

## ISS Fall 2020 Start-of-Term Notices

Campus community,

Information Systems & Services (IS&S) would like to share with you some important information and tips for the Fall 2020 Term.

### Helpdesk Appointment Booking ([www.berea.edu/iss/appointment](http://www.berea.edu/iss/appointment))

- The Help Desk is experiencing extra heavy volume, as is usual at the start of the school year, and the Healthy at Work guidelines have further affected the Help Desk's ability to address the volume of requests that we are receiving at this time.
- To serve the campus needs better, we have implemented an appointment system for services at IS&S. This system may be accessed via the following link: <http://www.berea.edu/iss/appointment>
- As always, we continue to answer the Help Desk phone (859-985-3343), voicemails, and our email ([help\\_desk@bereda.edu](mailto:help_desk@bereda.edu)) to serve the campus community.

### Box – A new look

The online version of Berea Box will soon have a new look; however, functionality should not be affected by the changes. The search bar will be on the top left rather than top middle of the screen. Setting Tags will also be a little different in that you will be able to create collections of favorites.

### Cortana is back and better than ever

You may notice an email from Cortana with the subject, "Your Daily Briefing." This is a new feature from Microsoft. It searches your calendar, email, and notes to find things that you may have forgotten about and puts them in a daily email reminder. IS&S staff find this feature quite helpful. However, if you find this cumbersome or seemingly too intrusive, there is an "Unsubscribe" link at the bottom of the email.

### Zoom is getting even more secure

Waiting rooms will now be a requirement for all attendees. When participants join a Zoom meeting, they will be placed in a virtual waiting room. The host will be notified of this and will need to admit the participants into their session. For more on how to move participants from the waiting room to the meeting, please visit the Zoom support page: <https://support.zoom.us/hc/en-us/articles/115000332726>

### Remote Internet Access Request

IS&S is coordinating with Verizon and AT&T to offer mobile Mi-Fi/Hotspots to assist with Internet connection for students who are taking classes virtually. Please note that the Mi-Fi/Hotspots should only be used for academic purposes. At any time, if IS&S detects that the device is being used for entertainment purposes (e.g., Netflix, Hulu, Facebook, etc.), we reserve

the right to deactivate the Mi-Fi remotely. The device must be returned to the College (via a shipping label provided by IS&S) when a student is no longer taking classes virtually. Students, please check the [Verizon](#) and [AT&T](#) coverage maps before completing the request form (<https://powerforms.docusign.net/37bc8a60-4eb2-4a23-9cf4-02386afb1725?env=na2&acct=03542c71-d3ea-44d2-96f3-d418f38a9ef4>).

### **#CampusClear App for Self-screening**

Berea College, along with many other colleges and universities, will be using the #CampusClear app this fall, believing it to be a key strategy of a safe return-to-campus initiative. Users will receive an automated notification at 7:45 am Monday through Friday. Please respond to these notifications as soon as possible each morning to complete a self-screening as required by the Governor's Healthy at Work Guidelines.

- Campus Clear App Instructions for iOS - (<https://4efrxppj37l1sgsbr1ye6idr-wpengine.netdna-ssl.com/covid-19/wp-content/uploads/sites/160/2020/08/Campus-Clear-App-for-iOS.pdf>)
- Campus Clear App Instructions for Android/Google Play Store - (<https://4efrxppj37l1sgsbr1ye6idr-wpengine.netdna-ssl.com/covid-19/wp-content/uploads/sites/160/2020/08/Campus-Clear-App-for-Android-and-Google-Play-Store.pdf>)
- Campus Clear Web Entry Instructions – (<https://4efrxppj37l1sgsbr1ye6idr-wpengine.netdna-ssl.com/covid-19/wp-content/uploads/sites/160/2020/08/Campus-Clear-Web-Entry.pdf>)

### **Berea College Information Systems & Services Help Desk**

Phone: (859) 985-3343 or 3343 from any campus phone

Email: [help\\_desk@berea.edu](mailto:help_desk@berea.edu)