

OFFICE OF TECHNOLOGY SERVICES (OTS)

Frequently Asked Questions (FAQs)

General After-Hours Faculty/Staff Support

- 1. How can I get help for general questions when the Faculty/Staff Help Center or Student Computing Services is closed?**
Call 410-704-5151 (45151 from on-campus phones). Listen to recorded information for instructions when calling after hours.
- 2. What kind of topics can I get help with after hours?**
You will be able to get limited support with account management and may be directed to self-help resources for further information.
- 3. What things can't I get help with after hours?**
Problems that require validating identity or verifying information with other offices cannot be handled after hours. These kinds of things usually need to be addressed during regular business hours by day-time staff members who have additional security or administrative rights.
- 4. What if the after-hours provider can't solve my particular problem—what happens next?**
The after-hours provider will send a record of your conversation to Towson University. We will review it the following business morning and follow up by telephone or e-mail. Office visits will be arranged by the campus Faculty/Staff Help Center, if necessary.
- 5. Can you help me with problems with my home network equipment—a cable modem, DSL, FiOS, wireless router, and other things like that?**
Your best solution is to contact your Internet Service Provider (e.g., Comcast, Verizon, etc.) since they are most familiar with the wide range of consumer devices on the market—and have the tools to diagnose and troubleshoot problems. Neither university staff nor our after-hours partner can offer in-depth help due to practical and ethical considerations (as a state institution, servicing personally owned devices can be problematic).
- 6. Can the after-hours service help me with problems with my personally owned computer or smartphone?**
No. May be able to help you locate Towson University resources and applications, especially that offer 24/7 365 days access. If further assistance is needed submit a service request (TechHelp.towson.edu) to the on campus Faculty/Staff Help Center to be handled on the next business day. For other problems, your best solution is to contact your cellular service provider or a store that offers computer services to the public since they will be most familiar with the wide range of consumer brands on the market.
- 7. Can I get help for problems involving my TU office telephone service?**
No. Please call during regular business hours if you have telephone problems or questions.

8. Can I call the after-hours number for help using the computer or equipment in smart classrooms?

No, call 410-704-8324 (4TECH) instead. Additionally, Instructions on how to get support are usually posted in the vicinity of the podium in smart classrooms. Please refer to the instructions.

9. I heard there is an after-hours service for smart classrooms, and I wrote down the phone number. Can I call the "classroom hotline" for general help, too?

No. For general help, please use the telephone number provided in the announcement when calling 410-704-5151. That number is meant for classroom technology emergencies only, not general support.