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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, 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. Try the Switch User option if it’s available (the Switch User option may be disabled in some departments or colleges). If that doesn't work, forcibly restart the computer by pressing and holding the computer's power button for 10 seconds to turn it off; wait 10 seconds then turn it back on.

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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, while most classrooms and labs are set to lock after 60 minutes. 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 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. Move mouse or try pressing a key on the keyboard to make sure it is not asleep.
2. Find the power button on the monitor and press it to make sure that it’s turned on.
3. Verify that the computer is turned on. The power button should show a steady light. If it’s flashing, press it to wake it up out of sleep mode. If it’s off altogether, press to turn it on. You can also check to make sure the mouse has a red light on the bottom to verify it is on.
4. Check the cables on the back of the monitor and make sure it’s plugged in tightly.
5. If the room uses an Elmo document camera instead of a Crestron control system (very few rooms fall into this category and most are in Smith Hall), 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 with a computer icon or, if someone made a label for it, it may be marked "Computer."
6. If the room uses a portable audiovisual cart, check to make sure all the cables are tightly connected between the computer and the monitor.
7. Verify Windows/Mac display settings (extended, duplicated, etc.)
   a. Windows: Press and hold the “Windows” key + the “P” key
   b. Mac: Open System Preferences > Display Settings, select the “Arrangement” tab, and ensure “Mirror Displays” is checked.
8. Try restarting the computer
9. 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)

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, press the power button on and off. It should light up to indicate it is on.
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 after waiting another 10 seconds, 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 or Apple Menu > 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.

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 and HoldCtrl + Alt + Delete keys on keyboard and choose "Restart" assuming the menu comes up. (Windows Only)
2. If that doesn’t work, press and hold the computer’s power button for 10 seconds until it turns off. Then after waiting another 10 seconds, 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 (4TECH: 410-704-8324) or use the CCLT chat service. Error messages are very important for 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.

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. 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 or HDMI video cable are securely plugged into the laptop. Also, if using VGA, check that the VGA’s auxiliary sound cable (the cable will have a
3.5mm headphone style plug attached) is plugged into the laptop’s speaker or headphone jack. Finally, check to see that the network cable is plugged in.

2. Turn on the laptop, followed by the audiovisual system if the classroom has a Crestron 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).

3. Make sure that the control system, if present, does not have No Sound or No Show selected.

4. Select the laptop as your audiovisual source. If it’s a classroom with a Crestron control system, choose “Laptop” or “Auxiliary HDMI” on the “Source Select” page of the touch panel. If the classroom uses an Elmo document camera in lieu of a control system, press the button labeled with a laptop icon or “Laptop” label on the document camera.

5. On your laptop, use the keyboard to select the external display. On Windows 10 machines, hold down the Windows key and press “P”. Then select, “Duplicate” from the menu that appears. With older Windows versions 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:

<table>
<thead>
<tr>
<th>Laptop Manufacturer</th>
<th>Key Combination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dell, Epson</td>
<td>Fn +F8</td>
</tr>
<tr>
<td>Apple</td>
<td>Command + F1</td>
</tr>
<tr>
<td>HP, Sharp, Toshiba</td>
<td>Fn + F5</td>
</tr>
<tr>
<td>Panasonic, NEC</td>
<td>Fn + F3</td>
</tr>
<tr>
<td>IBM, Lenovo, Sony</td>
<td>Fn + F7</td>
</tr>
<tr>
<td>Fujitsu</td>
<td>Fn + F10</td>
</tr>
</tbody>
</table>

6. If the display is controlled using a handheld remote, check the remote control and cycle between the available sources.

7. 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.

8. Make sure your laptop is set to mirror or duplicate the display and not extended mode.

9. Start from scratch by turning off the audiovisual system and the laptop (Windows Start Button > Shutdown or Apple Menu > Shut Down), then turning them back on.
Monitor or Interactive Monitor Problems (SCTPG-008)

Classroom computers will either have a traditional flat-panel monitor or an interactive touch screen monitor. The interactive monitor allows you to use a stylus and/or your finger (depending on the model) 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. On Planar monitors the button is a touch sensitive button in the lower right hand corner.
2. Check to make sure the computer is turned on and the computer is selected as the active audiovisual source.
3. Cycle through the inputs on the monitor using controls on monitor to make sure it is on the correct input.
4. Interactive and traditional monitors have three cables: a power cable, a USB cable, and a video cable. Check to make sure they're securely plugged into the back, side, or bottom of the monitor.
5. If the classroom you are using has dual monitors make sure your content is on the monitor that is currently being projected. In most cases, there will be a “Computer Primary” and “Computer Secondary” buttons on the Crestron touch panel to allow you choose which monitor you would like to project.
6. 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. Simply look up at the main display 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 or on a magnetic tray on the front 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.
Error: “The User Profile Service Failed the Logon. User Profile Cannot Be Loaded” (SCTPG-009)

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.

No Sound from Computer (SCTPG-010)

If you don’t hear sound when using the computer in the classroom, check the following controls in this order:

1. If your classroom has a Crestron control system, check to see if “No Sound” or “AV Mute” has been selected. If it is, unselect it. The No Sound indicator display should turn off and the sound should resume. Also make sure the volume is properly adjusted on the control panel.
2. Verify that you have the correct audiovisual source selected. For classrooms with Dual Image capabilities, audio will come from the last source selected. Reselect the source for your audio and the sound should resume.
3. Check Windows Task Bar (bottom right on monitor) on the computer and look for the speaker icon. If there is a red slash or “X” next to it, the sound is muted. Click the speaker icon to bring up the sound control to unmute it. Also make sure the sound is not turned all the way down on this sound control. If the speaker icon is not visible, log off and log back into Windows; the speaker icon should appear. On a Mac, the speaker icon is located in the top right hand corner.
4. 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.
5. If none of the above solutions work, restart the computer and try again.
Audiovisual System and Component Problems

Can’t Find the Remote Control for the Projector or Other Equipment
(SCTPG-011)

For the few 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.

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 or contacting your department even if you manually turned the projector on.

Workaround:

1. If the remote control for the ceiling projector is missing, the projector does have a manual power button right on the projector case. Press the power button on the projector if you can safely access it.

2. If it’s a DVD/Blu-ray/CD player, use the controls on the front of the unit (play, rewind, etc.).

3. If the computer has a built-in DVD/Blu-ray/CD drive, play the disk in it. Be sure to set the audiovisual source to the computer—not the DVD/Blu-ray player. 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 VLC.

4. If the touch panel has a DVD source button, it will have a button labeled “Controls” next to it. The “Controls” button will bring up a sub-page to control the player.

5. The last workaround is to use a laptop if it has a built-in DVD or Blu-ray player. If it does, and the podium has connections for it, connect it and use it instead. Remember to select Laptop or Auxiliary HDMI as your source on the touch panel.

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Projector Won’t Turn On (SCTPG-012)

Troubleshooting depends on whether the classroom uses a handheld remote control or a Crestron control system.

Solution:

1. Look at the lights on the projector. A single green light typically indicates it is already on, a single solid red light indicates it is off. Any other combination usually indicates a more serious issue.

2. If the classroom has a control system: turn it off (FINISH > YES) and back on (START > PROJECT).
3. 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.

4. 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.

5. Check to see if there are batteries in the remote.

6. Walk directly toward the projector or flat panel and try turning it on with the remote control from a couple different angles. Sometimes the batteries are weak, and getting close can help.

7. If the remote control for the ceiling projector is missing, the projector does have a manual power button right on the projector case. Press the power button on the projector if you can safely access it. Report the problem or missing remote control, as soon as possible by calling the support phone number (4TECH: 410-704-8324) or using the CCLT chat service, or to your department.

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**Projector Lamp is Burned Out or Very Dim (SCTPG-013)**

The majority of projectors on campus use a laser light source and do not have traditional lamps. For the remaining that do, if you tried all the troubleshooting steps to no avail and still can't get the projector to display anything, the lamp 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 (4TECH: 410-704-8324) or using the CCLT chat service 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.

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**Stuck or Jammed Media (Blu-ray/DVD/CD/VHS) (SCTPG-014)**

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 (4TECH: 410-704-8324) or using the CCLT chat service 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 (410-704-8324)—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.
No Sound from Room Speakers (SCTPG-015)

If you don't hear sound when using the computer to play something from a website or to play a Blu-ray/DVD/CD, there are a few things you'll need to check.

Solutions:

1. Check the Windows Task Bar on the bottom right of the computer screen and look for the speaker icon (near the clock). If there is a red slash or white “x” through it, the sound is muted. Click the speaker icon to bring up the sound control to unmute it. If that doesn’t work, relocate to another room or use alternate teaching methods.

2. If your classroom has a Crestron touch panel or pushbutton control system, check to see if “No Sound” has been selected. If it is, unselect it from the button on the right of the touch panel. The No Sound indicator display should turn off and the sound should resume.

3. Verify that you have the correct audiovisual source selected on the touch panel. 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. For classrooms with Dual Image capabilities, audio will come from the last source selected. Reselect your audiovisual source and the sound should resume.

4. If you’re using a remote control (no Crestron control system), verify that you didn’t accidentally press the mute button and the volume is turned up.

5. 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.

6. If none of the above solutions work, restart the AV system and computer and try again.

7. If all else fails, place a service call (4TECH: 410-704-8324) or use the CCLT chat service. Leave a note on the podium so the next instructor knows about the sound problem.

Motorized Screen Won’t Go Up or Down (SCTPG-016)

If the classroom has a Crestron 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. In addition motorized screens can 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.

Solutions:

1. If the Crestron 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 (4TECH: 410-704-8324) or use the CCLT chat service if you can’t get the screen up or down and leave a note for the next instructor.
Instructor Microphone Doesn't Work (SCTPG-017)

Some campus classrooms have microphones mounted on the instructor podium or wireless microphones. Others may have microphones hanging from the ceiling. Verify that the room is equipped with microphones. If you are not hearing any sound when you speak into a microphone, try these tips:

Solution:

1. Confirm whether the microphone in the classroom is used for voice re-enforcement or instructional recording. Some microphones are capable of both while others can only do one or the other.
2. If the room has a Crestron pushbutton or touch panel control system, verify that the audiovisual system is powered on.
3. If the room has a Crestron touch panel, open the Microphone page and make sure the settings are correct to enable use of the microphone.
4. 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). If using a wireless microphone make sure you turned it on as well.
5. If the classroom uses a Crestron control system, make sure No Sound or AV Mute is not selected; if it is, unselect it.
6. Place a service call (4TECH: 410-704-8324) or use the CCLT chat service if you can’t get the screen up or down and leave a note for the next instructor.

Workaround:

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

Problems Turning On the Audiovisual System with a Crestron Pushbutton or Touch Panel Control Systems (SCTPG-018)

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 or tap 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 (4TECH: 410-704-8324) or use the CCLT chat service 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-019)

Solution:

1. Some classrooms may have a DVD or Blu-ray player. Some will be able to play DVD disks, but not Blu-ray. You might be able to determine this by looking at the player 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 VLC.

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. Gently 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 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 VLC 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. Remember to select Laptop or Auxiliary HDMI as your source.

Copy Protection Error Message Received when Playing a DVD or Blu-ray Disk (SCTPG-020)

Digital rights and copy protection may create problems or make it impossible to play certain disks, web content, or files unless the proper hardware or license keys can be found. Most of the time, if the media was a 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 some 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.

Data Disk Won’t Play in Computer DVD or Blu-Ray Player (SCTPG-021)

Solution:

1. Make sure that the disk in question contains individual files, or presentation files (PowerPoint for example) stored on it.

2. Make sure that the computer DVD player is capable of playing the particular “generation” of media that you have. For example, disks burned at home may not play on all computers and Blu-ray disks will not play on a standard DVD drive.

3. Make sure that the media is inserted correctly, label side up.

4. Check the disk for dirt or smudges. Gently wipe it off with a clean tissue or cloth. Reinsert the disc and try again.

5. If the disk video is not projecting on the screen, confirm that you have selected the proper device as the active audiovisual source on the Crestron touch panel or with the remote control, depending on the room configuration. Also, check that “No Show” is not selected.

Workaround:

1. If you cannot access the disk using the computer in the podium, try a laptop that has the correct media player bay. You will need to have connections for the laptop on the podium in order to project the image from the laptop. Select Laptop or Auxiliary HDMI as the source on the Crestron control system.

2. If there is no sound, please refer to article SCTPG-013, “No Sound from Room speakers”.

No Sound from Blu-ray/DVD player/VCR (SCTPG-022)

If you don't hear sound when playing a Blu-ray/DVD/CD, there are a few things that need to be checked:

1. If your classroom has a Crestron 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. Also make sure the volume is properly adjusted on the control panel.

2. Verify that you have the correct audiovisual source selected. For classrooms with Dual Image capabilities the audio will come from the last source selected. For example, if you want to play a Blu-ray or a DVD, you can't have another source, like the document camera or computer selected. Reselect the Blu-ray/DVD player as your audiovisual source and the sound should resume.

3. If you're using a remote control (no Crestron control system), verify that you didn't accidentally press the mute button.
No Sound from Laptop or other Auxiliary Source (SCTPG-023)

There are steps that have to be taken to use a laptop or other Auxiliary source with the classroom audiovisual system: connecting the device, making sure it’s the active source, and adjusting your laptop to use the external display.

Follow these instructions to make sure there will be a flawless set-up:

1. Start from scratch by turning off the audiovisual system and the laptop (Windows Start Button > Shutdown or Apple Menu > Shut Down) or other auxiliary device.

2. Next, check the laptop connections. Make sure the AC power cable and VGA (or HDMI) video cable are securely plugged into the laptop. For VGA, also check that the attached auxiliary sound cable (it will have a 3.5mm plug) is plugged into the laptop’s speaker or headphone jack. If you are using an auxiliary device such as a DVD/ VCR make sure the video (yellow) and audio cables (black or white and red) are connected to the device and AV system.

3. Turn on the laptop, followed by the audiovisual system if the classroom has a Crestron 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”, “No Sound” or No Show selected.

5. Select the laptop as your audiovisual source. If it’s a classroom with a Crestron pushbutton or touch panel control system, press the "Laptop" or "Auxiliary HDMI" button. If the classroom uses an Elmo document camera in lieu of a control system, press the button labeled with a laptop icon or "Laptop" label on the document camera.

6. 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. For rooms with audiovisual carts that have a projector remote control, make sure the volume is turned up.

Using a WolfVision Document Camera (SCTPG-024)

The WolfVision is slightly different than many of the document cameras that you will be using around campus. The main difference is the fact that all of the control buttons are on the top of the device attached to the light.

For further instruction in getting the WolfVision to display follow instructions provided in the Virtual Tour for your room.

Cleaning the Interactive Board (SCTPG-025)

Use an Expo dry-erase eraser to clean the board. A rag, paper towel, or other make-shift eraser will not work well and may damage the surface. When cleaning the board do not use products such as Mr. Clean, Magic
Eraser, hand sanitizer wipes, or Mr. Clean Wipes. Those products will hamper the viewing experience for both you and your students. To clean the board, spray it with Windex or plain water and gently wipe the board down.

Digital Ink not appearing on the SMART Board (SCTPG-026)
Press the SMART Board icon that is located in the system tray and select Control Panel. Choose SMART Board Settings to make sure Projected (Mouse Mode) has been selected. Also, it would be good to make sure that the latest version of SMART Board software is running by using the Check for Updates option within the SMART Board Icon.

Then, pick up the pen from the pen tray and see if the LED over the tool slot illuminates. If it doesn’t then the sensor window in the pen tray slot may be dirty. You can clean this with a slightly damp cotton swab.

Finally, if the LED is illuminated and the SMART Board Software is up to date, there is probably a bigger problem with the board. Contact 4-TECH for further assistance.

No Image Projected on the SMART Board (SCTPG-027)
If you turn on the SMART Board and no image is being displayed there are three possible causes:

1. Your projector is not receiving a video signal
2. Your computer is in Standby mode
3. Your computer is off

Luckily the solution to this problem is easy. First thing to do is to make sure that the computer is on and you are logged in. If the computer is on then make sure that the Crestron control system touch panel has “Computer” selected as the source.

SMART Board Projector Image Flickers, Shifts, or is Blurry (SCTPG-028)
Occasionally you might turn on the SMART Board and notice that the image is blurry. Confirm it’s not just you; take a few steps back and re-examine it from a different perspective. If you’re sure it’s the projected image, it could be because the projector’s position, zoom and focus settings are not adjusted.

The fix is simple. To adjust your projector’s zoom and focus settings adjust the dial on the side of the projector unit. Turn the dial until you are satisfied with the result.
Large Interactive Touch Screen Displays (SCTPG-029)

Occasionally you may lose touch functionality on large touch screen displays. If this happens, try restarting the computer they are connected to. Please note that the touch functionality only works with the podium computer or built-in computer.

Article SCTPG-029; Version 1; Last Revised 9/26/2019

Wireless Projection Issues (SCTPG-030)

In rooms that are equipped with wireless projection devices such as Mersive Solsticepod, Crestron AirMedia, or AppleTV there are several items to check if you are having issues connecting:

1. Make sure the correct source is selected on the Crestron touch panel or push button controller (i.e. Solsticepod, AirMedia or AppleTV)
2. Make sure you are connected to the tu-secure wireless network on the device you are trying to connect with.
3. Make sure you are using a compatible device. AppleTV requires an iPad 3rd generation or above, an iPhone 4s or above, or a MacBook that supports Bluetooth 4.0

Article SCTPG-030; Version 1; Last Revised 9/26/2019

Camera & Microphone Problems (SCTPG-031)

Below are common problems you may experience if the classroom is equipped with camera and microphones for lecture capture and/or video conferencing:

1. No camera image:
   a. Make sure you have the correct camera selected in the software application you are using (Panopto/WebEx/Skype)
   b. Choose the “Record” or “Video Camera” button on the Crestron touch panel and try moving the camera to a different angle using the controls.
   c. Make sure you do not have another program open that is using the camera.
   d. Try restarting the computer as a final step

2. No sound from microphones:
   a. Make sure you have the correct microphone selected in the software application you are using (Panopto/WebEx/Skype)
   b. Make sure you have the mic volume set correctly in the software application
   c. Make sure you have “Use” selected under “Microphones” on the Crestron touch panel
   d. Try restarting the computer as a final step

Article SCTPG-031; Version 1; Last Revised 9/26/2019
Network and Connectivity Problems

No Network Connectivity (SCTPG-032)

Without a network connection, you may not be able to login to the computer. You might get an error message such as “Domain Controller Not Found.” Web pages, email, 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.

These symptoms are usually an indication of a loose or disconnected network cable.

Here are some possible solutions:

1. Verify that it's not just one particular website or application misbehaving. Try a few other websites, such as CNN.com. If one site works but another doesn't, the problem isn’t with the network connection.
2. If you can’t access any website, completely close your web browser. Then, restart the web browser and try to access the website again.
3. Try restarting the computer (Windows Start Button > Power > Restart or Apple Menu > Shut Down).
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 you still can't reestablish a network connection, place a service call (4TECH: 410-704-8324) or use the CCLT chat service. It may be a widespread network 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 or use a laptop or other device.

Network Drives (O: or H: Drives) Are Not Showing Up (SCTPG-033)

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. If one or both don't show up, you will have to manually map them. 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, instructions are available here: https://www.towson.edu/technology/training/resources/documents/miscellaneous/ms21-managing-network-drive.pdf

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/This PC. 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 Microsoft OneDrive before class. That will allow you to get to your instructional materials from anywhere, since all you need for OneDrive is a web browser. Then, just open the files or documents within OneDrive instead of your H: or O: drives.

Article SCTPG-033; Version 2; Last Revised 9/26/2019

Laptop Won’t Connect to the Wireless or Wired Network (SCTPG-034)

You will be able to get a wireless signal in most 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. If you can't find specific instructions, try these general tips:

Solution (wired network):

1. Shut down the laptop (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 or other device’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 the university’s wireless network: tu-secure.
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.

Additional Notes:
1. 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.
2. You may need to bring your own network cable if the classroom uses a cable cubby. Check on this with your department.
3. If prompted, provide your NetID and password.

A Website is Not Available (SCTPG-035)

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 google.com for example. If that does not work, try going to www.towson.edu to see if the internal network is working. 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 or Chrome 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 (4TECH: 410-704-8324) or use the CCLT chat service.
Software and Configuration Problems

A Desired Software Application is Not Installed (SCTPG-036)

Software application installation requests should always be arranged 4-6 weeks in advance with the department technical support provider. The support provider will need to test and 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 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.

2. 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) then ensure it is turned on and launch Windows Remote Desktop on the classroom computer. This allows you to "jump" into your office computer including using the software you need (Be sure to use the Remote Desktop Connect File from http://remotedesktop.towson.edu ). You will need to know your office's Computer Name in order to use Windows Remote Desktop. You’ll need to be at your office computer then right-click on “This PC” and select “Properties”. Windows Remote Desktop only allows you to connect to Windows computers; it will not let you remote into a Mac.

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; the Office of Technology Services does not do this. 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.

2. If the desired software needs to be purchased, you or someone from your department should visit https://www.towson.edu/software/

Additional Notes:

1. Towson University computers require Administrator Rights in order install software. This helps protect against viruses and malware, and it also prevents people from adding or removing software that could create problems for other users. Temporary Administrator Rights cannot be granted for classroom or lab computer systems since it could create undesired consequences for a department support provider.
A Multimedia Component is Missing or Out Of Date (e.g., Acrobat, Flash, Java, etc.) (SCTPG-037)

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 (4TECH: 410-704-8324) or use the CCLT chat service to request the component update.

Solutions:

1. Close and reopen your Web browser and try again; if that doesn’t work, try rebooting the computer (Start > Restart).
2. Try a different web browser.

Preventions:

1. Test on the computer you’ll use in class at least several days before your class meets.

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. For example when using YouTube, a workaround is to request the HTML5 player instead of using Flash (note: many browsers already do this by default, in those cases the option won’t be available since it is already enabled).
   a. Go to www.youtube.com/html5
   b. Select “Request the HTML5 Player”
   c. Try playing the video again
2. Try the Virtual Workspace by launching a web browser and going to http://vw.towson.edu. Login, then Open or Launch the Towson Desktop. Once it logs in 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) then ensure it is turned on and launch Windows Remote Desktop on the classroom computer. This allows you to “jump” into your office computer, assuming it works there (Start > Programs > Accessories > Remote Desktop Connection).
4. If you or a student in the class has a laptop computer, connect it to the projection system and switch to it 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.
General Browser Problems: Cache, History, Cookies (SCTPG-038)

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 (Internet Explorer, Chrome and Firefox are usually installed on campus computers) or restarting the computer.

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 or any other browser installed on the computer.

Solution (Firefox):

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

Solution (Chrome):

1. From the Chrome Setting Menu (three stacked dots on the top right side of the address bar) Select More Tools and then Clear Browsing Data.
2. Make sure the box Cached Images and Files is checked and select Clear Data.
3. Try visiting the website again.

Solution (Edge)

1. From the Edge menu, click Settings>Choose what to clear>Clear

Solution (Safari)

1. From the Safari menu, click Clear History>Clear History
Media or File Doesn’t Open with the Correct Program (SCTPG-039)

When you try to open a file, a different program than you expect may launch to display or play the file. 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 VLC instead of the Windows Media Player.

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. Locate the file on disk, the right click on the file name and choose Open With. Choose the program you want to use to open the program and click OK.

2. 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.

General Panopto/WebEx/Skype Problems (SCTPG-040)

The most common issues with software-based video conferencing and lecture capture programs involve having no sound or no video. Make sure the correct speakers, microphones, and cameras are selected if there are multiple items to choose from in the sound settings and that the volume levels are set appropriately. Also make sure that you do not have more than one of these applications open at the same time.

1. Panopto: Under the “Primary Sources” heading make sure the correct devices are selected under “Video” and “Audio”. Also make sure the volume slider is set to an appropriate level. If it is too high, you will get distorted audio. For further information on setup and Blackboard integration visit www.towson.edu/panopto.

2. WebEx: Before you join the WebEx Audio, click “More Options” under the Call Using Computer icon, then click “Change Settings”. From this screen make sure the correct Speaker and Microphone are selected then click OK and then click the “Call Using Computer” option. Also uncheck :automatically Adjust Volume” under “More Options”. For more information visit: http://www.towson.edu/webex.

3. Skype for Business: Click on the “sprocket” settings icon in the upper right-hand corner. Check the “Audio Device” and “Video Device” settings to make sure the correct selections are made. In most cases you will chose the “PC Mic and Speakers” option from the “Select the device you want to use for audio calls” drop down menu and then choose the computer’s sound card from the “Speaker” drop down and the microphone from the “Microphone” drop down.

Office 365 (SCTPG-041)

Please see the following link for Office 365 information: http://www.towson.edu/office365
Login and Account Problems

Unable to Activate Your NetID (Account) (SCTPG-042)

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. Another person could login to the computer with their NetID, which would at least give you limited access to the Internet.
2. If you can't use the computer, you will still be able to use the document camera, laptop, DVD/CD/VCR player, or chalkboard/whiteboard to complete the class.

Account is Locked Out: Too Many Bad Password Attempts (SCTPG-043)

To protect people’s accounts, Towson University security policy enforces a 10-minute lockout after six bad password attempts.

Solution:

1. Wait 10 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 10-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 10 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.

2. If you can't use the computer, you will still be able to use the document camera, laptop, DVD/CD/VCR player, or chalkboard/whiteboard to complete the class.

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You Don’t Have a NetID and Can’t Login to the Computer (SCTPG-044)

Classroom computers 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 or staff member will need to request a Guest NetID for you here:
   
   [http://www.towson.edu/technology/netid/tools.html](http://www.towson.edu/technology/netid/tools.html)

Workaround:

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

2. If you can't use the computer, you will still be able to use the document camera, laptop, DVD/CD/VCR player, or chalkboard/whiteboard to complete the class.

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Forgotten or Expired Password (SCTPG-045)

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](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/technology/facultystaff/help.html 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, laptop, DVD/CD/VCR player, or chalkboard/whiteboard to complete the class.

Article SCTPG-045; Version 1; Last Revised 9/26/2019

Unknown, Incorrect, or Forgotten NetID (Username) (SCTPG-046)

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/technology/facultystaff/help.html 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, laptop, DVD/CD/VCR player, or chalkboard/whiteboard to complete the class.

Article SCTPG-046; Version 1; Last Revised 9/26/2019
Emergencies, Security

Ambulance Calls for Medical Emergencies (SCTPG-047)

Except from the Emergency Resources Guide posted on the University Police website:
http://www.towson.edu/publicsafety/emergencies

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 410-704-4444 or 44444 from on-campus phones.

Article SCTPG-047; Version 1; Last Revised 9/26/2019

Active Shooter / Avoid-Deny-Defend (SCTPG-048)

See Emergency Resources Guide posted on the University Police website:
http://www.towson.edu/publicsafety/emergencies

Article SCTPG-048; Version 1; Last Revised 9/26/2019

Criminal Activity (Non-Active Shooter) (SCTPG-049)

See Emergency Resources Guide posted on the University Police website:
http://www.towson.edu/publicsafety/emergencies

Article SCTPG-049; Version 1; Last Revised 9/26/2019

Evacuations (SCTPG-050)

See Emergency Resources Guide posted on the University Police website:
http://www.towson.edu/publicsafety/emergencies

Article SCTPG-050; Version 1; Last Revised 9/26/2019

Fires (SCTPG-051)

Except from the Emergency Resources Guide posted on the University Police website:
http://www.towson.edu/publicsafety/emergencies

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 410-704-4444 or 44444 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-051; Version 1; Last Revised 1/23/2011
Disruptive, Hostile, or Threatening Persons (SCTPG-052)

Except from the Emergency Resources Guide posted on the University Police website: http://www.towson.edu/publicsafety/emergencies

Action:

1. Call the University Police’s emergency number at 410-704-4444 or 44444 from on-campus phones.

Article SCTPG-052; Version 1; Last Revised 1/23/2011

Bomb Threats (SCTPG-053)

See Emergency Resources Guide posted on the University Police website: http://www.towson.edu/publicsafety/emergencies

Article SCTPG-053; Version 1; Last Revised 9/26/2019

Hazardous Materials Spills, Airborne Releases, or Leaks (SCTPG-54)

Except from the Emergency Resources Guide posted on the University Police website: http://www.towson.edu/publicsafety/emergencies

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 410-704-4444 or 44444 from on-campus phones. Leave the area and go to a safe location.

Article SCTPG-054; Version 1; Last Revised 1/23/2011

Civil Disturbances; Protests (SCTPG-055)

Except from the Emergency Resources Guide posted on the University Police website: http://www.towson.edu/publicsafety/emergencies

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 410-704-4444 or 44444 from on-campus phones.

Theft of Equipment (SCTPG-056)

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.

Infrastructure Failures (SCTPG-057)

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 410-704-4444 or 44444 from on-campus phones.
Alarms, Room Access, Lockouts

Alarms: Room Entry and Security Systems (SCTPG-058)

Many 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: 410-704-4444 or 44444 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.

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.

Alarms: Computers and Audiovisual Equipment (SCTPG-059)

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: 410-704-4444 or 44444 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.

Article SCTPG-058; Version 1; Last Revised 1/23/2011
Accessibility for People with Disabilities or Injuries (SCTPG-060)

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: https://www.towson.edu/about/accessibility/

Lockouts: Room Entrance (SCTPG-061)

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-062)

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 410-704-8324 (4TECH) for access if the lockout occurs during regular business hours.
2. The University Police do not have keys or codes for podiums or audiovisual cabinets. Do not call them.
Other

Housekeeping Issues: Trash, Dirty Floors, Litter, etc. (SCTPG-063)

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 emergency repair situation (spills, etc.) call Work Control: 410-704-2481.

Environmental and Building Maintenance Problems (SCTPG-064)

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: if Work Control is closed, call the University Police at 410-704-4444 for emergencies or 410-704-2134 for non-emergencies.

Lack of Chalk, Dry-Erase Markers, and Other Supplies (SCTPG-065)

Action:

1. During regular business hours, contact your academic department for replacement supplies.
2. Many instructors carry an emergency supply in their briefcase or backpack; consider doing the same.

Broken or Damaged Furniture (SCTPG-66)

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.