

Memo

To: Faculty

From: IT Service Department, Nikki Maes

Date: 8-13-20

Re: IT Services support and information

Dear Faculty,

Welcome back to a new school year at UNM Taos. The IT Services department will continue to provide support and information for your technology needs the best we can during this time of the pandemic and remote working conditions. We are able to provide remote technical services to UNM computers by using remote software called Bomgar. The office of Academic Affairs and IT are trying to provide tools to help deliver instruction the best you can from home. Main campus IT administers and supports our Net ID's, email, banner and black board applications. Occasionally we will refer you to main campus IT, 505-277-5757. Please refer to the list below for more information.

IT Service's Team – taoshelp@unm.edu, 575-737-6252

Nikki Maes – IT Manager, maesn@unm.edu, 737-3692

Lisa Vigil – Systems/Network Analyst II, lvigil8@unm.edu, 737-6238

Juan Juarez – IT Support Tech I, juarez@unm.edu, 737-3691

Robert Tourgee – IT Support Tech I, rtourgee@unm.edu, 737-6252

In the future when we are able to reside classes on campus and are in the need of classroom assist or training you may submit a helpdesk ticket to taoshelp@unm.edu or call 737-6252. Black board and online assistance are provided by Erin Duddy with OAA. She can be reached at eduddy@unm.edu, 737-3751.

While using computers on campus, please make sure you and your students save any work on computers to an external drive such as a USB drive or cloud storage. We do not backup computers and will not be responsible for lost data.

SPAM email is an ongoing issue that is being filtered by main campus. If you suspect an email is SPAM or possible malware do not open it or the attachment within the email. You may send the email to main campus as an attachment to spamdrop@unm.edu.

Microsoft Office 365 and One Drive are both available to you for free by accessing your "My UNM" account online. Login to my.unm.edu with your Net ID and access email and online data storage using One Drive.

Any technology purchasing must be specified and/or quoted by the IT department and approved by your supervisor. We would like to assure we follow main campus purchasing standards and our IT department supports all technology used on our campus.

We appreciate your expertise and providing an excellent education to our community. Please reach out if you need IT support. Have a great new academic year and we look forward to seeing back on campus in the future.