

New Employee Orientation

Division of Information Technology

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Division of Information Technology Help Desk

helpdesk@uncp.edu

910.521.6260

www.uncp.edu/doit



We Are Here to Serve

The Division of Information Technology (DoIT) partners with campus constituents to innovate, design, implement, support and foster the adoption of information technology services that align with UNCP's strategic goals and educational vision. We are dedicated to continuous improvement, effective communication, and efficient management of information technology products, services, and support.

DoIT procures, provisions and supports all faculty and staff computers, classroom and lab computers, classroom technologies. Network access and security support is provided and managed by DoIT. DoIT supports all academic and administrative applications including ERP and Learning Management System.

DoIT's project management office provides an enterprise-wide portfolio to identify, prioritize and successfully execute IT and business projects.



Getting Help with Technology

DoIT Help Desk

Phone: 910.521.6260

Email: helpdesk@uncp.edu

ITSM Service Portal, uncp.service-now.com/sp

Walk-in, Phone & Email

- *Monday - Friday, 8 am - 5 pm*

Classroom Technology Emergency Support

- *Monday - Thursday, 8 am - 8 pm*
- *Friday, 8 am - 5 pm*

Phone & Email Support Only

- *Monday - Thursday, 5 pm - 10 pm*
- *Saturday - Sunday, 2 pm - 9 pm*

Exceptions are posted at www.uncp.edu/doit/helpdesk

Canvas Support available 24/7/365 at 1.833.665.7260

Account Provisioning

- Network Accounts are created automatically as part of employee onboarding.
- Account credentials are sent from *HR@uncp.edu* to the email account provided during the hiring process.
 - Username
 - Email account
 - *first.last@uncp.edu*
 - *username@uncp.edu*
 - Default Password (DoIT recommends changing your default password as soon as possible.)
- Passwords expire every 90 days.
- Self-Service Password Reset

Network Account Credentials

Your UNCP account gives you access to the following.

- Banner
- BraveWeb
- BraveWifi (log in with *username*)
- Canvas
- eduroam (log in with *username@uncp.edu*)
- Email and Office365 (log in with *username@uncp.edu*)
- Google Suite (log in with *first.last@uncp.edu*)
- ITSM Service Portal
- University Computers
- VPN/Duo
- Webex (begin with *first.last@uncp.edu*, log in with *username*)
- Zoom (log in with *username*)

Current Services

BraveWeb (UNCP Portal)

BraveWeb – <https://braveweb.uncp.edu>

- Banner Self Service
 - Personal Information
 - Student and Financial Aid
 - Faculty and Advisors
 - Employee
- Skillsoft Employee Portal
- eBenefits
- Parking Permits and Manage Parking Account

Email, Calendar and Apps

- Office 365
 - Recommended email applications
 - Outlook via Microsoft Office Suite
 - Outlook Web Access (OWA)
 - outlook.office.com
 - Multi-Factor Authentication
 - Email Setup Guide for mobile devices
 - Office 365 Online Apps/Tools
 - Download Office 365 Apps on up to 5 personal devices
- G Suite for Education
 - Google Suite

Keep Working Webpage

www.uncp.edu/keepworking

This page provides convenient access to IT resources and instructions that facilitate faculty and staff being able to work away from campus.

- Backing Up, Saving & Sharing Files
- Office Phones & Cisco Jabber
- VMware Horizon View (Virtual Environment)
- Webex & Zoom

Data Storage

- Storage options
 - Microsoft OneDrive - 1 TB space
 - Google Drive - Unlimited space
 - I:\ drive is individual storage (5 GB)
 - K:\ drive is shared storage (Departmental space)
 - C:\ drive (Not Recommended)
- Individuals are responsible for data saved on C:\ drive
 - Code42 CrashPlan for disaster recovery

Telephony Services

- Telephones numbers are assigned as part of the onboarding process. Departments will provide the telephone number a new employee has been assigned.
- Making Calls
 - On campus - dial the 4-digit extension
 - Off campus - dial 9, then the ten-digit number
- Telephone numbers for campus
 - 910.521.6XXX
 - 910.522.5XXX
 - 910.775.4XXX

Telephony Services

Visit www.uncp.edu/doit and select Telephony Services for instructions.

- Phone Usage Guides
 - Dialing Instructions
 - Hold, Transfer, Conferencing, etc.
- Voicemail Instructions
 - Voicemails are delivered to your email

WiFi

- The **BraveWifi** and **eduroam** networks are available throughout the campus for faculty, staff and students.
- eduroam provides universal network access across educational institutions that subscribe to the service.
- BraveWifi and eduroam Access Instructions
- Do not use the UNCP-Guest network.

Mass Communications @UNCP

- **Distribution lists** – one way, employees cannot opt out
 - official.announcements@uncp.edu
 - faculty.announcements@uncp.edu
 - staff.announcements@uncp.edu
 - campus.news.events@uncp.edu
- **Listservs** – discussion, employees opt out/in via BraveWeb (log in)>Name>Profile>Communication Options
 - faculty.discussions@listserv.uncp.edu
 - staff.discussion@listserv.uncp.edu
 - personal.announcements@listserv.uncp.edu

Find out more on the Mass Communication Lists page.

Campus Computing Initiative

Faculty, Staff, Lab and Classroom Computers

The UNCP Campus Computing Initiative (CCI) focuses on client computers for faculty, staff, teaching labs and non-teaching labs.

- Remove and Replace 1 client computer per faculty/staff member every 4 years.
- Replace and remove classroom and lab computers every 4 years.

Webex

Webex is a desktop video conferencing tool.

At uncp.webex.com begin with *first.last@uncp.edu*

- Create meeting invitations from Webex or Outlook.
- Invite attendees to your "Personal Room".

ANYONE may be invited to your meeting.

Software

- Standard Software for labs, classrooms and office computers
- Self Service Portals: Open these applications to install software



Software Center (Windows)



Self Service (macOS)

- To request that additional software be added to either of these tools, submit an ITSM Service Portal request.

Remote Network Access - VPN & Duo

- VPN provides a secure network connection. It allows users to access UNCP network resources from outside of the campus.
- DoIT has implemented 2-factor authentication (2FA) to protect specific University information assets using Duo Security. It is required for all VPN access.
- New employees receive an email from Duo Security for Duo setup. To request Duo access, email helpdesk@uncp.edu or submit an ITSM Service Portal incident.

Print Services for Faculty & Staff

- Canon Multi-functional Devices
 - Located in each building, usually per department
 - Printing, Scanning, and Copying
 - Use your Braves Card to access devices
- Maintained by Business Services
 - Contact Business Services for Support
 - Phone: 910.521.6203
 - Email: businessservices@uncp.edu

Canvas

DoIT has partnered with Canvas to provide 24/7/365 comprehensive support. Support is available by phone, email, chat and online support guides. You may contact Canvas directly. Calls to the DoIT Help Desk will be routed to our Canvas colleagues.

- Canvas Support Hotline (Faculty) 1.833.665.7260
- Canvas Support Hotline (Students) 1.844.864.5302
- Canvas Support Chat (Faculty & Students) Available in Canvas Help
- Canvas Email (Faculty & Students) support@instructure.com
- Canvas Guides (Faculty & Students) <https://community.canvaslms.com>

Instructional design support is offered through Online Learning.
Call 910.775.4074 for assistance.

Classroom Technology Emergencies

DoIT offers a dedicated support technician in support of the Classroom Lab Emergency (CLE) line.

- Available for instructors actively in a classroom
 - Monday - Thursday, 8 am - 8 pm
 - Friday, 8 am - 5 pm
- Dial 910.521.6260 and follow the prompts

Calls are triaged by a dedicated support technician, who can respond remotely, or on-site, if necessary.

Classroom Technology

Upgrades and Equipment Tips

To facilitate new collaborative technologies available in some classrooms, an icon has been added to the desktop of instructor workstations.



This links directly to the Classroom Technology support guides website, which provides basic instructions on the proper use of the technology in each classroom.

Student Printing - Braves Print

Braves Print - Wepa

- Each student is provided an allowance of \$10 per semester; Fall, Spring and Summer
- Printing Cost
 - \$0.08 per black & white page
 - \$0.15 per duplex black & white page
 - \$0.25 per color page
 - \$0.40 per duplex color page
- 13 Locations across campus, plus most residence halls

Security

Be Aware, Connect With Care!

Acceptable Use Policy (AUP)

The AUP (POL 08.00.05) specifies the following:

- Users shall not access the files, computers or data of another user or department without permission.
- Account credentials shall not be shared with others.
- Users shall not attempt to circumvent system or network security measures.
- Users shall not allow external parties access to UNCP data or networks.
- Users shall not purposefully propagate Spam or Phishing emails.

From Phishing to Social Engineering

An Overview

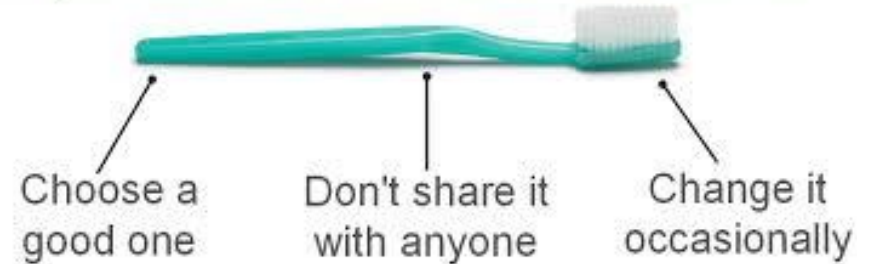
- Passwords
- Phishing
- Securing Information on Mobile Devices
- Habits at Home and Work
- Social Engineering

Passwords

Construct a Strong One and Keep it Secure

- Passwords and Toothbrushes – What they have in common.

A password is like a toothbrush



- Password Standard
 - Minimum number of characters - 8
 - Characters from 3 of the following 4 categories
 - Uppercase
 - Lowercase
 - Special Symbols (#,\$,*, etc.)
 - Numbers
 - What about a pass phrase?

Phishing

Be a "Phish Finder" and Resist being Snagged

- The University experiences Phishing attacks, including Spear Phishing attacks. The attackers have posed as the Chancellor on several occasions this year.
- Spoofing has also been on the increase, where attackers are impersonating those in supervisory positions.
- We have also seen spoofing attacks where someone impersonates a faculty or staff member and attempts to change banking direct deposit information.
- UNCP routinely receives 18-20M emails each month. Of this number, only 1M, on average, are delivered to our inboxes.

Recognizing Phishing emails - Staying off the Phisher's Hook

- Be careful of links in emails, especially emails you are not expecting.
- When in doubt, go to the business website you are interested in and login directly from the website.
- DoIT will NEVER ask for your password, to include asking for it in an email or form.
- Phishers have become more sophisticated, but Phishing emails can still be recognized.

Social Engineering

Definition

- An outside hacker's use of psychological tricks on legitimate users of a computer system to obtain information needed to access a system rather than breaking into the system. (Webster's Dictionary)
- Social Engineering involves gaining sensitive information or unauthorized access privileges by building inappropriate trust relationships with insiders.



Social Engineering

The Appeal to our Good Nature

- We all want to be helpful, but we should also be mindful of security and privacy.
- Verify identity.
- It is OK to be suspicious.
- Be mindful of physical access to sensitive areas and/or your workstation.
- Phishing is a form of Social Engineering.
- A scene is better than a breach.



Viruses Carry

Be Careful what you Bring from Home

- What you do at home can follow you to work.
- Malware protection and good IT security habits are just as important at home.
 - Ensure that your anti-malware software, operating system and application software is up-to-date.
 - Change the administrative password on your DSL/Cable router.
 - Be mindful of the websites you frequent.
 - When entering sensitive information, such as account numbers, passwords, etc., be sure that the lock icons appear and that the address begins with "https://".
 - Know the source of any flash drives that you use.

Best Practices

Staying Connected, not Infected

- No sharing accounts or passwords.
- Passwords and Post-Its don't mix.
- Protect your data. Surf carefully.
- Remember, that if someone is logged in as you, you are responsible for what happens.
- Mobile devices - What would we do without them?
- Attachments containing macros will be removed from emails.
- It is better to use cloud resources to share such files.

Travel Abroad

- If you plan to travel abroad for University business, inform DoIT/IT Security before travel so that your account can be placed in the Exclusion List.
- If you are traveling for pleasure, you are encouraged to inform DoIT/IT Security so that your account can be placed in the Exclusion List in case you need to access it.
- Travel Abroad IT Restrictions and Accommodations

Closing Thoughts - Q&A

- Those involved with IT Security are always happy to discuss questions or concerns related to IT security.
- security@uncp.edu