



July 13, 2020

Dear Members of the University Community,

**The University is sending regular updates once per week on Mondays.** Other notices will be sent by the President, other members of Cabinet or members of the University community when necessary.

Get Up-to-date Information at [www.scranton.edu/covid-19](http://www.scranton.edu/covid-19).

### Key Information to Expect

- Scott R. Pilarz, S.J., President, will be sending a message to the University community later this week with additional information about the **University's plans for on-campus instruction** beginning Aug. 17.
- Robert W. Davis Jr., Ed.D., Vice President for Student Life, will provide information about procedures for the **move-in to residence halls for the fall semester**.

### Updates

- **New for Fall 2020: Royal Card Online Photo Submission.** The Division of Information Technology has launched the Royal Card Online Photo Submission process for all incoming students and new employees. This new process allows someone to upload a passport style picture from the comfort of their home, and submit it online to have the Technology Support Center (TSC) print it on their Royal Card.
  - IT is currently **emailing an invitation to all incoming students and new employees to use the Online Photo Submission.** The TSC will mail these Royal Cards before the Fall semester. As we launch this new initiative, we hope to make it available to all students, faculty and staff this Fall. For more information, visit: <https://www.scranton.edu/information-technology/services/royalcard-onlinephoto.shtml>.
- **The TSC Zoom Update:** starting July 19, Zoom will require that all meetings have a Passcode or a Waiting Room enabled for all paid accounts to provide additional security measures. Previously scheduled Zoom meetings will appear with a

waiting room if a Passcode was not originally used. For more information concerning this change, please review the Zoom FAQs at <https://support.zoom.us/hc/en-us/articles/360045009111>.

- **The TSC will continue to assist our community remotely** until August. We plan to resume on-campus operations on Monday, Aug. 3. The TSC is planning its reopening by reviewing and creating improved processes that will enable us to safely provide in-person services.
  - The TSC hours of operation are:
    - Monday through Thursday, 8 a.m. to 7 p.m.
    - Friday: 8 a.m. to 5 p.m.
    - Saturday and Sunday: 12 p.m. to 6 p.m.
  - Contact the TSC at:
    - Phone: (570) 941-4357. When leaving a phone message, make sure to leave your name, phone number and a description of your problem, so that our team may assist you.
    - Email: [techsupport@scranton.edu](mailto:techsupport@scranton.edu).
    - Enter a ticket in Royal IT Support (authentication required).

**You should expect your next regular update on Monday, July 20.**

Sincerely,

Robert W. Davis Jr., Ed.D.  
Vice President for Student Life

Jeff Gingerich, Ph.D.  
Provost/Senior Vice President for Academic Affairs

Patricia Tetreault  
Vice President for Human Resources