

Office of Information Technology
Quick Start Guide



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Introduction

This document is an introduction to some of the support, standards, and policy documents that are provided by **Salt Lake Community College's (SLCC) Office of Information Technology (OIT)**.

SLCC's Information Technology Vision is to provide integrated, flexible, and dependable technology that ensures anytime and anywhere access for students, faculty, staff, and the community. Thus enhancing instructional quality and helping all SLCC constituents to meet their goals.

Key Things You Should Know

- OIT Technical Support can be reached at:
 - (801) 957-5555
 - helpdesk@slcc.edu
 - www.slcc.edu/support
- Passwords must be changed every 90 days or less.
- Back up your files to your network drive or OneDrive.
 - Only network drives are backed up automatically by OIT.
 - OneDrive is the primary location for storing your data.
 - Do not store personal data on a cloud drive including OneDrive or Google Drive.
 - External drives are not preferred as they are easily stolen.
- Always log off or lock your computer before leaving for extended periods of time (breaks, meetings, home, etc.). Learn how in the [Securing Your Computer](#) section.
- Anti-virus software should be kept running at all times.
- On SLCC computers, OIT will maintain software and the operating system. You are responsible for any applications you install.
- Exit programs before turning off your computer.

Acceptable Use of College Computing Resources Policy

While employed by SLCC and using the computing resources, you are governed by the policies outlined in the [Acceptable Use of College Computing Resources](#). This policy includes:

- password protection
- approved system usage and privileges
- use of copyrighted software
- personal use of computing resources
- confidentiality and privacy
- repercussions for violations.

The policy can be found by clicking the link above or go to **MyPage > My SLCC > Select Faculty or Staff > Scroll down to SLCC Resources > Policies and Procedures** link.

Please carefully read this document and be aware of the covered issues.

Major Campus Systems and Identities

Below is a list of some of the major systems and facts about how logins are associated with each of them. It also indicates who can have access to these systems.

(Example User: John Summers, User Name: jsumme21)

System	User Name or ID Convention	Comments	Staff	Faculty	Adjunct	Student
Banner	<First Initial(1)>+ <Last Name(7 max)> + <# for unique ID> jsumme21	<p>The BANNER system:</p> <ul style="list-style-type: none"> • is used for nearly all SLCC administrative processing. • was developed specifically for institutes of higher education. • maintains student, financial aid, and human resources data. • consists of seven integrated systems: Flexible Registration, Student, Advancement, Finance, Financial Aid, Human Resources, and General. • is highly integrated and shares a common database. • This common database is shared by everyone who uses Banner, which facilitates maintaining records on someone from registration until they become an alumnus. 	X	X	X	

MyPage	<First Name(1)>+ <Last Name(7 max)>+ <# for unique ID> jsumme21	The MyPage system: <ul style="list-style-type: none"> • is the College's portal to most information. • has College announcements. • contains employee resources. • accesses classes (for both students and faculty). • accesses the E-Learning systems. • and much more. 	X	X	X	X
Bruinmail Email	<User Name>+ @bruinmail.slcc.edu JSumme21@bruinmail.slcc.edu	A Bruinmail Email account <ul style="list-style-type: none"> • provides all SLCC students, faculty, and staff a free Google account with unlimited storage. • can be auto-forwarded to other email accounts. 	X	X	X	X
Outlook Email	<First Name>.<Last Name>@slcc.edu John.Summers@slcc.edu	The Outlook system <ul style="list-style-type: none"> • is established for full time faculty and full-time staff. • provides group scheduling/calendaring, a global address list, etc. • is available via the on-campus network or off campus via the internet. 	X	X		
Office 365 for SLCC	<User Name>@slcc.edu jsumme21@slcc.edu	The Office 365 for SLCC system provides: <ul style="list-style-type: none"> • All students, faculty, and staff with an Office 365 for Business subscription • Subscribers can download the latest Office applications on up to 5 personal devices. • Provides 1 Tb of storage. • Access and edit files from any device internet connection. 				

Security

Security of SLCC's computer system is everyone's responsibility. No matter how much technology is used to make the computing environment secure, it will not work without the cooperation and vigilance of all users.

Passwords

Your computer password is your personal key to SLCC computer resources. Passwords:

- ensure access by only authorized users
- determine accountability for all transactions made to system resources including data.
- should not be shared with anyone.

Each user is responsible for:

- the selection of a strong password
- keeping the password confidential
- changing the password regularly.

Selecting a strong password:

Please read the following requirements to select your new password:

- Your password must be 8 - 20 characters long and contain at least one uppercase letter and one number.
- It must contain at least one of these special characters:
 - ~ ! * - _ [] { } ?
- It must not contain your User ID.
- Your new password can't be similar to your old password.
- It must not have been used in the last year.
- It must not contain any spaces

Password Confidentiality

- Keep Passwords confidential and do not share with anyone.
 - If you must share it, change it as soon as possible.
- Do not divulge your password over the phone. If you must:
 - You initiate the call. Do not give it to a caller.
 - Change the password as soon as possible.
- If you suspect your password has been compromised:
 - Change it immediately and notify Technical Support.
- Don't write your password down or store it in a document on your computer.
 - Memorize passwords.
 - Documents containing passwords must be password protected.
 - Best practice is to encrypt the document.

Changing your password

Passwords:

- Must be changed every 90 days.
- Old passwords are remembered by the system for 1 year.

To change your password, do the following: (**Note: PIN = Password**)

1. Login to **MyPage**
2. Select the **Employee** tab
3. Go to the **Personal Info (Employee)** channel
4. Select the **Change Pin** link
5. Enter your old **PIN (Password)**
6. Enter your new **PIN** twice

7. Click on the **Change PIN** button

Your new password has been set. It may take up to 15 minutes for the change to take effect in all systems. If after 3 unsuccessful attempts to logon with your new password, please call **Technical Support** at **5555**.

Securing Your Computer

If logged on to your computer, you should never leave it unattended. The OIT Department recommends the following to keep your computer secure.

Lock your computer whenever you leave it unattended but want to leave it on.

To **Lock** the computer:

While pressing the **Windows Logo** key, press the **L** key.
An alert window opens informing you your computer is locked.



To **Unlock** your computer:

Press the **Ctrl**, **Alt**, and **Delete** keys together.
An **Unlock** window opens.
Enter your password.
Click **OK**



Technical Support

The **SLCC Technical Support** services provides a majority of the traditional IT support functions.

Technical Support services include:

- Desktop support for hardware, software and peripherals
- Free software training for Faculty and Staff.
- Assistance with connecting to the SLCC network.
- Resolving hardware, software, and peripheral issues
- Telecommunications support for telephones and voice and data cabling
- Support for remote / traveling staff to include hardware and software, and remote communications.
- Walk-in assistance with technical issues at the Redwood Campus, room TB216.

Make all requests for OIT Services by contacting Technical support.

- Website: www.slcc.edu/support.

- Chat live with a technician.
- Report an issue. Create and track your own incident ticket.
- Request something.
- Search our extensive Knowledge Base for issue resolution, “How to...” questions, etc.
- Email helpdesk@slcc.edu
- Call 5555 to speak to a support technician.

Technical Support Business Hours

Normal business hours:

- Mon – Thu: 7:00 am – 8:00 PM
- Fri: 7:00 am – 6:00 pm
- Sat: 10:00 am – 4:00 PM Voicemail and Email monitoring only.

Note: Excludes College holidays

Network and Office 365 Storage Resources

Note: It is strongly recommended that only non-personal (PIP) data be stored on any cloud storage system. Personal (PIP) data may be stored on SLCC network drives.

Department and Permanent Committee Office 365 Sites

Each department or permanent committee can have an Office 365 Site for sharing files, calendaring, collaboration on projects, etc. If your department or committee does not have a site, make the request through the [Technical Support](#) (5555).

Team Office 365 Sites

Team sites are for temporary use by project teams, non-permanent committees, etc. These can be created by any Office 365 subscriber. Contact [Technical Support](#) for assistance and training.

Personal Network Storage

Home Drive: In addition to Office 365 storage, you will also have access to network storage space called your **Home Drive** (typically labeled the “H:\” drive). Each home drive is allocated 2GB of storage space. With approval from your supervisor, requests can be made for additional space. To obtain the request form, click [here](#) or contact Technical Support.

It is highly recommended to store data files on a network drive or cloud drive (Office 365 or Google) since they are backed up regularly. In the event of theft or problems with your

computer, your documents would not be lost.

NOTE: Keep in mind that personal (PIP) information should not be stored on a cloud drive.

Other items that shouldn't be stored on the network drive:

Remember that storage space (memory) on network servers is limited. The following guidelines will help when deciding to put something on a network drive:

- **Non Work Related Files:** These files should be stored on your local machine (C: drive). This includes files like Personal Emails, Music (MP3, WMA, and WAV), Movies (AVI, MOV), Personal Pictures, etc.
- **Copyright Protected files:** It is strongly suggested that you become familiar with the restrictions outlined in the [Acceptable Use of College Computing Resources](#) policy, including Chapter 2, Section III.C.2 (Copyrighted Materials).
- **CDs/Installation Files:** Programs/Software (EXE, MSI), and in some instances Zipped files (ZIP, RAR) should not be copied to your Home drive. Please contact OIT to set up a network location to store these types of files (or check if they are already available).
- **Backup Files:** Backup files (Microsoft Backup [.BKF] or other compressed backup file formats) often include all of the program files and system files from your computer. Most of these files don't require back up and create wasted network space. Please avoid placing full backups of your system on your personal drive (H :). OIT keeps an image of most computer models in a dedicated network location to restore your system in the event of system failure.

SLCC Email Storage Limits

Outlook System:

Your Outlook Email address provides access to the **MS Outlook Exchange Server System**. This means that your emails, contact files, calendar events, etc. are stored in a virtual mailbox on an exchange server. **Your allocated mailbox size is 368 MB**. Keeping your mailbox cleaned out will maintain your mailbox within the storage limits. The following system settings are in place on the Outlook Exchange System to help ensure the SLCC Outlook Email system remains reliable.

Mailbox Size	Action
340 Megabytes (MB)	Warning Message sent to user advising mailbox requires attention.
360-399 MB	Prohibit Ability to Send email through Outlook.

400+ MB	Prohibit Ability Send and Receive email through Outlook.
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For more information on how to manage your mailbox size, see **Managing the Size of the Outlook Mailbox** in the [Outlook 2013 Level 1](#) training manual.

Requests for additional mailbox storage space will be evaluated on a case by case basis. Only cases where no other viable alternative is available will be approved. The request form is in the **Forms** section of the OIT website.

Scheduled Automatic System Updates

OIT has regularly scheduled system updates to SLCC computers. These updates maintain anti-virus programs, update SLCC installed applications, and update the computer's operating system. Updates are accomplished by "pushing" the updates out to computers connected to the network. To not experience degradation in your computer's performance or a system reboot while working, it is recommended that you leave your computer on each weeknight, Monday thru Thursday. To keep your computer secure, lock it.

To **lock** your computer, press the **Windows Logo** key and the **L** key to lock your computer when you are leaving it unattended for an extended period of time. To unlock the computer, press the Ctrl + Alt + Delete keys. **You can shut down your computer on Friday evening for the weekend.**

If you have a laptop and typically take it with you in the evening, on the next business day your computer attaches to the SLCC network the missed updates will be loaded.

Computer Update Schedule

OIT Desktop Services will attempt to do all updates on a weekend called Update Weekend. Watch for emails from the Helpdesk advising of an upcoming Weekend update and instructions and options for doing the update

OIT Department Organizations

Academic Computing

The Academic Computing organization is responsible for technical support to students, faculty, and staff in Computer Labs and Technology Centers at all campuses of the college. This team of 12 full-time and over 30 part-time employees is charged to ensure Open Labs and other instructional spaces are efficiently providing the necessary learning technology at SLCC.

Administrative Computing

Administrative Computing manages the software systems used by SLCC to perform day-to-day operations, solve problems, and plan for the future. Banner and MyPage are probably the most recognizable of the many systems the team manages. Their services include installation, maintenance, and technical support of administrative systems the college uses. Where appropriate, they also modify these systems and build custom software. Administrative computing is divided into three areas Administrative Applications, Web Systems, and Database Systems.

Desktop Services

The Desktop Services group sets up and maintains desktop computer hardware, software, and associated peripherals for Faculty and Staff at SLCC. Technicians offer support at all Campus locations with secondary support for some lab environments.

Infrastructure Services

The Infrastructure Services organization provides support for Computer Networking and Telecommunications services at the SLCC. This team supports physical hardware and transmission media, both wired and wireless, used to interconnect all associated SLCC computing resources, telephone system and internet access. In addition, they support various services such as Jabber Instant Messaging, Voicemail, Remote Network Access, etc.

Information Security

The Information Security Office is responsible for safeguarding the College's information technology resources and data by ensuring confidentiality, integrity, and availability of these resources while protecting them from compromise, abuse, and loss or damage caused intentionally or unintentionally. This assurance will allow the College to continue its mission critical operations of education, service, and administration.

Server Services

The Server Services organization is responsible for providing technological solutions for the evolving services at SLCC reliant upon server technologies, as well as technical support for students, faculty, and staff as it involves server related technologies and services provided at all SLCC campuses. This team consists of 10 full-time employees who are efficiently maintaining the necessary server technologies for a large variety of SLCC services.

Technical Support

The Technical Support team offers technology support for students, faculty and staff presented by phone calls, e-mails, voice messages and walk-ins. They also provide IT training for faculty and staff.