

RETURN TO CAMPUS 2021

Computer setup on campus



THE UNIVERSITY OF
WINNIPEG

This document has been prepared jointly between the ORT (Operational Recovery Team) and TSC to assist faculty and staff experience a smooth return to campus with respect to technology services. This document has been created to provide you with information to assist with transitioning your computer equipment from home, to on-campus.

With the gradual phased return of departments to campus commencing the week of August 16, 2021, a member of the ORT (Operational Recovery Team) will be in touch with the respective department contacts to indicate a return time frame, based upon a schedule developed in line with responses from the recent Department Return To Campus Survey.

A significant number of faculty and staff will be returning to campus prior to the start of classes on September 7. To avoid or minimize any interruption to your technology services, we encourage everyone returning to campus to take the necessary steps to re-connect your computer without the need for technical support. With a large volume of service requests associated with both the start of Term and the transition of in-person classes, there will be very limited resources available to provide one-on-one assistance. Over the next three weeks, there will likely be delays of several business days for computer support for those who have issues once they have returned to campus.

Prior to disconnecting your equipment, please take note as to how the cables are connected. If you have a smart phone, take a picture of the back of your computer so that you can see how your computer is connected. We have sample pictures in this document to help assist you determine which connections are used. If possible, label the cords and plug in locations. (I.e. keyboard cable – red, keyboard plug in at back of computer red, mouse cable – blue, mouse cable plugin blue, etc.).

Please ensure to take all cables including desktop and monitor power cords, or the laptop docking station if you have one, power adapters, keyboard, mouse, monitor and the computer tower.

If you have a desktop computer and have been connecting from home over Wi-Fi, please disconnect the Wi-Fi adapter prior to setting your computer up back on campus. Once you are back on campus please note that you no longer need to use Wi-Fi or VPN to connect.

SUPPORT

If you find that certain devices are not working, the vast majority of the issues are simply related to connections. Please check all cables are secure, power is available and switches on monitors and power bars are on.

PLEASE NOTE: For technical support when returning to campus, please send an email to R2CAMPUS-TSC@UWINNIPEG.CA

1. Plug the power cable into your computer
2. Plug in the display cable(s) to your computer, you should have 1 cable for each monitor
3. If your PC had a wireless adapter, please unplug it
4. Plug in the network cable
5. Plug in your mouse, keyboard, and, if you have one, speaker bar into your computers USB ports

