UPSEM SUPPORT CHART 2016

IT SUPPORT

Issue	Primary contact	Secondary	Tertiary
Desktop issues, including Windows or iOS, Microsoft Office, network and Internet connectivity, printing or other issues pertaining to workspace technology. Includes Watts Hall computer room	Help Desk ext 266 Or helpdesk@upsem.edu	Rick Smith ext 270 Or rsmith@upsem.edu	John Wilson ext 330 Or jwilson@upsem.edu
E-mail and/or Microsoft Outlook	Help Desk ext 266 Or helpdesk@upsem.edu	Rick Smith ext 270 Or rsmith@upsem.edu	John Wilson ext 330 Or jwilson@upsem.edu
Microsoft Great Plains	Margaret Heinrich ext 210 Or heinrich@upsem.edu	John Wilson ext 330 Or jwilson@upsem.edu	
PowerCampus and PowerCampus Self Service	Margaret Heinrich ext 210 Or heinrich@upsem.edu	John Wilson ext 330 Or jwilson@upsem.edu	
Blackboard	Help Desk ext 266 Or helpdesk@upsem.edu	Lou McKinney ext 322 Or lmckinney@upsem.edu	John Wilson ext 330 Or jwilson@upsem.edu
Telephone system support, including equipment, voice mail and connection issues	Help Desk ext 266 Or helpdesk@upsem.edu	Margaret Heinrich ext 210 Or heinrich@upsem.edu	John Wilson ext 330 Or jwilson@upsem.edu
Classroom technology, including projection and audio systems, all buildings	Help Desk ext 266 Or helpdesk@upsem.edu	Lou McKinney ext 322 Or lmckinney@upsem.edu	John Wilson ext 330 Or jwilson@upsem.edu
Video and audio conferencing, planning, preparation and support	Lou McKinney ext 322 Or lmckinney@upsem.edu	John Wilson ext 330 Or jwilson@upsem.edu	
Student and staff building **access cards-creation**	Lou McKinney ext 322 Or lmckinney@upsem.edu	John Wilson ext 330 Or jwilson@upsem.edu	
Student and staff building **access changes**	Dennis Johnson ext 274 Or djohnson@upsem.edu		
Worship and meeting space technology, including event planning, preparation and support	John Wilson ext 330 Or jwilson@upsem.edu	Lou McKinney ext 322 Or lmckinney@upsem.edu	
Wireless access issues, all buildings	Help Desk ext 266 Or helpdesk@upsem.edu	John Wilson ext 330 Or jwilson@upsem.edu	

Requests for new services: new hires, new e-mail addresses, new telephone installations, new or relocated offices. Also account changes, moves, deletions and other personnel issues	John Wilson ext 330 Or jwilson@upsem.edu	Margaret Heinrich ext 210 Or heinrich@upsem.edu	
Mobile device setups	Help Desk ext 266 Or helpdesk@upsem.edu	Rick Smith ext 270 Or rsmith@upsem.edu	Lou McKinney ext 322 Or lmckinney@upsem.edu
Recording of events, including class sessions, meetings, seminars, lectures and worship events	Lou McKinney ext 322 Or lmckinney@upsem.edu	John Wilson ext 330 Or jwilson@upsem.edu	Rick Smith ext 270 Or rsmith@upsem.edu
Network copiers/printers/scanners	Copying: Fran Eagan for Library, Bob Hooley for other buildings Printing and Scanning: Help Desk ext 266	Printing and Scanning: Rick Smith ext 270 Or rsmith@upsem.edu	Printing and Scanning: John Wilson ext 330 Or jwilson@upsem.edu
Equipment loans	Lou McKinney ext 322 Or lmckinney@upsem.edu	John Wilson ext 330 Or jwilson@upsem.edu	

LIBRARY SUPPORT

Issue	Primary contact	Office Location
Online Research databases - how to search, choosing the database is most appropriate for your search, searching techniques	Paula Skreslet (278-4333) or pskreslet@upsem.edu Ryan Douthat (278-4217) or Ryan.Douthat@upsem.edu	Reference Room 1st floor, Room 137
BibleWorks 10 and other in-house electronic research materials.	Paula Skreslet (278-4333) or pskreslet@upsem.edu	Reference Room
Aleph (Online Library Catalog) – searches, placing holds, etc.	Lisa Janes (278-4310) or any of the Circulation Desk staff workers	Circulation Desk, 1st Floor
Aleph – Media or Curriculum Searching	Ann Knox (278-4324) or aknox@upsem.edu Jay McNeal (278-4317) or jmcneal@upsem.edu	Instructional Resource Center, 2nd floor
Online Tutorials for Library Resources	http://gargoyle.upsem.edu/tutorial/welcome/	
Digital Resources for Teaching (such programs as VoiceThread, Prezi, infographics, etc. as well as mobile apps for teaching/learning)	Ann Knox (278-4324) or aknox@upsem.edu It is very helpful to connect with the IRC/Digital Lab staff well in advance of your need to let us know what you want to accomplish in your teaching so that we can research tools and become familiar enough with new ones that we can help you!	IRC, 2nd floor

Web tools/programs: Podcasting, video editing, basic sound editing, developing a website with WordPress, graphics programs (e.g. Canva)	Jay McNeal (278-4317) or jmcneal@upsem.edu Digital Lab staff (see hours at http://upsemresourcecenter.org/digital-lab/calendar/)	IRC, 2nd floor Digital Learning Lab (2nd floor, Room 203)
Finding Creative Commons or copyright-free images or music or finding licensing for media	Ann Knox (278-4324) or aknox@upsem.edu	IRC, 2nd floor
Video Streaming Services (access, creating clips, etc.)	Ann Knox (278-4324) or aknox@upsem.edu	IRC, 2nd floor
Other digital resources	A number of digital resources with which the IRC staff have experience can be found at the Instructional Resource Center website under the Faculty/Student Resources Tab and the Congregational Resources tab. http://upsemresourcecenter.org/. If you find something you'd like to know more about, please contact Ann Knox at 27804324 or aknox@upsem.edu	
MediaShout Worship Presentation software	Digital Lab staff (irclibupsem@gmail.com)	DLL, Room 2013
Interlibrary Loan	Jay McNeal (278-4317) or jmcneal@upsem.edu	IRC, 2nd floor

Connecting to Resources

If you cannot reach the Library catalog when entering through the Library web page (http://library.upsem.edu)	Please enter this URL in your address bar: http://uts-aleph.hosted.exlibrisgroup.com:8991/F. If you cannot connect to the catalog through this URL, contact: Ryan Douthat (278-4217) or Ryan.Douthat@upsem.edu	1st Floor, Room 137
If you cannot reach the Library webpage (not the catalog)	Help Desk (278-4266)	
Information about connecting to our online databases from off-campus	Lisa Janes (278-4335 or 278-4310) Lisa.Janes@upsem.edu	Circulation Desk, 1st Floor
ATLAS for Alums access	Paula Skreslet. Email contact only at pskreslet@upsem.edu	Reference Room

Equipment

The Digital Learning Lab has equipment such as tablets, cameras, microphones, and projectors that can be checked out by students/faculty. Information about equipment available and loan periods can be found at the following URL.

http://upsemresourcecenter.org/digital-lab/equipment-software-and-policies/

Communications

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