The Help Desk should always be your first stop or call when you’re not sure where else to go. The Help Desk provides a range of services:

- **Technical support** for School laptops, desktops, phones, printers, and more.
- **Network** access issues: wired, wireless, VPN.
- **Support for phones, signage, and keys** -- come see us if you get locked out!
- **Classroom supplies**: chalk, markers, erasers, etc.
- **Building and classroom access**: we can troubleshoot issues with your UVa ID card, and give your students or assistants the proper levels of access.
- **Labs**: The Help Desk supports our four public computer labs, and can assist you our your students with any hardware or software issues in those rooms.
- **Scheduling**: We can assist you in connecting to our scheduling system (EMS). You can reserve conference/group study rooms on your own, and make requests for academic spaces.
- **Lost and found**: if you or one of your students loses or finds an item, come see us!
- **Loaner equipment**: we have laptops, remote “clickers,” and projectors available to faculty/staff. Faculty, staff and students can also borrow adapters, calculators, flipcams, and conference telephones.
- **Guest assistance**: we help students and visitors find a faculty member's office, or provide phone number and email info as needed. We provide wireless access for guest speakers and other visitors.
- We can be your liaison to **other McIntire IT groups** (AV Support, Enterprise Systems, Application Support) and to the broader UVA ITS organization when needed.
- **Facility support**: if you find a light out, a piece of furniture broken, a door not locking, etc., let us know and we can relay those issues to the Facility Manager.

**When you’re not sure where to go or who to ask, ask the Help Desk!**

During the spring and fall semesters, the Help Desk is open:
- Monday - Friday, 8 AM to 9 PM; Saturday, 10AM to 6PM; and Sunday, 12 PM to 9 PM

During the summer and other academic breaks, the Help Desk is open Monday - Friday, 8 AM to 5 PM

The full time staff members of the Help Desk team are:
- Blake Omohundro, Help Desk Manager
- Judy Adams-Mikell, Information Technology Specialist
- Jason Paul, Help Desk Technician

You’ll find our full time staff generally available on weekdays, 8 AM to 6 PM. Our student workers staff the “front line” of the Help Desk and cover the evening and weekend shifts. When the desk is closed, the Help Desk phone number is forwarded to on-call personnel who can assist you with critical issues. *(Non-critical issues should be sent via email, and will be handled on the next business day.)*
Audio Visual Support

The McIntire AV Support team (MAVS) can assist you with any issues related to technology and facilities in our classrooms and conference rooms.

MAVS provides many services to McIntire faculty and staff:

• Support for the classroom, conference room, and group study room equipment.
• Training, both group and individual, on the use of the technology in the classrooms.
• Video capture of classes and presentations, and making these videos available to students and faculty.
• Setup of video conferencing sessions and recording of these sessions (with 3 days notice, if possible).
• Audiovisual setup for McIntire special events, in Rouss-Robertson Hall or elsewhere on Grounds.

You can contact the MAVS team via the Help Desk, or you can reach out to them directly:

Erik Pearson, Matthew Gatto and Geoff Otis
RRH 146, 924-4568
mavs@comm.virginia.edu

Instructional Technology Support

Jane Pace is our Instructional Technology Specialist and Data Protection Officer.

Contact Jane for assistance with:

• McIntire's internal Blackboard course system (blackboard.comm.virginia.edu).
• The UVA Sakai-based “Collab” system (collab.virginia.edu).
• Issues navigating the UVA Student Information System (SIS).
• Concerns about records management or data protection.

You can contact Jane via the Help Desk, or directly:

RRH 236, 924-3784
jat2u@comm.virginia.edu
“UVa account” vs. “McIntire account”

The McIntire School of Commerce maintains many internal systems and servers -- this includes file storage, email, virtual private network (VPN), and Blackboard. However, McIntire faculty and staff also need to use UVa central IT department (ITS) services, such as the Student Information System (SIS), HR/Finance, the wireless system on Grounds, Collab, and many others.

As a result, it is not always clear when to use your “UVa account” and when to use your “McIntire” account. Here’s a quick “cheat sheet”:

<table>
<thead>
<tr>
<th>Use your McIntire account for school-specific resources such as:</th>
<th>Use your UVa account for University-wide systems such as:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logging on to McIntire PCs (in your office, in our classrooms, conference rooms, or labs)</td>
<td>Student Information System (SIS)</td>
</tr>
<tr>
<td>McIntire VPN (remote secure access)</td>
<td>Workday (payslip, benefits)</td>
</tr>
<tr>
<td>Blackboard</td>
<td>Access to wifi via the Network Setup Tool</td>
</tr>
<tr>
<td>McIntire email, via web or desktop or mobile device</td>
<td>Collab</td>
</tr>
<tr>
<td>McIntire file storage (“F” and “G” drives)</td>
<td>UVA alias management system (AMS)</td>
</tr>
<tr>
<td>At any service/site ending with “comm.virginia.edu”</td>
<td>Access to UVa Box cloud storage</td>
</tr>
<tr>
<td>Anytime you see a “NetBadge” box</td>
<td></td>
</tr>
</tbody>
</table>

The University has assigned you a computing ID. This will be a five- or six-character identifier starting with your initials. This computing ID will be yours for as long as you are at the University of Virginia.

Your McIntire username will be the same as your computing ID. It is up to you whether or not the passwords on your McIntire and UVa accounts are identical. They can be, but aren’t required to be.

By default, you will have the email addresses:
<computingID>@virginia.edu and <computingID@comm.virginia.edu>

You can set up “aliases” -- alternate email addresses of the form something@virginia.edu -- if you like, and these addresses will deliver to the same mailbox. We recommend that you forward your @virginia.edu email to your comm account, so you don’t have to check two mailboxes!! See the links page later in this document for a link to UVa’s Alias Management System, and of course the Help Desk can assist you with this.

### Changing Passwords

To change your McIntire password:
- From any Windows PC in RRH (office, lab, classroom): log on, press Ctrl-Alt-Del, click Change Password;
- Or, visit commerce.virginia.edu/password and follow the posted instructions.

To change your UVa password: go to whois.virginia.edu/password/ and follow the instructions.
Data Storage and Security

The School of Commerce, and the University, provide multiple locations to store your student- and research-related data. We strongly discourage faculty from storing the only copy of any important data on their local PCs (i.e., the “C” drive), as loss, theft, or failure of the device would result in data loss. All faculty/staff PCs have their hard drives encrypted; if the device is lost or stolen, the data is inaccessible without the password. **Please report any loss or theft of an electronic device to the Help Desk as soon as possible!**

Each faculty/staff member is provided a secure storage space (commonly called the “F” drive) exclusively for their own use; and you will also have access to the “G” drive, a shared space accessible to all faculty and staff. You also have access to “UVa Box,” an arrangement with cloud storage provider Box.com that gives each member of the UVa community 1TB (1000GB) of space.

UVa’s Office of Information Security defines three broad categories of data:

**Highly Sensitive Data:** Personal information that can lead to identity theft if exposed.

**Not Sensitive Data:** Data that are intentionally made public are classified as not sensitive.

**Moderately Sensitive Data:** Anything not in either of the first two categories. This includes UVa ID numbers, and any FERPA-protected data not in the “Highly-Sensitive” category -- student grades, for example.

<table>
<thead>
<tr>
<th>Type of Data</th>
<th>Storage and Transmission Restrictions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highly Sensitive</td>
<td>Can only be stored on secure file servers; <strong>cannot</strong> be stored on local devices (i.e. laptop hard drive), on portable flash drives, on UVa Box, or sent via email.</td>
</tr>
<tr>
<td>Moderately Sensitive</td>
<td>Can be stored on a properly-encrypted local computer or portable device, a server, or UVa Box. Not recommended to send via email if multiple identities are included (i.e. a list of student grades).</td>
</tr>
<tr>
<td>Not Sensitive</td>
<td>No explicit restrictions on storage or transmission.</td>
</tr>
</tbody>
</table>

Two-Step Login (“Duo”)

All UVa faculty and staff are required to use “two-step” or “two-factor” login when logging in to a University system via NetBadge. This means that, in addition to a password, users must confirm their identity via a mobile app, telephone call, or passcode. See the website below for details on setting up and using Duo with your UVa account, and please contact the Help Desk if you need assistance.

[www.secureuva.virginia.edu/2steplogin](http://www.secureuva.virginia.edu/2steplogin)

For more “how-to guides” visit: [www.commerce.virginia.edu/technology](http://www.commerce.virginia.edu/technology)
Building Access and Room Reservations

As a faculty or staff member, you have 24/7 access to the building, to all classrooms and conference rooms, to the Academic Programs Support Office (RRH 389A), and to all other swipe-card protected doors throughout Rouss and Robertson Halls.

Home football games, Final Exercises, and other special events may cause disruption to the normal access procedures. During large on-Grounds special events, there will be security guards in the building checking IDs. **Faculty and staff always have 24/7 access.** Any changes to the normal access procedure will be communicated via email.

If your ID card doesn’t work, or if you lose your card and get a replacement, or if you need to make arrangements for guest access to the building, please contact the Help Desk.

Via Outlook or the EMS web scheduling app, faculty/staff can make their own reservations for the conference rooms and Group Study Rooms in the building. Students can reserve Group Study Rooms (but no other facilities) on their own using EMS. See the last page of this document for links.

Faculty/staff can **request** classrooms or computer labs for a class or special event; all academic space requests are reviewed by Student Services registrar staff (registrar@comm.virginia.edu).

Commerce **students** automatically have the following facility access, and you can request this access for your registered non-Commerce students. We ask faculty and staff to please not ask the Help Desk to make exceptions to these policies or let students in at other times. We are unable to do so.

- **Building access:** 24 hours a day, seven days per week.
- **Group study rooms:** 24/7 access, but must be reserved in advance, and should be used by groups of 3+ students. Students can book GSRs for a maximum of 2 hours at a time.
- **Computer Labs (RRH 300, 317A, 317B, and 395):**
  - Unlocked Monday-Friday, 7:30 AM - 8:00 PM; locked at all other times but card-swipe accessible
  - **If your registered non-Commerce students need a login for the lab PCs, let us know.**
  - The Media Lab (250) is locked at all times but 24x7 card-swipe accessible to marketing students
- **Classrooms:**
  - Unlocked Monday-Friday, 7:30 AM - 8:00 PM
  - Classrooms 223, 246, 254, and 256 are swipe card-accessible Monday-Friday, 8PM - midnight
  - **Classrooms are locked and inaccessible to students at all other times.** If a faculty member is present with students, he/she can swipe into the classroom and allow access.

For more “how-to guides” visit: [www.commerce.virginia.edu/technology](http://www.commerce.virginia.edu/technology)
Printing, Copying, Faxing, and Scanning

Faculty and staff have access to shared printers in the following locations. If the nearest printer isn’t already configured on your computer, please contact the Help Desk.

- 134 office suite
- 200 level (between offices 216/218)
- 340A
- 364A
- Mailroom, outside 389A
- Development / Corporate Relations / Communications Offices (at 315 Old Ivy Road)

A color printer is available inside the Academic Programs Support Office, 389A. Note that you can access this office after hours using your swipe card. You will also find a multifunction copier/scanner/fax machine in 389A. The staff in Academic Programs Support can assist you in getting an access code for this machine.

Large printing and copying jobs can be processed for you by our copy center. Send copy/print requests to copycenter@comm.virginia.edu.

Student Printing:
Students do NOT have access to the printers or copiers used by McIntire faculty and staff. Students print via the University's Printing & Copying Services (PCS), using their eServices credentials, paying per page. At McIntire, PCS printers are located in the 300A computer lab, and on the 100 level outside of Group Study Room 105.

Telephone Information

All faculty and staff have a Polycom model VVX500 phone on their desk. Contact the Help Desk if you have any phone-related issues. Place calls using the following dialing instructions:

- To call an on-Grounds number, dial the 5-digit extension: 2-xxxx, 3-xxxx, 4-xxxx, or 7-xxxx.
- To call a local (but non-UVA) number, dial 9 + the 7-digit number.
- To make a long-distance or toll-free call, dial 9 + 1 + the area code and number.
- To make an international call, dial 9 + 011 + the country code and number. If prompted, enter your personal forced access code (FAC) for billing purposes.

Voicemail: You can set up your initial voicemail message and code following the instructions provided to you on the printed Quick Access guide, or on the UVA Telephone System website. You can check your voicemail from your own phone via the voicemail button, from another on-Grounds phone by dialing 4-4000, from outside the University by dialing 434-924-4000, or by logging in to the telephone system web portal (see following page for the link).

For more “how-to guides” visit: www.commerce.virginia.edu/technology
Helpful Links

McIntire School of Commerce Links (use your McIntire credentials for login):
- School homepage: commerce.virginia.edu
- Help Desk: commerce.virginia.edu/technology
- Webmail: outlook.office.com
- Blackboard: blackboard.comm.virginia.edu
- EMS (Room Scheduling): commerce.virginia.edu/ems
- Qualtrics (survey platform): commerce.virginia.edu/qualtrics
- Using the McIntire VPN: commerce.virginia.edu/technology/mcintire-vpn
- Zoom (videoconferencing): mcintire.zoom.us

UVa Links (use your University “Netbadge” credentials for login):
- Collab: collab.itc.virginia.edu
- SIS: sisuva.admin.virginia.edu/ihprd/signon.html
- Wifi: its.virginia.edu/wireless/
- UVa Search: virginia.edu/search/site/
- Email Management: its.virginia.edu/email/ams/
- ID Cards: virginia.edu/idoffice/
- UVA Box: virginia.box.com
- Information Security: security.virginia.edu
- UVA Telephone Guide: its.virginia.edu/telephone/using.html
- UVA Voicemail Portal: portal.voice.virginia.edu

Contact Information

<table>
<thead>
<tr>
<th>Help Desk (<a href="mailto:helpdesk@comm.virginia.edu">helpdesk@comm.virginia.edu</a>)</th>
<th>RRH 219</th>
<th>924-7988</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Programs Support</td>
<td>RRH 389A</td>
<td>924-3114</td>
</tr>
<tr>
<td>Business Office</td>
<td>RRH 301</td>
<td>924-6944</td>
</tr>
<tr>
<td>Commerce Career Services (CCS)</td>
<td>RRH 407</td>
<td>924-7986</td>
</tr>
<tr>
<td>Communications</td>
<td>315 Old Ivy</td>
<td>924-0959</td>
</tr>
<tr>
<td>Dean's Office</td>
<td>RRH 512</td>
<td>924-3176</td>
</tr>
<tr>
<td>Development &amp; Alumni Engagement</td>
<td>315 Old Ivy</td>
<td>924-3940</td>
</tr>
<tr>
<td>Diversity, Equity, and Inclusion</td>
<td>RRH 104</td>
<td>924-3865</td>
</tr>
<tr>
<td>Facilities</td>
<td>RRH 150</td>
<td>924-5919</td>
</tr>
<tr>
<td>Graduate Marketing &amp; Admissions</td>
<td>RRH 311</td>
<td>924-8854</td>
</tr>
<tr>
<td>Instructional Technology</td>
<td>RRH 236</td>
<td>924-3784</td>
</tr>
<tr>
<td>McIntire AV Support (MAVS)</td>
<td>RRH 146</td>
<td>924-4568</td>
</tr>
<tr>
<td>Student Services / Academic Operations</td>
<td>RRH 163</td>
<td>924-8228</td>
</tr>
</tbody>
</table>

For more “how-to guides” visit: www.commerce.virginia.edu/technology
The Communications and Development & Alumni Engagement offices are located offsite: 315 Old Ivy Way, Ste 201.