

FAQ

Hatfield – Return to Onsite Work

Question: Will masks be required in the office when I return to work onsite?

Answer: Yes. In accordance with the [OSU Face Covering Requirement](#), OSU requires faculty, staff, students, contractors, volunteers, and visitors across all OSU locations to use face coverings, which include masks or cloth face coverings, when in enclosed public and common areas on campus and outdoors where physical distancing is not easily maintained. Face coverings must fully cover the nose and mouth.

Question: Who do I contact if I have an issue setting up my computer, printer, and other tech?

Answer: When you arrive onsite, if you have any issues with reconnecting your computer or department printer, please contact the Service Desk.

Contact information:

Phone: 541-737-8787 or 541-737-0396

Web: beav.es/help

Email: service.desk@oregonstate.edu or hmscsupport@oregonstate.edu

Question: I haven't used my office phone in a while and I'm having issues, I don't remember my password, etc. Who do I contact for assistance with my phone?

Answer: When you arrive onsite, if you have any issues with your desk phone, please contact Telecom.

Contact information:

Voice & Data Repairs Help Line: Phone: 541-737-4357 (7-HELP)

All Other Services: 541-713-3440 (customer service)

Web: beav.es/help

[Send Email](#)

Question: How do I connect to the MSB mailroom printer?

Answer: Please remember that the MSB mailroom printer is accessible Monday-Friday from 8:00am to 5:00pm.

For Mac connection:

1. Visit [this website](#) for drivers
2. Download the drivers v.3.0 for OS X
3. Download the installer
4. Go to **Apple** menu, **System Preferences**
5. Select "Printers & Scanners"
6. Delete the printer if it was previously set up; select the printer then click the minus button at the bottom of the list
7. Select + at the bottom of the list to add a new printer
8. Select "IP"
9. Enter the printer name in "Address": **10.96.242.133**
10. For "Protocol", select "HP Jet Direct – socket" Protocol
11. The Ricoh print driver should be automatically detected and displayed next to "Use"; if it is not, select: **RICOH MP 5055 PS**
12. Click "Add" and the printer should be added to your computer

13. To set the printer as default, right-click and select "Set Default Printer"

For Windows connection:

1. Press the Windows key
2. Enter [\\iscs-printq](#) and press Enter
3. In the search box on the upper-right, enter **MSB** and press Enter
4. Right-click on **MSB-MailRoom-Ricoh-MP-5055** and choose "Connect"
5. If you are prompted for username and password, enter your **onid\username**
6. It may take a couple of minutes for the printer to be installed
7. Once setup is complete, the printer should be added to your computer
8. To set this printer as default, double-click on the printer and select "Printer", "Set as Default Printer"

Question: Is there outdoor Wi-Fi available on campus?

Answer: Additional Wi-Fi access has been strategically installed in select outdoor locations throughout the HMSC campus. OSU Secure, EduRoam, and Visitor user groups are available.

Question: I need building or office access – who do I talk to for keys?

Answer: Please reach out to [Sheena Scarberry](#) to make an appointment, well in advance of the date you are scheduled to be onsite, to set up your building access.

Question: I have new staff who have never worked onsite, what do I do?

Answer: Please work with [Cinamon Moffett](#) for onboarding and [Sheena Scarberry](#) for building access well in advance of the date your new staff are scheduled begin onsite work. Updated resumption plans are required through at least the summer and you will need to submit an updated plan adding your new staff to Cinamon Moffett before they can begin onsite work.

Question: I'm onsite and my key doesn't work – who do I contact to reactivate my key card?

Answer: Please reach out to [Sheena Scarberry](#) for key card issues.

Question: Who should I contact for assistance hanging something in my office and/or moving some furniture?

Answer: Please complete a [work request](#) for Facilities assistance.

Question: I'm onsite and I need Facilities assistance that can't wait for a work request to be completed. Who do I contact?

Answer: Please contact Facilities via the shop phone for more immediate assistance at 541-270-0101. Staff will do their best to respond quickly to your request.

Question: When can I access the mailroom?

Answer: The mailroom is accessible Monday-Friday from 8:00am to 5:00pm. There are no weekend hours or access. Due to COVID, the mailroom is currently under limited operations with limited personnel onsite. Please plan accordingly and if you need mailroom support, please contact [Tami O'Connor](#) via email or on her office phone at 541-867-0203. For additional mailroom information such

as courier/ mailing services, information about shipping hazardous materials, etc. please see the [mailroom page](#) on the HMSC website.

Question: I would like to have a meeting with my staff in person, how do I book a space? How many people can meet at one time? What rooms are available for our meeting?

Answer: Meeting spaces will be closed and unavailable until fall term. Please reach out to [Tami O'Connor](#) with meeting space questions or to discuss future scheduling plans.

Question: When will the café be open in the Marine Studies Building?

Answer: The café is anticipated to be open at the beginning of fall term.

Question: I will be onsite before the start of fall term, am I still able to get coffee in the 900-building staff lounge?

Answer: Coffee service in the 900-building staff lounge has been discontinued and will no longer be available. Until the café opens in fall term, please plan to bring your own coffee with you to the office.

Question: How do I determine who needs to be vaccinated to be onsite?

Answer: OSU is still developing vaccination guidelines and we will update you when we know more. In the meantime, you can checkout the [OSU FAQ](#) for more details.

Question: When do I need to return to work onsite?

Answer: Please reach out to your supervisor to plan for your return to work onsite.

Question: Are we still restricted by room density?

Answer: Yes, we are still required to maintain 6-foot physical distance and maintain sq. ft. requirements in all OSU spaces at HMSC. Please reach out to [Cinamon Moffett](#) or [Sheena Scarberry](#) if you have any questions.

Question: Will all buildings be unlocked when I return to work onsite?

Answer: All external doors will remain locked over the summer. You will only have access to the spaces for which you've received approval. Please contact [Sheena Scarberry](#) if you have any questions.