



### CHANGES TO SOFTCHALK

Vendor support for the stand-alone SoftChalk Desktop Application (green desktop icon) will end on June 30, 2022.

SoftChalk recommends instructors save their existing content in the SoftChalk Cloud version of the app before June 30th. Moving forward, instructors should only create content in SoftChalk Cloud.

For more information on how to migrate from the Legacy Desktop Application to the SoftChalk Cloud version, please download a guide from the vendor found [here](#).

If you have any questions or encounter any issues with SoftChalk, please submit a service request at [service.kennesaw.edu](https://service.kennesaw.edu).



Desktop Version

Cloud Version



### UITS SERVICE PORTAL IS ALWAYS OPEN

Need help? Just ask! Whether you need to report a problem, request technical support, learn about available technology, or even check the status of a current request – you can log into the [UITS support portal](#), ServiceNow, to get assistance. The UITS support portal is open 24 hours a day, 7 days a week!



# DO YOU KNOW...



## HOW TO SEE WHAT ASSETS ARE ASSIGNED TO YOU OR YOUR DEPARTMENT?

Self-service is available for employees to see assets assigned to them or their department.

To see your assigned asset(s), follow these steps:

- 1) Go to [service.kennesaw.edu](http://service.kennesaw.edu) and log in.
- 2) Select Assets at the top on the right.
- 3) Select Personal, Departmental, or Divisional as desired.

This will list all assets assigned to you or your department/division respectfully.

To export your results please click on the pancake symbol at the top of your list and select the preferred export (i.e. "Export as Excel") to download the list to your computer.

## HOW YOU CAN ORDER GENTLY USED TECHNOLOGY?

Employees can request gently used technology on a first-come, first-served basis. There is no cost for this technology but it is subject to availability.

To order follow these steps:

- 1) Go to [service.kennesaw.edu](http://service.kennesaw.edu).
- 2) Select "Technology".
- 3) Select "Service Request".
- 4) Select "Gently Used IT Equipment" under Categories on the left-hand side.

Once you have completed the request, a representative of UITs will contact you for the delivery of the equipment.

## WHAT TO DO ABOUT TECHNOLOGY FOR A NEW HIRE?

UITs ensures employees have appropriate technology for their roles. By policy, UITs tracks the life-cycle of technology.

The chart below shows the equipment eligibility for each type of employment status.

Employment Status:	Role Type:	Equipment Eligibility:
Full-Time	Employee (Faculty or Staff) hired as full-time, whose job requires technology	New computer designated as LCR eligible
Part-Time Faculty	Faculty member working less than a full-time faculty position (includes adjunct faculty)	Gently used computer
Limited-Term Faculty	Full-time faculty contracted for a preset number (typically 2) of annual renewals	New computer designated as LCR eligible
Part-Time Staff	Staff member working less than a full-time staff position	Gently used computer
Front Desk	Location where employee(s) work that is front-facing to students or employees	New computer designated as LCR eligible
Student Assistants	Student hired to augment staff or faculty workload	Gently used computer
Contractor	Contractor hired for part-time or full-time work through an outside agency	Gently used computer





### **WHAT HAPPENS WHEN AN EMPLOYEE IS ONBOARDED?**

UITs pays for and provides every eligible employee a campus-approved standard LCR-eligible computer and assigned peripherals. Eligible employees will receive a new computer.

If the employee is a departmental transfer, see below for a further explanation.

Employment status determines equipment eligibility as defined by the chart on the previous page. Gently used computers can be requested through the service portal ([service.kennesaw.edu](http://service.kennesaw.edu)) at no departmental cost.

### **WHAT IS LCR?**

Life Cycle Replacement (or LCR) is the process of maintaining functionality and user productivity through the plan to acquire, track, support, and decommission hardware like laptops, desktop computers, printers, and other technology equipment when these devices are aging out of being their most secure and operative. UITs purchased technology is typically eligible for LCR replacement. Departmental purchases or personal devices are not eligible for replacement.



### **WHAT HAPPENS WHEN AN EMPLOYEE IS OFFBOARDED?**

LCR eligible technology (LCR computer and assigned peripherals) needs to be collected by the employee's supervisor and returned to UITs. If the supervisor desires to retain the technology, they can provide a justification (i.e., the computer was special order or configuration) to UITs to receive approval to keep the technology. The other exception follows the departmental transfer explanation below.

### **WHAT HAPPENS WHEN AN EMPLOYEE CHANGES DEPARTMENT?**

Departmental purchased technology follows the standard Human Resources requirement that all technology is turned in to the employee's supervisor. As long as this technology still meets the minimum UITs standard usability and security requirements, the supervisor can re-assign these assets as desired. If the technology does not meet standard requirements, UITs will follow up to decommission and collect the technology.

*While you are thinking about it, consider logging in to the [UITs Service Portal](#) to ensure the list accuracy of the technology items assigned to you and your team.*

