

OACS COVID Support

Our Support Services During This Crisis:

To ensure that we are able to best assist our constituent base, we are adhering to new safety protocols to ensure that we are able to ensure a safe environment for our end users as well as our staff.

- **We come to you**
Our staff will come to your office by appointment to get your devices working the way you need them to. During these visits, we will be following UMCP guidelines before and after every service visit so that we can keep our constituents and staff safe and healthy.
- **Our office is open**
Schedule a time to stop by our Morrill Hall location for prompt and friendly service. Our staff are here to help solve your technology challenges!
- **Remote Support Service**
OACS offers Remote Support services to all BSOS faculty / staff. This services provides all the support you need by safely accessing your devices remotely.
- **Pickup & Delivery Service**
With this no-touch service, we'll pick up your device from your office and take it back to our office for diagnostic. Once it's ready, we'll deliver it right back to you. Devices are disinfected before and after our staff work on them.
- **Contactless Drop-off Service**
With this no-touch service, you can pickup and drop-off your device directly at our Morrill Hall location on the 3rd floor!

Need Help?

You can contact us multiple ways, to ensure that your issue is dealt with in a timely manner:

- Email Us: ocshelpdesk@umd.edu
- Chat With Us: <https://go.umd.edu/ocschat>
- Call Us (Note there may be a delayed response): 301.405.1670

**You can always visit us on the web at <http://www.oacs.umd.edu> to learn more about our service offerings as well as the answers to many commonly asked questions.*

Physical Support Policies:

Although, out of an abundance of caution, we prefer to do all initial troubleshooting remotely, we understand that there are times when we may need to physical come to your office. As such, when an office visit is required, we request that you be mindful of our staff and adhere to the following policies:

- All initial troubleshooting will initially take place remotely. In the event that we are unable to resolve your issue remotely, we will schedule an appointment to visit your office (in-person support is provided by appointment only at this time)
- Upon arrival, we ask that you are masked and may request you step into the hallway / leave the office while we work, depending on the size of your office and complexity of the issue. To ensure the safety of our staff, your support technician will arrive wearing gloves as well as a mask and/or face shield
 - o Please be advised that we may wipe down the keyboard and/or any touch surfaces we come into contact with using a disinfectant solution prior to, during and after we service your device
 - o In the event that we are not able to quickly rectify your problem, your computer may be removed and taken back to OACS for

further diagnostic and we may issue you a temporary device to use during that time

- If you must cancel your appointment due to a scheduling conflict, please notify us as soon as possible so that we can prioritize other appointments.