



Solving Classroom Technology Problems

A Guide for Faculty and Support Providers

Produced by the Office of Technology Services

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General Computer Problems

Computer Is Locked by Another User (SCTPG-001)

This is a fairly common problem and happens when a previous instructor finishes class and inadvertently leaves the room without logging off the computer. This can happen to the instructor's computer as well as student computers in labs. When the automatic screen saver kicks in after 15 minutes, the computer will be locked. A dialog box on the screen will indicate that the computer is in use and locked by another user.

Solution:

1. Examine the message on the screen to determine which version of Windows is running.
2. If it's Windows XP or you're not sure, you will have to forcibly restart the computer. Press and hold the computer's power button to turn it off; then press it again to turn it back on.
3. If it's Windows Vista or Windows 7, you can try the Switch User option if it's available (the Switch User option may be disabled in some departments or colleges, such as). If that doesn't work, forcibly restart the computer as explained above for Windows XP.

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Screensaver Has Locked the Computer in the Middle of Class (SCTPG-002)

University computers are set to lock after 15 minutes of inactivity, including classrooms and labs. If you don't use the computer for 15 minutes, the screensaver will lock the computer. When it happens, it's typically while you are showing a VHS or DVD or you are engaged in another activity in the classroom that doesn't require the computer. This is a safeguard that ensures sensitive data is protected in the event you don't logoff and leave the room.

Solution:

1. Follow the instructions in the message on the computer screen to unlock the computer and enter your NetID and password.
2. If someone besides you originally logged into the computer, then that person will have to unlock the screensaver with their NetID and password. Yours won't work.
3. Remember, when you're done with class, always make sure to logoff. If you leave the classroom and the screensaver become active, the next instructor will be locked out.

Additional Notes:

1. The screensaver itself is not a reportable problem. It becomes a problem only if you can't unlock the computer. It is a mandatory security measure, a widespread best practice, and something state auditors require. We cannot dispense with it or disable it.
2. Keep in mind if you're logged and leave your computer unattended without locking it, anyone can read or delete files on your H: and O: drive as well as the local computer's hard drive. They can read your e-mail, and if you're logged in, can access confidential records in PeopleSoft, Blackboard, and other applications. Serious exposure can occur, including HIPAA or FERPA violations, depending on the data.

Computer Monitor Won't Turn On; Nothing Shows Up on the Monitor (SCTPG-003)

There are several things that could cause this problem. Rule out the simplest ones first.

Solution:

1. Find the power button on the monitor and press it to make sure that it's turned on.
2. Verify that the computer is turned on. The power button should show a steady green light. If it's flashing, press and hold it to wake it up out of sleep mode. If it's off altogether, press and hold it to turn it on.
3. Check the cables on the back of the monitor and make sure it's plugged in tightly.
4. If the room uses an Elmo document camera instead of a Crestron or Extron control system, make sure the Elmo document camera is turned on and that the proper source is selected. It is usually the source on the Elmo marked RGB1 or, if someone made a label for it, it may be marked "Computer."
5. If the room uses a portable audiovisual cart, check to make sure all the cables are tightly connected between the computer and the monitor.
6. If you can't get it working, report the problem as soon as possible.

Computer Won't Resume From Sleep or Power-Save Mode (SCTPG-004)

Most campus computers run Verdiem Surveyor power management software. If the computer hasn't been used for a few hours, it will enter a low-power sleep mode. If the podium computer is asleep, move the mouse or press a key on the keyboard to wake it up. If the screen computer doesn't wake up, try this:

Solution:

1. Check the monitor and make sure it's turned on. If you're not sure, cycle the power button.
2. If the monitor is definitely on and the computer still won't wake up, press and hold the computer's power button for approximately 10 seconds to force the computer to shut down. Then, press the power button again to restart it.
3. Report the problem if you have recurring problems waking the computer.

Computer is Running Slowly (SCTPG-005)

This could be caused by any number of reasons ranging from virus problems to updates being installed. Many people will report "the network is slow" but in reality, that's seldom the case. The problem is usually the computer, a particular website, or a specific application. A restart is the first step in troubleshooting the problem

Solution:

1. Save your work and restart the computer (Windows Start Button > Restart).

2. Return to the software app(s) or website(s) you were working with. Hopefully, they'll be working better.
3. If the problem happens again, report it.

Workaround:

1. If you have a laptop computer, use it instead of the built-in instructor computer for the class session.

Article SCTPG-005; Version 2; Last Revised 1/17/2011

Computer is Frozen or Unresponsive (SCTPG-006)

If the computer doesn't respond to mouse or keyboard input, it is probably frozen due to a software or operating system problem. Try restarting:

Solution:

1. Press Ctrl + Alt + Delete and choose "Restart" assuming the menu comes up.
2. If that doesn't work, press and hold the computer's power button until it turns off. Then, press it again to turn it back on and try again.
3. If the problem recurs, make note of what you were doing at the time it froze (i.e., what software or website you were using), write down any error messages displayed on the screen, and place a service call. Error messages are very important for to technical support staff, so please make sure you write them down accurately.

Workaround:

1. A laptop, if available, could be substituted for the podium computer for the duration of the class if you or a student has one—provided the podium has the connection capability for a laptop.

Article SCTPG-006; Version 2; Last Revised 1/17/2011

Laptop Image Won't Display or Sound Won't Play (SCTPG-007)

You have to do three things to use your laptop with the classroom audiovisual system: connect it; make it the active source; and adjust your laptop to use the external display. Each of these will need to be checked.

Solution:

1. Start from scratch by turning off the audiovisual system and the laptop (Windows Start Button > Shutdown).
2. Next, check the laptop connections. If there are instructions at the podium on how to connect a laptop, refer to them. Otherwise, make sure the AC power cable and VGA video cable are securely plugged into the back of the laptop. Also check that the podium's auxiliary sound cable (it will have a 3.5mm jack on the end) is plugged into the laptop's speaker or headphone jack. Finally, check to see that the network cable is plugged in.
3. Turn on the laptop, followed by the audiovisual system if the classroom has a Crestron or Extron control system. If the classroom uses an Elmo document camera in lieu of a push button or touch panel control system, turn on the document camera (even if you have no intention of displaying something with it).
4. Make sure that the control system, if present, does not have AV Mute or No Sound or No Show selected.

5. Select the laptop as your audiovisual source. If it's a classroom with a Crestron or Extron pushbutton or touch panel control system, press the "Laptop" button. If the classroom uses an Elmo document camera in lieu of a control system, press the button labeled "RGB2" or "Laptop" on the document camera.
6. On your laptop, use the keyboard to select the external display. Usually it involves holding down a general function key (typically labeled "FN" or "Func" in blue, yellow, or orange) and pressing one of the 12 numbered function keys at the top of the keyboard. Here are some common ones:

Laptop Manufacturer	Key Combination
Dell, Epson	Fn + F8
Apple	F7
HP, Sharp, Toshiba	Fn + F5
Panasonic, NEC	Fn + F3
IBM, Lenova, Sony	Fn + F7
Fujitsu	Fn + F10

7. Occasionally, someone will reconfigure the default setup for the projector using the handheld remote control. Check the remote control unit and cycle between the available sources. With audiovisual carts, press the input select button if there is no projector remote control.
8. For sound problems, in addition to checking the sound cable, verify that the laptop's sound control is not muted and the volume turned up sufficiently. Also check the audiovisual system settings, amplifier, and room speakers. For rooms with audiovisual carts that have a projector remote control, make sure the volume is turned up.

Article SCTPG-007; Version 2; Last Revised 1/17/2011

Monitor or SMART Podium Problems (SCTPG-008)

Smart classroom computers will either have a traditional flat-panel monitor or a SMART Podium Interactive Monitor. The SMART Podium allows you to use a stylus to interact with the content displayed. You can use the stylus in lieu of a mouse to click or select buttons and other controls. You can also use the stylus for on-screen writing; this allows you to annotate documents with a variety of mark-up tools.

Solutions:

1. If the monitor isn't displaying anything (blank, dark screen), check to be sure the monitor's power button is turned on.
2. Check to make sure the computer is turned on and the computer is selected as the active audiovisual source.
3. The SMART Podium and traditional monitors both have two cables: a power cable and a VGA video cable. Check to make sure they're securely plugged into the back, side, or bottom of the monitor.
4. Try rebooting the computer if the previous steps don't work.

Workaround:

1. You may still be able to use the projected image even if the monitor isn't working. You won't be able to see what you're doing unless you look up at the screen, but it will allow you to continue with a presentation until the problem is fixed.

Additional Notes on the SMART Podium:

1. The SMART Podium requires using the stylus which should be tethered on a string. The stylus is stowed in a clip on the top rear of the monitor. If the stylus is missing, report it but never use anything else to write on the screen; you will damage it.
2. Special software is required in order to use the SMART Podium's annotation features. If the software isn't working, you can try rebooting the computer. You can also try re-launching the SMART Notebook software (Windows Start Button > Programs) or from the icon in the System Tray, if it is running (someone may have disabled it from automatic startup). If that doesn't work, report the problem.
3. For how-to documents covering various SMART Podium topics, see the TU Classroom and Computer Lab Technologies website for self-help documents.

Article SCTPG-008; Version 2; Last Revised 1/17/2011

Error: “The User Profile Service Failed the Logon. User Profile Cannot Be Loaded” (SCTPG-032)

Solution:

1. Reboot the computer (Windows Start Button > Restart).
2. If the issue continues, you may have a corrupt profile on the computer. Report the problem

Workaround:

1. If another person is willing to login, you may be able to use the podium computer through their assistance.
2. If a laptop computer is available, try using that instead if the podium has the appropriate connections.
3. Move to another classroom if available or use alternate teaching methods that don't require the computer's use.

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Audiovisual System and Component Problems

Can't Find the Remote Control for the Projector or Other Equipment (SCTPG-009)

Remote controls aren't used very much in classrooms that have a Crestron or Extron control system; in fact, they may be stowed away in the podium. However, for those rooms that don't have a control system, remote controls are generally needed to turn the projector on and off, as well as to control other media devices. Sometimes people borrow one room's remote control and use it in another room. Or they accidentally toss it into their briefcase when leaving after class. Here are some tips.

Solution:

1. Look around the likely places: inside the cabinet, in the chalk trough or whiteboard tray (where it often trades places with the eraser), on the computer keyboard tray, around or under furniture near the instructor's workstation, etc.
2. Report the missing remote control as soon as possible by calling the support phone number, even if you manually turned the projector on.

Workaround:

1. If the remote control can't be found, the workaround depends on which component's remote control is missing.
2. If it's a DVD/Blu-ray/CD player, the easiest solution is to use the controls on the front of the unit (play, rewind, etc.).
3. If the remote control for the ceiling projector is missing, the projector does have a manual power button right on the projector case (red or orange). If you or a willing student can safely and gracefully access the projector, gently press the power button (or use a pen or ruler to reach it). Remember to turn it off at the end of class, and leave a note for the next instructor.
4. Crestron touch panel control systems will have a button labeled "Controls" near the main DVD or Blu-ray source select button. The "Controls" button will bring up a sub-page to control the equipment. Media player controls are also available on Crestron or Extron push-button control systems.
5. If the computer has a built-in DVD/Blu-ray drive, you can try inserting the disk and then using the computer's media player software instead of the standalone player. Be sure to set the audiovisual source to the computer—not the DVD/Blu-ray player.
6. Some classrooms may have a CD drive in the podium computer and will not be able to play DVD or Blu-ray disks. Others will be able to play DVD disks, but not Blu-ray. You might be able to determine this by looking at the optical disk drive bay on the computer to see if it says DVD or Blu-ray. When in doubt, try it anyway; the worst that could happen is it won't play. The computer should have media playing software installed such as Windows Media Player or PowerDVD.
7. The last workaround is to use a laptop if it has a built-in DVD or Blu-ray player. If it does, and if the podium has connections for it, connect it and use it instead.

Projector Won't Turn On (SCTPG-010)

Troubleshooting depends on whether the classroom uses a handheld remote control or a control system (Extron or Crestron push button or touch panel).

Solution:

1. If the classroom has a control system, recycle it: turn it off and back on, waiting a minute in between or until prompted.
2. If the classroom uses a handheld remote control, verify that you have the one for the projector and not one for another component like the DVD or Blu-ray player.
3. Look for a small on-off switch on the remote control and make sure it's turned on. It's usually a slide or rocker switch.
4. Check to see if there are batteries in the projector remote control (sometimes people "borrow" them).
5. Walk directly toward the projector and try turning it on with the remote control from a couple different angles. Sometimes the batteries are weak, and getting close can help.
6. If the remote control for the ceiling projector is missing, the projector does have a manual power button right on the projector case (red, orange, or white). If you or a willing student can safely and gracefully access the projector, gently press the power button (or use a pen or ruler to reach it). Remember to turn it off at the end of class, and leave a note for the next instructor.
7. Report the problem as soon as possible by calling the support phone number, even if you get the projector working.

Projector Lamp is Burned Out or Very Dim (SCTPG-011)

If you tried all the troubleshooting steps to no avail and still can't get the projector to display anything, it may be burned out. If the display is very dim or has a blue or purple tint, the lamp may be on the verge of failing. Make a service call and leave a note on the podium so other instructors are aware of the problem and know it has been reported.

Workarounds:

1. If you can find another vacant classroom, move your class.
2. Use alternative instructional techniques for the class.

Stuck or Jammed Media (Blu-ray/DVD/CD/VHS) (SCTPG-012)

There are times when a disk or tape will get stuck in the computer or media player in the podium and you can't eject it. You can try to gently remove it, but please refrain from dismantling equipment or trying to pry it out with a pen, scissors, or other objects. If you can't get it out easily, place a service call instead.

Solutions:

1. Disk is stuck in the computer's internal drive: the media drive may have an emergency release mechanism. Look for a small hole near to the media tray. Open a paper clip and gently press the end into the hole—no more than 1/8 of an inch.
2. Disk or tape is stuck in an external player: turn off the player with the power switch, wait 20-30 seconds, and then turn it back on. Try ejecting the media again.
3. If you can't easily remove it, stop and place a service call—then, proceed with class as best you can without the audiovisual material. Also, leave a note on the podium to let other instructors know the device is out of order. Include your name and contact information so that the media can be returned to you when it's retrieved.

Article SCTPG-012; Version 1; Last Revised 1/12/2011

No Sound from Room Speakers (SCTPG-013)

If you don't hear sound when you're on a website that you know has audio streaming or when you're trying to play a Blu-ray/DVD/CD, there are a few things you'll need to check.

Solutions:

1. Check the bottom right of the Windows Task Bar on the computer and look for the speaker icon. If there is a red slash through it, the sound is muted. Click the speaker icon to bring up the sound control to unmute it. If that doesn't work, there's a chance the audio drivers may not be installed; relocate to another room or use alternate teaching methods.
2. If your classroom has a Crestron or Extron touch panel or pushbutton control system, check to see if "No Sound" has been selected. If it is, unselect it. The No Sound indicator display should turn off and the sound should resume.
3. Verify that you have the correct audiovisual source selected. For example, if you want to play a YouTube clip on the computer, you can't have another source, like the document camera or DVD selected. Reselect the computer as your audiovisual source and the sound should resume.
4. If the classroom uses a Creston or Extron control system, may sure No Sound or AV Mute is not selected. If so, unselect it.
5. If you're using a remote control, verify that you didn't accidentally press the mute button.
6. Most sound-capable software products and websites have their own volume controls and mute functions (Skype, YouTube, CNN videos, etc.). Check to make sure the sound is not muted within the application or website.
7. If none of the above solutions work, restart the computer and try again.
8. Finally, if the podium is unlocked and you can recognize the audio amplifier in the equipment rack, check to see if it's turned on. If nothing is glowing, it's probably off. Locate and press the power button on the amplifier.
9. If all else fails, place a service call. Leave a note on the podium so the next instructor knows about the sound problem.

Motorized Screen Won't Go Up or Down (SCTPG-014)

If the classroom has a motorized screen, it will typically be controlled with a wall switch. The switch will usually be located in the vicinity of the podium or near the entrance door to the room. If the classroom has a Crestron or Extron control system with a pushbutton or touch panel, the control system will usually have a button for the screen—or the screen will automatically lower when the system is turned on and raise the screen when it is turned off.

Solutions:

1. If the Crestron or Extron controller doesn't work, then use the wall switch to try to lower or raise the screen.
2. Never try to pull the screen down manually. It will probably damage it.
3. Place a service call if you can't get the screen up or down and leave a note for the next instructor.

Instructor Microphone Doesn't Work (SCTPG-015)

Some campus classrooms have microphones mounted on the instructor podium. Others may have a microphone hanging from the ceiling above the podium. Some don't have a microphone at all. Verify whether the room is equipped with a microphone. If there is one but you are not hearing any sound when you speak into it, try these tips:

Solution:

1. If the room has a Crestron or Extron pushbutton or touch panel control system, verify that the audiovisual system is powered on.
2. Look for a small switch on the microphone or microphone stem and see that it's in the on position (try pressing it in or sliding it in both directions, depending on the switch).
3. If the classroom uses a Crestron or Extron control system, make sure No Sound or AV Mute is not selected; if so, unselect it.
4. If the room has a Crestron touch panel, open the Volume > Microphone page and make sure the settings are correct to enable use of the microphone.
5. If the equipment cabinet in the podium is unlocked, find the audio amplifier unit and make sure that it is turned on and that the volume knobs are not turned all the way down. If the cabinet is locked or you have been asked to keep out of it, disregard.
6. Report the problem if you can't get it working.

Workaround:

1. There aren't many options: speak loudly.

Problems Turning On the Audiovisual System with a Crestron or Extron Pushbutton or Touch Panel Control Systems (SCTPG-016)

Solution:

1. If the room uses a touch panel controller and the display is dark (blank), press the button on the side of the controller labeled Start. You can also try tapping the screen with your finger. If the display won't illuminate or the controls are unresponsive, press the Finish button, wait a minute, then press the Start button again.
2. If the room uses a pushbutton controller, press the Finish or Off button to completely turn it off, wait a minute, then press the Start or On button.
3. If you can't get the system started by recycling the controls, there is nothing more you can do other than moving to another room or using alternate teaching methods. Place a service call and proceed with class as best you can without the audiovisual system. Leave a note for future instructors so that they know the system is out of order and a call has been placed.

Disk Won't Play in the DVD or Blu-ray Player (SCTPG-030)

Solution:

1. Make sure the external player is capable of playing the particular "generation" of media that you have. Older units are not capable of playing Blu-ray media, for example.
2. Make sure the media is inserted correctly, label side up, and that the player is powered on.
3. Take out the disk and check for dirt or smudges. Wipe it off with a clean tissue or cloth. Reinsert it and try again.
4. Turn off the player and turn it back on.
5. Make sure that the DVD or Blu-ray player is selected as the active audiovisual source on the Crestron or Extron control system or with the remote control, depending on the room configuration. Also check the No Sound or AV Mute settings.

Workaround:

1. Try the computer's built-in optical drive instead. It also has to be able to handle the generation of media that you're using (DVD, Blu-ray), but if it is compatible, software such as Windows Media Player or PowerDVD should allow you to play it. Remember to select the computer as the audiovisual source—not the DVD or Blu-ray player.
2. If a laptop is available that has the correct media player bay, and the podium has connections for a laptop, try using it instead.

Copy Protection Error Message Received when Playing a DVD or Blu-ray Disk (SCTPG-031)

Digital rights and copy protection may make create problems or make it impossible to play certain disks or files unless the proper hardware or license keys can be found. In the future, this could even extend to web content. Most of the time, if the media was legally acquired purchased, problems will be rare.

Copy protection problems can also occur with content recorded on home computer systems from broadcast or cable sources and burned onto a DVD Blu-ray disk or copied to a USB drive. The protection scheme for Windows Media Center and other software tries to ensure that the program can only be played back on the computer on which it was originally recorded—thereby protecting it from distribution beyond one’s home. If you try to play the resulting DVD or Blu-ray on another computer, you’ll receive an error.

Home-burned media may also create copy-protection types of problems if they are not closed or terminated properly. Follow your burning or recording software’s instructions carefully.

Solution:

1. If the error occurred when using the standalone DVD or Blu-ray player, try the computer’s built-in DVD or Blu-ray drive, if equipped. If it occurred on the computer, try the standalone player.
2. If the computer has more than one media player software application installed, try inserting the disk in the computer’s optical drive (not the standalone player), then try to play it with each of the media applications.
3. Report the problem if you still can’t get it working. In the meantime, use alternate material for the class.

Network and Connectivity Problems

No Network Connectivity (SCTPG-017)

Applications like E-mail, Web pages, Blackboard, H: and O: drive access, and PeopleSoft all require network connectivity to work. If the network connection is inactive or unavailable, all network services and websites will be affected—not just one.

Without a network connection, you won't be able to login to the computer and may get a message such as "Domain Controller Not Found." Even if you are able to login, you still may find that applications that require the network don't work (web pages won't load, e-mail isn't available, no mapped drives, etc.). These symptoms are usually an indication of a loose or disconnected network cable. Try the following:

Solution:

1. Verify that it's not just one particular website or application misbehaving. Try a few other websites, such as CNN.com for example. If one site works but another doesn't, the problem isn't with the network connection.
2. If you can't get any website to open, completely close your web browser. Then, re-start the Web browser and try to open the website again.
3. If that doesn't work, locate the network cable in the back of the computer. It will be a gray, blue, beige, or orange cable. Unplug it from the back of the computer, then plug it back in. Make sure it snaps firmly into place. Be careful not to dislodge other cables in the computer cabinet.
4. Check to see if the other end of network cable is plugged into the wall or floor box. In many classrooms, the instructor podium will have a bundle of cables that plug into a wall plate or floor box near the podium. Find the network cable and completely unplug it from the wall port or floor box, then plug it back in. Make sure it snaps firmly into place. Note: in other classrooms, the network cable and other wires are concealed underneath the podium and you won't be able to check them easily. Move on to the next tip below.
5. If that doesn't work, finally try rebooting the computer (Windows Start Button > Restart).
6. If you still can't reestablish a network connection, place a service call. It may be a widespread outage or a local issue, but either way, it will probably take a while to solve. So plan to continue with class without benefit of network resources. You can still play media like DVDs and use the document camera to display material from the textbook.

Other Things You Can Check:

1. Checking this won't necessarily help fix the problem but it may be helpful for technicians. If practical, check and include it in your problem report: If you are able to get to the back of the computer, check in the vicinity of the network jack—where the network cable plugs into the back of the computer. Look for small LED lights (green or orange) and make note of whether they are lit up and whether they are flashing. Report the status.

Network Drives Are Not Showing Up (O: or H: Drives) (SCTPG-018)

Your personal network file storage (H: drive) and department file storage (O: drive) should automatically appear ("map") when you login to a campus computer system with your NetID. Sometimes, though, one or both don't show up—in which case you will have to manually map them if the documents you need during class are there. You'll have to do this on each computer you have the problem with.

Solution:

1. Try logging off the computer, then logging back on. This may reestablish the mapped network drives. If not, you can map the network drives manually (see Additional Notes below).
2. Right-click on the Computer or My Computer icon on the desktop and select Map Network Drive

Workaround:

1. Open a web browser and launch the Virtual Workspace: <http://vw.towson.edu>
2. Log into the Virtual Workspace, select the Towson Desktop, and open My Computer. Look for your O: and H: drives; they may be available through the Virtual Workspace but not on the local computer. Report the problem even if you are able to use this workaround successfully.

Prevention:

1. If you need files and documents as part of your lecture or in-class material, consider uploading copies into Blackboard before class. That will allow you to get to your instructional materials from *anywhere*, since all you need for Blackboard is a web browser. Then, just open the files or documents within Blackboard instead of your H: or O: drives.
2. If you know you'll need a super-critical document or file for class or a presentation, e-mail it to yourself as an attachment. That way, as long as you can get to your e-mail, you should be able to open the attachment.

Additional Notes:

1. Faculty and staff H: drives are be mapped as `\\homeshare\YourNetID$` ("backslash-backslash-homeshare-backslash-your NetID followed by a dollar sign").
2. Faculty and staff O: drives are mapped as `\\deptshare\YourDepartment$` ("backslash-backslash-deptshare-backslash-your department identifier followed by a dollar sign").
3. Students logging into the podium can map their H: drive as `\\tiger\NetID` or `\\triton\NetID` ("backslash-backslash-tiger (or triton)-backslash-your NetID"). Some classrooms will include a "User Drive" icon on the desktop which can be used instead (it launches a small dialog box to automate simplify the process).
4. Students generally will not have an O: drive unless they are a student employee and have been given specific rights by their department.
5. Your department identifier varies. If you don't know it, open Windows Explorer or My Computer on your office computer and see how it's mapped there. You can also call the Faculty/Staff Help Center.
6. Further information on mapping network drives can be found here: www.towson.edu/adminfinance/ots/training/documentation/Windows/Mapping_network_drives.pdf

Laptop Won't Connect to the Wireless or Wired Network (SCTPG-019)

You will be able to get a wireless signal in most smart classrooms, but the preferred method to connect to the network is to use a hard-wired connection. Most classrooms have either a network cable that feeds up through

the top of the podium or there will be a cable connection box ("cable cubby") that you can plug a network cable into. With the wired connection, you'll get vastly faster speed (at least 10 times faster), a more reliable connection, and experience fewer glitches. Regardless of which method you choose, if you can't connect, look for instructions posted at the podium. If you can't find specific instructions, try these general tips:

Solution (wired network):

1. Power the laptop off (Windows Start Button > Shutdown).
2. Make sure the network cable provided at the instructor's podium is securely plugged into your laptop. Also connect the video and sound cables.
3. Turn your laptop back on.
4. If prompted, provide your NetID and password.
5. Retry the network connection.
6. If you still can't get the wired connection to work, try connecting to the wireless network.

Solution (wireless network):

1. Turn the laptop off (Windows Start Button > Shutdown).
2. If your laptop is plugged into the wired network with a network cable, unplug the network cable from the laptop before proceeding.
3. Turn the laptop power back on. Then, check to see if it connects wirelessly by visiting a website after the laptop has time to boot up.
4. Be sure your laptop's wireless transmitter or radio is turned on. This varies by laptop model, so you'll have to check your laptop's instructions. Some use a switch, others use a function key combination, while others have a software application or icon in the system tray you'll need to use.
5. Check your laptop's wireless signal strength indicator ("number of bars"), see if you're getting signal. You may be in a dead zone.
6. Verify that the laptop's network connection settings are configured properly for one of the university's two wireless networks: tu-secure (preferred) or tu-guest.
7. If you still can't get the wireless connection to work, try connecting with the wired connection.

Workaround:

1. Use the computer built into the instructor podium instead of the laptop.
2. Additional Notes:
3. Know your classroom before your first class and try out your laptop well before you need to use it. If you have problems, work through your department's technology provider to get your laptop working.
4. You may need to bring your own network cable if the classroom uses a cable cubby. Check on this with your department.
5. If prompted, provide your NetID and password. If you don't have a NetID, then you'll need to be "sponsored" by someone who does (another faculty, staff member, or student). Your sponsor should visit <https://sponsor.towson.edu/> for information and to create your guest login which will let you on the wireless network.

A Website is Not Available (SCTPG-020)

If you try to open a webpage and get an error such as “404 Not Found”, “504 Service Unavailable”, or a page does not load, the site you’re trying to visit may be down. It could also indicate a loose network cable, or perhaps a bigger problem, such as a campus network problem. Here are some things to help rule out a problem with a particular website:

Solution:

1. Check the network connection by going to another website like cnn.com for example. If you’re experiencing the same problem it might be a problem with your network connection
2. Refresh the page.
3. Close the browser completely (not just the tab). Then, restart the browser and try to open the website again.
4. Try another web browser. For example if using Internet Explorer try Firefox and vice versa.
5. If you’re still having problems, completely unplug the network cable from the wall port or floor box, then plug it back in. Make sure it snaps into place tightly.
6. If needed, try restarting the computer.
7. If all else fails, place a service call.

Software and Configuration Problems

A Desired Software Application is Not Installed (SCTPG-021)

Software application installation requests should always be arranged well in advance with the department technical support provider. The support provider will need to install the software; this is not something an individual faculty member can do since Administrator Rights are required. Other than the workaround below, there's not much that can be done "on the spot" to salvage a class session.

Workarounds:

1. If you have your own Towson University office computer *and* the software you need is installed on it *and* you previously set up your office computer to use Remote Desktop (<http://remotedesktop.towson.edu>) *and* it is turned on then you can launch Windows Remote Desktop on the classroom computer and "jump" to your office computer for the software you need (Start > Programs > Accessories > Remote Desktop Connection).
2. If you have a laptop computer and the software is installed on it, you may be able to use it instead of the built-in instructor's computer. Occasionally, a student may also have a laptop with it installed, and may be willing to let you borrow it for the class.

Prevention:

1. Contact your academic department's technical support provider, administrative assistant, or chairperson to find out how to get software installed on the computer; this is not something the Office of Technology Services does. Procedures vary by college and department, but generally the more advance notice you can provide the more likely they will be able to accommodate your needs.

Additional Notes:

1. Towson University computers require Administrator Rights in order install software from CD/DVD media, Flash Drives, or from a website. This helps protect against viruses and malware and keeps shared computers running smoothly by preventing people from adding or removing software that could create problems for other users. Temporary Administrator Rights cannot be granted by our Faculty/Staff Help Center for classroom or lab computer systems since it could create undesired consequences for a department support provider.
2. You will need to know your office's Computer Name in order to use Windows Remote Desktop. You can get this back in your office by clicking Start > Towson System Information.
3. Windows Remote Desktop only allows you to connect to Windows computers; it will not let you remote into a Mac.

Article SCTPG-021; Version 1; Last Revised 1/12/2011

A Multimedia Component is Missing or Out Of Date (e.g., QuickTime, Acrobat, Flash, Java, etc.) (SCTPG-022)

Websites with multimedia content or advanced interactive controls (sound, clips, animated graphics, movies, etc.) usually need "helper" components installed on the computer. If the component is missing or outdated, the

page may not load or work correctly. Since installing these components usually requires Administrator Rights, you may not be able to update them on classroom or lab computers. You will need to make a service call to request the component update. In the meantime, try these workarounds:

Solutions:

1. Close and reopen your Web browser and try again; if that doesn't work, try rebooting the computer (Start > Shutdown > Restart).

Workarounds:

1. The website may have another media option. Look for a button or link (such as "Click for Non-Flash Version") and try the alternate version.
2. Try the Virtual Workspace by launching a web browser and going to <http://vw.towson.edu>. Login, then go to the Towson Desktop and open Internet Explorer.
3. If you have your own Towson University office computer *and* the software you need is installed on it *and* you previously set up your office computer to use Remote Desktop (<http://remotedesktop.towson.edu>) *and* it is turned on then you can launch Windows Remote Desktop on the classroom computer and "jump" to your office computer, assuming it works there (Start > Programs > Accessories > Remote Desktop Connection).
4. If you or a student in the class have a laptop computer, connect it and switch to using the laptop instead of the podium's installed computer.

Additional Notes:

1. You will need to know your office's Computer Name in order to use Windows Remote Desktop. You can get this back in your office by clicking Start > Towson System Information.
2. Windows Remote Desktop only allows you to connect to Windows computers; it will not let you remote into a Mac.

Article SCTPG-022; Version 2; Last Revised 1/17/2011

Can't Install Software from an Internet Site, DVD/CD, etc. (SCTPG-023)

If you try to install software update a software application on the computer, you will get a message indicating that you don't have sufficient rights. Administrator Rights are needed on classroom and lab computers. You will need to work through your department to get software installed. The Faculty/Staff Help Center can't give you temporary rights (only for office computers), so it's important to be sure the software you will need is already installed and working properly before you need it for class.

Workarounds:

1. If you have your own Towson University office computer *and* the software you need is installed on it *and* you previously set up your office computer to use Remote Desktop (<http://remotedesktop.towson.edu>) *and* it is turned on then you can launch Windows Remote Desktop on the classroom computer and "jump" to your office computer for the software you need (Start > Programs > Accessories > Remote Desktop Connection).
2. If you or a student in the class have a laptop computer with the software you need, connect it and switch to using the laptop instead of the podium's installed computer.

Prevention:

1. Contact your academic department's technical support provider, administrative assistant, or chairperson to find out how to get software installed on the computer; this is not something the Office of Technology Services does. Procedures vary by college and department, but generally the more advance notice you can provide the more likely they will be able to accommodate your needs.

Additional Notes:

1. You will need to know your office's Computer Name in order to use Windows Remote Desktop. You can get this back in your office by clicking Start > Towson System Information.
2. Windows Remote Desktop only allows you to connect to Windows computers; it will not let you remote into a Mac.

Article SCTPG-023; Version 1; Last Revised 1/12/2011

General Browser Problems: Cache, History, Cookies (SCTPG-024)

Web browsers rely on saving temporary files to work efficiently. Occasionally, something will become corrupted or contain outdated information. This could cause a Web page to load incorrectly, or not load at all. If you have problems with a particular page, you can clean things up by deleting your browsing history. You can also try using another browser (both Internet Explorer and Firefox are usually installed on campus computers).

Solution (Internet Explorer):

1. From the Internet Explorer menu, click Tools > Delete Browsing History.
2. Check all the boxes EXCEPT "Preserve Favorites Website Data" and then click the Delete button. It will take a minute or two to complete the process.
3. Try visiting the problematic website again.
4. If you still have problems, try Internet Explorer's "Compatibility View" (Tools > Compatibility View).
5. If you opened the browser as an InPrivate or Incognito session, try closing the browser and opening a new browser window in "standard" mode. Try the website again; some sites won't work properly in the restricted private mode.
6. Finally, try using Firefox, Chrome, Safari, Opera, or any other browser installed on the computer.

Solution (Firefox):

1. From the Firefox menu, click Tools > Options > Privacy > History > Clear Now.
2. Try visiting the problematic website again.
3. If you are still having problems, try to open the website in Internet Explorer.

Article SCTPG-024; Version 1; Last Revised 1/12/2011

Media or File Doesn't Open with the Correct Program (SCTPG-033)

Windows associates file extensions with a particular program. When you try to open a file stored on disk or from a Web page, a different program than you expect may launch to display or play the file. This means that the file associations may have changed. An example of this is when a media or other file, such as a web page with an

.htm extension opens Microsoft Word instead of Internet Explorer, or an .mp3 file opens in iTunes instead of the Windows Media Player.

Why this happens: sometimes programs “compete” for airtime by offering to change the previous or default setting, or another computer user may have changed the settings.

Solution:

1. For Windows computers: Open Windows Explorer from the icon on the desktop or by clicking Windows Start Button > Programs > Accessories. Note: Windows Explorer is a different program than Internet Explorer.
2. Locate the file on disk, right click on the file name and choose Open With. Choose the program you want to use to open the program and click OK.
3. For Macs: Find the file by going through the Mac’s hard drive or using Spotlight. Then, right click on the file, choose Open With, select the appropriate program to open the file, click OK.

Login and Account Problems

Unable to Activate Your NetID (Account) (SCTPG-025)

Classroom computers almost always require your Towson University NetID and password. New employees will be issued a NetID but will still need to activate it before using it to login.

Prevention:

Make sure you successfully activate your NetID before walking into a classroom or lab. Do it from home or in your office during regular business hours so that if you have problems, you can call the Faculty/Staff Help Center. Our after-hours support partner will NOT be able to help you with initial account activation assistance for security reasons.

Solution:

1. Go to <http://mytu.towson.edu>
2. Find the box "Help with Login."
3. Click on "Manage My NetID (Account)."
4. On the next page, locate "Faculty/Staff NetID (Account) Management Tools."
5. Click Activate Your NetID and follow the instructions.
6. If you have problems, contact the Faculty/Staff Help Center during regular business hours.

Workaround:

1. You can use a guest account temporarily. A faculty, staff member, or student will need to sponsor you by going to this website and completing the online form: <http://sponsor.towson.edu>
2. Your sponsor will be able to give you your temporary guest username and password which you can then use to login to either the podium computer or to the guest wireless network. For further information, visit <http://www.towson.edu/guestnetwork>
3. Another person could login to the computer with their NetID, which would at least give you limited access to the Internet.

Article SCTPG-025; Version 1; Last Revised 1/12/2011

Account is Locked Out: Too Many Bad Password Attempts (SCTPG-026)

To protect people's accounts, Towson University security policy enforces a 30-minute lockout after three bad password attempts.

Solution:

1. Wait 30 minutes and try again; in the meantime, consider working on class activities that do not require the computer.
2. Another option is to have someone login to computer and open a web browser for you. From there, you can reset your password which will immediately clear the 30-minute hold. Go to <http://mytu.towson.edu> and find the Manage NetID link toward the right-hand side of the screen. Click it. On the next page, find

the section "Faculty/Staff NetID (Account) Management Tools" and then choose "Reset a Forgotten or Expired Password." This is not particularly elegant, but it will get you back in business fast without having to call for help.

3. Your final option: if it's during regular business, the Faculty/Staff Help Center may be able to unlock your account sooner as long as the agent can positively identify you; this is to protect your account security.

Workaround:

1. Have a student login to the computer until the 30 minutes elapses. During the wait, with the help of a student, you may be able to at least get some things you need for class such as access to the Internet or Blackboard. You won't have access to network storage (O: and H:) until you can login with your own NetID.

Article SCTPG-026; Version 1; Last Revised 1/12/2011

You Don't Have a NetID and Can't Login to the Computer (SCTPG-027)

Classroom computers almost always require your Towson University NetID and password. If you don't have one yet (e.g., you were just hired and don't have your account yet) or you are a guest, you can get temporary access using a guest account.

Solution:

1. A faculty, staff member, or student will need to sponsor you by going to this website and completing the online form: <http://sponsor.towson.edu>
2. Your sponsor will be able to give you your temporary guest username and password which you can then use to login to either the podium computer or to the guest wireless network. For further information, visit <http://www.towson.edu/guestnetwork>

Workaround:

1. If someone is willing, have them login with their NetID instead.

Article SCTPG-027; Version 1; Last Revised 1/12/2011

Forgotten or Expired Password (SCTPG-028)

Computers installed in campus podiums require a NetID login, so if your password is expired or you forget it, you won't be able to use the computer.

Solution:

1. Reset your password using the self-service tool. Have someone login to computer and open a web browser for you. From there, go to <http://mytu.towson.edu> and find the Manage NetID link toward the right-hand side of the screen. Click it. On the next page, find the section "Faculty/Staff NetID (Account) Management Tools" and then choose "Reset a Forgotten or Expired Password."
2. If the on-campus Faculty/Staff Help Center is open (see <http://www.towson.edu/adminfinance/ots/support/facultystaff/index.asp> for business hours) our staff may be able

to reset your password if the self-service tool above doesn't work. This service is not available through our after-hours support partner; only on-campus university staff members can do this. The self-service tool is the only alternative.

Workaround:

1. If you aren't able to reset your password, you could consider asking a student to login, provide he or she is willing. This is not good security practice and we don't normally advocate doing this; however, it may be your only option if you have an important presentation. You won't be able to get to your own H: or O: drive, use Blackboard, or do anything else that requires your own NetID, but you will be able to display a website or use the software installed on the computer.
2. If you can't use the computer, you will still be able to use the document camera, DVD/CD/VCR player, or chalkboard/whiteboard to complete the class.

Article SCTPG-028; Version 1; Last Revised 1/12/2011

Unknown, Incorrect, or Forgotten NetID (Username) (SCTPG-029)

This scenario seldom comes up, but when it does, it tends to happen at the beginning of a semester with a brand-new instructor who hasn't been assigned a NetID yet or doesn't know what it is. Here are some tips:

Solution:

1. Make sure you're not using your e-mail address instead. Your e-mail address may look like your NetID, but your NetID will never have the @towson.edu.
2. If the on-campus Faculty/Staff Help Center is open (see <http://www.towson.edu/adminfinance/ots/support/facultystaff/index.asp> for business hours) our staff will be able to look up your NetID.
3. If you were previously told to go online and activate your NetID or account and haven't, you should find a computer where you can do so and take care of that first. Then try logging in again once you know your NetID.

Workaround:

1. If you aren't able to reset your password, you could consider asking a student to login, provide he or she is willing. This is not good security practice and we don't normally advocate doing this; however, it may be your only option if you have an important presentation. You won't be able to get to your own H: or O: drive, use Blackboard, or do anything else that requires your own NetID, but you will be able to display a website or use the software installed on the computer.
2. If you can't use the computer, you will still be able to use the document camera, DVD/CD/VCR player, or chalkboard/whiteboard to complete the class.

Article SCTPG-029; Version 1; Last Revised 1/12/2011

Emergencies, Security

Ambulance Calls for Medical Emergencies (SCTPG-034)

Except from the Emergency Resources Guide posted on the University Police website:

<http://www.towson.edu/adminfinance/facilities/police/>

Action:

1. First call 911 from on-campus phones, off-campus phones, or cell phones.
2. Next, call the University Police's emergency number at 410-704-2133 or 42133 from on-campus phones.

Article SCTPG-034; Version 1; Last Revised 1/23/2011

Fires (SCTPG-035)

Except from the Emergency Resources Guide posted on the University Police website:

<http://www.towson.edu/adminfinance/facilities/police/>

Action:

1. First call 911 from on-campus phones, off-campus phones, or cell phones.
2. Next, call the University Police's emergency number at 410-704-2133 or 42133 from on-campus phones.
3. Evacuate. Do not attempt to fight the fire. Close doors and windows if possible. Leave buildings using the nearest stairway; do not use elevators. Close as many doors as possible between you and the fire.

Article SCTPG-035; Version 1; Last Revised 1/23/2011

Disruptive, Hostile, or Threatening Persons (SCTPG-036)

Except from the Emergency Resources Guide posted on the University Police website:

<http://www.towson.edu/adminfinance/facilities/police/>

Action:

1. Call the University Police's emergency number at 410-704-2133 or 42133 from on-campus phones.

Article SCTPG-036; Version 1; Last Revised 1/23/2011

Bomb Threats (SCTPG-037)

Except from the Emergency Resources Guide posted on the University Police website:

<http://www.towson.edu/adminfinance/facilities/police/>

Some classrooms and labs have telephones and, depending on restrictions, may be able to receive incoming calls. If a bomb threat is called in, follow these instructions to the extent possible, realizing that any information you can obtain will be helpful in investigating the call:

1. Remain calm
2. Listen carefully
3. Do not interrupt the caller
 - a. Try to keep the caller talking
 - b. Keep the caller on the line as long as possible
 - c. Do not anger the caller
 - d. Write down exactly what the caller says
4. Obtain information necessary to complete Bomb Threat Data Reports. These forms can be downloaded from the Towson University Police web site: <http://www.towson.edu/police>. Keep a copy of the form at your workstation. Try to determine:
 - a. time device is set to detonate;
 - b. device location;
 - c. description of device;
 - d. type of explosive utilized;
 - e. what will cause the device to detonate;
 - f. if the caller is responsible for placing the device;
 - g. why the device was placed; name, address, and phone number of caller;
 - h. organization represented by the caller;
 - i. exact wording of threat;
 - j. time and length of call and number call was made to;
 - k. age, gender, and voice characteristics of caller; and
 - l. background noises in the calls.
5. Call the University Police at 410-704-2133 or 42133 from on-campus phones.
6. Do not erase threats if they are left on voice mail.
7. Notify your supervisor or department chairperson.
8. Use your phone features to capture last incoming call information: #71 for Towson 704 and 616 exchanges.
9. Meet and cooperate with University Police personnel.

Article SCTPG-037; Version 1; Last Revised 1/23/2011

Hazardous Materials Spills, Airborne Releases, or Leaks (SCTPG-38)

Except from the Emergency Resources Guide posted on the University Police website:

<http://www.towson.edu/adminfinance/facilities/police/>

Some teaching spaces with audiovisual presentation equipment are located in chemistry, biology, physics, or other science labs. Depending on the substance, if you are qualified and able to clean it up, follow defined procedures for the lab. Otherwise, call the University Police.

Action:

1. In the case of hazardous material spills, leaks, or airborne release, call the University Police's emergency number at 410-704-2133 or 42133 from on-campus phones. Leave the area and go to a safe location.

Article SCTPG-038; Version 1; Last Revised 1/23/2011

Civil Disturbances; Protests (SCTPG-039)

Except from the Emergency Resources Guide posted on the University Police website:

<http://www.towson.edu/adminfinance/facilities/police/>

The university supports the rights of persons to self-expression, dissent, and to demonstrate provided that demonstrations are lawful, do not disrupt normal university activities, or do not infringe upon the rights of others. Most demonstrations are peaceful. People who are not involved in protests should attempt to carry on business as usual if safe to do so.

Action:

1. If the incident is a potential threat to safety or such that instruction or business cannot continue, call the University Police's emergency number at 410-704-2133 or 42133 from on-campus phones.
2. Follow further instructions in the University Police's Emergency Preparedness Guide.

Article SCTPG-039; Version 1; Last Revised 1/23/2011

Theft of Equipment (SCTPG-040)

Action:

1. If you notice signs of equipment theft (computers, audiovisual equipment, etc.) call the University Police's non-emergency number at 410-704-2134 or 42134 from on-campus telephones.
2. Avoid touching anything in case the police decide to dust for fingerprints.
3. Relocate to another classroom if necessary but close and lock the door to prevent further access until the police arrive.
4. Report the issue to your academic department as soon as possible, in addition to the University Police.

Article SCTPG-040; Version 1; Last Revised 1/23/2011

Infrastructure Failures (SCTPG-041)

Infrastructure failures include electrical, heating/ventilation/air conditioning, plumbing, sewage, fire detection or suppression systems, elevators, and similar systems.

Action:

1. During regular business hours (Monday through Friday, 7 a.m. to 4 p.m.) call Towson University Work Control at 410-704-2481 or 42481 from on-campus phones.
2. All other hours, call the University Police non-emergency number at 410-704-2134 or 42134 from on-campus phones.
3. If the failure is a potential safety or security threat to people or property, call the University Police's emergency number at 410-704-2133 or 42133 from on-campus phones.

Alarms, Room Access, Lockouts

Alarms: Room Entry and Security Systems (SCTPG-042)

Many smart classrooms and computer labs have alarm systems with keypads that require a punch code to arm and disarm them. Alarm codes are generally provided by the academic department or college that oversees a particular classroom or lab. Faculty need to contact the department for access.

Action for lockout:

1. If the alarm code you have doesn't work or you don't know it, contact your academic department during regular business hours to confirm the code and for instructions on using the alarm system.
2. Another faculty member in the vicinity may be able to let you into your classroom provided the code is the same.
3. As a last resort, call the University Police's non-emergency number, 410-704-2134 or 42134 from on-campus phones. They may be able to let you in, provided you can identify yourself and they have the alarm code.

Action when the alarm is sounding:

1. If you arrive at a room and find the entry or Sonic Shock alarm is sounding, do not enter. Immediately call the University Police on the emergency number: 410-704-2133 or 42133 from on-campus phones.
2. If you accidentally trigger an alarm, such as when entering the room or by moving a piece of equipment and activating the Sonic Shock, call the University Police's non-emergency number at 410-704-2134 or 42134 from on-campus phones.

Article SCTPG-042; Version 1; Last Revised 1/23/2011

Alarms: Computers and Audiovisual Equipment (SCTPG-043)

In addition to room entry alarms, Sonic Shock alarm units protect projectors, document cameras, computers, and other audiovisual components. The Sonic Shock system uses cables to secure equipment and if the equipment is removed or the cable tampered with or cut, the alarm will sound and can trigger an automatic police notification.

Action:

1. If you arrive at a room and find Sonic Shock alarm is sounding, do not enter. Immediately call the University Police's emergency number: 410-704-2133 or 42133 from on-campus phones.
2. If you accidentally trigger a Sonic Shock alarm when moving a piece of equipment, call the University Police's non-emergency number at 410-704-2134 or 42134 from on-campus phones.
3. Even though the police will be called automatically upon tampering, call them anyway and identify that it is a Sonic Shock alarm.
4. If the alarm is interfering with the class, relocate to another room or take a break until the police can silence the alarm.
5. Close the door so the alarm noise doesn't disrupt other classes going on in the area.

Accessibility for People with Disabilities or Injuries (SCTPG-044)

If a disability or injury prevents an instructor from using or reaching the classroom audiovisual system controls, special accommodations could include providing a laptop, relocating equipment, providing remote control capability, or assigning the class to another room.

Action:

1. Classrooms are physically accessible, so entry and seating access are seldom a challenge. Parking is available throughout campus for people with disabilities.
2. For in-room requests, start with your department's administrative assistant. Provide as much advance notice as possible. Coordinating services often involves several campus offices.
3. If a particular classroom situation is dangerous, embarrassing, or distressing due to an injury or disability, contact your department immediately.
4. Further information can be found here, including campus maps, parking information, and information about offices that provide resources to people with disabilities:
<http://www.towson.edu/main/abouttu/access/GeneralCampusAccessibility.asp>

Lockouts: Room Entrance (SCTPG-045)

Classroom doors may be secured with a key, cipher lock keypad, or swipe-card system. Academic departments are responsible for issuing keys, codes, or arranging for card access.

Action:

1. Contact your academic department for access if the lockout occurs during regular business hours.
2. If your department is not open, ask a faculty member in the vicinity if they can let you into your classroom. They might have the proper key or code.
3. Call the University Police as a last resort on the non-emergency number: 410-704-2134 or 42134 from on-campus telephones.
4. Relocate to another classroom.

Lockouts: Podium or Audiovisual Cabinets (SCTPG-046)

Keys or combination locks are used to secure the podium or audiovisual cabinet. Keys or lock combinations are issued by your academic department.

Action:

1. Contact your academic department for access if the lockout occurs during regular business hours.

2. If your department is not open, ask a faculty member in the vicinity if they can let you into your classroom. They might have the proper key or code.
3. The University Police do not have keys or codes for podiums or audiovisual cabinets. Do not call them.
4. Relocate to another classroom.

Article SCTPG-046; Version 1; Last Revised 1/23/2011

Other

Housekeeping Issues: Trash, Dirty Floors, Litter, etc. (SCTPG-047)

Action:

1. Individual colleges or departments may have specific instructions on how to report problems in your particular classroom. Follow those instructions.
2. Absent specific instructions, report problems to your department's administrative assistant, particularly if it's a recurring issue. The administrative assistant may take care of it, or get the building coordinator involved. Procedures vary.
3. For urgent cleanups (spills, unsanitary conditions, etc.) call Housekeeping Services directly: 410-704-3396 or 43396 from on-campus phones.

Article SCTPG-047; Version 1; Last Revised 1/23/2011

Environmental and Building Maintenance Problems (SCTPG-048)

This includes lighting, heating, ventilation, air conditioning, plumbing, etc.

Action:

1. Individual colleges or departments may have specific instructions on how to report problems in your particular classroom. Follow those instructions.
2. Absent specific instructions, report problems to your department's administrative assistant or building coordinator.
3. For more urgent matters, contact Work Control directly: 410-704-2481 but also let your department's administrator know, too.
4. After-hours emergencies: if Work Control is closed, call the University Police at 410-704-2133 or 42133 from on-campus phones.

Article SCTPG-048; Version 1; Last Revised 1/23/2011

Lack of Chalk, Dry-Erase Markers, and Other Supplies (SCTPG-049)

Action:

1. During regular business hours, contact your academic department for replacement supplies.
2. After hours, find a vacant classroom nearby with an extra chalk stick or marker. Report it to your department so someone can replenish it.
3. Many instructors carry an emergency supply in their briefcase or backpack; consider doing the same.

Article SCTPG-049; Version 1; Last Revised 1/23/2011

Broken or Damaged Furniture (SCTPG-50)

Action:

1. Report the problem to your department's administrative assistant.
2. If a chair or table is in danger of collapsing or is damaged in a way that could lead to cuts or other injuries, write a note and put it on the damaged furniture to let others know it's broken.

Article SCTPG-043; Version 1; Last Revised 1/23/2011