Information Services Overview

An introduction to DePaul’s technology for new employees
Who is Information Services?

• Information Services (IS) is responsible for the University’s technology systems:
  ▪ Computer support, computer labs
  ▪ Telephone, e-mail, printing, network
  ▪ PeopleSoft collaboration
  ▪ Dozens of behind-the-scenes technologies
  ▪ Implement new, upgrade existing systems
Need more information?

http://www.is.depaul.edu
http://www.is.depaul.edu/mpt

- Technology Instructions
- Help
- Details
- Technology training
- Technology QuickGuides
Your Employee ID and User ID

• Employee ID = EMPL ID
  • DePaul # on your ID card
• Campus Connect = User ID
  – Log into Campus Connect, e-mail, your computer
  – User_ID@depaul.edu
Secure Computing

Passwords

- Create a strong password
- Never share or write!
- No IS member will ask you for your password
- Change via Campus Connection
- Forgotten password? Call the TSC. Last 4 digits of your SSN and DOB are used to verify identity for password reset requests
Secure Password

• 8-32 characters
• At least one digit
• At least one special character
• Case sensitive
Secure Password

Always drink 8 glasses of water each day!

Ad8gowed!
Secure Computing

General security

- Don’t open unknown attachments
- Lock your computer when away from desk
- Lock drawers & cabinets at end of day
- Never let anyone else use your accounts
Secure Computing

• Personal security
  – Carry your ID with you
  – Do not leave laptop in plain sight – including your car
  – Get a laptop lock
  – Lock your laptop overnight

• Data Security
  – Never store sensitive data on mobile devices

• Security Questions?
  – Contact the Security Team at security@depaul.edu
Acceptable Use Policy

• Privacy
  – DePaul deeply values privacy rights and does not routinely monitor use of computing resources, such as e-mail and internet
  – But, computing resources belong to DePaul, and IS may access them and information stored or transmitted through them
  – IS will do so only legally and for legitimate business purposes

• Acceptable Use is
  – For legitimate educational and business purposes
  – Includes limited personal use, as long as users do not violate policies or interfere with DePaul’s educational and business purposes

• Examples of Non-Acceptable Use
  – Uploading, storing, transmitting, etc. material that violates the law
  – Sending unsolicited e-mail
  – Using computing resources to harm minors
  – Transmitting communications or materials to promote financial scams or other wrongdoing
  – Unauthorized access of computing resources
  – Intercepting communications
  – Unauthorized collection of personal or university data

• Questions?
Social Media Guidelines

• Employees are welcome to participate in social media, such as Facebook or Twitter
  • If you do so on behalf of DePaul, be sure to get your supervisor's permission
  • Remember that DePaul policies, including FERPA compliance and logo usage, also extend to social media
• We encourage you to review DePaul's social media guidelines at:
  http://brandresources.depaul.edu/vendor_guidelines/g_socialmedia.aspx
Technology Support Center (TSC)

- Provides technical assistance for DePaul supported software, systems and services, including DePaul (ID) Cards and U-Pass
- The first point of contact for technical problems
- Four product lines with multiple locations:
  - Help Desk
  - Field Support
  - ID Card Services
  - Genius Squad
Technology Support Center (TSC)

- **Help Desk**
  - Ext. 2-8765 (312-362-8765)
  - Submit online: Campus Connection > Technology Contact Center
  - Email tsc@depaul.edu

- **ID Card Services**
  - All Campuses

- **Genius Squad** (walk-in support for personal computers)
  - Loop
  - Lincoln Park
Technology Support Center (TSC)

Services offered include:

- Account & password support
- Wired and wireless network connections
- Telephone connectivity on campus
- Campus print service support
- Windows and Mac desktop and laptop computer support
- General technical support for DePaul educational and administrative applications
ID Card

• Common staff uses include
  – Library, photocopiers, restricted doors, cafeteria usage, building entry, reimbursements, tickets
• Keep it with you at all times
• Keep it secure
  – Demon Express Account & PNC ATM card can be linked to this card
  – Empl ID is listed on the card
  – Provides access to secured areas
• Immediately contact the TSC if lost or stolen
PeopleSoft
Administrative Applications

• Web-based group of administrative business systems
  – Supports university operations, academics, and decision making
  – Human resources data, financial data, student administration, customer relationship management communications, TSC

• Do you need access to PS systems?
  – It depends. Talk with your supervisor.
  – If yes, follow the access request procedures on the IS Web site at: http://is.depaul.edu/systems/peoplesoft/index.asp
Campus Connection

https://campusconnect.depaul.edu

– Gateway to many DePaul applications
– Interactive Web site that includes numerous Web-based self-services for students, faculty, and staff
– Pay stubs, time sheets, vacation tracking, benefits enrollment, address updates, budget administration, password change, etc.
Online Exercise

• Sign-in
  – www.depaul.edu -> DePaul Shortcuts
  – http://campusconnect.depaul.edu

• Change Password

• Demographic Profile
  – Update DPU alert
  – Check Preferred Email
  – Update Campus Address
  – Update Emergency Contact Info
Login Using Your User ID and Password You Received This Morning
Computer Equipment

• Standard office equipment:
  – Desktop PC or laptop
  – Shared printer
• Classroom equipment:
  – PCs
    – projectors and screens
• Computer labs are also open for staff
• Request additional equipment through TSC
• Reserve classrooms on the IS website
Software and Licensing

• Check the “Software” section on the IS website before purchasing or installing software
  – All software must be legally licensed.
  – Not all freeware is licensed for university use
  – Installing unlicensed software is forbidden by University policy
  – IS software consultant: ext. 2-8899 or dtarkows@depaul.edu
Network Drives

• C: local drive
• U: network drive- just for you
• W: network drive- a shared Work drive

U: and W: are “backed up” automatically
Faculty & Staff E-mail

• Supported Clients
  – PCs use Outlook
  – Macs use Entourage or Outlook 2011
  – Web: https://outlook.depaul.edu

• Email address: userid@depaul.edu

• Login with your Campus connection password

• E-mail is automatically deleted after 90 days
  – To setup an archive see handout for instructions or contact the TSC for assistance
Faculty & Staff E-mail

• Wireless devices
  – BES Server for Blackberries
    • Contact TSC to setup
  – iPhone
    • Set up via http://iphone.depaul.edu
  – Active Sync for all other devices
    • Set up via http://activesync.depaul.edu
  – POP3/IMAP
    • Contact the TSC for details
Faculty & Staff E-mail

• Spam Control
  – Exchange accounts ONLY
  – Google/Postini to filter e-mail messages for viruses and spam
  – All accounts are filtered for viruses and spam automatically
  – You receive a daily Quarantine Summary every day if they received spam the previous day
  – You can also go to the Message Center to view their quarantined messages and update their spam control settings
  – You may need to reset your Message Center password using the Log-In Help link
  – The Message Center website is http://login.postini.com
Technical Training

Workplace Learning
• Tips & Tricks in Office
• Excel Pivot Tables
• Effective Presentations
• Windows 7
• Digital Literacy
• Web 2.0

Media Production & Training
• Other technical training
• SharePoint
• Group workshops
• One-on-one training
• Custom tech training

https://hr.depaul.edu/Workplace%20Learning/index.html
http://is.depaul.edu/mpt
Telephone

- Dial 9 + 1 + area code + number when calling off-campus
- Five-digit dialing within DePaul
Voicemail

- Access messages through the phone or your Outlook Inbox
  - PC Interface
    - Click on “Play on PC” to listen to your messages through the speakers on your computer.
  - Telephone interface
    - Password for telephone interface is in your email.
  - Quick Guide in your folder and on the IS website
Wireless

• Wireless is available at DePaul
  – In all common areas and classrooms
  – In some office areas and meeting rooms
• Two networks
  – ‘deapulblue’ is primarily for Faculty & Staff
    – Most secure network
  – ‘deapulwireless’ is for students and browsing only
• Additional info: wireless.depaul.edu
Tips for when you get back to your desk

• In Campus Connection: Demographic Portfolio
  – Update your password (if you haven’t already)
  – Set DPU Alert (if you haven’t already)
  – Set Campus Location Address (if you haven’t already)
• In Campus Connection: Employee Self Service
  – Benefits Enrollment
  – Time Reporting and Approval
• In Outlook:
  – Set up your Archive
  – Set up your Outlook Email Signature
• Set up your voicemail (password is in email)
Contact Information

Jennifer Donelan  
Technical Trainer,  
Media Production & Training  
jdonelan@depaul.edu  
Ext. 5-7681 (773-325-7681)

Russ Patterson  
Instructional Technology Coordinator  
Media Production & Training  
rpatters@depaul.edu  
Ext. 2-8028 (312-362-8028)

Technology Support Center  
tcc@depaul.edu  
Ext. 2-8765 (312-362-8765)
Click The “For Employees” Link
Click Demographic Portfolio

Then, Click DPU Alert
Update your contact information

DPU Alert Contact Information

Please update your information below.

DPU Alert E-mail Address: abledtoe@depaul.edu

If entering non-US phone numbers, be sure to include the complete country code.

DPU Alert Phone Number: 312/342-9561 (Numbers Only)

SMS Text Messaging Number (Optional): 312/342-9561 (Numbers Only)

Click Save
Update Campus Location Address

Click the Campus Address Definitions Link for more information

Click Save