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Introduction

The Office of Smith IT would like to welcome you to the Smith School of Business. We are committed to providing excellent technology support in a wide variety of ways including:

- A prompt, helpful and professional initial point of contact for the Office of Smith IT.
- Escalation policies and procedures designed to optimize time to resolution for customers.
- Necessary online forms to request equipment, repairs, and network account changes.
- Online FAQ’s, manuals, and tutorials to empower customers to self-support problems.
- Equipment delivery and repair services for supported standard computer hardware
- Standard computer hardware upgrades for full-time Faculty/Staff on a 4 year cycle.
- Computing and supplies support for Classrooms, Labs and Research Labs.

To assist in making your transition a little bit easier, we have provided some helpful information below, regarding the Service Desk, AV Support, Enterprise Applications, such as Canvas, SmithApps portal, and RHSmith mail (Smoogle), as well as some helpful links to get you started.

The Office of Smith IT Service Desk

The Service Desk is your first point of contact with the Office of Smith IT. Our knowledgeable and friendly staff can help with many requests, or point you in the direction of the appropriate staff member. You can contact us via e-mail, phone or in person during office hours.

3520 Van Munching Hall
Phone: (301) 405-2269
Email: helpme@rhsmith.umd.edu
Website: http://it.rhsmith.umd.edu

Service Desk Hours of Operation:
Normal Hours: Monday - Friday 8:30 am - 5:00 pm
Summer Hours: Monday - Friday 9:00 am - 4:00 pm

Note: After 5:00pm the Service Desk phone is switched to the extended hour support where a technician is available during the hours as described below. These hours are subject to change and will be posted in that case, and may vary during holidays and breaks.

The Office of Smith IT Audio Visual Classroom Support

AV technicians are stationed in Master Control, Room 1530A (near the loading dock) and are available to assist you with classroom equipment and setup.

We encourage you to schedule AV Assistance for your classes by completing the online request form at: http://it.rhsmith.umd.edu/online-forms.

If you need immediate support with classroom equipment, press the "Call for Assistance" button on the room’s control panel, or go to the AV control room in 1530A, or call x55213 or the Service Desk at x52269.

Hours of Operation:  Monday - Thursday 7:00 am – 10:00 pm
                     Friday 7:30 am – 6:00 pm
Smith IT Services

Wireless
The wireless network located in Van Munching Hall is provided by and supported through the ongoing partnership between the Office of Smith IT and the UMCP Division of Information Technology (DiVIT). Open any web browser from your computer and you will see an authentication page. From here simply log in using your Directory ID information. If you are unsure what your Directory ID is, you may look it up at https://directory.umd.edu/password and click on “Display your Directory Entry”. Follow the on screen instructions to reveal your Directory ID. You may also reset your password and security questions.

For more information on wireless at UMD, visit http://it.umd.edu/wireless/index.html

Guest Wireless Access
Any faculty or staff that needs wireless access for visitors or guests, you can fill out DiVIT’s Wireless Guest Account form at http://it.umd.edu/guest. Each faculty and staff may sponsor up to 4 guests for a maximum of 30 days each. If you require more than 4 accounts, please contact our Service Desk - helpme@rhsmith.umd.edu.

Printing at VMH
Faculty and Staff are assigned a shared printer according to their office location. Most departments keep toner and paper close to the printer for that department. You can ask your department coordinator for assistance if you find a printer near your office out of paper or toner. If you are having trouble printing, please contact our Service Desk at 301-405-2269.

Loaner Equipment Available at College Park
The Office of Smith IT has equipment that can be borrowed by our customers for temporary use. All equipment must be reserved in advance and be picked up in person (we do NOT deliver or set up the equipment). If you would like to make a reservation, contact the Smith IT Help Desk by email at helpme@rhsmith.umd.edu or by calling x52269.

*Note: Please remember to copy and delete your data from any equipment you have borrowed, before you return it. For security reasons, please DO NOT store any data that may contain personal information. The Office of Smith IT is not responsible for personal data found on loaner equipment and will remove all files from laptops and digital cameras as deemed appropriate

Business School Classrooms and Labs
Visit it.rhsmith.umd.edu/labs-and-classrooms for a complete list of labs, classrooms, equipment and software available.

Classrooms
The main teaching classrooms are all equipped with a permanent computer at the instructor's desk, overhead video projector, document camera, VCR\DVD, ceiling mounted stereo speakers, and audio/video controls. You are welcome to bring USB drives to connect to these computers. In addition, feel free to bring your own laptop, or tablet to connect to the projector for presenting. All classrooms in College Park, Baltimore and DC are capable of lecture capture and recording, video conferencing, and audio conferencing.

Please schedule assistance for these types of activities using the online form at http://it.rhsmith.umd.edu/online-forms so that the support team can assign staff to assist you.

For information about the classroom equipment in Shady Grove, please see information at http://it.rhsmith.umd.edu/shady-grove.

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Classroom Software Image Requests
Classroom software images are very complex and take a long time to create and test. They are locked down to prevent tampering and are usually only updated in preparation for a new semester. The Office of Smith IT asks for your cooperation in requesting the software you will be using in the classroom for the academic year. This helps us to maintain the image with new versions, updates, patches, etc.

Some software can be installed temporarily by individuals logged in with a Business School account, but please remember that the machines are re-imaged nightly, so any additions made by users will be removed that night. Depending on the level of computer access required by the application, this may or may not be feasible (access to the computer registry is denied by default) with your login.

Request your Classroom Software
Faculty will receive an email reminder asking for classroom software requirements for the academic year. Requests must be submitted using this Classroom Software Request Form: http://ter.ps/swrequest.

Training for Classroom Presentation Equipment and Applications
Smith IT provides various training materials as well as workshops to our faculty and staff. We also welcome one-to-one training requests for Smith specific IT concerns. The support staff in all locations will be happy to give you practice time with the equipment in the classrooms. Please contact helpme@rhsmith.umd.edu to make an appointment.

Classroom Videoconferencing Services
The Office of Smith IT supports traditional videoconferencing needs through the use of its Polycom Video conferencing telecommunications equipment. This service utilizes traditional IP and ISDN video conferencing technology. For more information about the Polycom option, please visit: http://it.rhsmith.umd.edu/video-conferencing.

Requesting Support for Special Events
The Office of Smith IT is staffed to accommodate normal classroom activity. If you require AV support outside of regular business hours, that create greater demands than usual on our support team during normal business hours, you may be subject to a support fee. For assistance with special events support, please complete an AV request form at: http://it.rhsmith.umd.edu/online-forms.

Instructional Technology Tools

Canvas - Electronic Learning Management System
The University of Maryland uses Canvas, by Instructure, as our online course management system, which is also referred to as ELMS. Courses are automatically set up in the system and will be visible to you when you have been added as the Instructor of Record. You can access Canvas by going to elms.umd.edu and logging in with your Directory ID and password. You can also find helpful documentation and resources on that page. If you would like to learn more about Canvas, Smith IT offers group workshops each semester and we are also available for individual appointments. If you would prefer to schedule an individual appointment or if you have specific questions on using Canvas, please contact canvas@rhsmith.umd.edu.

Panopto
Panopto is a lecture capture tool available in all classrooms across campus. It produces more than just a recording of a lecture – it creates an index and thumbnails during your lecture that viewers can use to navigate to the specific content they want to review. It will capture any combination of audio, video, Powerpoints and/or computer screen, and you can also attach .pdf files.
Panopto can also be installed on personal computers and used with a webcam or a microphone to capture your lecture, your desktop and your Powerpoint slides with one click. Access controls are integrated with Canvas to provide a user list for your students or a recording may be shared with anyone you choose.

For more information on how to use Panopto, please visit: [http://elms.umd.edu/tools](http://elms.umd.edu/tools), or contact [canvas@rhsmith.umd.edu](mailto:canvas@rhsmith.umd.edu) for help with getting started. **Remember to notify the classroom support team ahead of time if you’re using the equipment in the classroom to record** - they will need to get your request on their schedule in advance so they can ensure appropriate operation in that room. Please use the AV Request form at [http://it.rhsmith.umd.edu/online-forms](http://it.rhsmith.umd.edu/online-forms).

**Turning Point Classroom Response (Clicker) Program**

Smith IT can provide any interested Business School Faculty with a Turning Point response pad (or "clicker") and a receiver for developing interactive presentations. Students can purchase a Turning Point Response Pad from the bookstore or a license to respond from a web enabled device (laptop or smartphone) at clickers.umd.edu. One response pad may be used in all the classes using Turning Point technology, anywhere across campus, so often students already have the device or a license.

For more information about using response pads in your classroom, go to our "clickers" information page: [http://it.rhsmith.umd.edu/clickers](http://it.rhsmith.umd.edu/clickers)

**Webconferencing Tools**

Adobe Connect Pro is the web conferencing tool available to every faculty and staff member at the University of Maryland, College Park. Faculty can create fully featured live virtual classrooms to hold office hours, guest lectures and meetings. Other features include two-way audio and video, application sharing, archiving, whiteboard, online polling, and break out rooms. Individuals should have stable broadband, and Windows-based or Mac computers, in order to participate effectively in live (or view recorded) web conferences. To get started using Adobe Connect see the tutorials at [http://it.umd.edu/academic_technology/adobe_connect](http://it.umd.edu/academic_technology/adobe_connect). If you want to receive in person help to get started with or troubleshooting this tool, email your questions or suggested appointment times to [canvas@rhsmith.umd.edu](mailto:canvas@rhsmith.umd.edu). If you’re comfortable with Adobe Connect already and are ready to host your session just go to: [http://webmeeting.umd.edu](http://webmeeting.umd.edu) and enter your University Directory ID and Password. Students don’t receive host accounts, so only faculty and staff can launch the webinars.

Check out some best practice tips from early Faculty adopters: [http://it.rhsmith.umd.edu/web-conferencing](http://it.rhsmith.umd.edu/web-conferencing).
vSmith Desktops and Applications

vSmith is a virtual computer lab that provides essential software in one convenient place for Smith School students, faculty and staff, and can be accessed at any time, from any computer, anywhere in the world. The applications and desktops provided run on servers in the Smith IT data center and are available 24/7 so you can work on your schedule, from wherever you want.

Getting Started Quickly

Go to workspace.rhsmith.umd.edu and sign in with your University Directory ID and password. Skip through the tour and you'll get to your Apps homepage. Download the Horizon client by clicking Categories > Clients and Help from the top of the Workspace Portal and then choosing the client that matches your computer/device. Install the client with all the default options and go back to the Workspace Portal and click All at the top of the page. You will then see the Apps and Desktops you are entitled to use. Simply click the App or Desktop you’d like to launch and the client will automatically connect and display your choice. You can learn more on the Help page.

Accessing vSmith with PC, MAC, Android or iPad/iPhone

vSmith has been designed to work with multiple systems and devices. If you are using a PC or MAC, head straight to workspace.rhsmith.umd.edu to get started and download the Horizon client the first time you launch an application or desktop. For Android and iOS users, you'll need to install the VMware Horizon View client from the AppStore and point to our vSmith servers. If you are setting up a mobile device or want to install the client manually please visit client installation page here for instructions. If you are using vSmith on a Windows RT tablet you can find the client on the Microsoft Windows Store here.

Research Support

Smith IT offers a wide range of technology resources and assistance targeted toward the research needs of Smith School faculty and students. The focus of Research Computing at Smith School is to enable researchers to utilize computation effectively in their research activities by providing computational resources, expertise, and support.

Research Databases and Subscriptions

For more information, speak with your DTO or contact the Research Computing Team at researchsupport@rhsmith.umd.edu.

VBIC (Virtual Business Information Center)

http://www.lib.umd.edu/vbic

VBIC is a collection of electronic, and print, business resources intended to provide research assistance to the Robert H. Smith School of Business and university members seeking authoritative business information. The VBIC site includes links to research resources with substantial free offerings, and fee-based commercial databases that are available to University of Maryland faculty, students and staff through the University of Maryland libraries.

For assistance with VBIC, please contact:

Lily Griner at griner@umd.edu
Zaida Diaz at zdiaz@umd.edu

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Productivity Tools

University Directory ID
Most systems on campus require authentication using the University Directory ID. Once you are active in the payroll system, you will be able to set your ID and password. If you have never used your University Directory username or password, or have forgotten what they are, you can look up your user name and set your password at:
http://www.directory.umd.edu/

To set your initial password:
First time users who don’t have a password or who don’t know their directory user name should open their web browser and go to: https://directory.umd.edu/password?new_user. Click yes to proceed through the Security alert message if you see one.

Here you will be asked some questions to verify your identity. Note that if the campus doesn’t have the correct information on file for you that you will not make it past this screen. If that is the case, you will have to talk to the campus’ Service Desk at 301-405-1500.

You should confirm the information in your directory entry looks correct. In particular, it’s important that your forwarding address be set correctly to “username@rhsmith.umd.edu. This is where University systems will send your email, including all email sent to you through Canvas! Correct your email address, plus any mailing or phone address problems in ARES at www.ares.umd.edu.

Visit http://smoogle.rhsmith.umd.edu/forwarding to learn more

Smith School Email (Smoogle)
Your @rhsmith.umd.edu email address is an official communication mechanism for the Business School provided via Google Enterprise Apps and supported by the Office of Smith IT. Smoogle accounts are automatically created for all Smith faculty, staff, PhD and graduate students. Features include a Smith School contact directory, integrated calendars, groups, instant messaging, video chat and file storage capabilities called Drive. You have unlimited free storage to share between Google Drive and Gmail.

To get started using your Smoogle account, go to: http://smoogle.rhsmith.umd.edu/GettingStarted.
**Anti-spam filtering**

Spam filtering for all Smoogle accounts is handled through the Gmail spam filtering. This is an automated system that helps detect spam by identifying viruses and suspicious messages, finding patterns across messages, and learning from what Gmail users like you commonly mark as spam.

If you click your Spam label and open one of the messages, you'll see a message at the top with a brief explanation about why that particular message was placed in Spam. Use this information to protect yourself from potentially dangerous or fraudulent messages and to better understand why a message was or wasn't marked as spam.

You can manage your Spam folder directly in your Smoogle account. By default the Spam folder is not displayed; you can either click **More** at the bottom of the list of folders over on the left and scroll all the way down to Spam, or change the label settings so that the folder always appears, as described here: [https://support.google.com/mail/answer/118708?hl=en&from=6560&rd=1](https://support.google.com/mail/answer/118708?hl=en&from=6560&rd=1).

If you find an email has been incorrectly marked as spam you can select it and click the Not Spam button to put it back into the Inbox. You can also add the sender to your Contacts to prevent any further messages from that person being mislabeled as Spam.

Some spammers send fraudulent mass-messages designed to collect personal information, called 'spoofing' or 'password phishing.' For more information about how to identify these messages, go to: [https://support.google.com/mail/answer/8253?hl=en&ref_topic=1669056](https://support.google.com/mail/answer/8253?hl=en&ref_topic=1669056)

For general information about Google Anti-Spam, go to: [https://sites.google.com/a/rsmith.umd.edu/help/gmail/spam](https://sites.google.com/a/rsmith.umd.edu/help/gmail/spam)

**The Division of Information Technology at UMD**

The Division of Information Technology is responsible for providing technical support for the entire University and focuses attention on services that support the educational mission (teaching and research) of the University.

**Contact Information**
- **Location:** 1400 Computer and Space Sciences building
- **Phone:** (301) 405-1500
- **Website:** [http://www.it.umd.edu](http://www.it.umd.edu)

**Faculty and Staff Discount Programs**

**Software to UMD students, faculty and staff**

Faculty, Staff and Students may download a selection of software at no cost from [http://www.terpware.umd.edu](http://www.terpware.umd.edu). The University offers some other discounted software to UMD faculty and staff. For more information go to: [http://slc.umd.edu](http://slc.umd.edu).

**Computers for UMD students, faculty and staff**

The University’s ACT, Academic Computers for Terps, program offers Apple and Dell products at prices below standard discounts, as well as technical support and warranty protection. In addition, ACT offers discounts from cellular carriers such as AT&T, Sprint, and Verizon Wireless. Visit: [http://act.umd.edu/](http://act.umd.edu/) for more information. There is also a Terrapin Technology Store with display models and select computer related products. For location and hours see [http://it.umd.edu/techstore/](http://it.umd.edu/techstore/)

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University of Maryland Policy on the Acceptable Use of Information Technology Resources
(Approved as amended by the university Senate on April 3, 2006. Signed by President Mote on April 5, 2006)

Primary Principles: Freedom of Expression and Personal Responsibility

Freedom of expression and an open environment to pursue scholarly inquiry and for sharing of information are encouraged, supported, and protected at the University of Maryland. These values lie at the core of our academic community. Censorship is not compatible with the tradition and goals of the university. While some computing resources are dedicated to specific research, teaching, or administrative tasks that would limit their use, freedom of expression must, in general, be protected. The university does not limit access to information because of its content when it meets the standard of legality. The university's policy of freedom of expression applies to computing resources.

Concomitant with free expression are personal obligations of each member of our community to use computing resources responsibly, ethically, and in a manner, which accords both with the law and the rights of others. The university depends first upon a spirit of mutual respect and cooperation to create and maintain an open community of responsible users.

General

This policy sets forth standards for responsible and acceptable use of university information technology (IT) resources. These resources include computer systems, computer labs, applications, networks, software, and files.

IT resources are provided to support the academic, research, instructional, and administrative objectives of the university. These resources are extended for the sole use of university faculty, staff, students, and all other authorized guests to accomplish tasks related to the status of that individual at the university, and consistent with the university's mission.

Those using university IT resources, whether at the university or elsewhere, are responsible for complying with security standards set forth by the Vice President and Chief Information Officer (VP/CIO), safeguarding identification codes and passwords, and for using them solely for their intended purposes. Individuals are solely responsible for their personal use of IT resources and are prohibited from representing or implying that statements related to such use constitute the views or policies of the university.

The maintenance, operation, and security of IT resources require responsible university personnel to monitor and access systems and networks. To the extent possible in the electronic environment and in a public setting, a user’s privacy will be preserved. Nevertheless, that privacy is subject to applicable federal and state law, including the Maryland Public Information Act, and the needs of the university to meet its administrative, business, and legal obligations.

Prohibited Conduct

The following provisions describe conduct prohibited under this policy:

- Altering system software or hardware configurations without authorization; disrupting or interfering with the delivery or administration of IT resources.
- Attempting to access or accessing another's accounts, private files, e-mail messages, or intercepting network communication without the owner's permission except as appropriate to your job duties and in accordance with legitimate university purposes.
- Misrepresenting oneself as another individual in electronic communication.
• Installing, copying, distributing, or using digital content (including software, music, text, images, and video) in violation of copyright and/or software agreements or applicable federal and state law.
• Engaging in conduct that interferes with others’ use of shared IT resources.
• Using university IT resources for commercial or profit-making purposes or to represent the interests of groups unaffiliated with the university or unassociated with the normal professional activities of faculty, staff or students without written authorization from the university.
• Ignoring individual departmental or unit lab and system policies, procedures, and protocols.
• Facilitating access to university IT resources by unauthorized users.
• Exposing sensitive or confidential information or disclosing any electronic information that one does not have the authority to disclose.
• Knowingly using IT resources for illegal activities. Criminal or illegal use may include obscenity, child pornography, threats, harassment, copyright infringement, university trademark infringement, defamation, theft, identity theft, and unauthorized access.

Enforcement

Violation of the provisions of this policy constitutes unacceptable use of IT resources, and may violate other university policies and/or state and federal law. Known or suspected violations should be reported to the appropriate university computing unit. Reports may also be sent to the security unit within the Division of Information Technology (abuse@umd.edu). If possible, reports should include a copy of any non-sensitive information relevant to the putative violation.

Violations will be acted upon by the appropriate university authorities and/or law enforcement agencies. Violations may result in the restriction or revocation of access to IT resources; faculty, staff, or student disciplinary action; academic dishonesty proceedings through the Student Honor Council; or legal action.

The VP/CIO or designee may suspend, block, relocate to a secure location, or restrict access to information and network resources when necessary to protect the integrity, security, or functionality of university IT resources or to protect the university from liability. Notice of such action will be provided to the designated security contact for the affected unit.

Administration

Individual areas within the university (including divisions, colleges, schools, and departments) may elaborate upon this policy with unit-specific policies as long as they do not violate the spirit and intent expressed elsewhere in this policy.

Consistent with university System of Maryland requirements, this policy will be reviewed and updated annually or as needed based on the recommendations of the VP/CIO.

Smith School Specific Policy Addendum to The University of Maryland Policy on the Acceptable Use of Information Technology Resources

Password Protection:
User should comply with the strong password policy set forth by the Smith Office of IT. Sharing of the password is strictly prohibited.

Data Ownership:
The users are responsible for security and access control of the data created, stored and deleted on their personal computer and any publicly accessible computers.
Data Storage:
There will be no storage of digital media files (audio and/or visual) on the server unless they are related to teaching or learning. It is permissible to store mail files, including mail archives, in your network drive.

Privacy Protection:
The maintenance, operation, and security of IT resources require responsible university personnel to monitor and access systems and networks. To the extent possible in the electronic environment and in a public setting, a user’s privacy will be preserved. Nevertheless, that privacy is subject to applicable federal and state law, including the Maryland Public Information Act, and the needs of the university to meet its administrative, business, and legal obligations.

Agreement for Smith School Help Desk Service Access:
The users by accepting and using any personal computing device provided by Smith School of Business, agree to allow the Help Desk to have unlimited access to the computing device. This access is only for purposes of performing service and support, both requested and non-requested.

If the personal computer uses external passwords like password protected screensaver or BIOS boot password, the user must provide the password to the Help Desk Manager.

By accepting and using the computing device, the user also are certifying that they understand that failure to furnish the Help Desk with the appropriate password or tampering with our administrative account access, will result in a complete forfeiture of our support for your system.

Communication:
Individuals are solely responsible for their personal use of IT resources and are prohibited from representing or implying that statements related to such use constitute the views or policies of the university.

Visit the Secure and Safe Computing website at https://sites.google.com/a/rsmith.umd.edu/secure/ to learn more about protecting the data and devices that you work with.