

## **FREQUENTLY ASKED QUESTIONS GSAPP- OFFICE OF INFORMATION TECHNOLOGY COVID-19 RESOURCES**

### **Q. How can I obtain headphones?**

Currently, we don't have any in stock and will have to order them as requested. Please complete and submit the Technology Request Form by clicking here: <https://gsapp.rutgers.edu/webform/technology-request-form> and include your preference for in-ear or over-ear.

### **Q. How can I get assistance setting up Microsoft Teams?**

GSAPP IT can set-up the appropriate account/group in MS Teams, if needed. Users can also set-up their own individual group in Teams.

Rutgers Connect users can self-create their own Teams through the Teams application (<https://teams.office.com>). Upon logging in and viewing all Teams that you are a Member or Owner of, you will see a "Join Or Create Team" option in the top, right-hand corner of your application.

### **Q. How can I obtain and borrow a laptop?**

Currently, we have limited availability for borrowing laptops. Our team is working to order more for additional users, as well as possible hotspots for Internet access. Please complete and submit the Technology Request Form by clicking here: <https://gsapp.rutgers.edu/webform/technology-request-form>.

### **Q. What is being done to address Internet speed concerns?**

We understand your concern. Depending on the area you're connecting from (home, work, building, etc.), you need to contact the appropriate person at that particular location. Usually, it depends on network congestion and if there's any signal interference (Wi-Fi).

### **Q. Who do I call for problem-solving with connectivity issues?**

Depending on the area you're connecting from (home, work, building, etc.), you need to contact the appropriate person at that particular location. GSAPP-OIT can try to provide assistance, but it may be limited due to staff availability and the user's situation.

### **Q. Where can I find Live Chat via Canvas instructions?**

Live chat options are not available, but you can contact Canvas Support via email and phone:

<https://canvas.rutgers.edu/documentation/support/contact-page/>

The Canvas Help Desk is available 24/7 to help with any Canvas-related questions.

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**Email:** [help@canvas.rutgers.edu](mailto:help@canvas.rutgers.edu)

**Phone:** 877-361-1134

**Q. What HIPPA-compliant technology is available for classes sharing patient information and viewing client videos?**

It is suggested to:

- Use Microsoft Teams
- Use caution when sharing the link to external attendees
- Verify the person it is intended for
- Verify that the environment (room, desk, etc.) is secure to have the sensitive discussion, including any PHI
- Use Zoom - users must request a license using this form  
[https://gsapp.rutgers.edu/sites/default/files/how\\_to\\_use\\_zoom\\_-\\_client\\_version.pdf](https://gsapp.rutgers.edu/sites/default/files/how_to_use_zoom_-_client_version.pdf)

More information available by clicking here:

[https://gsapp.rutgers.edu/sites/default/files/gsap\\_zoomhipaacompliance.pdf](https://gsapp.rutgers.edu/sites/default/files/gsap_zoomhipaacompliance.pdf)

**Q. What resources are available for students experiencing connectivity problems?**

Click this Link:

<https://it.rutgers.edu/help-support/>

**Q. What other IT resources are available?**

*Call the Toll-Free Number:*

[833-OIT-HELP](tel:833-OIT-HELP)

*Email Us:*

New Brunswick: [help@oit.rutgers.edu](mailto:help@oit.rutgers.edu)

RBHS: [isthelp@rbhs.rutgers.edu](mailto:isthelp@rbhs.rutgers.edu)

Newark: [help@newark.rutgers.edu](mailto:help@newark.rutgers.edu)

Camden: [help@camden.rutgers.edu](mailto:help@camden.rutgers.edu)

**IMPORTANT REMINDER:**

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Users should never share their user credentials (Username/Password) with anyone, as Rutgers IT will never ask for them.