

# ITS Desktop Support Fall 2020 Guidelines

In alignment with University and CDC guidelines, we are making adjustments to the way we deliver desktop support to ensure continued safety for you and our technicians. This includes following [ODU's Blueprint for Fall Reopening](#), the [Governor's Executive Order 63 \(2020\)](#) and [CDC guidance](#). Our IT professionals are working diligently and taking all necessary precautions to ensure they are adhering to all published guidelines and may need additional time to safely deliver support to users. #ReignResponsibly



## Report the Issue

For all technology issues, contact the ITS Help Desk at 683-3192 or [itshelp@odu.edu](mailto:itshelp@odu.edu) to open a service ticket. Any email, phone call or chat sent directly to a TSP will be routed to the Help Desk so a ticket can be opened.



## Remote or In-Person Resolution

We will resolve as many issues as we can using remote support tools. If in-person or on-site support is required, we'll work with you to schedule an appointment. Please do not visit ITS staff areas or offices without an appointment or prior agreement.



## Equipment Drop-Off

If needed, the TSP will designate a location on campus where you may drop off or pick up equipment to ensure safe physical distancing and sanitation guidelines. Please avoid handing and taking equipment directly from the technician. Instead, allow technicians to pick up, install or remove equipment without physical contact.




## In-Person Visits

During a scheduled appointment, your TSP will wear a face covering and gloves. To minimize contact, schedule a time when you will be away from your workspace and arrange for appropriate access with the technician. If you must be present, always allow at least six feet between you and the technician and please wear the required face covering. If physical distancing or appropriate personal precautions cannot be observed, the TSP will be happy to reschedule your appointment.

## Information Technology Services

[www.odu.edu/its](http://www.odu.edu/its)

 (757) 683-3192

 [itshelp@odu.edu](mailto:itshelp@odu.edu)

 1100 Monarch Hall

 [oduits](#)  [odu\\_its](#)

*Do not disinfect or sanitize university electronics or equipment without first consulting the TSP. Some cleaners may be harmful to electronics.*