This guide contains information for guests and visitors to Salisbury University

VISITOR INFORMATION

From time to time, visitors to campus may have need of Information Technology Services. While our focus in Information Technology is providing support to students, faculty and staff of the university, there are some services and assistance we can provide to guests of the University as well.

FOR ALL VISITORS

Visitors to the university may use the public computers or the SU-Secure Wi-Fi network at both Cool Beans in the University Center and at the Blackwell Library. In order to get your temporary login account, visit either the Circulation Desk in Blackwell Library or the Information Desk in the University Center with a valid driver’s license. Your temporary account will be active for that day only.

FOR PARENTS AND OTHER VISITORS TO STUDENTS

Parents and other guests of students may access our SU-Secure Wi-Fi network using a temporary Wi-Fi account. In order to get an account, the student must come with the parent or guest to the Help Desk. The student will need to bring their Gull Card, and the parent or guest will need to bring a valid Driver’s License.

A SPECIAL NOTE FOR PARENTS OF STUDENTS REGARDING STUDENT ACCOUNTS

Often times, parents want to help with their students account issues, including paying bills in GullNet, getting their email set up, etc. But because of privacy laws and issues, there’s a limit to the amount of assistance that the Help Desk can provide any third party accessing an account, including parents. Some things parents should be aware of when seeking assistance on behalf of their students.

- We are unable to give account information to anyone but the primary account holder (the student). If the parent needs or wants that information, they will have to receive it directly from the student.
- Parents needing to pay a student’s bill online (http://www.salisbury.edu/gullnet/makepayment.asp) can do so without logging into the student’s GullNet. You will need their student ID, however, which is the 7 digit number on the front of their Gull Card. The student will need to provide this to you.
- The Help Desk will give best effort assistance to parents with technology issues related to the student; however it is always best for the student to call themselves, or to at least be available when calling, for the account and privacy issues mentioned above.
- We cannot make changes to an account, including password changes, for anyone but the primary account holder (the student).

Thank you for your understanding.
EVENT ATTENDEES

For many events, if wireless or wired network access is required for presenters and attendees, the event organizer will have requested a temporary login for the group. You should first contact the event sponsor or organizer to see if they have such an account available. If not, you may receive a one-day temporary wireless login at the Help Desk in TE 113 with a valid driver’s license. You will want to note the event you are attending when asking for a temporary wireless login. This will allow you to login to our SU-Secure Wi-Fi network.

OTHER GUESTS OF FACULTY OR ADMINISTRATION

Faculty, Staff or Administration members having guest lecturers or visitors that require a wireless account login for the SU-Secure Wi-Fi network can request one for their visitor in advance by submitting a ticket online at http://support.salisbury.edu/user and using the pre-made ticket Temporary Account Request - Faculty/Staff Only. You may also request one in person for your visitor the day of the visit as well.