

ITServices Telework Business Continuity Plan

ITS Help Desk will remain available to provide support for students, faculty, and staff, while working from home. Support staff will be available by phone and email. **In-person support will not be available.**

ITS does not expect a reduction in services, with the exception of in-person support. Staff will be able to assist with the following services:

- Password resets
- Account login assistance
- Account creation for new employees
- Navigation of software, including Brightspace and Zoom
- Technology training, testing, and troubleshooting
- Assistance granting VPN and Remote Desktop access for those who need it
- Software installs
- Banner support

Online Services will remain available, including:

- Brightspace
- Zoom
- Self-Service Banner
- Office 365 (Email, OneDrive, SharePoint, etc)
- Banner Admin (users will need to establish a VPN connection)
- SPSS Server

ITS Help Desk Contact Info:

Phone: 505-426-2215

Email: itshelpdesk@nmhu.edu

Hours of Operation:

Monday – Friday 8:00 AM – 5:00 PM.

Support staff will also be available for extended hours to support Saturday and evening classes, and will be available for the first 30 minutes into the last class of the day.

24x7 Support by D2L

24x7 support is also available to the campus community through D2L. Support is available by phone and chat. Expert support for Brightspace is available to students and faculty.

Phone: 1-877-325-7778

Chat is available in Brightspace, under Technical Support (located at the bottom of the Brightspace homepage)