

THE UT CHRONICLES

The Official Newsletter of Drew University Technology



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DREW
TECHNOLOGY

RETURN TO CAMPUS SPECIAL EDITION

For Faculty and Staff

As more and more people return to the Forest, we wanted to devote this issue to information that will make that return smoother – on the technology side. We are limited in the advice we can offer for all the other adjustments (deep breaths do come highly recommended).

Computer Equipment

Loaners: If you borrowed a loaner for the duration of Drew Virtual Time, you will be expected to return the loaner once you are back on campus regularly. You can reply to the last email you received regarding the loaner or visit help.drew.edu and update the LOANS ticket you find in the section called “My Current Issues” to let us know that you will need to schedule a return, and we will send you instructions.

Webcams: If you were assigned a desktop computer for your office but expect to continue participating in virtual meetings, you will need to request a webcam. There are a limited number available, so please keep that in mind when making a request. You can email helpdesk@drew.edu with information about the computer you will be using and your need for a webcam, and we will arrange for assignment of a webcam.

Printers

If your assigned computer remained on campus, you should still be connected to any network printer. If not, first make sure the printer has been rebooted and is not displaying any errors, or that others have printed to it successfully. You might need to uninstall the printer and then [reinstall it following the directions for your operating system here](#).

If you received a new computer during DVT and have not installed the network printer yet, [follow the directions for your operating system found here](#).

VOICEMAIL CONSIDERATIONS

While most of us were off campus, we shared instructions for sending phone calls straight to voicemail and recording a greeting letting people know the situation. As individuals return to campus, we wanted to share updated instructions for setting the phone sitting on your desk back to a state that will ring when you get a call (if you have not already done so).

These instructions can also be found at <https://uknow.drew.edu/confluence/x/04G2B>.

From your desk phone:

Press the **State** soft key. The availability states are displayed, and the active state is indicated with a check mark.

To select a different availability state, do one of the following:

On the key pad, press the number of the desired availability state. We recommend **1 Available**.

Use the ▲ or ▼ navigation keys to scroll to the desired availability state (we recommend **Available**), and press the OK soft key.

SUMMER TECHNOLOGY SUPPORT RESOURCES

This summer, as with the previous year, we will be flexible and ready to adjust our plans if called for. We will do our best to communicate any changes that may be necessary, but are using this space to let you know how we expect things to look this summer.

Helpdesk and Service Center

Monday to Thursday 9am to 5pm; Friday 9am to 12:30pm

973-408-4357 (HELP)

[Virtual Helpdesk](#) on Zoom

helpdesk@drew.edu*

help.drew.edu*

uknow.drew.edu/techdocs*

* These 3 resources are available 24/7, but responses will come during working hours!

In-person appointments are being scheduled, when appropriate, via Helpdesk tickets. Walk-up services are not available.

Instructional Technology

Check [the techAssist newsletter](#) for information on consultation appointments regarding Moodle or event support (you must be logged in to your Drew account to see the newsletter).

HELPFUL LINKS AND NUMBERS

For easy reference, here are some links and phone numbers you may want handy:

973-408-4357
UT Helpdesk

973-408-3001
Classroom Tech Help

To log or view a tech support request: help.drew.edu

[Virtual Helpdesk](#) on Zoom
(M-TH 9-5, F 9-12:30)

[WFH Tech FAQ](#)

bitly.com/DrewRemote

[Drew U COVID Page](#)