UW Bothell Information Technology Back to Work Info Session – FAQ

Question: *What is the status of our agreement with Google and Google Drive? Do we need to take any further action right now to protect our data?*

Answer: Conversations with Google and UW-IT are on-going. We are currently recommending **not** making changes until we have additional information. You can visit [UW-IT’s UW Google Project Changes](https://itconnect.uw.edu/connect/productivity-platforms/google-productivity-platform/uw-google-changes-project/) for additional information. If you have specific concerns about your information, please reach out to us at [uwbit@uw.edu](mailto:uwbit@uw.edu).

Question: *My question is regarding Zoom - Why is Auto saving chats locked by Admin?*

Answer: UW-IT manages our University contract with Zoom, and they would be best able to answer this question. Please reach out to them at help@uw.edu.

Question: *What if I need a special classroom technology setup? For example, inviting a guest speaker to participate via Zoom with my students who will be in the classroom?*

Answer: Our current classroom technologies may not be optimized for all of our new collaborations tools such as Zoom. If you are planning to use technology in a new way in the classroom, for events, or presentations, please contact us as soon in advance as possible. We will be able to consult with you regarding what is feasible and assess if there are any other existing technology solutions or options that may be available.

Question: *If we have classroom technology that is not working (including in UWBB and ELC) how can we make sure this is prioritized?*

Answer: We are currently prioritizing support for classrooms and instruction and looking for areas where there are work stoppages. It is helpful when sending in requests to include the impact of the issue: Are you just reporting a concern for follow-up? Does the technology not work so teaching or work can’t occur?

Question: *Are passwords and logins the same as when we were on campus?*

Answer: Most of our tools and software utilize Single Sign On with your net-id credentials and password. This will be the same whether you are off or on-campus. If you have forgotten your net-id password, UW-IT has a [password re-set site](https://identity.uw.edu/account/resetpassword/) or you can contact help@uw.edu.

Question: *Will staff NetIDs still be provisioned with Zoom Pro? What about shared NetIDs or student NetIDs?*

Answer: The enterprise Zoom contract managed by UW-IT is in place for the next year for students, faculty, and staff. If you have Zoom accounts provisioned on shared NetIDs, you will need to renew these each year. UW-IT sends out notifications regarding re-provisioning and you can check on the status of provisioned services via [UW-IT’s Provisioning Request Tool](https://provision.uw.edu/).

Question: *How do we check to see if different work stations are due for replacement? If workstations are not due for replacement but we have new staff, what is the best way to get our existing workstations re-imaged?*

Answer: We are still in emergency replacement status for faculty and staff replacement, so, we are only replacing computers that are broken and can not be fixed. There are on-going supply chain issues due to computer chip shortages that is impacting our ability to obtain computers and computing related equipment. We are developing a plan and process to address faculty and staff computer replacement once things stabilize

For staff who have broken computers or new staff coming on-board, we have loaner laptops that we can provide them until a new computer can be acquired. If you have a computer that needs to be reimaged, please contact [uwbit@uw.edu](mailto:uwbit@uw.edu).