Service Catalog

Below is the list of major services and items supported by Information Technology and the Technology Support Center. This is by no means an exhaustive list. If you do not see the item, software, or question you have regarding your technology concerns, please call us at 410-677-5454.

Campus Support Centers
- Procurement Support Center

GullNet and Peoplesoft
- Accessing Class Rosters and Entering Grades in GullNet
- Cannot access 1098-T form in GullNet
- Course & Location Survey Results (Course Evaluations) in GullNet
- Create a Student Email Distribution List from an exported GullNet Process Scheduler Request
- Creating and scheduling Advising Appointments and Activating Advisees in GullNet
- Emergency Text Alert System (Rave)
- Enrolling, viewing and changing student schedules in GullNet
- Faculty and Staff GullNet Self Service Information
- GullNet Access is Denied Error using Internet Explorer in GullNet
- GullNet and Peoplesoft FAQs
- GullNet how to guide for faculty
- GullNet how to guide for students
- Holds on your account in GullNet
- How to renew your contract in GullNet
- How to request a name change on your Gullnet or Email account
- How to verify last login date/time in GullNet
- Making a payment in GullNet (CashNet)
- Navigate
  - How to Sync Microsoft 365 Calendar with Navigate
  - How to text a student using Navigate
  - Navigate - for faculty
  - Navigate - for Students
- Obtaining a Course Evaluation Student Participant Count in GullNet
- Obtaining Course Evaluation Long Answers for Department Chairs in GullNet
- Obtaining Course Evaluation Results for Department Chairs in GullNet
- Obtaining Course Evaluation Results in GullNet
- Obtaining Course Evaluation Summary Results for Perdue Business Department Chairpersons in GullNet
- Obtaining Course Evaluation Summary Results for Perdue Business Faculty in GullNet
- Obtaining Crse & Loc Survey Results (Course Evaluations) for Nursing Course Coordinators only in GullNet
- Peoplesoft Query Tips
- Registering for the semester - Student Check-In within GullNet
- Search Committee page hangs in GullNet
- Signing the Acceptable Use and Policy Receipt Acknowledgement in GullNet
- SQL Error when trying to register for classes in GullNet
- Take a Course Evaluation in GullNet as a student
- Taking an administrative survey (course evaluations) in GullNet
- Transcript Information
- Trying to register or pre-register and get maintenance page
- Using GullNet to email your students
- Viewing Grades on GullNet as a student
- When trying to click on a link in GullNet, the user gets a spinning wheel

Info for faculty, staff, students and parents new to Salisbury University
- IT Information for New SU Faculty and Staff
- IT Information for New SU Students
- IT Information for Parents of SU Students
- SU-UMGC Europe - Student Help

Internet Access
- Connect to the SU-Guest Network
- Connect to the SU-Secure Wireless Network (General Instructions)
- Connect to the SU-Secure Wireless Network using a Blackberry
- Connect to the SU-Secure Wireless Network using a Chromebook
- Connect to the SU-Secure Wireless Network using an Android device
- Connect to the SU-Secure Wireless Network using an iPhone or iPad
- Connect to the SU-Secure Wireless Network using a Nook or Kindle E-Reader
- Connect to the SU-Secure Wireless Network using Mac OSX
• Connect to the SU-Secure Wireless Network using Windows 10
• Connect to the SU-Secure Wireless Network using Windows 8
• Connect to the SU Wired Network in a Residence Hall
• COVID Testing Assessment Website
• Creating a Help File from the SU-Connect Secure W2 program
• Eduroam wifi network information
• Find Your MAC Address
• Network Compatible Devices
• Registering your gaming console, smartTV, streaming and other network devices for Internet access
• Resolving iPhone/Mac SU-Secure Cert Issue
• Security certificate is not trusted error in Google Chrome
• Updating SU-Secure for new Wifi Certificates - Andriod device
• Updating SU-Secure for new Wifi Certificates - iOS (iPhone)
• Updating SU-Secure for new Wifi Certificates - MacOS
• Updating SU-Secure for new Wifi Certificates - Windows
• Xbox will not connect to internet even after registering and connecting to SU-Connect.

IT Procurement and Consulting Services
• New Computer Configurations - Macintosh
• New Computer Configurations - Windows
• New Printer Configurations
• Student Personal Computers - Suggested Specifications

IT Security
• Email and mobile security
  • Mobile Security
  • What to do if you click on a phishing email
• Malware and Spyware Prevention
• Personal Computer Security
• Recommended anti-malware programs for personal computers
• Troubleshoot Macintosh Ransomware

IT Student Employment Opportunities

Labs and Classrooms
• Audio Visual Services
  • AVS - Event Support Request
• Classroom/Meeting Locations and Technology equipment
• Classroom and Meeting Space Locations and Information
• Distance Learning and IVN Rooms
• Does Information Technology have computers or equipment for loan or checkout?
• How to reserve an IT computer lab
• Information Technology computer lab reservation information
• Information Technology Lab Locations
• Integrated Media Center
• Lab Software Locations
• Symposium ID350 and ID370 Interactive Pen Display Manual
• Using AirMedia for Wireless Presentations in Classrooms, Labs and Meeting Spaces
• Using Crestron and other touch panel controllers for lab and smart classroom projector systems
• Using Extron control panels for lab and smart classroom projector systems
• Using the Mini Document Camera with Zoom for Remote Teaching
• Web Conferencing Rooms (i.e. Zoom, BlueJeans, BigBlueButton, Skype)

Network Drives and Cloud Storage
• Getting an out of disk space error on a network drive
• Mapping drives on a Mac for Students
• Mapping the Fulton music archives directly to a Mac or PC
• Network discovery turned off error when looking for network drives
• Restore a file from an SU network drive using Previous Versions
• Working with Network Drives

Operating System and Hardware Support
• Cannot change default applications for some file formats in Windows 10
• Find your SU computer name for remote access and troubleshooting
• How to update Mac OS keychain password
• How to Upgrade your Personal Computer to Windows 10
• Installing the Logitech® Webcam C930e
• Microsoft Surface will not turn on or wake from slee
• No bootable partition in table error when turned on
• Operating System Help Links
• Preparing an SU laptop for off-campus use
• Release and renew an IP address
Passwords and Accounts

- About Single Password
- Different Types of Accounts
- Duo (Multi-Factor Authentication)
  - Duo: Changing Your Device with the Same Number
  - Duo: Getting a new Phone with a Different Number
  - DUO login: Left Your Phone at Home?
  - Duo MFA with Office 365 email supported mail clients
  - Enrolling in Duo for the First Time
    - Enrolling in Duo with an International Number
  - How to add a second device in Duo
  - Logging in Using Duo
    - Applications Using Duo
    - Using Duo at Multiple Institutions
- Faculty and staff account creation process
- Faculty Emeriti access
- General information about Faculty and Staff SU accounts
- General information about Student SU accounts
- Managing student worker accounts in GullNet
- Password Assistance
- Password reset for incoming, prospective and transfer students (GullNet)
- Requesting a guest account for internet and computer login access
- SAP Logins- Perdue School students
- SPS-Statewide Personnel Online System (Open Enrollment for Benefits)
  - How to find your W number for SPS Workday
  - SPS Workday OneLogin Quick Reference Guide
- SU account creation, access and deletion for faculty, staff and student accounts
- User repeatedly locked out of SU account after changing password
- Using the SU Password Reset System to change or reset your password

Printing, Faxing and Scanning

- "Load tray 1" Printer Error -computer labs and library
- About personal printers in Residence Halls
- Add a banner page to a Canon printer
- Departmental Printing - Canon Printers
- Faxing from a Departmental Canon Printer
- How to Install a Network Printer on a Mac
- How to print single-sided in an IT computer lab
- Install a Network Printer in Windows
- Mobile Printing using PrinterOn
- Other Print Services
- Printing envelopes on a departmental Canon printer
- Printing in grayscale in Windows IT computer labs
- Printing multiple PowerPoint slides
- Printing multiple PowerPoint slides on Mac
- Printing to a departmental Canon from Mac OSX
- Printing to a Departmental Canon from Windows
- Releasing print jobs from the GoPrint release station
- Scanning from a departmental Canon
- Scanning in an IT Computer Lab
- Student and faculty poster printing hours and information
- Using GoPrint to Print in IT Computer Labs or Public Locations

Software and Applications

- Adobe Acrobat won't open PDFs from the Internet
- Adobe Creative Cloud - How to Login and Use Adobe Products
- CogLab Java Security Issue Fix
- Creating Accessible Content and Files
- Digital Measures for Faculty
  - Adding Education to Digital Measures
  - Adding Hyperlinks to the Promotion and Tenure Workflow
  - OM CV for Tenure and Promotion Checklist
  - Faculty Overview of Managing Activities
  - Henson School Workflow for Annual Review
  - Importing Intellectual Contributions from Third Party Sources in Digital Measures
  - Import Publications from a Third Party
  - Promotion and Tenure Reviewer Guide
  - Tenure and Promotion Faculty Submission Guide
  - Using the PasteBoard
- DocuSign at Salisbury University
  - Requesting a Docusign Form to be Created
- Dropbox asks for admin account when installing
- EMS Reservation System
  - How to Access EMS via Workspace
  - Install and use EMS
• Faculty and staff software access
• GullCard Information
  • Caring for your Gull Card
  • Door Access Information for Faculty, Staff, and Students
  • How To Add Money to Your Gull Card
  • Manage your GullCard account
• Heartland - Cash Registers
  • Transactions are taking a long time to process at the cash register after power on or restart
• How to Clear Your Browser Cache
  • Images/search boxes in Internet Explorer and Edge have colored X’s over them
• Installing Software using Software Center/Self Service
  • Install Software on an SU-Tagged Computer Using Right-Click Elevation for SU faculty
• Lawroom Training Questions and Information
• LinkedInLearning (Lynda.com) - Login Information
• LiquidFiles Secure File Sharing
  • LiquidFiles/SecureShare Filedrop
  • Requesting Files in LiquidFiles/SecureShare
  • Secure File Transfer and Sharing User Guide
  • Sending files using LiquidFiles / SecureShare
  • Using FileLinks in Liquid Files Secure File Sharing
• Microsoft 365 (Office 365)
  • Email and Calendars
    • About Email Security
    • Add a departmental/shared email address in Outlook for Windows or Mac
    • Add a photo to your faculty or staff mail profile
    • A student is not receiving emails from their professor
    • Campus Email Microsoft 365 Outlook WebApp (Web Access)
    • Campus-wide email guidelines
    • Creating a forwarding rule from Microsoft 365 Outlook Web App
    • Email Archive Mailbox-Faculty & Staff
    • Enterprise Vault for Faculty and Staff-Saving emails that are older than 10 years
    • Fixing common issues with Office365 (Student) or Exchange (Faculty/Staff) email on personal device mail apps
    • General Outlook and Exchange mail settings
    • How to add a shared departmental email account to the Outlook mobile App
    • How to Enable Contact Lists using Office365 Outlook on a Mac
    • How to Manage a Shared Email Account using Outlook
    • How to Manage or Add a Shared Email Account using the Microsoft 365 Outlook WebApp
    • How to Open Shared Contacts in Outlook 2019 for Windows
    • How to Receive a Blocked .exe or .zip Email Attachment via SU Email
    • How to view your calendars in the Microsoft 365 Outlook WebApp
    • Mac Outlook issue after transition to Microsoft 365
    • Mailbox is out of space and cannot send mail
    • Managing Blocked/Safe Senders in Outlook
    • Managing Blocked/Safe Senders in the Microsoft 365 Outlook Webapp
    • Managing the Focused Inbox with Microsoft 365
    • Maximum number of recipients in an outgoing email in Outlook
    • Not Receiving Email in Outlook
    • Not receiving emails on Microsoft 365 email account
    • Outlook Permission Levels
    • Outlook regularly pops up with a Windows Credentials window
    • Publish a Calendar and Viewing a Published Calendar
    • Recover a deleted email from Outlook
    • Setup SU email on a Blackberry
    • Setup SU email on a Kindle
    • Setup SU Email on an Android smartphone or device
    • Setup SU email on iPads and iPhones
    • Setup SU email on Windows 10
    • Share your inbox and other folders in Outlook
    • Sharing a calendar and opening a shared calendar in Outlook
    • Students receive bounce-back errors when sending a new message to a recipient they were previously able to mail.
    • Turn off Desktop Alerts for shared accounts in Outlook
    • User accidentally deleted a distribution list in Outlook
    • Using class forum lists in the Outlook address book
    • What is phishing and what to do about it
    • Working with an email account as a delegate in Outlook
  • Microsoft 365 Information for SU Faculty, Staff, and Students
  • Microsoft 365 Transition FAQs
  • Microsoft Forms
  • Microsoft Office
    • Creating a letterhead using macros in Microsoft Word
    • How to download and install Microsoft 365 for Macintosh computers
    • How to download and install Microsoft 365 for Windows computers
    • Password protect your files in Microsoft Office
    • Screen sharing in Skype for Business
    • Send a Group Message in Skype for Business
    • Sharing a OneNote notebook
    • Shrink the size of a powerpoint presentation to email
- Microsoft Teams Overview
  - Chat, Video, and Audio Calls in Microsoft Teams
  - How to access Microsoft Teams
  - Meetings in Microsoft Teams
  - Microsoft Teams Guide for Owners
    - Managing Members of a Team
    - Managing Team Settings
  - Sharing and Collaborating Files in Microsoft Teams
- Self-Paced Training: Excel
- Using Microsoft OneDrive
  - How to Recover a deleted item in OneDrive
  - Managing access in OneDrive
  - Managing a Personal OneDrive Account that uses your SU email
  - OneDrive Basics - Microsoft Tutorials
  - OneDrive Icons
  - View files Shared with You on the OneDrive Client for Mac
  - View files Shared with You on the OneDrive Client for Windows
- Working with Office 365 Groups
- Microsoft Bookings
- MyClasses and Instructional Software Help
  - Course unknown error when using Respondus LockDown Browser
  - Create and register your account with McGraw Hill Connect - Inclusive Access
  - Fellos in MyClasses
  - How to record a lecture or presentation in Panopto
  - I cannot install Respondus Lockdown Browser or other programs on my Windows 10 S computer
  - Images not shown using Safari in MyClasses
  - Information about Qualtrics
  - Information about Turning Point or Clickers
    - Clicker Registration link is not visible in a MyClasses course
  - Installing Panopto on an SU PC or Mac
  - McGraw Hill Inclusive Access textbooks in MyClasses
  - MyClasses login does not appear when using Internet Explorer
  - Opting Out of Inclusive Access textbooks in MyClasses
  - Panopto is not allowing user to view videos through MyClasses
  - Permissions Error with Mac OS
  - Reset your MyClasses guest account password
  - Respondus LockDown Browser
  - User Storage Quota Exceeded Message in MyClasses
- Scantron (Parscore) Test Services
  - Using Scantron (Parscore) forms for test sheets
- Shockwave Flash plugin crashes Google Chrome
- Software downloads and discounts for personal devices and home use
- Sonia Client Setup and Web Site Login Information
- Student software access
- SU Imaging - ApplicationXtender and WebXtender
  - SU Imaging: Add pages to a document in ApplicationXtender
  - SU Imaging: ApplicationXtender 16.6 Document Manager Scanning Tutorial
  - SU Imaging: ApplicationXtender Version 16.6 Web Batch Scanning Tutorial
  - SU Imaging: ApplicationXtender Web Access 16.6 User Guide
  - SU Imaging: Document manager toolbars and thumbnails
  - SU Imaging: Printing in WebXtender using Internet Explorer
  - SU Imaging: WebXtender doesn’t print
  - SU Imaging AppXtender Version 16.6 Desktop Client Install
  - SU Imaging System Frequently Asked Questions
- Trouble logging into Titanium
- Turning off popup blockers in popular web browsers
- Using Skype on Campus
- VPN and Remote Access
  - Accessing Network Drives via On-Demand VPN
  - Installing/Using Global Protect VPN Client-On Demand Service for Personal Devices
  - Listing of Methods to Access SU On-Campus Resources (VPN and Workspace)
  - Mac On-Demand VPN Troubleshooting for Personal Devices
  - Using Juniper VPN to Access Network Drives: Faculty and Staff
  - Using Remote Desktop: Faculty and Staff
- Wolfram Mathematica Overview
  - Mathematica Online at Home use for Faculty and Students
  - Wolfram Mathematica Teaching Tutorials
  - Wolfram Mathematica Tutorials
- Workspace - Web Applications
  - Accessing Workspace virtual applications-Off Campus/Personal Device
  - Accessing Workspace virtual applications-On Campus/SU computer
  - Open and save files using Workspace virtual applications
  - Using OneDrive in Workspace
- Zoom
  - Attendee Controls in the Zoom Mobile App
  - Changing your Personal Meeting ID and Personal Meeting Room Settings in Zoom
  - Disable Screen Share for Participants in Zoom
  - Getting Started with Zoom
  - How to schedule a Zoom Webinar
• Zoom Webinar Registration Approval
• Installing Zoom on Mobile Devices
• Inviting Attendees to a Meeting in Zoom
• Managing Zoom Recordings- Sharing and Access
• Passwords for Zoom Cloud Recordings
• Preventing Zoombombing
  • Disabling Chat in a Zoom Session
  • Lock a Zoom Meeting
  • Removing and Managing Participants in Zoom
  • Require a Password for a Zoom Meeting
  • Require Registrations for Meetings
• Recording a Meeting in Zoom
• Scheduling a Zoom Meeting
• Sharing Your Screen in Zoom
• Signing in to the Zoom Client
• Using Rev Live Captioning in Zoom (as Attendee)
• Using Rev Live Captioning in Zoom (as Host)
• Using the Waiting Room Option in Zoom
• Zoom BreakOut Rooms
• Zoom Etiquette
• Zoom Integration with MyClasses
  • Disabling Passwords for Viewing Zoom Cloud Recordings
  • How do I add Zoom Meetings to my Course Calendar
  • Play Enter/Exit Chime in Zoom
  • Publishing & Sharing Zoom Class Recordings From the Cloud
  • Scheduling a Zoom Meeting in MyClasses
  • Taking Attendance Through Zoom Usage Reports
  • Zoom Video Tutorial for Faculty
• Zoom Update Required Error

SU website and other websites
• Create a website on your P drive using the htdocs folder
• Raising an IT Support Issue in the Technology Support Center portal
  • How to Approve a Support Request Ticket
• Requesting a change to the SU website
• SU website web applications (webapps)

Telecommunications
• Alertus Emergency Notification App
• Cable Television for Residence Halls
  • Device specific instructions for scanning for channels using SU CATV
• SU Cable Television Channel Lineup
• Phones and Voicemail
  • Muting a call on a campus phone
• SU Faculty and Staff telephones
  • Using the SU Voicemail System
• Teleconferencing