**Welcome Back**

The IET Department would like to welcome back everyone who has already returned to campus. For those returning soon, we look forward to seeing you in our halls again.

**Preparing for Return**

As the School finalizes its return to campus plan, the IET Department will be launching (re)Connect, our procedure and guidelines to ensure a smooth transition back to campus. More information to come, but below are some preliminary steps you can take now.

* It is recommended to always connect to VPN when working remotely. At minimum, continue to connect to VPN for at least 4 hours each month to receive critical security updates and to keep ONYEN authentication working.
* Make a packing list of equipment you may have taken home which you plan to bring back to the office
* Plan a return-to-campus day ahead of your planned return to test your connections and submit a request to IET if you run into any issues

**Status and Support**

The IET Department returned to campus full-time on June 1. We are temporarily short one staff member on the UNC-A campus. In order to provide a satisfactory level of service, we ask everyone to follow the request for support process below, which expands support beyond the local campuses. The IET Department will closely monitor Asheville support needs and are prepared to rotate staff to the UNC-A campus if needed. We also have plans to increase the loaner laptop pool in Asheville. A long-term plan for Asheville will be communicated by the Interim Senior Director of IET, the IT Director, and Educational Technology Operations Manager.

IET staff on the Asheville and Chapel Hill campuses are currently working through a comprehensive room check process. Many rooms have been dark since March 2020. Room checks are being prioritized for rooms with existing reservations. Depending on the severity of any issues we find, we will work to resolve in-house or involve an outside vendor. If we discover critical issues in a room already reserved, IET staff will reach out to find a suitable space.

IET staff are still operating under a socially distant first support program.

* Request Services: Log in and submit a request at <https://help.unc.edu/> or by visiting <https://faopharmacy.unc.edu/help>.
* Report an Issue: Click on “Ask Us” at <https://help.unc.edu/> or by clicking the “Something is Broken” link on the FAO Pharmacy help site under the Information and Educational Technology tab.

The IET Zoom meeting for support is still operational and can be reached at the link below or by dialing: **312-626-6799** and entering ID **9198431132#**

[**https://uncpharmacy.zoom.us/j/9198431132**](https://uncpharmacy.zoom.us/j/9198431132)

**Room Reservations**

* Reservations through August 1
  + You can view room availability at <rooms.pharmacy.unc.edu>
  + Email [jasonmartin@unc.edu](mailto:jasonmartin@unc.edu) to reserve a room
    - Include Zoom information if you need a connection
* Fall Semester Reservations (August 1, 2021 – December 31, 2021)
  + Reservations will open on July 12 at 10:00am for ESOP faculty, staff, and students
  + A separate, more detailed email will be sent in a separate message