



ITS ALERT – Important ITS information regarding returning to campus

Dear Campus Community,

Welcome back! To ensure a successful return to campus, please note some important ITS information:

Desktop computers

- If you were working remotely for an extended period during the pandemic and your work (desktop) computer has not been used, critical updates have not been installed and your computer may not be usable.

To ensure a positive experience, the following steps must be taken by either yourself or a colleague from your department:

- a. Turn on your computer.
- b. Log on to your computer and then log back off. (If someone else is doing this, they should use their own credentials. Remember, never share your credentials with anyone!)
- c. Wait at least 48 hours (about 2 days) to allow your computer to install the critical updates; you must leave your computer powered on.
- d. Validate that your applications are working properly.

If you or your colleague experience any issues, please contact the ITS helpdesk using the contact information at the bottom of this email.

Telephones

- As you know, YU transitioned to Microsoft Teams for telephone services last year. Therefore, the Microsoft Teams application on your computer or cell phone should be used for calling.
- Jabra headsets were issued last year to full-time employees for use with Microsoft Teams or Zoom. If you have not received your headset, please contact the ITS helpdesk.
- If there is a phone remaining [labeled Cisco or NEC] in your office, that phone is no longer operational. Please contact the ITS helpdesk to pick up the phone.
- If you have not attended a training class for Teams Calling, courses are available and [click here to view the schedule](#). No sign-up is required.

Webcams

- If you need a webcam to use with Teams or Zoom, please contact the ITS helpdesk.

Campus Wireless

- If you have not been on campus for an extended period, the wireless certificate on your smartphone or laptop may have expired. When prompted, allow it to update. If you have issues, [follow these instructions to forget and reconnect to YU wireless](#). If it prompts you for credentials to view the article, please use your YU email address and YUAD password.

If you have any questions about this email, please call or send an email helpdesk@yu.edu with your name, campus, building, room number and the appropriate person from ITS will contact you.

Thank you,

ITS Help Desk - Yeshiva University

helpdesk@yu.edu 646-592-4357 or dial 4357 or 6123 from Teams