

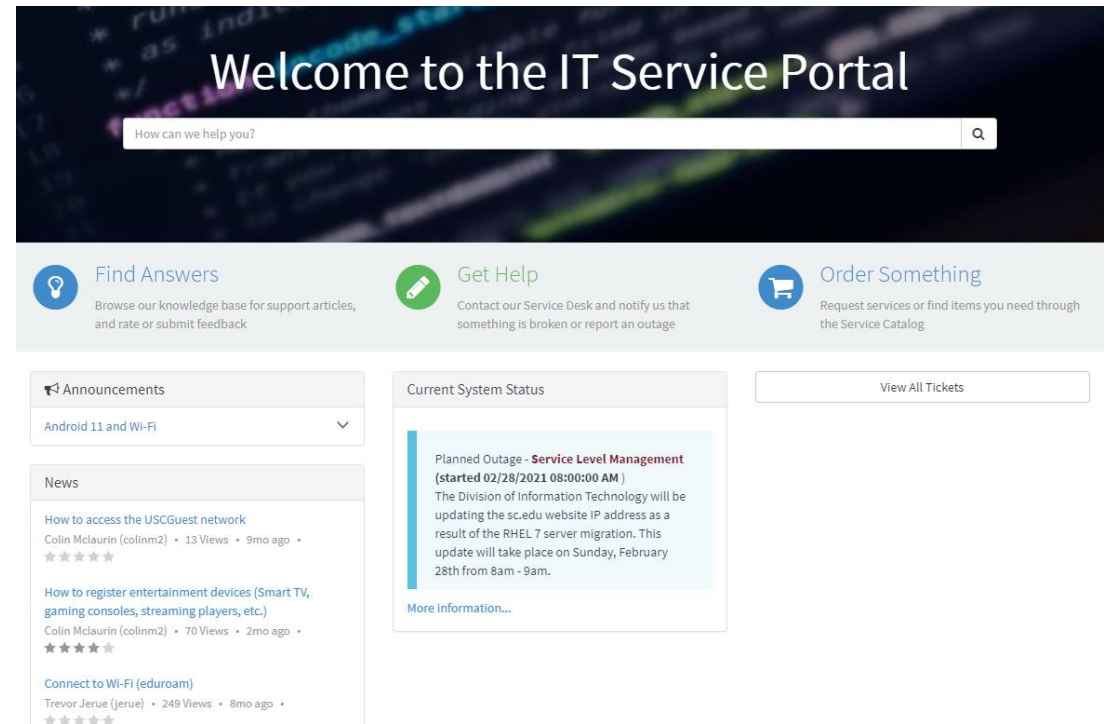
ADVISING TECHNOLOGY UPDATES

March 2021



TECHNOLOGY CONCERNS - UPDATES

- Self Service Carolina
 - Timeout/Logout Issue
 - Status Page: IT Service Portal
- TEAMS
 - Status Page: IT Service Portal
 - DoIT vs. Microsoft Issues



The screenshot shows the IT Service Portal homepage. At the top, there is a dark blue header with the text "Welcome to the IT Service Portal" and a search bar containing the placeholder text "How can we help you?". Below the header, there are three main navigation buttons: "Find Answers" (with a lightbulb icon), "Get Help" (with a pencil icon), and "Order Something" (with a shopping cart icon). Each button has a brief description of its function. Below these buttons, there are three main content areas: "Announcements" (showing a dropdown menu for "Android 11 and Wi-Fi"), "News" (listing three articles with titles, authors, view counts, and dates), and "Current System Status" (showing a "Planned Outage - Service Level Management" notice with details about a server migration on Sunday, February 28th from 8am to 9am). A "View All Tickets" button is also visible on the right side.

NAVIGATE REPORTING

- Workshop
 - April 1st, 10-11am
 - Other requests?

Reports



Appointment/Visit Reports

[Appointments](#)

[Appointment Summaries](#)

[Check-Ins](#)

Intervention Reports

[Alerts](#)

[Progress Reports](#)

Student Data Reports

[Notes](#)

[Student Enrollments](#)

[Student Info \(Students Active for Term\)](#)

Staff Reports

[Availabilities](#)

 You are viewing **V2 Reports**. [View Legacy Reports](#)



EAB NAVIGATE TAKE-AWAYS

- Calendar Sync Reset

Staff Home



⚠ Your calendar requires authorization to use the latest Office 365 Sync.

Authorize Office 365...

⚙ Settings and Sync



- Outlook Calendar Sync – TEAMS/Sending to Students
 - Not intended to be edited

THANK YOU!

QUESTIONS? HANG AROUND AFTER UAN

Brian Dusel

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