

ITS ResNet 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 to open a service ticket. Our technicians are available 24/7 by phone and email. Information can also be found throughout our [website](#) or in our [Knowledge Base](#).



Make an Appointment

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.




Observe Personal Precautions

During a scheduled appointment, technicians will wear a face covering and gloves and will limit any direct contact with your equipment during a troubleshooting session. 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, we will be happy to reschedule your appointment.

Information Technology Services

www.odu.edu/its

 (757) 683-3192

 itshelp@odu.edu

 1100 Monarch Hall

 [oduits](#)  [odu_its](#)

Anyone who is sick, experiencing a fever or other symptoms of COVID-19 must remain at home or otherwise quarantined. See [COVID-19 FAQ](#) for more information on self-reporting.