SPRING SEMESTER 2025

CLASSROOM SUPPORT NEWSLETTER

Classroom Support is a service by Information Technology Services (ITS) and the Office of the Provost. Visit us at classrooms.its.virginia.edu.

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Before Coming to Class

Most Classrooms Are Open Jan. 3rd - Jan. 10th 8:00AM until 10:00PM for Self-Guided Tours

We strongly encourage faculty to come and explore the technology at your own pace. Logging into the computer before your first class will reduce first-day stress and decrease in-class setup time! You should log onto the computer to pre-load your user profile and test any software you will need. Some events are being held in classrooms during this time, so please check the room schedule or call Classroom Support to check availability.

If you need help with the technology, please call (434) 982-4586 or email classrooms@virginia.edu for an appointment between 8 a.m. and 10 p.m., Monday through Friday. For best availability, please schedule your appointment prior to the start of the semester. When classes are in session, appointment times are limited because we must shift our focus to support.

NetBadge Account is Required to Login to Classroom Computers

You UVA NetBadge account is required for logging into classroom computers. Before coming to the classroom, please test your account at https://its.virginia.edu by selecting "LOG IN" on the menu bar.

Only the ITS Help Desk can assist with your account or password issues. Phone, chat, and email contacts are listed here: https://in.virginia.edu/helpdesk.

Please LOG OFF the computer but do not shut it down. The LOG OFF icon is located on the Windows desktop. Double click icon to logoff.

Otherwise, to log out, select:
- Start
- Click on your Account name (icon/ picture)
- Click Sign Out on the pop-up
- Alternatively, simultaneously press the Ctr-Alt-Del keys, then click Sign Out

DUO Authentication Required to Access Most Applications

DUO authentication is required, in addition to your NetBadge account, to login to most applications used for teaching. Some examples are UVA Canvas, Microsoft 365 Apps like One Drive and Email, as well Zoom. This requires you to bring your personal device or a Six-Digit code generated by the DUO application.

We highly recommend you install the DUO app on your mobile phone and configure it for the Eduroam Wi-Fi network. This allows you to receive the notification and sign in when your cell signal is not available. More info: https://in.virginia.edu/2stepfaq/.

Using Personal Devices in the Classroom, e.g., Laptops, Phones, and Tablets

Classroom support technicians are not able to assist in configuring any devices for Wi-Fi connection. For more information on Wi-Fi connection, go here: https://in.virginia.edu/about-eduroam.

If you plan to use the classroom AV (audio-visual) system with your personal laptop or tablet, you will need to:

- Connect to a standard HDMI cable provided on the podium; if your device does not have an HDMI port, it is your responsibility to provide an adapter.
- You may use the wireless video setup from the laptop page on the control panel. This requires Administrative rights on your device and setup time.

The UVA Help Desk provides technical support for personal devices. Contact them at: https://in.virginia.edu/helpdesk or (434) 982-4357. Alternatively, your department's Local Support Partner (LSP) (LSP Search by Department) can assist.

Hot To Use Dual Monitors and Wacom Annotation Tablets

Instructional Video: https://classrooms.its.virginia.edu/tutorial-videos

Classroom Updates

Hearing Loop Installation Initiative Continues

An ongoing project to install hearing loops in all classrooms with more than 60 students continues. The rooms with existing accommodations can be found at the https://classrooms.its.virginia.edu/list (select "Hearing Loop" to filter the rooms). The loops are now available in over 25 classrooms.

Receivers are available if needed. More information can be found at https://www.studenthealth.virginia.edu/deafhardhearing

Six New classrooms are now in service:

Spring 2025: Classrooms Dell 2 102 and Dell 2 103 are reopening.
Four new classrooms are opening in the recently renovated Physics Building (217, 218, 220 and 242).

Monroe Hall classrooms, with the exception of MON 110 and 134, will be closed for the entire calendar year of 2025 for building renovations.

Standard Software and Special Software Requests

Every ITS-supported classroom comes with a suite of standard software. Specialized software needs to be requested each semester for your specific assigned classroom.

Standard software available on all computers:
- Browsers
  - Chrome, Edge, Firefox ESR
- Instructional Tools
  - Adobe Reader, iClicker Cloud, Panopto Recorder, PDF Annotator where Wacom annotation devices are installed, Poll Everywhere, Zoom
- Microsoft Office 365
  - Access, Excel, OneDrive, OneNote, PowerPoint, Publisher

- Others: 7-Zip, ArcGIS 3.3 Pro Google Earth Pro, SecureCRT, VLC Media Player

Software available by request:
- Computer Languages
  - IDL, iTree, MathType Fonts, MiKTeX, Pycharm, Python, RStudio, Rx64, SMLNJ, Stellarium, SWI-Prolog, VirtualBox, x2Go
- Engineering Software
  - AspenONE, AutoCAD Civil 3D, AutoDesk CFD, Inventor Pro, AutoDesk Nastran, In-CAD, EduPack, HEC-HMS, LabView Fac/Staff, SolidWorks, SWMM, TauDEM
- Statistical Software
  - ACell Profiler, DBBrowser for SQLite, Mathcad, Mathmatica, MATLAB, Minitab, Pasco Scientific Capstone, SAP2000, SAS Teaching and Research, SPSS Amos, SPSS, Stata IC, Whitebox GAT

Please submit any missing software requests immediately with this link. The deadline for the the fall semester for submission was July 1.
https://classrooms.its.virginia.edu/software.

SPECIAL FURNITURE REMINDER

Furniture may not be removed from a classroom.

Podiums and equipment racks are not moveable. Do not relocate or rearrange any equipment. If you move an equipment rack or podium you may be charged for damage to the equipment and disruption of any other events.

Need Help?

Classroom Support
- **For Immediate Help**: Call the classroom hotline at (434) 982-4586 Monday - Friday, 8 a.m. - 10 p.m.
- **For Non-urgent Assistance:** Email us at classrooms@virginia.edu.
- **Web Site:** https://classrooms.its.virginia.edu.

Other Support Resources

Pedagogy

If you need in-depth help with how best to use technology for teaching with the challenges of online and hybrid formats, or just general pedagogy, please check out the following:

- Arts and Sciences' Learning, Design and Technology team: https://learningdesign.as.virginia.edu
- Center for Teaching Excellence (CTE): https://cte.virginia.edu
- Learning Technology Services (LTS) (UVACanvas and associated integrated tools): https://lts-help.its.virginia.edu, https://canvas.virginia.edu

Personal devices

For help with your personal or departmental devices, accounts, or software issues, please contact the following:
- The ITS Help Desk at (434) 924-4357 https://its.virginia.edu/helpdesk
- Departmental LSP (Local Support Partner) LSP listing by department: LSP Search by Department

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