

College of Social Science and Public Policy Work from Home and Retired Faculty Support

Regarding desktop/laptop support, it is college policy that IT staff members do not make “house calls”. We have tools to assist remotely and will use them whenever appropriate. However, when an FSU faculty/staff member works from home there is a level of self-support that must be assumed by the user. Connecting the equipment to the internet and physically installing desired peripherals will be handled by the user. Once they have established a solid high speed internet connection, we can use remote tools to assist with many things including but not limited to installing drivers and troubleshooting. Going to any employee’s home is not policy for multiple reasons. If we cannot assist remotely, then the user will be asked to bring the device to our office for assistance.

Software access can continue as it was when said employee was active or working from home. If the college has the ability to provide software licenses the College owns, then we will do what we can to assist. The Microsoft and Adobe packages are available through ITS to faculty and staff. Campus software licensing information can be found here: <https://its.fsu.edu/service-catalog/end-point-computing/its-software-licensing> . Other packages such as GIS or statistical software may be available to off-site users depending on need and logistics. These decisions will often need to be made on a case by case basis and are up to the discretion of the College IT Director.

The IT staff will coordinate with individual departments when necessary and appropriate to support working from home. However, it must be clear that self-support regarding internet connectivity and peripherals is necessary for success. IT staff will make every reasonable effort to support of-site employees when appropriate.

You can submit support tickets to : <https://coss.fsu.edu/support>