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.

College of the Mainland.

ANYWHERE ANYTIME ANYDEVICE
ITS@COM

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.

Ron LeVick
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 three different departments under its umbrella with the following team members:

Ron LeVick
Chief Information Officer

Kim Ybarra
Administrative Assistant

END USER SUPPORT	NETWORK SYSTEMS	ENTERPRISE SYSTEMS
Chris Bentley Manager of End User Support	Giao Nguyen Systems Administrator I	Courtney Moore Director of Enterprise Systems
Ryan Montazari Computer Support Specialist	Justin Haynes Systems Administrator	Ashton Kimbark Programmer / Analyst
Gavin Raines Computer Support Specialist	Aaron Hensley Senior Network Engineer	Harini Pampanaboina Programmer / Analyst
Vacant Computer Support Specialist	Deborah Korn Telecommunications Operator	Kristen McClendon SharePoint Administrator

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.

USERNAME / 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 seven digit COM ID and click the **SUBMIT** button.

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.

PASSWORD AND 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. For additional information and instructions visit: http://its.com.edu/password-reset/.

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 an helpdesk ticket to https://helpdesk.com.edu with the pertinent information. Please note: your passwords may change as a result.

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 you can switch users using the **Other User** button at the bottom right of the login screen or call the Help Desk at ext. 8302.

EMAIL

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.

COM currently uses Microsoft Outlook as our email client. Microsoft Outlook is a personal information manager from Microsoft, available as a part of the Microsoft Office suite. Although often used mainly as an email application, it also includes a calendar, task manager, contact manager, note taking, journal, and web browsing.

EMAIL QUOTAS

Currently employees have 50GB limit on email mailboxes.

EMAIL WEB ACCESS

You can access your email via the web at http://outlook.com/com.edu

MICROSOFT OFFICE 365

Office 365 is a suite of online applications providing email, calendar, contact management, instant messaging, cloud storage (OneDrive), and Office online (online versions of Word, Excel, PowerPoint, and OneNote). It is important to note that while the Office web apps are feature rich, they are not the same as the full version of Office 2016.

OFFICE 365 ACCESS

You can access all your online applications at https://portal.office.com. Log in with your COM username and password.

OFFICE 365 TRAINING

Training for any of the online Microsoft applications and services can be found here. https://support.office.com/office-training-center.

ONEDRIVE

OneDrive is a private online storage space where COM students and employees can manage, store, and share up to **1 TB** of data all in one place, securely and easily.

COM PORTAL AND SHAREPOINT

COM portal is your one centralized location to access to all College online applications as well as team and departmental collaboration sites.

Portal ACCESS

You can access all your online applications at https://portal.com.edu. Log in with your COM username and password.

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.

PHONES

OFFICE PHONE AND VOICEMAIL

If there is already a phone in your office, please submit a ticket to helpdesk at https://helpdesk.com.edu/ to have the name and voicemail updated.

On-Campus: To access your voicemail messages press the message button on your phone and enter your numerical pin. Follow the menu instructions to navigate through your voicemail.

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

Voicemails from a personal extension, not departmental extensions, can be forwarded to your email account, contact the helpdesk if your voicemails currently do not forward to your COM email.

Note: Please don't forget to customize your outgoing greeting.

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. Please note the email account you enter on this form is the email address we will use to contact you with follow up information.

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 your COM Username, your full name and any pertinent information in regards to your issue 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) or personal devices.

HELP DESK HOURS OF OPERATION

Support is available Monday through Thursday 8AM – 7PM and Friday 8AM – 5PM (except during the summer).

OFF-HOURS ITS SUPPORT

Off-hours support is available for severity level 1 problems only which may include unscheduled campus power outages, network or phone outages.

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.

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://its.com.edu/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!

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.

BRING YOUR OWN DEVICE - BYOD

Web access is pervasive across campus anywhere a signal reaches. Employees are able to connect to the COM Mobile Wi-Fi network for all personal devices. Connect to COM-Mobile choose COM-Mobile in your wifi settings your device should then open a web browser and allow you to select the checkbox to agree to the terms.

EMPLOYEE DISCOUNT

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.

MICROSOFT OFFICE PRO PLUS - FREE

Through our partnership with Microsoft, all current students, faculty and staff are eligible to receive Office 365 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!

For more information or instructions visit http://its.com.edu/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.

TECHNOLOGY TRAINING

Are you stuck on a piece of software? Do you need a quick refresher on technology for yourself or your department? ITS has created multiple helpful guides at: http://its.com.edu/training/

ONLINE LEARNING - Hoonuit

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.

Go to http://www.AtomicLearning.Com/login/Com and access using your network User ID and password.

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. For more information and forms go to http://its.com.edu/requisition-process/

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.

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 Services 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.

FAQ

HOW MUCH SPACE DOES AN E-MAIL ACCOUNT HAVE?

50GB

An email can run anywhere from 3KB to 1Mb depending on how much text is included and if there are any attachments involved. Your email can hold approximately 50,000 emails or more.

CAN I BLOCK UNWANTED E-MAIL?

Yes!.

Learn more about Microsoft Junk folder at https://support.microsoft.com/en-us/help/954199/description-of-the-policy-for-how-e-mail-is-filtered-by-the-junk-e-mai

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 and students should connect their device to COM-Mobile, a browser page will appear

and you will need to agree to the terms before you be able to connect.

THANKS FOR TAKING TIME TO READ THE ITS DOCUMENT.

We truly 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.