

OFFICE OF TECHNOLOGY SERVICES (OTS)

Frequently Asked Questions (FAQs)

General After-Hours Faculty/Staff Support

- 1. How can I get help for general questions when the Faculty/Staff Help Center or Student Computing Services is closed?**
Call 410-704-5151 (45151 from on-campus phones). Listen to recorded information for instructions when calling after hours.
- 2. What kind of topics can I get help with after hours?**
You will be able to get limited support with account management and may be directed to self-help resources for further information.
- 3. What things can't I get help with after hours?**
Problems that require validating identity or verifying information with other offices cannot be handled after hours. These kinds of things usually need to be addressed during regular business hours by day-time staff members who have additional security or administrative rights.
- 4. What if the after-hours provider can't solve my particular problem**

8. Can I call the after-hours number for help using the computer or equipment in smart classrooms?

No, call 410-704-8324 (4TECH) instead. Additionally, Instructions on how to get support are usually posted in the vicinity of the podium in smart classrooms. Please refer to the instructions.

9. I heard there is an after-hours service for smart classrooms, and I wrote down the phone number. Can I call the "classroom hotline" for general help, too?

No. For general help, please use the telephone number provided in the announcement when calling 410-