FAQs

Technology Questions - Who to call for what

Panopto	Training: Panopto Support Documentation and videos: http://support.panopto.com/content/contact-panopto-support Contact Faculty Center at x2186 or facultycenter@curry.edu Problems: contact Panopto at 1-855-765-2341 or support@panopto.com
Digication	Training: Digication Knowledge Base: https://support.digication.com/hc/en-us/articles/235180287-Getting-Started-with-New-Digication Contact Faculty Center at x2186 or facultycenter@curry.edu Course Design Consultation contact Christine Sacco at x2042 or csacco@curry.edu Problems: contact Digication at 1-888-342-3444 or support@digication.com
Classroom	For questions on set up of classrooms or problems with equipment contact Tech Center at x2911 or support@curry.edu
Blackboard	Course Design Consultation and/or enrollment in the Blackboard Readiness Course contact Christine Sacco at x2042 or csacco@curry.edu Training: Guidesheets on the portal – https://my.curry.edu/web/faculty/resources-and-guidesheets Contact Faculty Center at x2186 or facultycenter@curry.edu Problems: contact the Tech Center at x2911 All Student inquiries contact the Tech Center at x2911
Qualtrics	Training: Qualtrics University - http://www.qualtrics.com/university/researchsuite/ Survey Design: contact Jennifer Dunne at x2271, jdunne1213@curry.edu Problems: contact Qualtrics at 1-800-340-9194 or through the "Support & Feedback" button in the top right hand corner of Qualtrics.com
Banner/CWIS	For online Staff training, see the Banner/CWIS portal tab (under Technology). For questions about, or to report a problem contact the Tech Center at x2911 or support@curry.edu

Various Software	Tutorials for many different software programs can be found in the Lynda application, which is available under the Quick Launch section of the Portal and via the Boston Public Library.
Office Equipment	For questions about or to report a problem with a computer, printer, network access contact the Tech Center at x2911 or support@curry.edu
SmartBoard	Training: contact the Faculty Center at x2186 or facultycenter@curry.edu Problems in the classroom: contact Tech Center at x2911 or support@curry.edu
Portal **My.curry.edu**	Technical Problems or questions contact the Tech Center at x2911 or support@curry.edu
Blackboard Collaborate	Guidesheets on Portal: https://my.curry.edu/web/faculty/instructional-design-and-technology For one-on-one assistance, contact facultycenter@curry.edu
Library Resources	For questions on Primo, Interlibrary Loan, and other library services contact Levin Library at x2177, via text 617-300-0842, or via email, chat, or to schedule an appointment through the Libguide at http://curry.libguides.com/c.php?g=128015