

FAQs

Technology Questions - Who to call for what

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

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