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 laptops, desktops, mobile devices, printers, and more.
- Network access issues: wired, wireless, VPN.
- Support for office phones, signage, and keys -- come see us if you get locked out!
- Classroom supplies: chalk, markers, erasers, etc. (Office supplies available from Faculty Support.)
- Building and classroom access: we can troubleshoot issues with your University ID card, and set you for the proper levels of access.
- Labs: The Help Desk supports our four public computer labs, and can assist you your students with any hardware or software issues in those rooms.
- Scheduling: we can reserve a lab for you. (Reserving a classroom is done via Student Services, and you can reserve Group Study Rooms and conference rooms on your own!)
- 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 (Classroom 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 us!

During the spring and fall semesters, the Help Desk is open:
- Monday - Friday, 8 AM to 9 PM; and Sunday, 12 PM to 9 PM
During the summer semester, the Help Desk is open Monday - Friday, 8 AM to 5 PM

The full time staff members at the Help Desk are:
- Eric Rzeszut, Help Desk Manager
- Judy Adams-Mikell, Information Technology Specialist
- Paul Winslett, Help Desk Technician

You’ll find our full time staff generally available on weekdays, 8 AM to 5 PM. Our student workers staff the “front line” of the Help Desk and cover the evening and weekend shifts. On Saturdays and on holidays 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.)
Educational Technology

The Educational Technology team, sometimes referred to as “Classroom Support,” can assist you with any issues related to technology and facilities in our classrooms and conference rooms.

The Ed Tech team 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.
- Audiovisual setup for McIntire special events, in Rouss-Robertson Hall or elsewhere on Grounds.

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

Matthew Gatto and Erik Pearson
RRH 146, 924-4568
Education-Technology-Staff@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 accounts” vs. “McIntire accounts”

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>McIntire account for school-specific resources such as:</th>
<th>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, in the labs)</td>
<td>Student Information System (SIS)</td>
</tr>
<tr>
<td>McIntire VPN (remote secure access)</td>
<td>HR/Finance (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>Instant messaging via Microsoft Lync</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></td>
<td>Anytime you see a “NetBadge” or “eServices” box</td>
</tr>
</tbody>
</table>

The University has (or will) assign 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 Email 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, log on to `webmail.comm.virginia.edu`, click the gear icon at top right, and click Change Password.

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.

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 50GB of space.

UVa’s office of Information Security, Policy, and Records (ISPRO) defines three broad categories of data:

**Highly Sensitive Data:** Personal information that can lead to identity theft if exposed -- meaning the first name or first initial and last name in combination with and linked to any one or more of the following data elements about the individual: Social security number, driver’s license number, passport number, or financial account (bank / credit card/ debit card) number. Highly sensitive data also includes health information that reveals an individual’s health condition and/or history of health services use.

**Not Sensitive Data:** Data that are intentionally made public are classified as not sensitive. Any data that are published and broadly available are, of course, included in this classification. University policy holds that the volume of data classified as not sensitive should be as large as possible because widespread availability of such information will enable employees to make creative contributions in pursuit of the University’s mission. This includes admissions/enrollment numbers, university-wide financial expenditures, etc.

**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>

**Identity Finder:** The University provides for the use of “Identity Finder” software to scan your computer for any highly-sensitive data. **It is the end user’s responsibility to ensure no highly-sensitive data is stored on their PC.** The Help Desk pre-installs Identity Finder on all faculty PCs, and can assist with using the software. See the links page at the end of this document for links to ISPRO tutorials and recommendations.
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 Faculty Support Office (RRH 389), and to all other swipe-card protected doors throughout Rouss and Robertson Halls. (You do have your ID card, right? If not, make sure you get it ASAP!)

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 the Outlook Webmail interface, 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 Indoor Finders. See the last page of this document for links and instructions.

To book any of our computer labs for a class or special event, contact the Help Desk. To reserve a classroom or make changes to classroom reservations, contact the Student Services Office (RRH 311, 924-3865).

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.
**Printing, Copying, Faxing, and Scanning**

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

- 200 level (between offices 216/218)
- 340A
- 364A
- Mailroom, outside 389A

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

Large printing and copying jobs can be processed for you by Sandra Ellis, our copy center manager. Contact Sandra at she@comm.virginia.edu, or 924-3085.

**Student Printing:**

Students do NOT have access to the printers or copiers used by McIntire faculty and staff. Students are able to print via the University’s Printing & Copying Services (PCS), using their eServices credentials, paying on a per-page basis. At McIntire, PCS printers/copiers 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. When 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 (link on the next page). 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).
Helpful Links

McIntire School of Commerce Links:
- School homepage: https://www.commerce.virginia.edu
- Help Desk: https://www.commerce.virginia.edu/technology
- Webmail: https://webmail.comm.virginia.edu
- Blackboard: https://blackboard.comm.virginia.edu
- Scheduling Group Study Rooms: https://mcintire.indoorfinders.com/ (or use the Indoor Finders mobile app)
- Using the McIntire VPN: https://www.commerce.virginia.edu/technology/mcintire-vpn

UVa Links:
- Collab: https://collab.itc.virginia.edu/portal
- SIS: https://sisuva.admin.virginia.edu/epprd/signon.html
- Wifi: http://its.virginia.edu/wireless/
- UVA Directory: http://jm.acs.virginia.edu/commserv/phonebook/
- Email Management: http://its.virginia.edu/email/ams/
- ID Cards: http://www.virginia.edu/idoffice/
- UVA Box: https://virginia.app.box.com/login
- ISPRO: http://www.virginia.edu/ispro/
- Using Identity Finder: http://www.virginia.edu/informationsecurity/identityfinder/home.html
- UVA Voicemail Portal: https://portal.voice.virginia.edu

Contact Information

Help Desk | RRH 219 | 924-7988
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Business Office | RRH 301 | 924-6944
Career Services | RRH 407 | 924-7986
Dean’s Office | RRH 512 | 924-3176
Educational Technology | RRH 146 | 924-4568
Facilities (Gene Lawson) | RRH 150 | 924-5919
Faculty Support | RRH 389A | 924-7010
Graduate Programs | RRH 161 | 924-8854
Instructional Technology (Jane Pace) | RRH 236 | 924-3784
Student Services | RRH 311 | 924-3865
Website Support (Dana Tackett) | RRH 104 | 924-0959
Building Floorplans

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