

Technology Solutions Center Policies and Procedures

Revised 9/28/15

The School's Technology Solutions Center (TSC) is your point of contact for requesting technology consultation and support concerning our IT resources, facilities, trouble requests and client support/training services. The TSC has 2 full-time employees and several part-time graduate assistants. Together, the TSC supports three buildings, over 150 computers and over 100 staff and faculty. Please take a moment to read through our Policies and Procedures.

Reporting IT Problems

Please report all technical problems and IT support requests directly to tsc@umd.edu. Requests are addressed in the order in which they were received. Each request is assigned to a TSC staff member, who will research the request and follow up with the requester within 24 hours. We are working on ticketing system that will make this process much easier in the near future.

Software Request (Labs, Mobile Presentation Stations, Work PCs)

The TSC builds a master software image once a year based on the feedback of our faculty and students. The TSC accepts software installation requests when an instructor needs software that is not part of the master image. Software installation requests are subject to a **ONE-WEEK TURNAROUND** depending on our backlog. Requests should be submitted to tsc@umd.edu and include the following:

- Software name
- Software link (where it can be downloaded)
- Software Platform (Mac/PC)
- Date when needed

Note: Before winter break and again after Spring graduation, the TSC will contact faculty and directors to make sure the current software image meets all instructional needs. We install approved software during the winter break and during the summer break reimaging process.

Software Classifications:

- **Commercial off the Shelf (COTS)** - software that usually has a fee associated with it. If you are requesting COTS software to be installed, you will have to justify and secure funding for this software if you haven't already done so.
- **Networked Licensed Software** - software that is usually purchased by "seats" or "licenses" and is **PREFERRED** by TSC. Network licensed software decreases costs by coordinating purchases of restricted usage agreements (i.e., a specific number of seats). In addition, networked licensed software allows the TSC to administer groups of PCs rather than individual machines.
- **Freeware software** – fully functional software that is free for download with no expiration dates.

- **Beta/Trial Software** – Beta Software and Trial Software will have to be tested before installing in any lab or mobile TV cart computer. Beta/Trial software with 30-day expiration dates are subjected to installation on a maximum of 5 workstations. Beta/Trial software exceeding 30-day expiration dates will be subjected to installation on a maximum of 15-20 workstations.

Website

Website requests should be sent to TSC@umd.edu. Before sending website requests to TSC, please check with the appropriate program assistant. Program assistants can update the following website topics: News, events, courses, lectures and general updates. Personal account updates can be edited by the user and website formalities are handled by the TSC. When sending TSC a web request, please state “**Web Request**” in the subject line. In the body of the email, please state the location for the update, location for the content and any other information that would help us process your request. Please allow 1 business day for your request to be processed.

Teaching Classrooms

The TSC is your first stop for general classroom issues involving IT operations. For example: if you need help operating the projector, screen or computer, please visit us or send an email to tsc@umd.edu. However, if the projector, screen or computer is not turning on, you should to contact classrooms@umd.edu directly or call their helpdesk at (301) 314-8522. The TSC does not have access to the teaching equipment and cannot help with hardware/software related issues on teaching stations.

Mobile Presentation Stations

The TSC is your first stop for software/hardware issues involving the “floating” Presentation Stations (the large screen LCD/LED displays with accompanying computer). 6 stations are free floating in the schools great space, 1 is dedicated to the Dean’s Conference room and URSP and HISP each have presentation stations assigned to their respective rooms. Presentation Stations can be reserved in the Architecture Branch Library or used on a first come first serve basis when no reservations have been made with priority given to impromptu class use.

Media Scape Tables

The TSC is your first stop for general issues involving the Steelcase Media Scape Tables. Media Scape Tables integrates technology and furniture to bring people, space and information together for greater collaboration and productivity than ever before. As teaching methods evolve, learning has become more interactive requiring spaces where everyone can see and interact with content at a moment’s notice. The Media Scape Tables are reserved M-W-F 2-6pm for architecture program activities and can be reserved by the Architecture Program Sign-up sheet system during those hours. Outside of those hours, the Media Scape Tables are used on a first come - first serve basis with priority given to impromptu class use.

Training

The TSC offers training workshops on widely used software such as: AutoCad, Revit, Sketchup, ArchGIS, Indesign and Photoshop. A training schedule is announced at both the beginning of the Fall and Spring semesters, and then emailed to students with instructions on how to sign up. Workshops are held in

either computer lab (Rm. 0111 and 1115) and are taught by graduate assistants who are well versed in the software.

Document Output Center (DOC - Large Format Printing)

Students must be trained on how to use the DOC. The TSC hosts DOC trainings throughout the school year and conducts one-on-one scheduled training as well. The TSC creates a training schedule at the beginning of the Fall and Spring semesters and emails it to students and faculty. The email has information on where the trainings are held and the link to a website where users can sign up for trainings. Once a person has successfully completed training, they will be granted swipe access to the DOC. Students are asked not to do informal training on how to use the DOC – this creates problems when incorrect information is shared. Propping the DOC door open and borrowing swipe cards to enter the DOC is prohibited and can result in swipe access being revoked. Lastly, staff and faculty who request prints through TSC are subject to a 48 hour-turnaround.

Digital Fablab (laser cutter & 3D printer)

Students must be trained on how to use the laser-cutters and 3D printers. The TSC hosts training sessions throughout the school year and conducts one-on-one scheduled training as well. The TSC creates a training schedule at the beginning of the Fall and Spring semesters and emails are sent to students and faculty. The email have information on where the training is held and a link to a website where users can go to sign up for training. Once a person has successfully completed training, they will be granted swipe access to the Fablab. Students are asked **NOT** to do informal training on how to use the Fablab – this creates problems when incorrect information is shared. Propping the Fablab door open and borrowing swipe cards to enter the Fablab is prohibited and can result in swipe access being revoked.

Makerbots

Makerbots “float” throughout the building (usually in studio) on mobile carts and are accessible 24x7. Students are encouraged to attend our training sessions scheduled at the beginning of the semester and throughout the school year. However, the Makerbots are simplistic in nature and students help one another as well. Makerbots are available on a first-come, first-serve basis and students must provide their own PLA filament. If a student has an issue, they are more than welcome to contact the TSC or wood shop to inquire about a solution.

Building/Swipe Card Access

The TSC grants swipe card access to Architecture, Preinkert and Caroline buildings. The TSC has direct control over the Architecture building access. Access to Preinkert and Caroline involve an email from TSC directed to campus building security. Therefore, if someone needs access to Preinkert or Caroline, they need to email tsc@umd.edu with their request. Building security takes up to 24 hours to process the request. Generally, all students, staff and faculty are granted access to their respective building(s) and computer labs. Access to “special” places such as the Fablab (Laser-Cutters) is given upon successful completion of a specified training. When requesting access for an individual or group, the TSC requires an email sent to tsc@umd.edu with the following information:

- Student's full name
- Student's UID number (Printed on the front of the ID card/University's version of a soc)
- Activation and deactivation dates

Borrowing Equipment (Mice, keyboards, etc..)

The TSC has adopted a sign-out program for a specified number of mice and keyboards. Students, staff and faculty can visit the TSC and sign-out a mouse or keyboard.

Lost & Found

The TSC has a lost and found. If you find something in the lab and it is not yours, please drop it by the TSC. In addition, when we perform lab sweeps, our staff will place forgotten items in the TSC lost and found.

Walk-ins

The TSC accepts walk-ins on a first-come, first-serve basis. However, the TSC reserves the right to prioritize requests. The TSC supports a plethora of systems, users and computers and we do our best to fulfill the needs of the architecture, planning, historic preservation and real estate development community.

Personal Computers

The TSC does not support personal computers of any kind. We can give our advice on what we think you should do, but we do not perform hardware or software maintenance on personal computers. If a user needs help with their personal computer, they can visit www.it.umd.edu or call 301-405-1500. This also applies to those individuals who are using personal computers for work-related tasks. If it is a personal computer, we do not support it.

MAPP Computer Lab – Policy

Digital Research Lab (DRL) room 0111

Digital Media Lab (DML) room 1115

Caroline Hall Lab (CHL) room 0107

1. NO FOOD OR DRINKS IN THE LAB – 3 Strike Rule in effect! Students who break this rule will have their computer access denied depending on how many times they break the rules. Please see below:
 - 1st offense – Computer access denied for one week
 - 2nd offense – Computer access denied for two weeks
 - 3rd offense – Computer access denied for 30 days
2. SAVE WORK on your FLASH DRIVE. Computers are refreshed on a regular basis.
3. Do not change system settings.
4. LOG OUT after you are done using the computer. Do not shut down.
5. Please DO NOT UNPLUG mice, keyboards and monitors to us with your laptops! You may borrow them from TSC office
6. Keep your work area NEAT.
7. When you leave remember to take your digital and printed work with you.
8. RECYCLE unwanted print outs in the provided bin.
9. NO PETS IN THE LAB.

10. Please DO NOT PROP DOOR.

11. Lost and Found is in the TSC office.

12. Report all [software/hardware/facility](mailto:tsc@umd.edu) issues to tsc@umd.edu

Anyone caught removing equipment or abusing privileges will be DENIED ACCESS TO THE LABS.
This lab is monitored by the TSC. TSC reserves the right to update these rules.