Employee Technology Guide

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Introduction

Among the duties of IT are to provide technical support for all institutionally-owned computer systems, provide support to faculty and staff for their technology environment including offices and classrooms, provide quality administrative operations, oversee the ongoing monitoring and maintenance of the campus network (CampusNet) and its constituent parts, as well as to enhance the overall technical and learning environment of the college. ResNet (the residence hall network) is for the student network and is supported and provided by Apogee Inc.

IT Contact Information

E-Mail: helpdesk@bsc.edu
Phone: (205) 226-4849
FAX: (205) 226-7015

Hours for phone support:
7:30 AM until 4:00 PM
(Monday-Friday)

Address:
Information Technology
900 Arkadelphia Rd
BSC BOX 549024
Birmingham, AL 35254

IT Helpdesk - Loaded with FAQs, documentation, downloads, and assistance on many technology issues – Stay Tuned!

TheSIS - Faculty: rosters, grades and degree audit. Staff: view annual leave, sick leave, budget (if budget admin)

OWA - Outlook Web Access - BSC email - Access your email for official college communication

Intranet - Bylaws, handbooks, forms, purchasing info, and more

Moodle - Offers web enhancements opportunities in the classroom or may be used for committee or group communications

IT Home - Technology request form, technology planning, ethical use, and other guidelines http://www.bsc.edu/administration/it

Time Track – Place to record sick and annual leave
https://bsc-online.ghg.com/login.jsp

Accounts

1. For all accounts below (besides Turnitin):
   How to get the account: You will receive this information from Human Resources (located in Munger Hall) upon completion of the appropriate paperwork.
   Expiration: Upon notification from Human Resources that the individual is leaving the college.

2. IT encourages regular password changes.
   NOTE: For these 4 accounts, a password change will affect all four places: Email, Logon to Windows machine, Intranet, Copiers. Turnitin and TheSIS use a different password to begin and are not affected by the password change like these 4 accounts. Moodle is the same initial password but also not affected by a password change like the 4 accounts.

E-Mail

Why: To access the BSC e-mail system for all official college communication.

Username: It will be the first letter of your first name, followed by the first seven letters of your last name.

Password: It will be the first letter of your first name, the last four digits of your BSC-ID card number, followed by the first letter of your last name. A change in the password here affects the password in 3 other places see NOTE above.

Access site: Link provided in the footer area of any BSC webpage (click OWA)

Email address format to share with others: username@bsc.edu

Limits: 500 Mb of storage

Sent box: Retains items for 30 days (Keep your email inbox and sent boxes clean.)

Trash: Retains items for 14 days

SecureMail: Antispam filtering is in place. Adjustments may be made individually. Watch your BSC Securemail
Junk Summary to Unjunk, View, or define settings best for you.

**Log on to Windows – Machine Startup**

**Why:** To begin using your office computer  
**Username:** It will be the first letter of your first name, followed by the first seven letters of your last name.  
**Password:** Same as your email password.

**Intranet**

**Why:** To find some campus specific documents.  
**Username:** campus\username and the username part will be the first letter of your first name, followed by the first seven letters of your last name  
**Password:** Same as your email password.  
**Access site:** Link provided in the footer area of any BSC webpage (click Intranet)

**Copier account**

**Why:** To duplicate anything literature (legal duplicating please)  
**Username:** It will be the first letter of your first name, followed by the first seven letters of your last name.  
**Password:** Same as your email password.

**Datatel**

**Why:** To access the Student Information System  
**Username:** It will be the first letter of your first name, followed by the first seven letters of your last name.  
**Password:** Will be e-mailed once the Security Agreement of Policy is signed

**TheSIS**

**Why:** To access the Student Information System. The TheSIS system gives faculty members the ability to enter grades, check rosters, course availability as well as advisee information. Faculty members may also conduct degree audits on their advisees to determine progression toward the student's chosen degree program. Likewise, staff members can check their annual and sick leave amounts as well as view information about their current position at the College. Faculty and staff members that are budget administrators can view their current budget information as well.  
**Username:** It will be the first letter of your first name, followed by the first seven letters of your last name.  
**Password:** It will be your birth date in the form of MMDDYY.  

**Access Site:** Link provided in the footer area of any BSC webpage (click TheSIS)  
**NOTE:** If you include your cell phone in the TheSIS information, you will be notified of campus emergencies. Just click the address change option and be sure to keep your cell phone number current. Remember to Submit changes.

**Moodle**

**Why:** To provide web enhancement to the normal classroom setting. Moodle can also provide communication opportunities for advisee work, committee work, and various types of campus groups needs.  
**Username:** It will be the first letter of your first name, followed by the first seven letters of your last name.  
**Password:** It will be the first letter of your first name, the last four digits of your BSC-ID card number, followed by the first letter of your last name.  
**Access site:** Link provided in the footer area of any BSC webpage (click Moodle)  
**Courses:** For faculty, courses are generated with students prior to the start of each term. The records department needs your course information to begin this process.  
**Tools:** Moodle has many tools to enhance the classroom experience. Some of these tools include:  
- The ability to post online documents, announcements, and information
- An Quickmail function for communicating with your students or use of a discussion board/forum to communicate when not in class. (Forums may be used for a variety of class purposes including group work.)
- Electronic posting and checking of grades. (Students can only access their own grades.)
- Electronic submission of assignments

**How do I use Moodle?** After logging in, all courses you are teaching or participating in should appear in a listing. Click the gray Course Name to enter the course. If a course is missing from your listing, contact the Helpdesk.

**Time Track** (staff use only)

*Why:* To keep track of your sick leave and annual leave on a weekly basis  
*Username:* It will be the first letter of your first name, followed by the first seven letters of your last name.  
*Password:* It will be the first letter of your first name, the last four digits of your BSC-ID card number, followed by the first letter of your last name.  
*Access site:* Open IE7 (browser) and click on the double arrows (>>) next to Tools on the page's right side, pick Time Track or [https://bsc-online.ghq.com/login.jsp](https://bsc-online.ghq.com/login.jsp)

**Turnitin** (faculty use)

*Why:* To use anti-plagiarism software in the classroom  
**Turnitin is now integrated seamlessly from within Moodle.** See Moodle “Add an activity” and select Turnitin. Our “Moodle The Pieces” course also has a reference page for using Turnitin in your Moodle course.

Otherwise, **when not using Moodle:**  
*Username:* your_username@bsc.edu  
*Password:* whatever you create once you begin the login process at the Turnitin site (You'll be asked for the BSC code before you begin setting up classes, be sure to contact the helpdesk for the code.)  
*Access site:* [http://turnitin.com](http://turnitin.com)

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**Cell Phones**

**Personal cell phones:** If you have one of the latest smartphones (iPhone, Droid, Windows Mobile, etc.) that is able to sync/connect with Exchange/Outlook Email, you may be able to access your BSC email account with your cell phone. You will have to purchase a data plan from your cell service provider in order to do this.

Here is the information that you will need to access your Exchange/Outlook email on your phone:

1-Your email **username and password**  
2-The name of the BSC email server: **mail.bsc.edu**  
(Note: The server/address name for Blackberry users is **mail.bsc.edu/owa**. Please contact your Blackberry vendor for further setup instructions).  
3-The name of the BSC network domain: **campus**

If you have problems, please see your cell phone instruction manual or provider's website to see if your cell phone is capable of accessing Exchange/Outlook email and for the actual set-up procedures.
Computer Security

Virus, Trojan and Worm Protection
You are required to protect your computer from viruses, trojans and worms by:
- Be aware that automatic updates happen to your virus and windows software to protect your machine.
- Only downloading software from reliable sources.
- Never opening or launching a downloaded file without first doing a virus scan. (After saving the file, right click the file and choose to Scan with ESET NOD32 antivirus)
- Never opening an unknown email file attachment.
- Deleting suspicious emails.

Spam
Spam is defined as unsolicited commercial email. To help fight spam, you can:
- Never buy anything from anyone who sends you an unsolicited email.
- Do not send an “unsubscribe me” email to be removed from a list; this action may confirm that your email address is valid and may end up causing you to receive even more spam.
- Delete messages from unknown senders
- Keep track of happening in your BSC SecureMail Junk Summary and fine tune the settings to your liking

Account Passwords
Here are a few guidelines to help keep your passwords secure:
- Change them often.
- Don’t ever share passwords.
- Don’t leave them lying around.
- The longer and more complicated the password, the better.
- Use a mixture of letters and numbers, small letters and capital letters.

Good Computer Use Practices
Here are some computing practices to help keep your computer safe and secure:
- Don’t leave your computer on all the time. Re-booting regularly gives your computer a “clean slate”.
- Disable file sharing on peer to peer programs you are using.
- Remember to always “log out/log off/sign off” of systems that you’ve used an account to get into and then follow any additional directions when prompted. (Example: when choosing to logout of your TheSIS account, you’ll be further prompted to close your current browser session.)

Important Notes
All official IT correspondence relating to helpdesk issues will come from this email: helpdesk@bsc.edu
Because .zip files are notorious for carrying malicious content, the IT department, including the Helpdesk, will NEVER send you a ZIP or other potentially dangerous file attachment. Our network is even more secure in that it will not allow certain file extensions including .zip type files to arrive as attachments.

Policies

The electronic resources and technologies of the College are intended for the use of students, faculty, and staff of the College. Use of such resources is limited to these members of the College community. Authorized users are assigned user accounts and passwords by the Department of Information Technology (helpdesk@bsc.edu). Individuals may only use accounts, files, software, and computer resources that are assigned to them under their user accounts.

Individual members of the College community are expected to take all reasonable precautions to prevent unauthorized access to files and data and any other unauthorized usage within and outside the College.
It shall be considered a violation of this policy and/or of the BSC Honor Code to:

1. Use someone else's password or log in to someone else's account without authorization, except as may be required for management of system resources.
2. Attempt to gain access to computing privileges or resources for which you are not authorized or via means not authorized.
3. Give others access (via password or other means) to computing resources to which they are not entitled.
4. Use a system for unauthorized purposes, such as advertising for a commercial organization or running a business.
5. Read, execute, modify, or delete any file belonging to someone else without explicit permission from the owner, even if the file is unprotected.
6. Deliberately destroy, damage, or deface hardware (including, but not limited to: system unit, monitor, keyboard, mouse, printer, and cabling).
7. Deliberately introduce worms, viruses, or other software which is designed to damage or destroy software (including, but not limited to: applications, operating system, files, etc.)
8. Move or install hardware or software without authorization.
9. Create, display or transmit harassing, libelous, or threatening messages or materials on the College's computer equipment.
10. Attempt to crash a system, or exploit weaknesses in security.
11. Make unauthorized copies of software that is copyrighted.
12. Misuse technology resources in any way that materially impacts on the efficacy of use for others. Modify technology resources, utilities, and/or configurations, or to change the restrictions associated with their accounts, or attempt to breach any technology resources security system, whether with or without malicious intent.

The appropriate system administrator may remove or alter as necessary user files that threaten to interfere with the operation of the system or as needed for system maintenance. The system administrator should make every effort to notify the user prior to such action to give the user opportunity to remove such files him/herself. It is recognized that there may be special cases where the threat to the efficacy of system resources is so immediate that prior notification is not possible.

Support for Hardware and Software

Standards (see lists below) are set for the benefit of the college community and have been used and tested by IT. For standard systems (hardware and software), IT guarantees compatibility of software applications, operating systems, and network connectivity. College purchasing policies require IT approval for all technology purchases. Hardware recommended and software recommended on the list of software standards receives approval when purchased through IT. If non-standard equipment and software are used, IT will make a best-guess effort to resolve any problems. There is no guarantee, however, of successful resolution.

As new products become available, IT evaluates them for our environment. This list changes routinely. Additions or deletions from these lists may occur at any time. IT will attempt to give adequate notice to those changes on the IT departmental website as we continue to strive to meet changing technologies and policies. Please contact the Help Desk for the latest information if there is a question.

Note: In order to receive full support, IT needs to be involved in the initial acquisition of technology resources. This is accomplished through the use of the IT Proposal System (forms and more information at the helpdesk site).

Tiered Level Support for Software

Level 1 Support - IT will provide full support (Helpdesk, troubleshooting, and if needed, training/documentation) for software listed on the IT standard software list. Every effort will be made to resolve software related issues. In the event, an issue can't be resolved, IT will offer alternative solutions. However, if the issue is caused by nonstandard or unsupported software, IT will remove the offending software in order to return the system to its previous working condition. Many "free" downloads and/or utilities create problems for our systems even though the software or utility is legitimate.

Level 2 Support - IT will provide limited support to college owned software that is purchased by specific individuals and/or departments. This support is limited in that IT will assist the user in the installation and configuration of the software to work on standard BSC systems. IT will also provide support if the software requires specialized printing and/or network configuration, provided such software does not negatively impact the campus network. Training and use of the software
and its features is the responsibility of the individual and/or department. Outside training for specific programs may be obtained at New Horizons Computer Learning Center. Contact Human Resources for information.

NOTE: IT will not, under any circumstance, install, configure, or support software that does not have a legitimate license code or product key, is a “copy”, borrowed from another department/individual, etc. even if the original software was purchased by the college or one of its representatives.

Tiered Level Support for Hardware

Level 1 Support - IT will provide full support for all college owned system hardware including troubleshooting, repair, and if needed, replacement. Systems under manufacturer warranty are repaired by an outside authorized service. IT will make every effort to ensure that your hardware is repaired or replaced in a timely manner. However, please be aware that with manufacturer’s warranty, there are many variables out of our control to which we must submit in order to have the system fixed or replaced.

Level 2 Support - IT will provide LIMITED support for hardware items that are requested by an individual or department that have gone through the approval process. Support is limited to the installation and configuration of the hardware and any associated drivers in order for the hardware and the system to function properly and for the troubleshooting and/or replacement of IT owned devices. Training and support on the use of such items is the responsibility of the end user. Such items include DVD-ROMS, CD-RW, DVD-RW, modems, scanners, document cameras, digital cameras and camcorders, local printers, etc.

NOTE: End users who purchase non-approved hardware for use on college owned systems will not be allowed to connect their hardware to the network. Personal computers, even if used for college business, do not fall under IT support.

Standards

Software: Windows XP Pro
Office 2007 (excluding Outlook)
OWA (Outlook Web Access)
Datatel
NOD 32 (Antivirus software)
WS_FTP
X-Win32
Internet Explorer, Windows Media Player, Quicktime Player,
Acrobat Reader, Winzip Utility
Limited support for software such as SPSS, Hyperstudio,
Inspiration, Finale, Maple, Abobe products, Minitab, Matlab, Sonar,
Reaktor and Pinnacle

Hardware:
Pentium/ Dual Core Processor
1 GB Ram
40 GB Hard Drive
Combo DVD-CRW Drive
Keyboard
Mouse
17" LCD Monitor
Network Card

Personal Purchases

All institutional purchases should go through the IT department. See the forms on the IT website or the helpdesk website.

Birmingham-Southern College, Apple, and Dell have teamed up to offer students, faculty and staff the ability to purchase computer systems for personal use at special prices with exclusive discounts and promotions. For more information, visit the Apple Education Program or the Dell University Website. Links are provided through the IT helpdesk website.


USB Flash Drives: The BSC Bookstore carries USB drives in various capacities. USB drives may also be bought in many local retail stores. The BSC IT Department strongly encourages employees to use USB drive technology for their portable storage needs. Please remember to backup regularly. Open the drive by going to My Computer and double click the drive to access the contents.
Campus Labs

Lab hours: Labs are open according to their building hours. Except: Olin 201, Olin 204, Norton Center Lab - open 24 hrs

File saving in labs: When in labs, do not save to the desktop or local computer. Save to your flash drive.

a. Open access labs/areas: Olin 204, Norton Center Lab, Humanities Center 118, Library (All 3 floors)
b. Specialized use labs with some open access times: Harbert 222, Harbert 301, Olin 201, Stevens Science Center 240, Library ARC, Humanities Media Lab
c. Specialized use labs:
   i. Olin 104, Olin 105 – Math Students
   ii. Hill Room 41 (Music Tech lab) – Music Students
   iii. Phillips-Annex Art Building Mac Lab – Art Students
   iv. Harbert 126 – Education Students
   v. Olin 103 – ARC Tutoring
   vi. Humanities Language Lab Room 122 – Language Students
   vii. Harbert 222 – Business/Accounting Students