

# New Employee Technology Orientation

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## The Basics

### IT Security Awareness Training

Our organization takes the security of our clients and data seriously. As a result, in June 2011 the President's Cabinet authorized Technology Security Training Policy: IT-13. This policy outlined a plan to help protect the university's confidential assets and to ensure our organization has an active security awareness and education program. The goal of this long-term program is to not only to meet all compliance and legal requirements, but also to secure employees and the organization by changing their behaviors.

Each faculty and staff member will receive an email with a username and password to the SANS website (the password will be required to be reset upon initial login). The training will need to be completed within 30 days of assignment. This training will occur annually.

### Division of Information Technology Services Policies

Along with the Security Training policy mentioned above, IT@Sam has several other policies with which you should familiarize yourself. Those policies can be found online at:

[http://www.shsu.edu/intranet/policies/information\\_technology\\_policies/](http://www.shsu.edu/intranet/policies/information_technology_policies/). These policies cover a range of topics regarding account and password management, digital storage, privacy, portable computing, data backup, and incident management to name a few.

### Computer Account and Password

Each employee at SHSU is given a username and a password in order to log into the network. Once you are hired, you will receive an email to the email address that you supplied on your application for employment with instructions on activating your account. This username and password also grants access to My Sam, SamMenu, SamWeb, e-mail, SHSU Online, and Blackboard. When you log onto any machine on campus you are automatically connected to your specific network resources, along with the resources of the local machine. The network resources include the S: and T: network drives and are further explained in the Services section of this document.

### Changing Your Password

Your password expires every 6 months. It is important that you reset it in order to keep access to your account. There are a few ways that you can reset your SHSU password:

- SamWeb (<http://samweb.shsu.edu>)
  - Sign into SamWeb
  - Select **IT@Sam** on the left-hand side
  - Select **Account Password Change**
  - Change your password following the directions on the page

- Outlook Web Access
  - Sign into email by clicking on **E-mail** from the **Campus Tools** drop-down list from the main SHSU webpage (<http://www.shsu.edu>).
  - Select **Options** from the top right-hand side of the page
  - Select the second option **Change Your Password**
  - Enter your current password, your new password, and then confirm your new password as instructed.
  
- PC Desktop
  - Sign into your computer account on campus.
  - Press **Ctrl+Alt+Del**
  - Select **Change A Password**
  - Enter your current password, your new password, and then confirm your new password as instructed.
  
- Mac Desktop
  - Go into **System Preferences**.
  - Click on **Accounts**.
  - Click on **Change Password...**
  - Enter your old and then new password

## Resetting an Expired Password

In order to reset your expired password, follow the steps below:

- Go to the SHSU homepage (<http://www.shsu.edu>)
- Select **SamWeb** at the top of the page from the **Campus Tools** drop-down menu
- Select **Forgot Password** from the log in screen.
- Enter your Username and 7-digit SamID
- You will be asked to select you're off-site contact
- Follow the instructions sent to your off-site contact
- If you don't have access to your current off-site contact, you will need to contact the Service Desk at 936-294-4357.

## Updating Your Off-Site Contact

In order to reset your expired password you will need to keep a current off-site e-mail address on file. To update your off-site contact:

1. Log into **SamWeb** (<http://samweb.shsu.edu>)
2. Click the **IT@Sam** link in the left navigation menu
3. Click the **Off-site Contact Preferences** link in the left navigation menu

## Equipment

### Workstations and Nodes

SHSU computers are called workstations or "nodes" when attached to the SHSU network. The naming convention is used to give every computer on the SHSU network a unique name and identifier. When

calling the Service Desk for support, you will be asked to provide the node name of your computer so that they can better diagnose any problems.

The node name is found on a PC by clicking on the Start button, right-click on Computer, and then select Properties. The node name will be listed next to "Computer name." For a Mac, the node name can be found by clicking on the Apple menu, selecting "System Preferences...", and then click on Sharing. The node name will be listed next to "Computer Name."

## Campus Operating Systems

The default operating system for PCs is currently Windows 7. The Macintosh computers are currently running Snow Leopard, Lion, and Mountain Lion.

## Services

### Banner, My Sam, SamMenu, SamWeb, and NELL

Most Student, Finance, Financial Aid, HR and Payroll functions will be carried out using the administrative system Banner INB and My Sam. SamMenu, SamWeb and NELL will handle administrative tasks not handled within the Banner system. Access to these programs depends upon your role and specific job duties for SHSU. Your supervisor will have more information as to what access will be needed outside of the default Faculty/Staff access granted.

### IT Training

Each month IT@Sam offers a number of free trainings. These trainings are available for all SHSU full-time employees. We have trainings dedicated to the Microsoft Office Suites as well as the Adobe Creative Suite Collection plus many others. A monthly training schedule is sent to those who have requested to receive it. The calendar is also included in the IT@Sam Monthly Newsletter. If you would like to be added to our distribution list, please send an e-mail to [ittraining@shsu.edu](mailto:ittraining@shsu.edu) to let us know.

### Computer Lab Reservations

IT@Sam has 12 computer labs across campus. These labs are equipped with CD-ROM drive, CD-burners, scanners, printers, and other peripheral items. These computer labs are available to enrolled students, faculty, and staff. Faculty and Staff members may use the university labs for classes, presentations, testing, etc. For departmental use of computer labs, the department chairperson will need to submit a lab reservation request. To reserve a lab, follow the guide online at <http://www.shsu.edu/guides>, click on **Communication**, click on **Ad Astra**, and then click on **Reserving a Classroom**. Questions about computer labs can be directed to [labs@shsu.edu](mailto:labs@shsu.edu).

### E-Mail Account

Each employee on campus is provided with a Microsoft Exchange e-mail account. The e-mail address for each person is his or her `username@shsu.edu`. The username and password combination to check your email is the same as the SHSU computer account username and password. E-mail can be checked either by using an e-mail application such as Microsoft Outlook or by using a browser such as Mozilla Firefox or Internet Explorer to access the SHSU web site and select the Email link from the Campus Tools drop-down box at the top of the screen. Each SHSU employee is allotted 2 GB of e-mail storage space as well as 4 GB of online archive storage space on our network. Attachments are of course allowed, but must be 20 MB or less.

## E-Mail Alias Request

Each employee can activate up to three e-mail aliases. This will allow the first part of your e-mail address to be masked with something that may be a little friendlier to those with whom you correspond. Rather than your e-mail address showing as `username@shsu.edu` it would appear as `alias@shsu.edu`. You can set up an alias online through SamWeb (<http://samweb.shsu.edu>). Once logged into SamWeb, click on IT@Sam, and then select Account Alias Request. Aliases are normally approved within one business day.

## Printing

Network printing services are available for both Mac and PC systems. We have online technology tutorials for adding printers in our Technology Tutorials (<http://www.shsu.edu/guides>). From the Technology Tutorial page, click on Getting Started and Connected and then on Adding Printers.

## Program Access

IT@Sam works with many departments on campus to provide software for both administrative and academic purposes. These applications are available on all campus workstations. The programs are located at Start button □ All Programs. There are also optional programs that are not installed by default but can be installed by you. They are located in the Start Menu □ All Programs □ SHSU Program Installation Menu.

## Roaming Profile

On SHSU's computer network, you will have a desktop environment called your roaming profile. This profile consists of all the settings, the programs installed for you, your desktop icons, and web browser favorites. This is called a roaming profile because your settings, mail, bookmarks, etc., "go with you" wherever you go on campus. You can remotely access your profile from home using the Remote Desktop Connection utility. The quota for your profile is 50 MB. Should you exceed this quota, you will see a profile management popup. If this happens, please contact the service desk.

## S: Drive

The S: drive is the personal network-based storage location for work-related files and folders. Each person is allotted 3 GB of disk space on this network drive. This storage location is a network drive, so documents stored on the S: drive are available to you anywhere you log in on campus. The contents of your S drive are only accessible by you and all data stored on the S drives is backed up.

## T: or Common Drive

The T: drive is a location for faculty and staff to store documents that need to be shared with other SHSU employees. The folders on the T: drive are named with abbreviations for the departments, such as MKT for Marketing. Be aware that these folders are shared therefore they have limited security. If you need a folder on the T: drive, submit a work order make the request. The folder will be set up with the requested permissions.

## Remote.shsu.edu

You are able to access your SHSU profile (including access to S: and T: drives) from off-campus via a Remote Desktop Connection. This software is available via both PC and Mac computers. Instructions can be found in the Technology Tutorials located at <http://www.shsu.edu/guides>.

## Technology Tutorials

Technology tutorials are available online for many of the applications at SHSU. You can find this information by clicking the SHSU Help icon on the on-campus PC desktop or by visiting <http://www.shsu.edu/guides/>.

## Visitor Accounts

Visitor accounts needed for short-term guests can be requested through the Service Desk. You will need to provide the guest's name and purpose for the account as well as how long the account will be needed.

## Wireless Connections

The public wireless network at SHSU is SamNet. To connect to campus wireless you will need to login with your SHSU username and password for a higher speed connection, or use SamNet-Guest to access the web with no login, but at a slower speed.

## Work Order System

The Work Order system allows faculty and staff to place work orders with IT@Sam through a web-based interface. Faculty and staff members can submit a work order for repair on their university computer, network or telephone. To access the Work Order System, visit <http://samweb.shsu.edu/word01wp/> (login required from off campus or on SamNet Wireless).

## Need Assistance?

### Service Desk

The Service Desk provides telephone support and assistance for technological issues, including hardware, software, networking, profiles, accounts and printing. The Service Desk is open Monday – Thursday, 7:30 a.m. to 9 p.m. and Friday from 7:30 a.m. to 6 p.m. During interim sessions, the Service Desk is open Monday – Friday, 7:30 a.m. to 5 p.m.

You can reach the Service Desk, dial 4-4357 from a campus phone or (936) 294-4357 from an off campus phone. Outside of business hours, the Service Desk voicemail is monitored for emergencies. All non-emergency voicemails are returned the next business day.

For in-person assistance the Service Desk is located in room 144 in Academic Building 1 is open for walk-ins Monday – Friday, 8 a.m. to 5 p.m.

If you would like remote assistance, please visit <http://support.shsu.edu> and submit your issue. You can also double-click the IT@Sam Help icon on your desktop.

You can contact the Service Desk by e-mail at [servicedesk@shsu.edu](mailto:servicedesk@shsu.edu)

### Computer Labs, Classrooms, Lab Equipment or Lab Assistants:

Labs & Classroom Services Office: x4-3463

### Other:

University Switchboard: x0