

# IT & COVID-19 Service Updates



**IN-PERSON IT SUPPORT IS AVAILABLE BY APPOINTMENT ONLY.** [Contact the IT Service Centre.](#)

**Temporary desktops are available upon request with Supervisor approval.**



Desktops include: web cameras, speakers and a microphone to support video conferencing.

- IT Services recommends staff source headsets with microphones for enhanced content delivery for conferencing. The desktops feature both USB 2.0, bluetooth and 3.5mm audio connectivity. Both ITS Services and the College Bookstore are sourcing a number of headsets and webcams that should arrive within the next week. Please reach out if you are not able to secure the equipment you need.

**To request a temporary desktop**, please [submit a ticket](#) to the IT Service Centre. Once a ticket has been submitted, IT Services will contact the staff member to schedule the deployment.

## IT Hardware - Offsite Registration

All Selkirk IT equipment removed from campus for the purpose of working from home during the COVID-19 pandemic **must be registered by the employee** for inventory purposes.

Going forward, any equipment removal from campus **must** be coordinated by IT Services by way of [submitting a ticket](#).

[IT Hardware - Offsite Registration](#)



**Zoom is now available to all staff to support video conferencing between staff and students.** [Learn how to get started.](#)

Staff that have a pre-existing license for Zoom will need to merge their Zoom account. Please login and follow the instructions.

### Virtual Service Desk Drop-In Centre: Mon-Fri

10:00 AM - 12:00 PM

Join via Zoom Meeting:

<https://selkirk.zoom.us/j/579432026>

1:00 PM - 3:00 PM

Join via Zoom Meeting:

<https://selkirk.zoom.us/j/598622077>



**Moodle is available to assist Instructors with remote delivery to help finish off the semester.**

To use Moodle, please follow the steps below:

1. [Submit a course request.](#)
2. New users please contact [Justin Ible](#) to arrange for a basic Moodle information overview.

**Current Moodle users** requiring assistance with assessments or delivery options, please email [Theresa Southam - Coordinator, Teaching and Learning Institute.](#)

## Related Articles:

- [Mitel Softphone Setup](#)
- [Remote Access to Files](#)
- [Getting Started with Microsoft OneDrive](#)
- [Manage Files and Folders in OneDrive](#)
- [Collaborate in OneDrive](#)
- [Zoom for Staff and Students](#)
- [Faculty Resources - Moodle](#)
- [Forwarding a Selkirk Local to Cell/Mobile Phone](#)
- [OneDrive](#)
- [Respondus](#)



IT Services has enabled temporary **Microsoft OneDrive** access for all Selkirk College staff to assist with storing work data in the cloud.

- Please note this storage is available temporarily to assist with alternative delivery methods.
- Training resources are available within the Knowledge Centre.