



## ***Business Master's Service and Support Orientation***

*The Robert H. Smith School of Business*

*University of Maryland, College Park*

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Robert H. Smith School of Business

Van Munching Hall (VMH) - 039

Potential Hazards

(also known as Emergency Actions)

HIDE

Remember ... RUN, HIDE, FIGHT

How to Report Suspicious Activity

BOMB THREATS: <https://prepare.umd.edu/bomb-threats>

CIVIL DISTURBANCE: <https://prepare.umd.edu/civil-disturbance>

DISRUPTIVE BEHAVIORS: <https://prepare.umd.edu/disruptive-behavior>

HAZARDOUS MATERIALS: <https://prepare.umd.edu/hazardous-materials>

HOSTAGE: <https://prepare.umd.edu/hostage>

NATURAL GAS LEAK: <https://prepare.umd.edu/natural-gas-leak>

SUSPICIOUS PACKAGES: <https://prepare.umd.edu/suspicious-package>

SEVERE WEATHER EVENTS: <https://prepare.umd.edu/severe-weather-events>

# WELCOME

## Introduction

The Office of Smith IT welcomes you to The Robert H. Smith School of Business. This packet is designed to provide you with important information on how to gain access to the computing resources you will need throughout your program.

## Smith Service & Support Center

The Service Desk is your first point of contact for technology/software questions or issues. Our knowledgeable and friendly staff can help with many requests, or point you in the direction of the appropriate staff member. You can contact us via email [helpme@rhsmith.umd.edu](mailto:helpme@rhsmith.umd.edu), phone or in person during office hours.

### Office of Smith IT - 3520 Van Munching Hall

#### Hours of Operation:

##### Normal Hours for Fall & Spring Semesters:

Monday - Thursday	8:30 am - 5:00 pm 5:00 pm - 10:00 pm (limited support staff)
Friday	8:30 am - 5:00 pm
Saturday & Sunday	CLOSED

### User Support Services

**Phone:** (301) 405 - 2269 - User Support Services (IT or AV)

**Email:** [helpme@rhsmith.umd.edu](mailto:helpme@rhsmith.umd.edu)

**Website:** <https://it.rhsmith.umd.edu>

**Note:** After 5:00pm the Service and Support Center phone is switched to the extended hour support where a technician is available during the hours described below. These hours are subject to change and will be posted in that case, and may vary during holidays and breaks.

### Classroom Support – 1530A Van Munching Hall

AV technicians are stationed in Master Control, Room 1530A (near the loading dock), and are available to assist you with classroom equipment and setup.

**Hours of Operation:** Monday - Thursday 8:00 am – 10:00 pm  
Friday 8:00 am – 6:00 pm

We encourage you to schedule AV Assistance for your classes by completing the online request form:

[AV REQUEST FORM](#)

If you need **immediate** support with classroom equipment, press the "**Call for Assistance**" button on the room's control panel, or go to the AV control room in 1530A, or call x55213 or the Service Desk at x52269.

# Technology Infrastructure @ College Park

Van Munching Hall has a general computing lab and (5) discipline-specific labs for research and teaching. The general computing lab in room 1572, is open to Business School students during normal operating hours, and while classes are in session **unless reserved for a class**.

## General Computing Lab

### **Room: 1572**

34 Windows 7 workstations, 2 WEPA printers (1 Color, 1 Black and White), and a scanner.  
Monday-Thursday 8 am – 10 pm; Friday 8 am – 6 pm; Saturday and Sunday 10 am – 8 pm

### Available Software

The following is a basic list of applications that are installed and supported on the R.H. Smith Lab Computer Image:

- Microsoft Office (Word, Excel, PowerPoint, Access)
- Google Chrome, Mozilla Firefox, Internet Explorer.
- Other applications for specific classes (i.e. Minitab, Visual Studio, XLMiner, etc.)

For a complete list of software in Van Munching please visit [https://umdrhsmithlive.service-now.com/sp?id=software\\_list](https://umdrhsmithlive.service-now.com/sp?id=software_list)

## Research and Teaching Labs

Research and teaching labs are special-purpose labs, each with unique hardware and software, and are used for discipline-specific teaching and research.

**Rooms 1318, 3505** Financial Markets Labs

**Room 2203** Classroom

**Room 3522** Supply Chain Lab

**Room 3509** e-Markets Lab

**Room 3518** Behavioral Lab

For more information on labs in Van Munching Hall please visit: [https://umdrhsmithlive.service-now.com/sp?id=labs\\_classrooms](https://umdrhsmithlive.service-now.com/sp?id=labs_classrooms)

Note: Lab hours are subject to change and will be posted otherwise. Please report technical problems to [helpme@rhsmith.umd.edu](mailto:helpme@rhsmith.umd.edu) or by visiting the Office of Smith IT in room 3520 VMH during normal office hours or 1530A at all other times.

We hope that you will enjoy our facilities. As you interact within these spaces, please let us know how we can improve upon your lab experience. We want to hear from you, so visit our Smith IT Service Desk or send an email to [helpme@rhsmith.umd.edu](mailto:helpme@rhsmith.umd.edu).

## Security

**DO NOT** allow anyone access to your computer account information. Also, when using email, do not open any suspicious messages, especially those containing attachments and or those from senders whom you do not recognize.

For security purposes, labs may be monitored and taped 24 / 7. If you notice any suspicious people or activity, report it to the Smith IT Service Desk immediately.

**DO NOT** prop the lab doors open at any time. Labs that require card access are only meant for those authorized to use them. This policy is meant for your safety and the safety of the equipment. Students found in violation may have lab privileges revoked.

## Loaner Equipment Available at College Park

The Office of Smith IT has equipment that can be borrowed by our customers for temporary use. All equipment should be reserved in advance to ensure availability and must be picked up in person (we do NOT deliver or set up the equipment). When you pick up the equipment, you will be required to show your University ID to sign it out.

- Students may borrow equipment during Smith IT Service Desk Business Hours: Monday – Friday 9am - 5pm.
- Equipment may not be taken overnight without prior approval.
- To ensure availability, **make a reservation by contacting Smith IT Service Desk by email at [helpme@rhsmith.umd.edu](mailto:helpme@rhsmith.umd.edu) or by calling x52269.**

**Laptops** – The Service Desk has a number of Windows laptops and MacBooks configured with our [standard software](#) which includes the Office Suite. Note: Any files saved on the laptop are subject to deletion at any time after you have returned the laptop to us.

**Classroom Response Device Clickers'** - If you want to conduct an anonymous poll or take a vote in any classroom in VMH, there are Turning Point clickers that may be borrowed short-term. Plan enough time to learn to run the poll before you need to use this. Just ask for a demo when you request the clickers.

## Wireless at College Park

Van Munching Hall has full WiFi coverage by the campus' network. All students can connect to the wireless connection "eduroam" using their Directory ID. For UMD, the login ID is of the form DirectoryID@umd.edu, even if that is not the email address that you use. This is a self-governed and supported service, it is recommended that you connect to the secure network for ease of use and security. For more information, visit: [https://umdrhsmithlive.service-now.com/sp?id=kb\\_article\\_view&sysparm\\_article=KB0010119](https://umdrhsmithlive.service-now.com/sp?id=kb_article_view&sysparm_article=KB0010119)

## Printing

WEPA (Wireless Everywhere Print Anywhere) is a print service that allows you to print from your computer, the web, a flash drive, or even your smartphone. WEPA kiosks can be found throughout the school - [WEPA Locations](#)

All of the computer labs and classroom computers are loaded with the WEPA drivers. Once you have printed your document, you can release your print jobs from any WEPA kiosk. For instructions on printing with WEPA - [Printing Instructions](#)

**Do not create an account with WEPA**, we have already created an account for you that is linked to your UMID, creating an account on your own only causes confusion long term. After you login to the kiosk once with your campus Directory ID, you will be able to swipe your University of Maryland ID card to login. You may add credit to that account as needed using a credit card or by using a Terrapin Express account. To learn more about Terrapin Express, visit: <http://terrapinexpress.umd.edu/>

WEPA printers have a duplex capability that is provided at a discounted rate, and we encourage you to use this feature to save paper and get more out of your quota. Color is available as an option as well at a higher rate. To learn more about WEPA payment methods and rates, visit [https://umdrhsmithlive.service-now.com/sp?id=wepa\\_payment](https://umdrhsmithlive.service-now.com/sp?id=wepa_payment)

*As with any shared resource, please be considerate of your peers. Reserve large print jobs (25 pages or more) for less busy times. Discard your unwanted pages in the appropriate recycling containers. The Office of Smith IT receives automatic notifications from WEPA for low toner and paper, WEPA printers are checked twice a day and re-filled as necessary.*

## Video Conferencing Services

The Smith School supports traditional video conferencing needs through the use of its Polycom video conferencing telecommunications equipment. This service utilizes traditional IP technology. You may want to consider using this technology as a part of the graduate consulting projects or in your job search process. **For more information about the Polycom option, please visit:** [https://umdrhsmithlive.service-now.com/sp?id=web\\_conferencing](https://umdrhsmithlive.service-now.com/sp?id=web_conferencing)

FOR ASSISTANCE with the equipment – including cameras and mics - in any classroom in VMH, please submit an Audio Visual Request form to schedule help with equipment from the AV Team. This form can be found on the SmithIT website [AV Request Form](#)

## Getting Connected

### University Directory ID

Many systems on campus use the University Directory ID for security (sometimes called the LDAP ID). Your username and passphrase are maintained in that system, not by any of the systems that connect to it. You must know your username and passphrase stored in that directory to be a student on this campus. Systems that use it include vSmith, Testudo (where courses are added or dropped), Canvas (Learning Management System), Terpware (free software downloads), the campus wireless network, and the Google mail platform for UMD Students.

If you have never used your University Directory username or passphrase, or have forgotten what they are, you can look up your username and set your passphrase at: <https://identity.umd.edu>

#### **To set your initial passphrase:**

First-time users who don't have a passphrase or who don't know their directory user name should open their web browser and go to [Activate](#). Click yes to proceed through the Security alert message if you see one.

Here you will be asked some questions to verify your identity. Note that if the campus doesn't have the correct information on file for you that you will not make it past this screen. If that is the case, you will have to talk to the campus DivIT Service Desk at 301-405-1500.

If you make it past the identity verification page you will be asked to answer some security questions and to set your passphrase. For Directory passphrase words, the following quality rules are applied:

- A passphrase must be at least 8 and no more than 32 characters in length.
- A passphrase must contain at **least one uppercase** letter.
- A passphrase must contain at **least one lowercase** letter.
- A passphrase must contain at **least one digit or special character** (such as # @ \$ &...).
- A passphrase may not begin or end with the space character.
- A passphrase may not contain more than two consecutive identical characters.
- Note: The following characters currently may not be used in passphrases: ( ) \* \

You should confirm that the information in your directory entry looks correct. **In particular, it's important that your forwarding address be set correctly.** This is where University systems will send your email, including all course-related emails sent to you by faculty through Canvas! Correct your email address, plus any mailing or phone address problems in Testudo (<http://testudo.umd.edu>).

## Login to Public Computers in College Park, Baltimore, and DC

All students should use their Directory ID to log in to public computers. Depending on the function of the computer the login screen might look slightly different, but the key is to always pick Directory ID or AD when logging in and to use your directory credentials.

## Registration, Grades, Your Campus Profile

[Testudo](#) is used by the entire university for a variety of tasks. You will use [Testudo](#) primarily to check your official grades at the end of the semester, account balance, financial aid, and for the registration (add/drop) of classes.

## ELMS/Canvas (Enterprise Learning Management System)

Canvas is the online course management tool used at UMCP. Faculty use Canvas to post course documents (including syllabi), discussion forums, course calendars, homework assignments, and to provide access to other learning tools.

***Try the mobile app for Android or iOS***

### Canvas FAQs for Students

#### **Q: How do I log into Canvas?**

**A:** Log in at <https://elms.umd.edu> with your Directory ID (not your ID number). If you need help with your Directory login, call the Div IT Service Desk at 301-405-1500.

#### **Q: Why don't I see all of my courses in Canvas?**

**A:** On rare occasions, courses may not be listed on the Dashboard. To find them, click on "Courses" in the left menu and then the "All Courses" link. You will see everything you're registered for along with the Term and course status. If the course name is not a clickable link, the professor hasn't published this course site yet. If there has been any registration changes, it will take up to 24 hours to be reflected in Canvas, so if you see it in Testudo for more than 24 hours but it's still not in the "All Courses" list, contact us at [canvas@rhsmith.umd.edu](mailto:canvas@rhsmith.umd.edu) and we'll look into it for you.

**TIP:** Speed up getting to the courses you're actively using. From "All Courses" check or uncheck the stars.

**Q: How can I change Notification Preferences?**

**A:** By default, you will receive Email notifications your instructors send from Canvas, including announcements, assignment due dates, grade postings, email conversations, etc. You can customize the notification settings by clicking on "Account" in the menu, then the "Notifications" link. You can also add phone alerts by going to Account> Settings, then "Add Contact Method" on the right, register your cell-phone number and confirm it.

**Q: Can I access my Canvas courses on mobile devices?**

**A:** Yes, Canvas has a mobile application that helps you stay current with your courses anywhere you go. Just download the "Canvas by Instructure" app on your Android or iOS devices. To access your Canvas account, open the app, type in our institution name "University of Maryland" when asked, or enter the URL "[umd.instructure.com](https://umd.instructure.com)" to locate our Canvas system. Login with your Directory ID (your username) and passphrase.

You can also access Canvas from any browser on your Android/iOS device. However, it's slower than the app, and some features may not function as expected.

**Q: Where can I find more information about Canvas?**

**A:** The "Help" link at the bottom left of every Canvas window has some excellent searchable support. Additionally, there is a Student Tutorial site under the "How to use UMD Canvas" button in your Canvas Dashboard. If you can't find your answers at one of these, or need admin help, please email [otl-edtech@umd.edu](mailto:otl-edtech@umd.edu).

## vSmith Desktops and Applications

vSmith Desktops and Applications offers remote virtual desktops to our MBA and MS students that contain all the standard software that you can find in our labs and classrooms. vSmith also allows our users to run standalone applications, necessary for completing coursework and assignments. When using a vSmith Desktop or Application it runs on a server in Van Munching Hall that will launch your program and put the display of the running program over the Internet to your local computer. Even though the program is running remotely, you will still be able to use files stored on your local disks, attached USB drives and printers.

**Getting Started**

To get started with vSmith, go to <https://umdrhsmithlive.service-now.com/sp?id=vsmith> and watch the Getting Started video. This will walk you through getting Kumo setup (this grants access to cloud storage while on vSmith), downloading the Horizon Client (this allows you to launch vSmith apps and desktops), and launching the Student Desktop (a virtual desktop that you can access from anywhere).

**Kumo**

The first thing you should do before starting to use vSmith is to set up [Kumo](#) which presents the online storage you get with your University accounts into network drives that you can save and open files from directly when using either vSmith or any of the Smith lab and classroom PCs. This makes it very easy to save your work to the unlimited Google Drive storage that Smith students get, as well as other cloud providers such as [Box](#), where all UMD students get 50Gb of space. You don't need to carry USB thumb drives around with your coursework on them when you access directly from any of the previously mentioned services. Visit [kumo.umd.edu](https://kumo.umd.edu) to get started using this valuable resource or learn more at the Smith website and of course on your own personal computer you can install the Google Drive client for accessing your Google contents, or the Box app for accessing the University-provided Box account.



## Installing the Horizon Client

Before you can open vSmith applications you will need to download and install the latest Horizon Client which can be found at [vmware.com/go/viewclients](https://vmware.com/go/viewclients). Select the type of device you are using to connect (e.g. Windows, MAC, iPad etc) to get the download link for the most current version of the client. Once the client is downloaded, double-click the file to start the installation. The installation is straightforward, accept the defaults and when prompted for a default server to use you should enter **desktop.rhsmith.umd.edu..**

## Using vSmith Desktops and Applications

Once you have installed the Horizon client as described above, you will launch it and connect to the **desktop.rhsmith.umd.edu** server. Enter your University Directory ID and password to login and you will then see the list of desktops and/or applications that you are entitled to use; double-click your choice to start up the desktop/application. The first time you launch a vSmith desktop or application you'll be asked if you want to share any folders on your local computer with the remote desktop/app. This allows you to open files stored in your My Documents or Library folder for example. You can add or remove the folders you want to share with the vSmith desktop/app at any time by clicking the gear icon in the main View client window and going to **Sharing**. If you wish you can share your entire drive with the vSmith desktop or application you are running so you can find files stored outside the regular My Documents folder structure. If you use [Kumo](#) with Google Drive, you will be happier in the long run with increased data security and unlimited storage available.

## Important Warnings about using vSmith Desktops and Applications

**Make sure you understand the following warnings. Not understanding them could cause you to lose your work!**

- Make sure you are NOT saving your files on the vSmith desktop or application server and only to your USB , your local drive, or cloud storage using [Kumo](#). To ensure the desktop and application servers are safe for all users to use and don't get malware or viruses, any data saved to the servers/desktop is removed at log out.
- When running a vSmith application or desktop, when you go to File > Save or File > Save As, make sure you are not saving to the local profile on your computer. By default, Windows will attempt to save to the My Documents folder on the remote desktop/application server you are using. That local profile is removed when you log out, so you **must** browse to your personal computer's hard drive, USB thumb drive or Terpdive that you want to save your work to. Double-check to make sure that is correctly showing YOUR computer folder. If you do save work to the vSmith desktop or application server be sure to copy it off before logging off.

You can learn more about vSmith by visiting [umdrhsmithlive.service-now.com/sp?id=vsmith](https://umdrhsmithlive.service-now.com/sp?id=vsmith).

## Virtual Business Information Center

VBIC is the Virtual Business Information Center, a website produced by the UM Libraries, the College of Information Studies, and the Smith School. It hosts many valuable and technical accounting links, such as tax codes, accounting standards, and government links. You can access many websites for free from VBIC that you would otherwise have to pay for, such as Hoover's and Dow Jones. It is available in the menu of every Business School Canvas course and at [lib.umd.edu/vbic](https://lib.umd.edu/vbic). TIP: Use vSmith to access VBIC from off-campus.

**Note: the Smith IT Office does NOT support VBIC.**

For VBIC help, contact: Zaida Diaz Phone: (301) 405 – 9156 Email: [zdiaz@umd.edu](mailto:zdiaz@umd.edu)  
Lily Griner Phone: (301) 405 – 9278 Email: [griner@umd.edu](mailto:griner@umd.edu)

## Email and Collaboration Tools

Email services are provided by the main campus IT group, the Division of IT, on the UMD G Suite platform, which runs Google Workspace for Education. The Smith School and the University will communicate with you using your official University email address of <directoryid>@umd.edu. Any email sent to that address will be delivered to your UMD G Suite account.

Additionally you will also receive a separate Terpmail account with an email address of <directoryid>@terpmail.umd.edu. Approximately two semesters after graduation your official University email address of <directoryid>@umd.edu will be set to forward to your Terpmail account that you can continue to use after graduation. Your UMD G Suite mailbox will be removed at that time.

You can find out more about using your UMD G Suite account at [go.umd.edu/umdgsuite](https://go.umd.edu/umdgsuite) and your Terpmail account at [go.umd.edu/umdterpmail](https://go.umd.edu/umdterpmail)

Note: The Smith School had previously provided email services through Spring 2022, so you may find old references and documentation regarding Smoogle and/or MarylandSmith email accounts. These documents no longer apply and will be removed as we consolidate any remaining users to the University's UMD G Suite email system.

## Virtual Collaboration Tools

### Canvas

Students can use the Conferences tool within each Canvas course to host a web meeting and invite anyone else in that course. [community.canvaslms.com/docs/DOC-1830](https://community.canvaslms.com/docs/DOC-1830)

### Zoom

Zoom is currently available at no cost. Log in with your @umd.edu email account at [umd.zoom.us](https://umd.zoom.us). Zoom support and live training are available from the links at the bottom of this page. Contact [canvas@rhsmith.umd.edu](mailto:canvas@rhsmith.umd.edu) if you have any questions.

## Other Technical Resources

### University Division of Information Technology (central campus IT – not Smith Service and Support Center)

The Division of Information Technology (DivIT) is responsible for providing technical support for the entire University and focuses attention on services that support the educational mission (teaching and research) of the University.

#### Central Campus DivIT Contact info:

**Location:** 1400 Computer and Space Sciences building  
**Phone:** (301) 405-1500  
**Website:** <https://itsupport.umd.edu/>

#### All Computer Labs at College Park

There are also several labs on campus, outside of Van Munching Hall that provide computers for student use. For a complete list, please visit: <http://itsupport.umd.edu/as/cl/>

## Discounted Computers for UMD students, faculty, and staff

Academic Computers for Terps – program offers Apple and Dell products at prices below standard discounts, as well as technical support and warranty protection. **For more information, you can visit the Terrapin Technology Store with display models and select computer-related products. For location and hours see <https://it.umd.edu/terrapin-tech>**

## Sign up and get connected:

UMD Police Department Alerts - <https://alert.umd.edu>

Smith School Social Media - <http://www.rhsmith.umd.edu/news/social-media>

IT Alerts and Notifications - [listserv@listserv.umd.edu](mailto:listserv@listserv.umd.edu)

If you would like to sign up to receive an email whenever there is an IT Alert or an update to an IT alert, simply send an email from \*your\* e-mail address to [listserv@listserv.umd.edu](mailto:listserv@listserv.umd.edu) with **Subscribe ITSC-Alert** in the email body. The listserv will ignore the Subject Line. You will need to reply to a confirmation email to **activate your subscription**.

## Free Software for UMD students, faculty and staff

The University offers a selection of free software such as MS Office, Adobe Creative Suite, VMWare, and Windows to UMD students, faculty, and staff at <https://terpware.umd.edu>.

## Software Training

University Students have unlimited access to Lynda.com, an online library of instructional videos covering the latest software, creative, and business skills. Log in with your Directory ID at <https://linkedinlearning.umd.edu/>.

The University also offers non-credit classes to faculty, staff, and graduate students who are employed by the College Park administrative, instructional, and research communities. To view offerings, and register for classes go to <http://training.umd.edu>

## Mail@UMD

To learn more about the campus mail system, visit <https://go.umd.edu/google>.

# University of Maryland Policy on the Acceptable Use of Information Technology Resources

(Approved as amended by the University Senate on April 3, 2006. Signed by President Mote on April 5, 2006)

### Primary Principles: Freedom of Expression and Personal Responsibility

Freedom of expression and an open environment to pursue scholarly inquiry and for information sharing are encouraged, supported, and protected at the University of Maryland. These values lie at the core of our academic community. Censorship is not compatible with the tradition and goals of the university. While some computing resources are dedicated to specific research, teaching, or administrative tasks that would limit their use, freedom of expression must, in general, be protected. The university does not limit access to information because of its content when it meets the standard of legality. The university's policy of freedom of expression applies to computing resources.

Concomitant with free expression are personal obligations of each member of our community to use computing resources responsibly, ethically, and in a manner that accords both with the law and the rights of others. The university depends first upon a spirit of mutual respect and cooperation to create and maintain an open community of responsible users.

### **General**

This policy sets forth standards for responsible and acceptable use of university information technology (IT) resources. These resources include computer systems, computer labs, applications, networks, software, and files.

IT resources are provided to support the academic, research, instructional, and administrative objectives of the university. These resources are extended for the sole use of university faculty, staff, students, and all other authorized guests to accomplish tasks related to the status of that individual at the university and are consistent with the university's mission.

Those using university IT resources, whether at the university or elsewhere, are responsible for complying with security standards set forth by the Vice President and Chief Information Officer (VP/CIO), safeguarding identification codes and passphrases, and using them solely for their intended purposes. Individuals are solely responsible for their personal use of IT resources and are prohibited from representing or implying that statements related to such use constitute the views or policies of the university.

The maintenance, operation, and security of IT resources require responsible university personnel to monitor and access systems and networks. To the extent possible in the electronic environment and in a public setting, a user's privacy will be preserved. Nevertheless, that privacy is subject to applicable federal and state law, including the Maryland Public Information Act, and the needs of the university to meet its administrative, business, and legal obligations.

### **Prohibited Conduct**

The following provisions describe conduct prohibited under this policy:

- Altering system software or hardware configurations without authorization; disrupting or interfering with the delivery or administration of IT resources.
- Attempting to access or accessing another's accounts, private files, e-mail messages, or intercepting network communication without the owner's permission except as appropriate to your job duties and in accordance with legitimate university purposes.
- Misrepresenting oneself as another individual in electronic communication.
- Installing, copying, distributing, or using digital content (including software, music, text, images, and video) in violation of copyright and/or software agreements or applicable federal and state law.
- Engaging in conduct that interferes with others' use of shared IT resources.
- Using university IT resources for commercial or profit-making purposes or to represent the interests of groups unaffiliated with the university or unassociated with the normal professional activities of faculty, staff, or students without written authorization from the university.
- Ignoring individual departmental or unit lab and system policies, procedures, and protocols.
- Facilitating access to university IT resources by unauthorized users.
- Exposing sensitive or confidential information or disclosing any electronic information that one does not have the authority to disclose.
- Knowingly using IT resources for illegal activities. Criminal or illegal use may include obscenity, child pornography, threats, harassment, copyright infringement, university trademark infringement, defamation, theft, identity theft, and unauthorized access.

**Enforcement**

Violation of the provisions of this policy constitutes unacceptable use of IT resources and may violate other University policies and/or state and federal law. Known or suspected violations should be reported to the appropriate university computing unit. Reports may also be sent to the security unit in the Office of Information Technology [abuse@umd.edu](mailto:abuse@umd.edu). If possible, reports should include a copy of any non-sensitive information relevant to the putative violation.

Violations will be acted upon by the appropriate university authorities and/or law enforcement agencies. Violations may result in the restriction or revocation of access to IT resources; faculty, staff, or student disciplinary action; academic dishonesty proceedings through the Student Honor Council; or legal action. The VP/CIO or designee may suspend, block, relocate to a secure location, or restrict access to information and network resources when necessary to protect the integrity, security, or functionality of university IT resources or to protect the university from liability. Notice of such action will be provided to the designated security contact for the affected unit.

**Administration**

Individual areas within the university (including divisions, colleges, schools, and departments) may elaborate upon this policy with unit-specific policies as long as they do not violate the spirit and intent expressed elsewhere in this policy.

Consistent with the University System of Maryland requirements, this policy will be reviewed and updated annually or as needed based on the recommendations of the VP/CIO.

**Smith School Specific Policy Addendum**

This is the Smith School Specific Policy Addendum to the University of Maryland Policy on the Acceptable Use of Information Technology Resources:

**Passphrase Protection**

Users should comply with the strong passphrase policy set forth by the Smith Office of IT and the University of Maryland. Sharing of passphrases is strictly prohibited.

**Data Ownership**

Users are responsible for security and access control of data created, stored, and deleted on their personal computers and any publicly accessible computers.

**Data Storage**

Users are strongly encouraged to maintain a copy of work-related data on a fileserver so that their data is backed up in case of hardware failure. There will be no storage of digital media files (audio and/or visual) on Smith file servers unless they are related to teaching or learning. It is permissible to store mail files, including mail archives, in your network drive.

**Privacy Protection**

The maintenance, operation, and security of IT resources require responsible university personnel to monitor and access systems and networks. To the extent possible in the electronic environment and in a public setting, a user's privacy will be preserved. Nevertheless, that privacy is subject to applicable federal and state law, including the Maryland Public Information Act, and the needs of the university to meet its administrative, business, and legal obligations.

### **Agreement for Smith School Service Desk Service Access**

Users, by accepting and using any personal computing device provided by Smith School of Business, agree to allow the Service Desk to have unlimited access to the computing device. This access is only for purposes of performing service and support, both requested and unrequested.

If a personal computer uses external passphrases such as a passphrase-protected screensaver or BIOS boot passphrase, the user must provide the passphrase to the Service Desk Manager.

By accepting and using any computing device, the users also are certifying that they understand that failure to furnish the Service Desk with the appropriate passphrase or tampering with our administrative account access will result in complete forfeiture of our support for your system.

### **Communication**

Individuals are solely responsible for their personal use of IT resources and are prohibited from representing or implying that statements related to such use constitute the views or policies of the university.

## **OPERATIONS & FACILITY SERVICES for Van Munching Hall (VMH)**

### **Building Security Services for Van Munching Hall (VMH)**

- **ID (UMD) Card Swipe Access**

- The Masters Program Office (MPO) brings all new student UMD ID's to the Smith Service & Support Center in 1306 VMH to have ID's programmed for card swipe access to Van Munching Hall including all entrances, MBA Kitchen, the MBA Case Rooms, 2333ABCD Executive Meeting Spaces and for MS students (the MS Study Lounge & Space) or any designated area requested by the MPO staff.
  - NO students are given card swipe access to any classrooms or conference rooms and no exceptions!
- If you lose your UMD ID and get a new ID you will need to immediately bring to the Smith Service & Support Center to have your new ID programmed for access as it does not automatically transfer from your old ID to your new ID.
- TA's, GA's or Employees that require card swipe access to an office/center for where you work, your supervisor must submit a ticket to [smith\\_operations@rhsmith.umd.edu](mailto:smith_operations@rhsmith.umd.edu) with your first & last name, UID #, the time period for access (i.e., fall and/or spring semesters, winter term, summer, etc.) in order to have your ID programmed. This information cannot be called in and must be submitted in writing.
- MBAA/SMSA officers that require card swipe access to their assigned offices/spaces, your advisor or President must submit a ticket to [smith\\_operations@rhsmith.umd.edu](mailto:smith_operations@rhsmith.umd.edu) with your first & last name, UID #, the time period for access (i.e., fall and/or spring semesters, winter term, summer, etc.) in order to have your ID programmed. This information cannot be called in and must be submitted in writing.

- **Keys for Student Employees & Leaders**

- TA's, GA's or Employees that require a physical key for access to an office/areas for where you work, your supervisor must submit a ticket to [smith\\_operations@rhsmith.umd.edu](mailto:smith_operations@rhsmith.umd.edu) with the VMH location, your first & last name, UID #, the time period for access (i.e., fall and/or spring semesters, winter term, summer, etc.) and you will need to come to the Smith Service &

Support Center with your UMD ID to sign out the key. This information cannot be called in and must be submitted in writing.

- **DO NOT GIVE OR TRANSFER YOUR KEY TO ANY OTHER STUDENT OR EMPLOYEE.** You must return your key to the Smith Service & Support Center when your position is done or you are no longer working for the office/department.

- MBAA/SMSA officers/student leaders that require a physical key to access an office/space for where you serve as a leader for the organization, your advisor or President must submit a ticket to [smith\\_operations@rhsmith.umd.edu](mailto:smith_operations@rhsmith.umd.edu) with the VMH location, your first & last name, UID #, the time period for access (i.e., fall and/or spring semesters, winter term, summer, etc.) and you will need to come to the Smith Service & Support Center with your UMD ID to sign out the key. This information cannot be called in and must be submitted in writing.

- **DO NOT GIVE OR TRANSFER YOUR KEY TO ANY OTHER OFFICER/STUDENT LEADER.** You must return your key to the Smith Service & Support Center when your position is done or you are no longer serving in a leadership role for the organization.

- **Classroom Security**

- All VMH classrooms are under 24/7 video surveillance to protect the well being of all equipment and to provide a safe environment for all members of the UMD and Smith communities.
- Classrooms are locked at 10:00 PM Monday through Thursday nights and 5:00 PM on Friday until 7:00 AM on Monday. Doors will be programmed to unlock and lock for events and meetings that are reserved through the Smith Scheduling System.

- **Smith Safety & Security**

- The Smith Safety & Security Committee is composed of faculty and staff that works together to address safety and security for all of our facilities and members of the UMD/Smith community. The committee meets on a bi-monthly basis, but if you should have any suggestions or questions please email them to [safety@rhsmith.umd.edu](mailto:safety@rhsmith.umd.edu).
- **Evacuation/Shelter Plan Maps**
  - Throughout all of Van Munching Hall on each floor of the building you will find Evacuation/Shelter Plan Maps that designate all exits of the building, assembly points for fire alarms, and shelter in and AED machine locations.
- **Review QUICK REFERENCE GUIDE for Smith School/Van Munching Hall (VMH) Potential Hazards (also known as Emergency Actions) on pages 17 to 19.**

## **Lost & Found Service**

Items which are lost or found in the building are typically turned into the Smith Service & Support Center in 1306 VMH.

- **Classrooms & Conference Rooms** - If your item is lost in a classroom or conference room for an academic class or program, the faculty member/instructor should be contacted to see if they found the items and turned into the Smith Service & Support Center or if they have the item in their possession.

- Smith Programs & Events - If your item is lost at a Smith sponsored event or program held in Van Munching Hall you should contact the sponsoring organization or department to see if they found the items and turned into the Smith Service & Support Center or if they have the item in their possession.
- Contact Information
  - Call (301) 405 - 2189 or extension 52189.
  - Email [smith\\_operations@rhsmith.umd.edu](mailto:smith_operations@rhsmith.umd.edu)
  - Visit the office 1306 Van Munching Hall.

## Maintenance & Repairs for Van Munching Hall

If you SEE IT, you should REPORT IT! If you notice or encounter a maintenance, repair or housekeeping issue in Van Munching Hall you should report to the Smith Service & Support Center in 1306 VMH. **To report an issue you must include the location and a detailed description of the issue that needs to be addressed.**

- Monday through Friday from 8:00 AM to 5:00 PM report issue to the Smith Service & Support Center:
  - Call (301) 405 - 2189 or extension 52189.
  - Email [smith\\_operations@rhsmith.umd.edu](mailto:smith_operations@rhsmith.umd.edu)
  - Visit the office 1306 Van Munching Hall.
- Monday through Thursday evenings 5:00 - 10:00 PM report issue to the Police Auxiliary staff in the Smith Service & Support Center, please note that they conduct hourly rounds and are not always in the office:
  - Call (301) 405 - 2189 or extension 52189 - do not leave a voicemail message.
  - Visit the office 1306 Van Munching Hall.
  - If the Police Auxiliary staff is unavailable or if the issue is an emergency please Call and report the issue to the Facilities Management (FM) Customer Response Center at (301) 405 - 2222 or extension 52222 and then email [smith\\_operations@rhsmith.umd.edu](mailto:smith_operations@rhsmith.umd.edu) to officially document the issue and we will follow up with the issue on the next business day.
- Before 8:00 AM or After 10:00 PM Monday through Friday or all day on Saturday, Sunday or University holidays or closings.
  - If the issue is an emergency please Call and Report the issue to the Facilities Management (FM) Customer Response Center at (301) 405 - 2222 or extension 52222 and then email [smith\\_operations@rhsmith.umd.edu](mailto:smith_operations@rhsmith.umd.edu) to officially document the issue and we will follow up with the issue on the next business day.
  - If the issue is a non-emergency please email [smith\\_operations@rhsmith.umd.edu](mailto:smith_operations@rhsmith.umd.edu) to officially document the issue and we will follow up with the issue on the next business day.

## Vending Machines

- Vending Machines are located on the 1st floor of Van Munching Hall by 1200 classrooms and 1212 Tyser Auditorium. These machines are overseen by the University of Maryland's Corporate Services in the Department of Business Services. To report a repair/maintenance issue, request a refund or general inquiries related to the vending machines please visit the Corporate Services webpage: <https://www.dbs.umd.edu/corp/vending.php>



**Robert H. Smith School of Business**  
**Van Munching Hall (VMH) - 039**  
**Potential Hazards**  
**(also known as Emergency Actions)**

The University of Maryland's Office of Emergency Management has outlined the following guidelines for Potential Hazards (also known as Emergency Actions).

Potential Hazards are dangers or risks that may occur and result in injury or property damage. It is important to recognize the potential hazards in order to mitigate the potential risks or losses, as well as to know what protective actions to take if the potential hazards occur. For further information please visit the following link:

**<https://prepare.umd.edu/potential-hazards>**

**ACTIVE SHOOTER**

**RUN**

- If you can get out of the building, do so;
- Always try to escape or evacuate, don't let others slow you down with indecision;
- Getting yourself out of harm's way is your #1 priority; and
- Once you're out of the line of fire, call for help

Use 911 (Dialing 911 from a campus phone will connect with UMPD)

Dialing 911 from a cell phone will connect you with Prince George's County Communications. Be sure to give the call taker your exact location.

Use **(301) 405 - 3333** to contact UMPD (Emergency Line)

**HIDE**

If you can't get out safely, you need to find a place to hide

- Act quickly and quietly;
- Try to secure your hiding place as best you can;
- Turn out the lights and lock doors;
- Silence your cell phone;
- If you can't find a safe room or closet, try to conceal yourself behind large objects that may protect you; and
- Do your best to remain calm.

**FIGHT**

As a last resort, if your life is at risk, whether alone or working together as a group, FIGHT!

- Act with aggression;
- Improvised weapons;
- Disarm the shooter; and
- Commit to taking the shooter down, no matter what.

**Remember ... RUN, HIDE, FIGHT**

## **FIRE EMERGENCIES**

In the event of a fire within a campus building, it is necessary and safest for occupants to evacuate. University policy is total evacuation.

- Activate the building fire alarm if not already sounding.
  - Pull a fire alarm station on the way out
  - If the building is not equipped with a fire alarm, knock on doors and shout on your way out
- Leave the building by the nearest exit and proceed to the VMH Assembly Points:
  - Across Mayer Mall by Prince Frederick Hall (Building #425 on campus map); or
  - Architecture Building Park Lots O1/O3.
  - **MOVE AWAY FROM BUILDING & ALL ENTRANCES (At least 100 feet)**
- Notify emergency responders from a safe place away from the building
  - Call 911 from a campus phone;
  - Call (301) 405 - 3333 from a cell phone;
  - #3333 (from any Verizon Wireless, ATT, Sprint/Nextel or T-Mobile cell phone); or
  - Use Blue Light Emergency Phones.

## **INCIDENT REPORTING**

Any faculty member, staff member, student, visitor, volunteer or contractor who is involved in or observes an accident, potentially hazardous condition or "near miss" that does not involve an injury should submit an incident report.

- [https://docs.google.com/forms/d/e/1FAIpQLSfY0sdOeh-D59QxkT44PlridNqw7-FioxdX1E\\_H2fTUrqW MhQ/viewform](https://docs.google.com/forms/d/e/1FAIpQLSfY0sdOeh-D59QxkT44PlridNqw7-FioxdX1E_H2fTUrqW MhQ/viewform)

## **MEDICAL EMERGENCIES**

- Call 911 from a campus phone;
- Call (301) 405 - 3333 or 911; or
- #3333 (from any Verizon Wireless, ATT, Sprint/Nextel or T-Mobile cell phone); or
- Use Blue Light Emergency Phone;

REPORTING after calling Emergency Personnel

- If this is a work related injury/accident for UMD Employees. Any faculty or staff member and all student employees, their supervisors and witnesses are required to complete the forms found at this link:
  - <https://essr.umd.edu/sites/essr.umd.edu/files/files/forms/wcomp.pdf>
  - Must be reported within 24 hours to your supervisor and Smith School offices of Human Resources & Smith Operations, which includes completing the form located at the link above.
- Please report to the Office of Smith Operations after contacting Emergency Personnel at (301) 405 - 2189 or email [smith\\_operations-groups@rhsmith.umd.edu](mailto:smith_operations-groups@rhsmith.umd.edu).

## **SUSPICIOUS ACTIVITY**

Suspicious activity is any observed behavior that could indicate terrorism or terrorism-related crime. This includes, but is not limited to (*adopted from DHS.gov*):

- Unusual items or situations: A vehicle is parked in an odd location, a package/luggage is unattended, a window/door is open that is usually closed, or other out-of-the-ordinary situations occur.
- Eliciting information: A person questions individuals at a level beyond curiosity about a building's purpose, operations, security procedures and/or personnel, shift changes, etc.
- Observation/surveillance: Someone pays unusual attention to facilities or buildings beyond a casual or professional interest. This includes extended loitering without explanation (particularly in concealed

locations); unusual, repeated, and/or prolonged observation of a building (e.g., with binoculars or video camera); taking notes or measurements; counting paces; sketching floor plans, etc.

- Some of these activities could be innocent—it's up to law enforcement to determine whether the behavior warrants investigation. The activities above are not all-inclusive, but have been compiled based on studies of pre-operational aspects of both successful and thwarted terrorist events over several years.
- Protecting Citizens' Privacy & Civil Liberties The "If You See Something, Say Something™" campaign respects citizens' privacy, civil rights, and civil liberties by emphasizing behavior, rather than appearance, in identifying suspicious activity.
- Factors such as race, ethnicity, and/or religious affiliation are not suspicious. The public should only report suspicious behavior and situations (e.g., an unattended backpack or package, or someone breaking into a restricted area). Only reports that document behavior that is reasonably indicative of criminal activity related to terrorism will be shared with federal partners.

### How to Report Suspicious Activity

Public safety is everyone's responsibility. If you see suspicious activity, report it to local law enforcement or a person of authority.

- Describe specifically what you observed, including:
  - Who or what you saw;
  - When you saw it;
  - Where it occurred; and
  - Why it's suspicious.
- Law Enforcement Contact:
  - Call 911 from a campus phone;
  - Call (301) 405 - 3333 or 911; or
  - #3333 (from any Verizon Wireless, ATT, Sprint/Nextel or T-Mobile cell phone); or
  - Use Blue Light Emergency Phone;

## POTENTIAL HAZARDS ADDITIONAL RESOURCES

*(These are hyperlinks to the information)*

- **BOMB THREATS:** <https://prepare.umd.edu/bomb-threats>
- **CIVIL DISTURBANCE:** <https://prepare.umd.edu/civil-disturbance>
- **DISRUPTIVE BEHAVIORS:** <https://prepare.umd.edu/disruptive-behavior>
- **HAZARDOUS MATERIALS:** <https://prepare.umd.edu/hazardous-materials>
- **HOSTAGE:** <https://prepare.umd.edu/hostage>
- **NATURAL GAS LEAK:** <https://prepare.umd.edu/natural-gas-leak>
- **SUSPICIOUS PACKAGES:** <https://prepare.umd.edu/suspicious-package>
- **SEVERE WEATHER EVENTS:** <https://prepare.umd.edu/severe-weather-events>

**Smith Safety & Security Committee Chairpersons**  
**Darrell Claiborne & Karen Phillips**  
[safety@rhsmith.umd.edu](mailto:safety@rhsmith.umd.edu)