@drewunivtech

Find online at
http://bit.ly/UTChronicles

drew.edu/ut

DREW
TECHNOLOGY

WELCOME TO – OR BACK TO – OUR VIRTUAL DREW!

Happy fall semester, Drewids! This may be a welcome (back) unlike most we've shared, but we are happy to have you and hope we can help you if you have any questions. We will endeavor to keep services as smooth and easy to access as possible, and some of what you find in this issue will speak to that.

As always, all technology inquiries can be directed via email to helpdesk@drew.edu or by filling out a support request at help.drew.edu.

Best wishes for a rich, learning-filled, stress-free and healthy semester!

DREW

THE BENEFITS OF A HELP TICKET

DREW HELP

If you have ever interacted with University Technology, you have almost certainly had a ticket logged before. We want to take some time to share with you the reasons we insist on having tickets.

Tickets help to reliably track issues; they are a centralized record of all communications and activity. By reaching out to helpdesk@drew.edu instead of a specific individual, you allow a team to respond (so you are not dependent on illness or vacation schedules, or worried about how busy that person is!) and the team can direct your question to the group best suited to answer, if they do not have the answer themselves. By answering the emails that come to your Drew account, you automatically update the ticket, keeping everything in one place.

Using tickets also offers the benefit of a more robust knowledgebase; when an issue arises that affects more than one person, we can reference an existing ticket to help solve the problem more expediently. We can also use this knowledge to build reference materials in U-KNOW! We hope you visit help.drew.edu (and enjoy the more user-friendly interface that will be coming soon!).

MOODLE UPDATES

Moodle has gotten a makeover! Since the recent upgrade to 3.8, check out the newly designed theme, added Moodle activities like H5P, and the "Dashboard" to access your course(s). To get in touch with our group for support, go to the Teaching Remotely page and scroll down to Moodle and Course Content for more information.

MICROSOFT OFFICE AND WINDOWS ACTIVATIONS

New students: If you haven't heard yet, Drew's Microsoft license covers an installation of the Microsoft Office suite for all current students. You can review the agreement, then visit tinyurl.com/Office16Student for installation instructions. Normally, you have to be on campus in order to have the software check in with the Drew server. We have a temporary workaround in place due to the current circumstances! If you have any questions, please contact us at helpdesk@drew.edu with as much detail as possible.

Current faculty and staff: In addition to needing to be on campus upon installation, our Microsoft software (Windows and Office) needs to check in with the Drew server periodically to verify that the license is still valid. If you get a warning on your Drew-issued PC that your Windows or Office license is about to expire, please email helpdesk@drew.edu with information about your computer, the error you get (and how many days you have left), and at least 3 days and times when you would be available for a quick virtual appointment so that we can update your activation status.

WORKING FROM HOME WITH DREW EQUIPMENT

Although the process may change again in the future, you can currently find information about scheduling a visit to campus at the Campus Building Access page. As explained in the fac/staff FAQ, requests to bring home a Drew computer should be discussed with your supervisor, and then a notification should be emailed to ut@drew.edu identifying all the equipment you intend to bring home. The Working Remotely page has additional information about taking pictures of your equipment before taking it apart; getting a USB WiFi adapter for a desktop; logging in to reset the Office and Windows licenses; using a surge protector; and only allowing Drew employees to use the equipment. As always, email helpdesk@drew.edu if you have any questions!

HELPFUL LINKS

For easy reference, here are some links you may find handy:

To log or view a tech support request: **help.drew.edu**	Drop in to the **Virtual Helpdesk** on Zoom	**ITC Chat** (M-Th 10-1)
WFH Tech FAQ	bitly.com/DrewRemote	Drew U COVID Page