarts@unt.edu
Military Science	AFROTC Building	940.369.8011	Army.rotc@unt.edu
Oral History		940.565.2548	Oralhistory.unt.edu/forms/contact-us
Philosophy and Religion	EESAT 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 467	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
ROTC	712 N Texas Blvd	940.369.8011	army.rotc@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	Journalism@unt.edu

Source: Department websites
9/18/2018

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
	Paulette Dotson	Secondary	940.565.2074	Paulette.Dotson@unt.edu
All Dorms	Monica Thomas	Primary	940.565.2896	Monica.Thomas@unt.edu
Apogee Stadium	Nick Nagel	Primary	940.369.7643	Nick.Nagel@unt.edu
	Andrew Crerar	Secondary	940.565.3656	Andrew.Crerar@unt.edu
Art Bldg.	Jeff McClung	Primary	940.565.4006	Jeffrey.McClung@unt.edu
Athletic Center Bldg.	Nick Nagel	Primary	940.369.7643	Nick.Nagel@unt.edu
	Andrew Crerar	Secondary	940.656.3656	Andrew.Crerar@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
	Jon Nelson	Secondary	940.369.7531	Jon.Nelson@unt.edu
Business Leadership Building	Debbi Stack	Primary	940.565.4585	Debbi.stack@unt.edu
	Cheryl McQueen	Secondary	940.565.3037	Cheryl.McQueen@unt.edu
	Terry Pohlen	Secondary		Terrance.pohlen@unt.edu
Business Serv. Warehouse	Monica Thomas	Primary	940.565.2896	Monica.Thomas@unt.edu
Chemistry Building	Sabrina Gilbreath	Primary	940.565.3550	Sabrina.Gilbreath@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
Counseling Modular	Laura Holliman	Primary	940.565.2911	Laura.Holliman@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
	Thomas Derryberry	Primary	940.565.4324	Tom.derryberry@unt.edu
	Pamela Johnson	Secondary	940.565.4065	Pamela.Johnson@untsystem.edu
Discovery Park Information Booth	Pat Graham	Primary	940.369.7228	Pat.Graham@unt.edu

Building Name	Name	Contact Type	Office Phone	Email
Eagle Student Services Center	Lindsay Goodman	Primary	940.565.4603	Lindsay.Goodman@unt.edu
	Tracey Jumper	Secondary	940.565.3505	Tracey.Jumper@unt.edu
East Classroom Bldg.	Gary Webb	Primary	940.369.5815	Gary.Webb@unt.edu
	Ronald Timmons	Secondary	940.565.2213	Ronald.Timmons@unt.edu
EESAT	Brian Wheeler	Primary	940.565.4912	Brian.Wheeler@unt.edu
	Matthew Lake	Secondary	940.565.2991	Matt.Lake@unt.edu
Fashion & Fibers Modular	Abby Sherrill	Primary	817.343.4653	Abby.Sherrill@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
General Academic Bldg.	Steven Cobb	Primary	940.565.2348	Scobb@unt.edu
	Linda Masters	Secondary	940.565.4105	Linda.Masters@unt.edu
Hickory Hall	Amy Baker	Primary	940.369.8289	AmyMarie.Baker@unt.edu
Language Bldg.	Susan Gehrlein	Primary	940.565.2585	Susan.Gehrlein@unt.edu
Life Sciences Complex	Steve Timmons	Primary	940.565.3584	Steve.Timmons@unt.edu
	Ryan O'Shaughnessy	Secondary	940.565.3584	Ryan.Oshaughnessy@unt.edu
Maple Street Hall	Monica Thomas	Primary	940.565.2896	Monica.Thomas@unt.edu
Marquis Hall	Tracie Frey	Primary	940.565.4531	Tracie.Frey@unt.edu
	Carol Ogden	Secondary	940.565.2003	Carol.Ogden@unt.edu
Matthews Hall	Brittney Matthews	Primary	940.565.2235	Brittney.matthews@unt.edu
	Carol Hagen	Secondary	940.565.2555	Carol.Hagen@unt.edu
Matthews Hall Annex	Cathie McFarland	Primary	940.565.2066	Cathie.McFarland@unt.edu
	Leslie Jones	Secondary	940.565.2066	Lesliede.jones@unt.edu
Music Annex Building	Rebeca Galindo	Primary	940.565.3334	Rebeca.Galindo@unt.edu
	Jon Nelson	Secondary	940.369.7531	Jon.Nelson@unt.edu
Music Bldg.	Rebeca Galindo	Primary	940.565.3334	Rebeca.Galindo@unt.edu
	Jon Nelson	Secondary	940.369.7531	Jon.Nelson@unt.edu
Music Practice North	Rebeca Galindo	Primary	940.565.3334	Rebeca.Galindo@unt.edu
	Jon Nelson	Secondary	940.369.7531	Jon.Nelson@unt.edu

Building Name	Name	Contact Type	Office Phone	Email
Music Practice South	Rebeca Galindo	Primary	940.565.3334	Rebeca.Galindo@unt.edu
	Jon Nelson	Secondary	940.369.7531	Jon.Nelson@unt.edu
Oak Street Hall	Valerie Hancock	Secondary	940.565.6509	Valerie.Hancock@unt.edu
	Tom Leininger	Secondary	940.565.4727	Tom.Leininger@unt.edu
Oak Street Hall Annex	Lari Gibbons	Secondary	940.369.8354	Lari.Gibbons@unt.edu
Performing Arts Annex	Jon Nelson	Primary	940.369.7531	Jon.Nelson@unt.edu
	Timothy King	Secondary	940.369.7972	Timothy.King@unt.edu
Performing Arts Center	Jon Nelson	Primary	940.369.7531	Jon.Nelson@unt.edu
	Timothy King	Secondary	940.369.7972	Timothy.King@unt.edu
Physics Bldg.	Matthew Abbott	Primary	940.565.3273	Matthew.abbott@unt.edu
Radio, TV, Film & Performing Arts	Russ Campbell	Primary	940.565.2554	Russ.Campbell@unt.edu
	Randal Smith	Secondary	940.565.4188	Randal.Smith@unt.edu
Sage Hall	Aaron Anderson	Primary	940.369.7006	Aaron.Anderson@unt.edu
Science Research Bldg.	Guido Verbeck	Primary	940.369.8423	Guido.Verbeck@unt.edu
Sycamore Hall	Shelly Beattie	Primary	940.369.8400	Shelly.Beattie@unt.edu
	Terri Liles	Secondary	940.565.3995	Terri.liles@unt.edu
	Scott Jackson_Library	Secondary	940.565.3267	Scott.Jackson@unt.edu
Terrill Hall	Albert Anaya	Primary	940.565.2634	Albert.Anaya@unt.edu
	Vicki Campbell	Secondary	940.565.2649	Vicki.Campbell@unt.edu
Willis Library	Scott Jackson	Primary	940.565.3267	Scott.Jackson@unt.edu
	Nicole Morgan	Secondary	940.565.3919	Nicole.Morgan@unt.edu
Wooten Hall	Cece Hannah	Primary	940.565.2276	Cece.Hannah@unt.edu

https://facilities.unt.edu/resources/building_reps

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