



Quick Start Guide

For Employees

A number of technology resources are available for your use at COM. Follow this quick start guide to get started today.



ITS QUICK START GUIDE FOR EMPLOYEES

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WELCOME

Information Technology Services (ITS) would like to welcome you and take the time to provide you with this booklet that contains some helpful information.

The focus of IT is to address technology infusion in a manner that supports the instructional and organizational goals of faculty, staff, and students and to encourage and assist faculty in adopting appropriate technology into the curriculum. Our activities are guided by the belief that technology literacy is a critical component of education in the 21st century.

James Tagliareni
Chief Information Officer

ABOUT US

What we believe...

Integrity and transparency in all that we do, accountability to our customers and stakeholders, and respect for each other and their contributions.

Why we're here...

Information Technology Services is here to enable the effective integration of advanced information technology in support of the teaching, learning and administrative needs of the college.

What we strive for...

- To provide the highest quality of customer service to our students, faculty and staff.
- To be a trendsetter in the utilization of cutting edge technology to tackle issues in new ways and at new scales, serving both scholarly and regulatory objectives, and upgrading the notoriety of the college.
- To be a vehicle for transformational change at the organization through best practices in the utilization of instructive and data advancements, cutting edge network, and better approaches for corresponding with and captivating our students, staff and faculty.
- To collaborate with the departments in the utilization of data innovation to create savvy and inventive ways to propel the college forward.

MEET THE STAFF

Our dedicated ITS staff is here to SERVE YOU! Information Technology Services has five different departments under its umbrella with the following team members:



James Tagliareni
Chief Information Officer



Kim Yabarra
Administrative Assistant to the CIO

END USER SUPPORT



Dan Lapinski
Director of
End User Support

ENTERPRISE SYSTEMS



Zane Kissling
Director of
Enterprise Systems

INSTITUTIONAL RESEARCH



Theresa Walker
Director of
Institutional Research

NETWORK SYSTEMS



Ron Levick
Network Operations
Manager

TELECOM SERVICES



Deborah Korn
Telecommunications
Operator



Kristen McClendon
Computer
Support Specialist



Courtney Moore
Senior
Programmer/Analyst



Amber Lummus
Research
Analyst



Aaron Hensley
Senior
Network Engineer



Ashley Williams
Telecom Operator
Part-Time



Ryan Montazari
Computer
Support Specialist



Martha Willis
Colleague
Technical Trainer



Sarah Flores
Research
Analyst



Giao Nguyen
Systems
Administrator I



Denise Howard
Telecom Operator
Part-Time



Justin Haynes
Computer Support
Part-Time



Cheryl Young
Research
Specialist



Debbie Cothorn
Telecom Operator
Part-Time

NETWORK ACCOUNT

Information Technology Services provides network accounts to all employees.

ACTIVATING YOUR ACCOUNT

Once Human Resources have entered your information, a network account is automatically created. Always complete the initial login with your UserID from a campus networked computer; the action will register your account & password within the college system.

DESKTOP SECURITY

It is important to secure your computer station when you are away from the desk.

Lock your computer, when left unattended, by using the keystroke combination of **Ctrl + Alt+ Delete** and from the menu select **Lock this Computer**.

Network computers are set to 'Time Out' and lock when the keyboard has not been activated for 15 minutes.

Both actions can be reversed by typing the password associated with the active UserID. If that individual or password are not available and the computer **MUST** be unlocked please call the Help Desk at ext. 8302.

LOGGING IN

Your User ID, is assigned by ITS and will be unique in the College of the Mainland system. The naming convention is the first letter of the first name followed by the entire last name. If the particular iteration is already in place a series of numbers will be added to ensure individuality.

For example if Anne Wilber has already been established as AWilber, than Angela Wilber may become AWilber1.

The department administrative assistant will have your Login ID and initial Password.

FINDING YOUR USER ID

Go to <https://webadvisor.com.edu>, the bottom right hand side of the screen click on **What's My UserID / COM ID?** Enter your last name and your Social Security Number or COM ID and click the **SUBMIT** button.

PASSWORD RESET SELF-SERVICE

Information Technology Services has implemented a secure solution enabling end-users to reset their forgotten network passwords without requiring helpdesk intervention. The process uses the question-and-answer security system for user authentication. **First, users enroll by creating their profiles.** Set your profile up today at <https://password.com.edu/>. Once the profile is established, the user can manage the password and account manually by simply supplying the answers from their profile.

Quick Start Guide:

Discover the Power of COM's Self-Service Password Reset!

Download Quick Start Guide

For this quick start guide and more visit: www.com.edu/end-user-support/training



For additional information and instructions visit: <http://www.com.edu/end-user-support/training>.

PLEASE NOTE: You must enroll in PortalGuard for the reset mechanism to work properly. Once installed, there will be a prompt to setup the Portal Guard account. If it is necessary, **you will be able to skip enrollment 5 times before the program will force enrollment.**

NAME CHANGES

If a faculty or staff member has had a name change, notify Human Resources first. After HR has completed the necessary paperwork, ITS can help change email addresses, phone display, and other associated electronic instances of the old name. Please be advised, changing a username in the middle of the fall or spring semester will not be allowed.

Please submit a new Network Account form found on the I: Drive. Please note: your passwords may change as a result.

PHONES

ITS will provide an IP telephone, assign a phone number, and pin code to access the voice mailbox.

VOICEMAIL

If there is already a phone in your office, please submit a ticket to ITS HelpDesk to have the name and voicemail updated.

On-Campus: To access your voicemail messages hit the message button and enter your 4-digit pin.

Off-Campus: To access your voicemail messages dial 409-938-1211 and press *, enter your extension, and then enter your pin number.

SHARED NETWORK DRIVES

Employees may utilize shared network drives to share information between faculty and staff. In addition to sharing capabilities, these drives are backed up every night to ensure data continuity. Any important information should be saved to a shared drive to protect from computer hardware failures.

AVAILABLE SHARED NETWORK DRIVES

Your primary computer is recognized as Local Disk (C:) and will have an established directory with storage available for work product. The additional drives network drives are mapped and managed by ITS.

We have various types of shared drives for your sharing needs.

| Drive Name | Access | Functionality |
|------------|--|---|
| H | Individual established with your User Name. | Save work product. |
| G | Group access established upon request. Generally limited to the ability to read and write to a specific sub-directory. | Save and share work product with a group of people. |
| I | Every user access established upon creation of User Name. | Campus-wide information as well as Campus forms. Generally this is a read only drive. |
| M | Applications. | Reference materials and historic data. |
| P | Applications and data. | Reference materials and historic data. |

EMAIL

College of the Mainland is excited to offer faculty, staff and students Microsoft Office365 e-mail. Office365 e-mail will deliver a cutting edge and feature rich e-mail experience to COM faculty, staff and students.

Benefits that faculty, staff and students will experience include:

- Access to e-mail anywhere (PC, tablets, mobile phones)
- E-mail, calendar, contacts, tasks sync across devices
- Large 50GB mail box size
- Experience with Outlook, a cross-industry standard e-mail platform
- 1 TB of storage on OneDrive
- 5 FREE Copies of [Microsoft Office](#)

Email is provided to employees for the instructional and administrative needs of the college. COM email address is composed of a username and a domain with the @ between the two: username@com.edu.

EMAIL QUOTAS

Employees have 50GB limit on email mailboxes.

EMAIL SPAM

A spam firewall keeps our network environment safe by scanning all incoming e-mail, filtering out most of the spam and delivering legitimate mail.

EMAIL WEB ACCESS

You can access your email via the web at <https://login.microsoftonline.com>

ONEDRIVE CLOUD STORAGE

Employees have 1TB of storage on their OneDrive. You can access your OneDrive cloud storage at <https://login.microsoftonline.com>

EMPLOYEE DISCOUNTS

Information Technology has partnered with several organizations to bring special discounts on technology for our employees.

SOFTWARE STORE

Information Technology Services is pleased to announce the availability of an online store, which you may purchase software suites such as Microsoft Windows, SPSS, Adobe, antivirus and other software for personal use at discounted prices. It is necessary to create an account the first time you sign in. Visit <http://ducks.onthehub.com> to view the available software.

The advertisement is split into two parts. The left part has a light blue background with the text: "Visit <http://ducks.onthehub.com> for special pricing on popular software titles" and "Available to all COM students and employees". The right part shows a blue duck mascot in a red shirt pointing to a yellow diamond-shaped sign that says "DUCKS.ONTHEHUB.COM" and a rectangular sign below it that says "SPECIAL PRICING ON LOTS OF SOFTWARE".

MICROSOFT OFFICE - FREE

Through our partnership with Microsoft, all current students, faculty and staff are eligible to receive Microsoft Office Pro Plus on their Windows or Mac OS X computers, smartphones and tablets for free. There's no catch, and it will remain active as long as you are a current student, faculty or staff!

The advertisement has a dark orange background. On the left, it features the Office 365 logo, icons for Word, Excel, PowerPoint, OneNote, Outlook, and Access, and logos for SkyDrive and Skype. On the right, the word "FREE" is written in large, white, serif font, followed by "for COM students and employees" in a smaller white font. A hand cursor icon is at the bottom right.

For more information or instructions visit <http://www.com.edu/end-user-support/office-365>

DELL EDUCATIONAL PURCHASE PROGRAM

College of the Mainland is part of the Dell Education Purchase Program (EPP) that gives COM employees and students discounts for Dell purchases.



For the best deal on a Dell PC, log in to www.Dell.com/CollegeofMainland.

Please note that Information Technology Services does not support personally owned computers.

NEED HELP? END USER SUPPORT

End User Support is here to help you! We have created a formal helpdesk that has many methods for you to request support. Help Desk tickets are more than broken computers and questions!

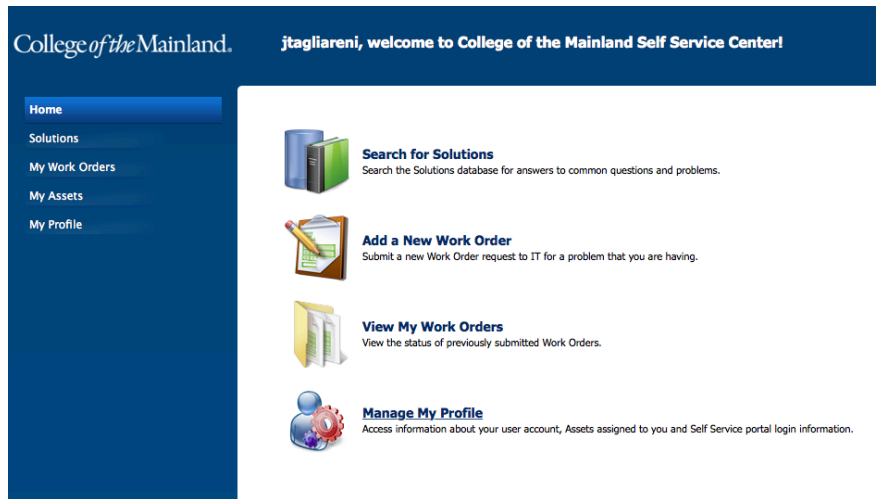
The best and fastest way to resolve all technology issues or get a question answered is to create a help desk ticket.

ONLINE FORM

You can submit your help desk request at <http://helpdesk.com.edu>. Please fill out the form to the best of your ability. The more information provided will allow for a quicker response.

SELF-SERVICE

The self-service system is designed to allow the faculty and staff to easily and efficiently submit requests for service, review current and past tickets and search for information.



To access self-service go to <https://helpdesk.com.edu> and click Employee Login

IN-PERSON

The Information Technology Help Desk is located in the Technical Vocation Building: Room 1509

VIA EMAIL

Send your request with all the pertinent information to helpdesk@com.edu

PHONE

If your email and Internet service is unavailable you can contact the help desk at (409) 933-8302

HOME SUPPORT

ITS does not offer any support for issues regarding employee's home computer(s).

HELP DESK HOURS OF OPERATION

Support is available Monday through Thursday 8AM – 9PM and Friday 8AM - 5PM

OFF-HOURS ITS SUPPORT

Off-hours support is available for severity level 1 problems only.

| Severity Level | Description of Problem | Response | Notes |
|----------------|--|--|--|
| 1 | Campus Wide Power Outage | Call (910) 585-1260 and (832) 576-0524 | A call will also need to be made to facilities. |
| 1 | Building Power Outage | Call (832) 576-0524 | A call will also need to be made to facilities. |
| 1 | Phone System Outage | Call (832) 576-0524 and (361) 652-7875 also email: helpdesk@com.edu | Calls may need to be made from a cellular phone or payphone. |
| 1 | Campus Wide Network Outage | Call (832) 576-0524 and (361) 652-7875 | Call immediately |
| 1 | Building Network Outage | Call (832) 576-0524 and (361) 652-7875 | Call immediately |
| 2 | Many (more than three) computers in the same section of a building are inoperable, or not able to connect to the network (not due to power outage) | email helpdesk@com.edu | Support is limited during off-hours. |
| 2 | Faculty Member is having difficulty with equipment (VCR, DVD, projector, etc). | Email helpdesk@com.edu | Support is limited during off-hours. |
| 3 | A computer in a classroom is not functioning. | Email helpdesk@com.edu | Support is limited during off-hours. |

SOFTWARE INSTALLATION

To have software installed submit helpdesk request at <http://helpdesk.com.edu> .The Help Desk will send you verification of your request via email. If you have any questions about your software request, the installation of your software, or need to modify your request, please email the Help Desk at helpdesk@com.edu.

LANDesk PORTAL - SOFTWARE INSTALLATION

LANDesk Portal allows you to install preconfigured software to your computer. To learn more about LANDesk Portal visit www.com.edu/its.

WEBADVISOR

WebAdvisor (WA) is a real-time comprehensive online tool allowing employees to access services and information contained in College of the Mainland's integrated database. Employees will use WebAdvisor to view their Leave Plan Summary for the current balance on Vacation, Sick, and Personal Business.

Faculty will use WA for printing rosters, assigning grades and printing student schedules.

WEBADVISOR LOG IN

Go to <https://webadvisor.com.edu>. Click on the **Log In** tab. The Log In page will require your User ID and Password; which are the same as your network user name and password. Click **SUBMIT** to complete the process.

WEBADVISOR MAIN MENU

This is the MAIN MENU and no matter where you have navigated to inside WebAdvisor, you will always have the *menu guidelines at the top and bottom of your screen*.



WEBADVISOR TRAINING

Training for WebAdvisor is available at <http://www.com.edu/end-user-support/training>

DATATEL COLLEAGUE

The COM's primary database holds all the college's data from the college's origin in 1967. Information includes but is not limited to: student, employee, vendor information as well as all pieces information regarding classes, state reports, etc.

Access is restricted and only granted on, "needs only basis," such as job description and/or supervisor request and subsequent approval.

Adjuncts will access everything they need by logging into WebAdvisor or requesting additional data from their program assistant.

DATATEL COLLEAGUE TRAINING

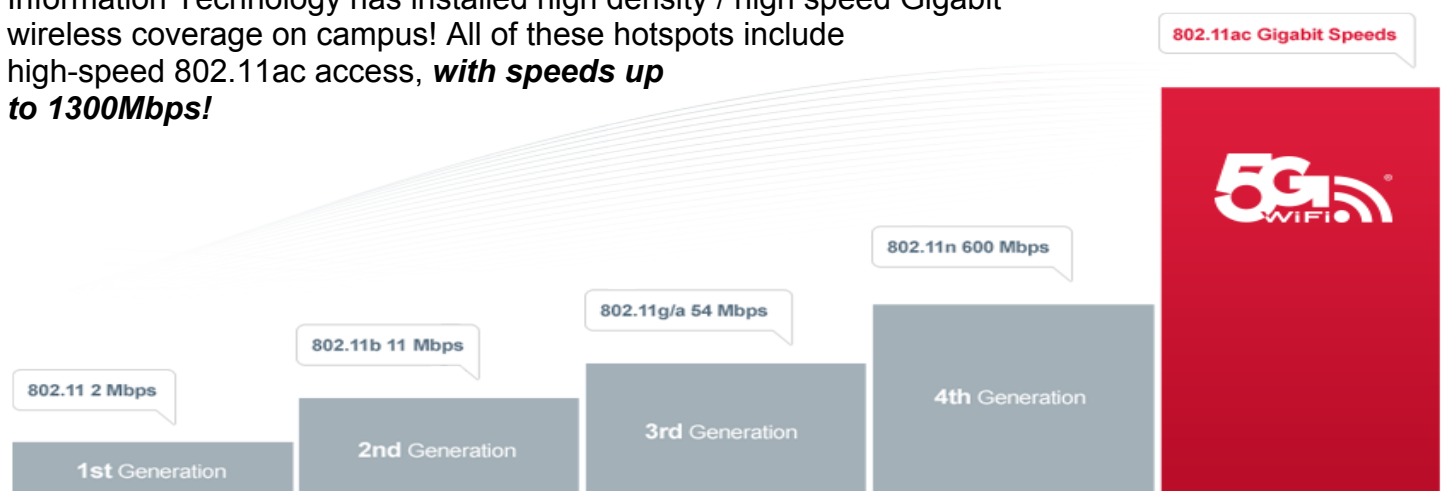
To learn more about Datatel Colleague visit this link <http://vimeo.com/76532146> for a quick tour of Datatel Colleague.

WIRELESS NETWORK

The COM wireless network is available in all classrooms and all buildings on campus! *Please note that employees should always connect to the COM-Private wireless SSID.*

5G HIGH SPEED GIGABIT WIRELESS

Information Technology has installed high density / high speed Gigabit wireless coverage on campus! All of these hotspots include high-speed 802.11ac access, **with speeds up to 1300Mbps!**



OUTDOOR WIRELESS

To help ensure an exceptional user experience on the wireless network, Information Technology Services has installed outdoor antennas to expand our wireless coverage on campus.



Fast. Accessible.

High speed WiFi is now available in many outdoor areas on campus



BRING YOUR OWN DEVICE - BYOD

Web access is pervasive across campus anywhere a signal reaches. Employees are able to connect to the COM Private Wi-Fi networks and access network resources. COM Private is accessible to COM employees and is the preferred network to connect to. Please connect to COM Private, open a web browser and log in using you COM username and password.

BRING YOUR OWN TV – BYOTV

Soon you will be able to enjoy 4 channels of live TV wirelessly on your mobile device anywhere on campus. Coming in 2016!

MOBILE APP

The College of the Mainland Mobile App helps you stay connected to COM like never before. COM mobile App is a free application for Apple and Android devices that provides easily accessible information about the college and campus events. Stay tuned, as this is just the beginning with more to come!



For more information please visit: <http://www.com.edu/end-user-support/mobile-app>

AIRPLAY

Through a technology called AirPlay, faculty can connect their mobile devices wirelessly and stream any content to the classroom projection system. AirPlay allows faculty the freedom to circulate among the students while controlling all aspects of their presentation.



***Stream audio, video
& photos over Wi-Fi***

*Airplay is available on all
projectors campus-wide*

Please visit <http://www.com.edu/end-user-support/training> for more information.

TECHNOLOGY TRAINING

Are you stuck on a piece of software? Do you need a quick refresher on technology for yourself or your department? We have resources to help you.

DATATEL COLLEAGUE TRAINING

The Office of Information Technology Services offers in-person Datatel Colleague training sessions to enhance the professional development of COM faculty and staff. Contact the helpdesk for further information.

TECHNICAL TRAINING DOCUMENTATION & VIDEOS

Technical training documents and videos are available online 24/7 at <http://www.com.edu/end-user-support/training>

ONLINE LEARNING - ATOMIC LEARNING

An on-demand technology focused online training resource free to COM staff and students. Two and three minute video tutorials at your convenience 24/7 with comprehensive training on all office products as well as over 250 other applications like iPad, eBooks and the cloud. There is major new content rollout every 45 days.

Access using your network User ID and password go to <http://www.AtomicLearning.Com/login/Com>

ITS PURCHASING

The demand for technology and technology-related services at College of the Mainland is increasing dramatically. As technology becomes more sophisticated and faculty, staff, and students become more sophisticated users, the cost of obtaining, supporting, and servicing technology is also increasing.

In an effort to better service Information Technology, the ITS staff has developed a standard equipment list. Standardizing on our technology purchases allows the Information Technology Services department to better obtain, support and service technology across campus.

Our goal is to provide technology and technology support that enables faculty, staff, and students to do their work, research, teaching, and learning activities in the most effective and efficient manner. Given that the budget is not unlimited, we must attend to costs and attempt to limit the costs to available resources in the budget.

PURCHASING POLICY

All purchases, (except consumables like printer ink, USB devices, Disks, etc.), for technology will be made through Information Technology Services: this includes all purchases for software.

A purchase request signed by the appropriate personnel with the budget code you wish to use for the purchase and authorizing our department to make the purchase for you, should be sent to the Information Technology department.

PURCHASE OF TONER / INK CARTRIDGES

In an effort to expedite service and achieve the highest level of quality, your department should purchase technology related consumables directly from the state contract vendors. ITS does not order and supply departments with consumables.

REPORTS

We are committed to providing accurate, timely and relevant information and data analysis to both internal and external constituents in support of all planning and decision-making activities of the college.

REPORTING

We will provide timely and accurate information and data to both internal and external constituents upon request. Also, we complete all state and federal mandated reports, such as IPEDS and LBB Performance Measures. All IR reports are published on the COM website and quick facts on student populations by term can be found under **COMmon Fact Sheet** heading.

REQUEST FOR DATA

If you can't find the data you need please complete the "Request for Data" online at <http://www.com.edu/ir/requests-for-data>.

- Please provide detailed information regarding what you need.
- Tell us what the data is needed for — this helps us to better serve you.
- Typical turnaround for data requests is approximately two weeks. Please plan accordingly when submitting requests. For larger projects (e.g. grant applications, accreditation, site visits,

etc) please let us know early in the process. We will be happy to work with you to achieve your objectives in a timely fashion.

- All requests for information should be directed to IR. We will work with other offices to get the appropriate data.

SURVEYS

The administration of all on campus surveys is coordinated through Institutional Research. This includes faculty evaluations. If you think you need to conduct a survey, please contact IR. We may already have the information that you need. Otherwise, we will be happy to discuss with you the best way to achieve your objective. We have the tools to develop online surveys as well as paper forms. Paper surveys will require your coordination of data entry.

Please note: Typical turn-around on a survey is 4 to 8 weeks, depending on the type of survey and the target population. This includes development, administration, data-entry, analysis, and report generation.

ASSESSMENT SUPPORT

We coordinate and track the development, administration, analysis and interpretation of results for all internal survey processes.

INSTITUTIONAL REVIEW BOARD - IRB

An IRB ensures that all research adheres to federal statutes for the fair and ethical treatment of human subjects. This office provides for administrative coordination for the IRB for all external and internal requests to do research at the College of the Mainland.



FAQ

How Much Space Does An E-Mail Account Have?

50GB

An email can run anywhere from 2KB to 1Mb depending on how much text is included and if there are any attachments involved. You can hold approximately 25,000,000 emails (no attachments) without archiving, but this number will vary.

Can I Install Applications & Games On My PC?

No.

Don't install any non-sanctioned ITS software – especially games. Games have all kinds of hidden malware and viruses. If your department has specific software needs please create a [help desk ticket](#).

How Do I Access Wireless On Campus?

You must configure your laptop or phone before you can connect.

Employees should connect their device to COM-Private, a login page will appear and you will need to enter your network User ID and Password.

Thanks For Taking Time To Read The ITS Document.

We appreciate all of your suggestions on how we can improve our process to better serve your needs. Our goal is to truly surpass your expectations.