

## IT RESOURCES & INFORMATION

| Audience                      | Tip  |
|-------------------------------|--|
| <b>Employees</b>              | Launchpad can help you reset your password, but you need to set up the recovery options first. The IT Resources course (links in Launchpad) has instructions for both setting up your password recovery and what to do if you need to reset your password. Set up your options now before it expires. If your password has already expired, you can use the Outlook Web Access available <a href="#">here</a> to reset your Dunwoody password. |
| <b>Students and Employees</b> | The IT Service Desk is still available to help you with your technology needs. You can contact the Service Desk at <a href="mailto:support@dunwoody.edu">support@dunwoody.edu</a> or leave a voicemail message at 612-381-3434 to get a call back. The Service Desk will use Microsoft Teams to remote control your computer if necessary, and we will call you before we do. (Don't accept remote control request from strangers.)            |
| <b>Students and Employees</b> | Computer hardware can fail, and the IT Service Desk will still help you. We will try to help you with remote support first. If we need to exchange laptops, then we'll make arrangements with you for that exchange.   |
| <b>Students and Employees</b> | Criminals are using COVID-19 to spread misinformation and steal your information. Get news and information about the virus from legitimate sources and be wary of attempts to steal information from you.  |

## Internet Access

The following is a list of internet service providers that are offering free or discounted options to help alleviate financial burdens during this time:

- **Comcast** is offering two months of free service to new customers, and available to eligible low-income households. [More Information](#)
- **Comcast** is also offering access to all Xfinity Wi-Fi hotspots, for free, to anyone who needs it. [More Information](#)
  - Find a hotspot near you. [More Information](#)
- **CenturyLink** is offering telephone and internet service for eligible low-income households. [More Information](#)
- **City of Minneapolis** has opened their Wi-Fi for free temporary internet access. [More Information](#)
- **Cellular Service:** If you have cell service, including a data plan, you can use your phone as a hotspot for your laptop. Check with your service provider for all available options. You can also use your cell phones mobile applications to gain access to many of the services required for your education, such as, Canvas, Launchpad, and Office 365. See the IT Resources section in [Launchpad](#) for directions on how to install the mobile applications on your cell phone.
- **Local Restaurants, Coffee Shops, or Dunwoody:** Even though the majority of these places are not open, you can often access the Wi-Fi when near the location, such as, from the parking lot.