



FAQs – Antivirus Software

An adaptive next-generation antivirus and end-point detection and response system was downloaded onto Saskatchewan Polytechnic computing devices at the beginning of November. The following are FAQs related to the software.

Where can I download the software ITS issued?

Please refer to the email: IMMEDIATE ACTION REQUIRED: ITS UPDATE sent by Omair Quraishi on November 2 at 11:37 a.m.

The software is asking for an activation code. Where can I get the code?

Please refer to the email: IMMEDIATE ACTION REQUIRED: ITS UPDATE sent by Omair Quraishi on November 2 at 11:37 a.m.

I clicked the link, how do I install it now?

The install file should be in your downloads folder. Just double click the setup file, enter the activation code from the email and accept all the default answers (i.e. highlighted answer such as Next until you reach Finish).

I was able to download the software. It said my device was clean. Can I use my computer now?

You may use your computer. Refer to the Access to Online Services tab at campusupdate.ca for information on available systems and how to access them.

After running the software, can I open documents saved on my desktop?

Yes.

What do I do if I'm trying to install the software, but I get asked for the admin username and password?

Your device needs support from ITS. Please report to your school or department's Executive Assistant using phone or text. Provide the computer name along with your name, contact phone number, campus and department.

I couldn't get the software to install on my computer, can I still use my computer?

No. If the computer is a Sask Polytech computer, shut the computer off. Please report to your school or department's Executive Assistant by phone or text. Provide the computer name along with your name, contact phone number, campus and department.

What do I do if I can't get the software to install on my computer?

Your device needs support from ITS. Please report to your school or department's Executive Assistant by phone or text. Provide the computer name along with your name, contact phone number, campus and department.

I get a message that says: "There seems to be a problem connecting to the cloud. Please try again later."

Try going to google.com to ensure your device is connected to the internet. If you have internet services, try loading the software again. If that still fails, refer to the instructions above "What do I do if I can't get the software to install on my computer".

How can I tell if the software is running on my computer?

You will see a blue CB icon in your system tray at bottom right of your screen (beside the date and time). You may have to click on the small arrow to show hidden icons.



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Can I install the software on Windows 7?

Yes. Instructions and the link to either 64 or 32 will work for Windows. If you are not able to install the software, please report to your school or department's Executive Assistant by phone or text. Provide the computer name along with your name, contact phone number, campus and department.

I have tried installing the software on my iMac (used it for work); it has not installed successfully.

If you get a message saying a system policy prevents it from loading and "...cannot approve the kernel extension for work," your device needs support from ITS. Please report to your school or department's Executive Assistant by phone or text. Provide the computer name along with your name, contact phone number, campus and department.

After running the software, can I open emails with attachments if they are from a trusted source?

Yes. As always, exercise caution with attachments from any source.

After running the software, should I leave my computer on? Logged in? Or turn them off?

Yes. You can leave the computer on and you can remain logged in. Please use the sleep mode if you are not actively using your devices.

What do I do if the software picks up a threat?

Leave your computer on and wait for ITS to contact you. We are reaching out to individuals on a priority basis.

What applications are accessible?

All applications on your computer should be accessible unless the software has blocked it as a threat. Refer to the Access to Online Services tab at campusupdate.ca for information on available systems and how to access them.

Can I install the software on my personal computer?

Yes, if the personal computer has been used for work purposes during the last three-six months.



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asking the student(s) not to come to campus for any in-person learning until there is further direction from 811.

Additional updates will be provided once more information has been received. To protect the privacy of all involved, we cannot provide detailed information. Be assured that at Sask Polytech the well-being of our students and employees is a top priority.

- Depending on actions as determined by the ERT, Communications will draft messaging (see Item 7 below).
- Note that the Dean will receive a copy of the Sitrep from the program/department representative. **This Sitrep is confidential information and not to be shared with stakeholders.**

1. Campus Safety & Security/HSS will:

- initiate the Sask Polytech Emergency Response Plan/activate an ERT when notified of a positive COVID-19 case

2. ERT will:

- Include representation from the program/department directly impacted, Campus Access, Facilities, Communications, and others as needed dependent upon the circumstances
- Include representation from the University of Regina when the incident involves joint Sask Polytech/U of R Students or Faculty
- Assess each incident based upon specific circumstances of potential exposure
- Be guided by existing public health/post-secondary protocols for confirmed and potential exposures, taking into consideration close contact guidelines (see Appendix 1 for relevant flow charts)
- Communicate next steps to be taken to the program/department representative
- Initiate additional cleaning protocols as appropriate (see Appendix 2)
- Add incident to ERT spreadsheet for tracking
- Provide updates to the EMC, utilizing the Sask Polytech “Sitrep” format.
- Forward a copy of each Sitrep submitted to all members of the associated ERT
- ERT members will forward the Sitrep emails to their Supervisory chain (Program Head / Associate Dean / Director)
- Continue to monitor situation as updates from impacted individuals are received
- Coordinate as necessary with SHA HealthLine 811

3. Communications Representative will:

- Work with the Manager of Communications and AVP of Communications & Marketing to determine appropriate communication steps and messages.
- Review all messages to employees/teams or students due to sensitivities around messaging, confidentiality requirements and potential risk to institutional reputation. Consult with privacy as needed.
- Develop messaging for Sask Polytech community or stakeholders, which may include (please note this is not a comprehensive list but shows the scope of messaging):
 - Email to Sask Polytech community



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- Email to campus students and faculty
- Email to Sask Polytech Board of Directors
- Email to Contact Centre Staff from Campus Safety and Security
- Media Statement
- Key Messages – incident specific
- Key Messages – campus access and safety
- Email to 3rd party and contractors: Daycare, MCS, CMRE, SPSA
- Email to URegina and USask nursing faculty Email to contract instructors
- Edited Sitrep update for SATCC or other 3rd party.
- Coordinate final distribution of the messages with external partners as appropriate
- When an Apprenticeship student is involved, remove confidential or private information from each Sitrep submitted and forward to their contact at the SATCC
- CC the Dean of the appropriate program on communications sent to the SATCC
- Keep the C&M team informed, coordinating any input/activities of the team as necessary.

4. Links to related documents

[Sask Polytech COVID-19 Information](#)

[Government of Saskatchewan](#)

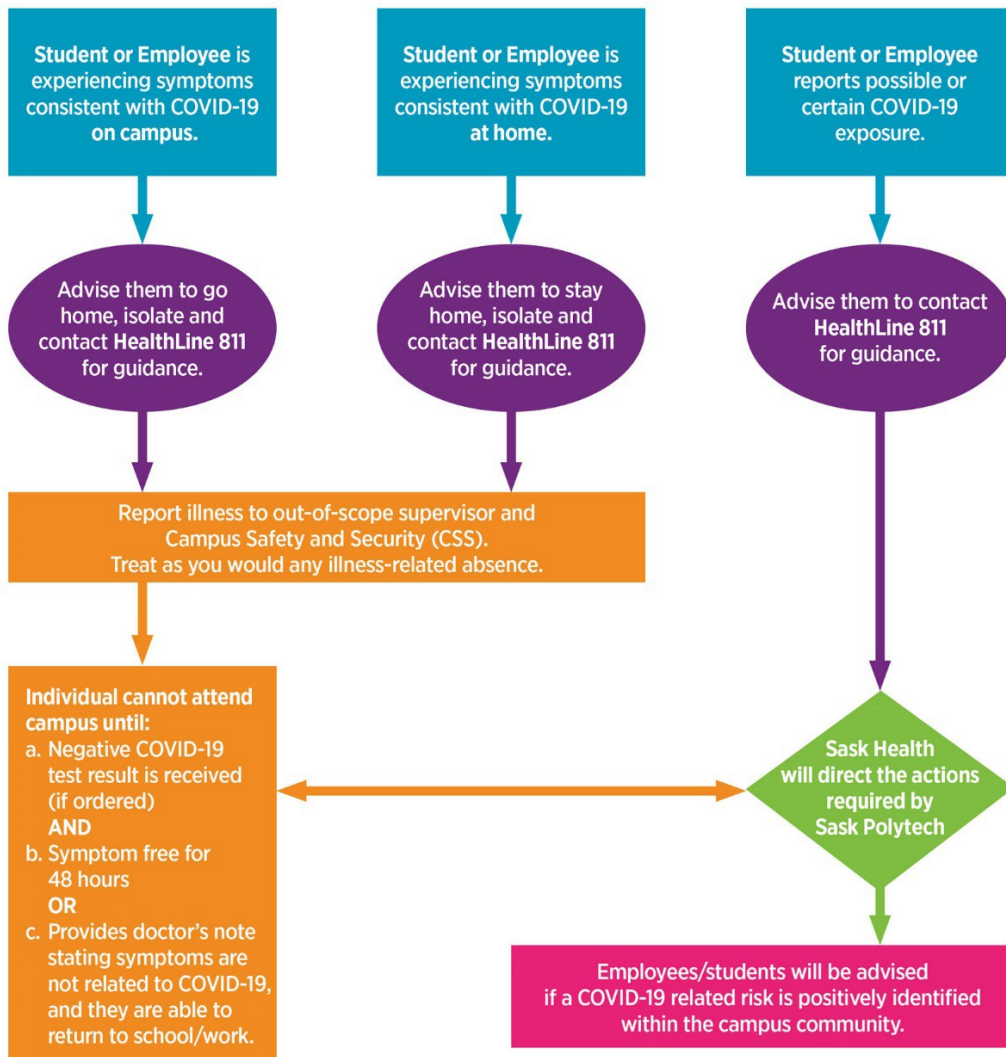
[Government of Canada](#)

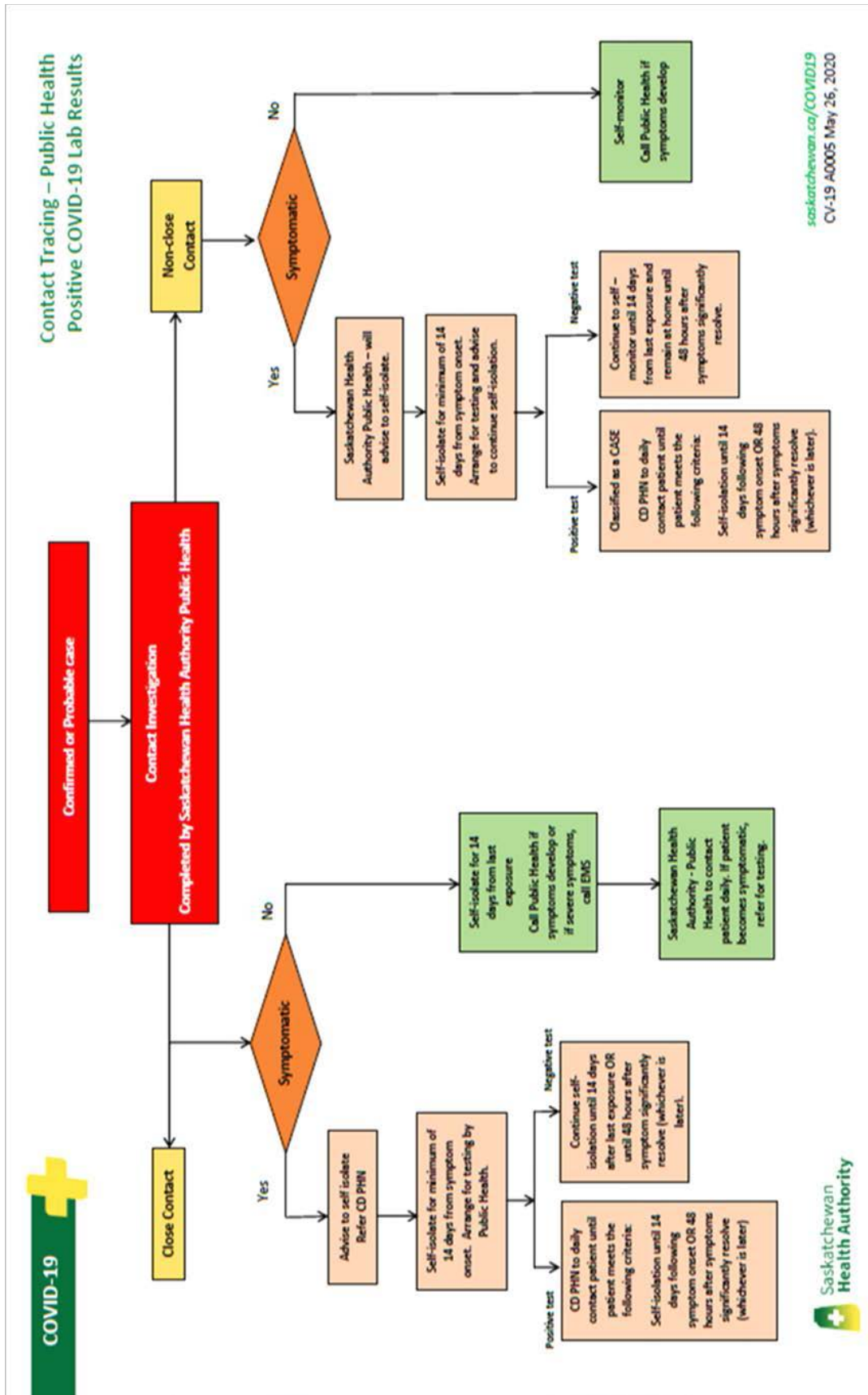
[World Health Organization \(WHO\)](#)

Appendix 1: Suspected Case or Possible COVID-19 Exposure

COVID-19 RESPONSE SUSPECTED CASE OR POSSIBLE COVID-19 EXPOSURE Supervisor and Instructor Guide **ALWAYS PROTECT PRIVACY**

HR-20-022







COVID-19 Procedure - Symptoms, Illness & Confirmed Cases

Appendix 2: Cleaning Procedures

After the individual experiencing COVID-19 symptoms leaves campus, their instructor and/or other campus colleagues and/or their supervisor should immediately:

- Close off all potentially exposed areas (see below for additional details);
- Make a list of persons who may have been in contact with the sick individual on the campus;
- **Keep this information confidential until requested by HSS or SHA.**
- **Do not include the sick individual's name in any correspondence.**
- Wait for instructions from HSS about possible next steps, disinfecting rooms and/or releasing students/employees

The individual sent home should not return to campus until they have met the criteria to discontinue home isolation and been granted return approval by SHA and HSS.

Confirmed COVID-19 Case: A person with laboratory confirmation of COVID-19 infection, regardless of clinical signs and symptoms, as determined by local health authorities.

Procedures for cleaning and disinfection after persons suspected/confirmed to have COVID-19 have been on campus:

Office Area or Work Space:

- **Close off** areas used by the person who is sick.
- Areas do not necessarily need to close operations if they close off affected areas.
- **Open outside doors and windows** and use ventilating fans to increase air circulation in the area. Taking measures to improve ventilation in an area or room where someone was ill or suspected to be ill with COVID-19 will help shorten the time it takes respiratory droplets to be removed from the air.
- **Wait 2 hours** before you clean or disinfect. Air settle time for a space is 120 minutes at a minimum
- Before air settle time has been achieved, **DO NOT ENTER**. If entering room, wear an N95 respirator.

PPE while disinfecting/cleaning:

- **Nitrile gloves and eye protection** should be worn when cleaning and disinfecting potentially exposed areas. Before exiting room, properly remove gloves and then eye protection (see steps below). **Do not reuse gloves.**
- **The risk of exposure to cleaning staff is inherently low. Cleaning staff should wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.**
- Additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.



COVID-19 Procedure - Symptoms, Illness & Confirmed Cases

- If gowns are not available, coveralls, aprons or work uniforms can be worn during cleaning and disinfecting. Reusable (washable) clothing should be laundered afterwards. Clean hands after handling dirty laundry.
- **Cleaning staff should immediately report breaches in PPE, such as a tear in gloves or any other potential exposures, to their supervisor and campussafetyandsecurity@saskpolytech.ca**

Cleaning Process:

- **Allow enough contact time for disinfectant to kill germs based on the product being used (look in SDS of product to figure out contact time needed).**
- Clean and disinfect **all areas and equipment used by the person who is sick**, such as offices, light switches, bathrooms, common areas, shared electronic equipment like tablets, touch screens, mobile devices, keyboards, phones, counter tops, taps, etc. Focus on frequently touched surfaces.
- For electronics such as tablets, touch screens, keyboards, remote controls and ATM machines, remove visible contamination if present.
- Follow the manufacturer's instructions for all cleaning and disinfection products. Consider use of wipeable covers for electronics.
- For soft (porous) surfaces such as carpeted floor, rugs and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces.
- If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.
- Otherwise, use accelerated hydrogen peroxide products that are suitable for porous surfaces.
- Vacuum the space if needed (if carpet is in area). Use vacuum equipment with high-efficiency particulate air (HEPA) filter, if available.
 - Do not vacuum a room or space that has people in it. Wait until the room or space is empty to vacuum, such as at night for common spaces, or during the day for private rooms.
 - Consider temporarily turning off room fans and central HVAC system that services the room or space, so particles that escape vacuuming will not circulate throughout the facility.
- Once area has been **appropriately disinfected**, it **can be opened for use**.
- **Workers without close contact** with the person who is sick can be return to work immediately after disinfection.