

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 is Single Sign On and Duo Two-Factor Authentication?

SSO allows you to sign in and access multiple resources until your browser session ends. We also have a Duo Two Factor Authentication process to reduce the potential for malware.

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.

Faculty also have One Drive and the university offers Sharepoint groups that make file sharing across campus easy.

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

What is Bloomsburg University's Learning Management System?

Our LMS is powered by D2L, and we call it BOLT (Bloomsburg Online Learning and Teaching). The [Instructional Media and Design Center \(IMDC\)](#) provides support for BOLT training, Zoom, and other classroom technologies such as Turning Technology clickers. To access their training materials without logging into BOLT, go to [BU IMDC Infobase](#), where you will find many useful articles on a variety of tech topics.

Who do I contact for Technology Assistance?

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

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, submit a [Help Desk Ticket](#) . If the problem is urgent, yet occurring during the regular semester in the daytime, call 570-389-2065 or the D2L 24/7 helpline: 1-866-321-0473

What is the technology set up in classrooms?

Nearly all classrooms are well-equipped with technology, many are even Zoom-enabled. With respect to videos, your department may have a library and [Andruss Library](#) also has videos to check out and stream. If you do require video equipment, digital cameras, laptops, etc., [Instructional Media Services](#).

What is the potential for video production?

- Learn more about recording studios from [Instructional Media Services](#).
- We have a comprehensive video platform service integrated with BOLT called [Mediasite](#).
- The IMDC will have a Lightboard available for faculty and students starting in fall 2021.

The [Video Project Wizard](#) helps you and your students determine the best method to complete a video project.

What is MyHusky?

[MyHusky](#) is a fully integrated menu-driven system (driven by People Soft) that provides faculty members with access to a variety of student and course information including class rosters and recording grades.

What is Husky Success?

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

Yes, you can access library resources from off-campus by using **either** your Library Number from your Bloomsburg University ID (lower left corner, starts with 22404... enter it with no dashes or spaces) **or** your email username and password, when you are prompted to login. For more information and assistance, visit this [page](#).

Can I access my office desktop remotely from home?

Absolutely. Both Remote Access Service (VPN) allows you off-campus access to your desk top file servers, and web applications without installing specialized software. You can also log into your office computer

using Remote Desktop Connections. To learn more, visit the section on “Computing at BU” at [Faculty and Staff Technology Support](#).

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](#).

How do I set up my own Webpage?

Specialized software including Creative Cloud are allow faculty to create their own website using DreamWeaver. You can get assistance by visiting the Office of Technology's [Website Assistance page](#).

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