

Where should I start with questions regarding technology support?

Begin your search with the [Faculty/Staff Support Page](#) maintained by the Office of Technology. Below are answers to frequently asked questions related to technology.

What sorts of network drives are available to university faculty?

Every faculty computer has hard drive storage. Note: there is no automatic hard drive data backup.

Each faculty member has access to a personal network drive with 8 Gigabytes of storage, called the **P:Drive**. It is accessed from any campus computer from the "My Computer" icon. No one else can access these files. The files are automatically backed up nightly. Visit the Office of Technology for more [information about network drives](#).

The **S:Drive** is where you can find Bloomsburg University documents and guidelines. It is located on your desktop under My Computer, then click on "buad.bloomu.edu\data" (S:). All sorts of forms are located in the file folder "BU Documents." Your department may also share files on the **U:Drive** found under My Computer as well. Both the S and U Drives are **public**, so do **not** put confidential documents in these folders.

Reminder: No file storage is absolutely secure; back up your work in other ways!

How do I set up my own Webpage?

The University provides all faculty computers with DreamWeaver, a software program that allows you to develop web pages. You can get assistance by visiting the Office of Technology's [Website Assistance page](#).

Who do I contact for Technology Assistance?

In some buildings, you can contact your Building Consultant, a student who can address many problems. In some cases, if you know the student's office hours, you can visit with him or her or send an email. Otherwise, complete a [Help Desk Ticket](#).

Unless you have an emergency, the Office of Technology prefers that you submit a [Help Desk Ticket](#) for hardware, software, and network problems. This allows them to maintain a paper trail of the work request.

For **urgent classroom problems** that occur between 8:00 AM-4:30 PM, call 570-389-4357.

If your technology problems revolve around the use of BOLT and other instructional technology, then you contact the [Instructional Media and Design Center](#).

Are Videos and Video Equipment available for classroom use?

Nearly all classrooms are well-equipped with technology. There may be a selection of videos located in your department. [Andruss Library](#) has a videos as well and subscribes to *Films on Demand* and Kanopy. If you require video equipment, digital cameras, laptops, etc., contact [Instructional Media Services](#).

What is MyHusky?

[MyHusky](#) is a fully integrated menu-driven system that provides faculty members with access to a variety of student and course information.

Can I access the Library's electronic resources (databases, journals, and books) from off-campus?

Yes, you can access library resources from off-campus. For more information, consult [Andruss Library Guide for faculty off-campus Access](#).

Can I access my office desktop remotely from home?

Absolutely. [Remote Access Service](#) (VPN) allows you off-campus access to your desk top file servers, and web applications without installing specialized software.

What is ESS (Employee Self Service)?

ESS is a web-based service, which allows employees to log into a web portal to view and update their own data in the Human Resources/Payroll Systems of SAP. You can view your payroll statements, benefit plan, leave balances, banking information, TSA and other saving plans contributions, addresses and other personal data, as well as update emergency contact information and W4 withholding information. For directions on how to log in and access, click here: [ESS](#).