SU’s Information Technology (IT) Office facilitates faculty, staff and students in making the best use of University technology resources. Computer labs are supported by IT student employees who assist users with software questions and resolve many of the common problems that may occur.

**Getting Your SU Account**

Once your contract is processed by Human Resources, your supervisor or your department’s admin assistant will receive by email your account username and password. You will want to use this to log onto GullNet to complete the Acceptable Use Policy and, if necessary, the Health Care Coverage Notice in order to gain full access to GullNet. This username and password combination you will use for most on-campus services, as well as access to network drives, including your Personal (P: drive) which provides 1GB of network storage.

**Changing your Password**

All new passwords remain valid for ninety (90) days. Once your password expires, you will not be able to access SU services until you set a new password at [http://mypassword.salisbury.edu](http://mypassword.salisbury.edu). Before you are able to use Password Reset to reset your SU password, you will first need to configure up to three options (security questions and answers, alternate email address, and SMS text message) to allow you to reset your password through the Initial Profile Setup process. This is a one-time only process, and does not need to be completed again once it is successfully completed the first time, though you are able to change or update your profile at any time.

You need to have a currently working password to complete this process. Call the IT Help Desk for assistance if your password is not working.

**Accessing GullNet**

GullNet is our campus information and data system which includes academic and personal information. Information and data handled by this system includes those relating to admissions, financial aid, registration, courses and grades, human resources, personal information, financial data and other functions. GullNet can be accessed at [http://www.salisbury.edu/gullnet](http://www.salisbury.edu/gullnet)

GullNet uses your SU username and password. If you have problems logging in, first try resetting your password at [http://mypassword.salisbury.edu](http://mypassword.salisbury.edu). If you still cannot log in, contact the Help Desk. Note that only faculty and staff with active contracts have access to GullNet.

For more information on GullNet, see [http://www.salisbury.edu/helpdesk/GullNet_Peoplesoft/](http://www.salisbury.edu/helpdesk/GullNet_Peoplesoft/)
Setting Up Your Email Account
As part of your faculty SU account, you will have access to your own Exchange email address. Your email address will be your SU username followed by @salisbury.edu, e.g. scgull@salisbury.edu. This email account gives you access not only to email, but calendars, contacts and address books, tasks and other features. On campus using your SU provided computer, you will access your email account using Microsoft Outlook, which is usually located on your Windows desktop, or on the Dock for Mac users.
You can also access your mail through any web browser, at http://webmail.salisbury.edu. Use Internet Explorer to gain access to most of the same features as the desktop program provides. Other browsers use a light version of Web Access, that gives you basic email and calendar access.
Your SU email also provides:
- Automatic backup of email through Enterprise Vault.
- The ability to share email and calendars.
- Access to Class Lists and Groups.
- Campus Bulletin Digest, eSU News, IT Outage alerts and SU Emergency Alerts.
Faculty can also access e-mail on their phones or mobile devices. Instructions for setup can be found at http://www.salisbury.edu/helpdesk/Internet/mobiledvices.html.
For more information and guides on using your SU email, visit http://www.salisbury.edu/helpdesk/Email_Outlook_Exchange/

Internet Access
Every faculty member has his or her own Ethernet connection in his or her office. Ethernet is the preferred method of connectivity for campus computers.
Wireless connections are provided in all residence halls, administrative and academic buildings. SU provides two wireless networks: SU_Secure and SU_Connect. Connecting to SU_Connect and opening a web browser will start a setup wizard which will configure your computer or device to use the SU_Secure wireless network. You may also access the setup wizard directly at http://connect.salisbury.edu. Faculty will use the SU_Secure wireless network for wireless Internet access.
Setup guides for a variety of mobile devices can be found at http://www.salisbury.edu/helpdesk/Internet/

VPN Access
Faculty may access their network drives remotely while not on the Salisbury wireless or wired network using VPN. You will access the VPN at http://vpn.salisbury.edu.

Creating A Course In MyClasses
Faculty wanting to use the MyClasses course management system for web-enhanced, hybrid and online courses on request a course be created through Instructional Design and Delivery. Once created, you will use your SU username and password to access this system.
Faculty support for MyClasses can be found at http://www.salisbury.edu/instructionaldesign/cms/

Smart Classrooms
Many of the classrooms on campus include a podium which provides a computer with network access and an overhead projector. Many also have access to other technology, including audio and visual equipment, and network and internet access. Many have connections that will allow you to use your own devices.
For information, training or support for these smart classrooms, contact the IT Help Desk.

Computer Labs
Information Technology operates and maintains 10 academic computer labs on the SU campus. Information about our labs can be found at http://www.salisbury.edu/helpdesk/labs/
Five of the labs are available for general academic use only; the other six can be reserved for specific courses or other events. Only the following labs are available for reservations: Fulton Hall 142 and 145, Devilbiss Hall 205, TECT 110A, 110B, and 116B, and Perdue Hall 248. The Registrar schedules courses that use IT labs prior to the beginning of the semester; labs are available for reservations at any other time. IT encourages faculty and staff members to request lab reservations as early as possible for a given semester, especially for the fall and spring semesters. To reserve a lab for class-related sessions, you can submit a reservation request online at http://www.salisbury.edu/reserve.
Faculty can also request software installations in the IT labs for instructional use. An email is sent out at the end of the current semester for software requests for the upcoming semester, to give ample time for testing and implementation. Same semester requests may be accommodated if possible.
During the reserved time, a "Class in Session" sign will be posted outside the lab entrance and the lab will be unavailable for general use. Weekly lab schedules are available outside each of the computer labs.
Each lab is equipped with a black and white laser printer. Color printing is available in the TE-110, TE-116, FH-142 and FH-145 labs.
The IT computer labs are supported by Information Technology (IT) student employees. IT student support personnel are trained in basic computer troubleshooting. They can assist users with software questions and can resolve many of the common problems that may occur in a computer lab.
The following IT Computer labs are available for student use:
- Blackwell Library 203 Windows General Academic Lab & Bibliographic Instruction
- Devilbiss Hall 205 Windows Instructional Lab
- Fulton Hall 142 Windows Instructional Lab
- Fulton Hall 145 Macintosh Instructional Lab
- Perdue Hall 141 Windows General Academic Lab
- Perdue Hall 248 Windows Instructional Lab
- TECT 110A Windows Instructional Lab
- TECT 110B Windows Instructional Lab
- TECT 116A Windows General Academic Lab
- TECT 116B Windows Instructional Lab
Other departments maintain their own labs throughout campus. For hours and information about those labs, see the labs controlling department.

User Support
At the center of user support is the Help Desk. The Help Desk supports faculty, staff and students. The Help Desk can provide assistance with usernames and passwords, internet and network troubleshooting, MyClasses, GullNet, email issues, computer and software troubleshooting and assistance, internet and email setup on your smart phone or mobile devices, lab assistance, and general computer questions.
You can visit our Help Desk, call or submit a ticket online for support. Please check our website for hours of availability: http://www.salisbury.edu/helpdesk.