RETURN TO CAMPUS GUIDANCE

TECHNOLOGY SUPPORT AS YOU RETURN TO ON CAMPUS WORK

Table of Contents

ETS Support Response Time and Priority

Instructional support is the number one priority for ETS. The increased dependency on technology has placed a strain on existing ETS human resources. ETS is not alone in this challenge at the District. We ask for your patience when our response is taking longer than what you have experienced in the past.

When Submitting ETS Requests for Help using the online system (etshelp.fhda.edu) please complete all fields in the forms otherwise it will *cause delays* while ETS works to obtain the required information to fulfill requests.

Please contact the ETS Call Center or submit an online help ticket at etshelp.fhda.edu to get technical support. Using this system, instead of messaging specific ETS employees, helps ETS to manage and prioritize requests and respond to the most critical needs efficiently. Your cooperation in this regard is appreciated.

On Campus Office Location and Configuration

Expect to return to pre-pandemic office and configuration.

Upon return to on campus work, if you plan on making any changes to your office configuration or have a desire to change office locations, any change must be approved by your manager and the College FFE Coordinator *(Furniture/Fixtures/Equipment; DA Tina Lockwood, FH Audrey Capristo)***.** The FFE Coordinator collaborates and coordinates changes with ETS, Facilities and manages vendors for office configuration changes. **Central Services:** your manager and administrative assistant submits an ETS Request for Help.

If your equipment is not functioning, has it been moved to a different office location since you last used it? If so, it needs to return to its original location; contact your FFE Coordinator for assistance. If the equipment is in its original location and not functioning, please contact the ETS Call Center at (408) 864-8324 for technology help or submit an ETS Request for Help directly (etshelp.fhda.edu).

Sometimes office configurations require changes to the network cabling infrastructure which most likely requires an outside cabling vendor. Please be aware that any penetration work done on walls, ceilings, and other building surfaces must first be tested for hazardous materials *which adds cost and time to any desired office configuration changes.*

Single-person office: reconfiguring the layout may still require coordination with ETS: *For example:* Moving computer equipment from one surface to another; Activating a network port on the other side of an office, and more. **Contact your FFE Coordinator regarding your specific situation** (Central Services – complete an ETS Request for Help directly)**.**

For any of the above, a formal move and planning process is followed by the FFE Coordinators, ETS and Facilities.

Internet, Network, WIFI

WiFi has been expanded to most indoor offices, but the wired connection is most reliable and offers the best performance.

The network cable in your office is recommended to provide the best network speeds and reliability, particularly for Zoom. **If you need an adapter cable to connect the network cable to your computer, or the docking station, please submit an ETS Request for Help (etshelp.fhda.edu).**

When you use WIFI, your computer is communicating over the air to a device that is mounted to the wall or ceiling somewhere in your office area, called an *Access Point* (AP). This AP connects to network equipment via *one* physical network cable. When using WIFI your device(s) is sharing this One Network Cable with many other devices (many to one). The network cable in your office is dedicated to your connected computer, a one-to-one relationship. **While WIFI connectivity will generally support Zoom or other videoconferencing, the bandwidth sharing over WIFI will not provide the optimal network**

speeds. If you experience an unstable or slow connection via WIFI, the first recommended step is to use the wired connection in your office or workspace.

If WIFI is required in an area not currently covered, please know there is a large scale WIFI Expansion Project underway to provide wireless networking for indoor areas that do not yet have WIFI and many outdoor areas including parking lots and open spaces internal to the campuses.

Printing

Copiers and other networked printers have been replaced with multifunction devices and the Managed Print System (MPS).

In order to use these new devices for printing, you need the proper **print driver** installed on your computer. **Please submit an ETS Request for Help (etshelp.fhda.edu)** requesting the "Ricoh driver for the MPS system" be installed onto your district/college provided computer. These multi-function devices are no longer owned by each department, and if one is not working you can use any device on any of the college campuses for printing, copying and scanning. A print job sent to the Managed Print System can be retrieved at any location within three (3) days of when it was sent.

You only need your MyPortal (CWID) and password (enter on touch panel) or your staff ID card (swipe) to **make copies, print, or scan** to send the scanned file to your email or OneDrive account.

For more information on the MPS including a user guide and FAQ go to this URL: **https://ets.fhda.edu/getting-help/staff/_documents/_mps/_index.html**

Computer Equipment

District policy is one computer per full-time/permanent employee.

The district standard is one computer per full time employee. T*he new standard is a laptop.* There are some instances where a desktop computer is more appropriate. Part Time Faculty may request a temporary loaner computer. Temporary employees (*TEAs not backfilling a vacant full-time position*) are provided a computer only if requested and paid for by the department employing them. When a full-time employee leaves the district, the replacement employee is usually assigned the previous employee's computer (with appropriate refresh, file transfer, imaging by ETS).

A keyboard, mouse, adapter cables and a large screen monitor are part of the laptop system. Only one set of peripheral equipment is provided by the district. If there is a need to have the

similar set up for both remote and on campus work, the second set of peripherals including the monitor, may be paid for by the department.

In some circumstances due to an identified need, two computers may be assigned to one employee, though this is not standard.   For more information on computer standards go to this URL: https://ets.fhda.edu/policies-and-procedures/standards/index.html

Jabber VoIP Telephone
Do you have an Assigned Foothill- De Anza phone number?

If you do not have an assigned work phone number, this is the first step for being able to use the Jabber software for a district VoIP Telephone or even a Desk phone. If you do not have an assigned phone number, you most likely are new to the district. ***Please note:* Part Time Faculty are only assigned a voice mail box not a phone number to make and receive calls. Please contact your division administrative assistant.**

Jabber Desktop Application – Account Provisioning

The Jabber Desktop Application is a software-based system that allows users to make and receive calls, and retreive voicemail messages on a district-issued computer instead of using a traditional desk-based phone device. This latest telephone technology is mainly software running on computer servers and using the data network. In order to assign a phone number to an employee, there is an **account provisioning process.**   The request and provisioning on the back end of the VoIP system must happen before installation of the Jabber desktop application. This is completed through creation of an ETS Request for Help. There are special ETS Request Forms for New Hires, Exiting Employees, and Employees who transfer to and from positions within the district.

Jabber Mobile Application – Account Provisioning
The Jabber Mobile app allows smartphone users (iOS and Android) to make and receive calls, and retrieve voicemail messages from their smartphone, using a district-assigned and provisioned number. Similar to the desktop application provisioning, the VOIP account and configuration for Jabber Mobile use must happen before you install the CISCO Jabber application (app) on your mobile device.