UNIVERSITY of NORTH CAROLINA PEMBROKE

New Employee Orientation

Division of Information Technology

Katina Blue, Associate Vice Chancellor for Technology Resources and CIO
Liz Cummings, Deputy CIO, Director of IT Support Services
Ray Buehne, Deputy CIO, Director of Enterprise Applications
Kevin Pait, Director of Infrastructure and CISO
Tabitha O. Locklear, Interim Director of Systems and IT Operations

Division of Information Technology Help Desk
helpdesk@uncp.edu
910.521.6260
www.uncp.edu/doit

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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.

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Account Provisioning

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

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Network Account

Your Key to Essential Services

UNCP utilizes Single Sign-On, or SSO, to minimize logins.

Once you sign into your campus computer, or an SSO-enabled service within your browser, the same info is used to automatically sign into other SSO-enabled services such as:

- Banner
- BravePortal
- BraveWeb
- Canvas
- Google Suite
- Microsoft 365
- Microsoft Teams
- ServiceNow
- Webex
- Zoom

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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.

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Multi-factor Authentication (MFA)

What is Multi-Factor Authentication?

Multi-factor authentication, also referred to as advanced or two-factor authentication, provides an additional layer of security when logging in or performing transactions online.

When logging in, a user is required to enter a password and also authenticate using a second factor, typically a phone or hardware token.

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How Will MFA Work?

- You will set up MFA the first time you log into a Single Sign-On service such as Microsoft 365.
- You will be prompted to use MFA while away from campus.
- You can use the following options:
  - Microsoft Authenticator App on your Mobile Device (recommended)
    - An approval request will be sent to your mobile device.
  - Mobile Phone
    - A verification code will be texted to your mobile phone.
  - Office Phone (not recommended)
    - A call will be placed to the phone number you enter.

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Current Services

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Getting Help with Technology

DoIT Help Desk, West Hall, room 160
Phone: 910.521.6260
Email: helpdesk@uncp.edu
ITSM Service Portal, uncp.service-now.com/sp
Remote Support Portal, https://support.uncp.edu

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

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BravePortal

BravePortal is a specially designed website that combines the most relevant information from diverse sources into a single interface.

Log in to BravePortal

Intro to BravePortal video

Phase 1 implemented Finance & Administration content. Academic and student focused content will be coming soon.

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BraveWeb

BraveWeb – https://braveweb.uncp.edu
Key resources found within BraveWeb

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

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Email, Calendar, and Apps

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

- G Suite for Education
  - Google Suite

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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.

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Canvas

DoIT has partnered with Canvas to provide 24/7/365 comprehensive support.

- 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.

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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

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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

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Remote Network Access – VPN & Duo

- VPN provides a secure network connection. It allows users to access UNCP network resources from outside of the campus using your UNCP computer. VPN access is not permitted from personal computers.

- DoIT uses **Duo** multi-factor authentication (MFA) for VPN access.

- To request **Duo** access, email helpdesk@uncp.edu or submit an incident through the DoIT Service Portal.

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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
- Employees should not use the UNCP-Guest network.

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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

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Collaborative Solutions

UNCP offers a variety of collaboration tools to share ideas and information online. These include Webex, Zoom, and Microsoft Teams for web conferencing and instruction.

Webex

Zoom

Microsoft Teams

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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
- Technology Training Videos
- VMware Horizon View (Virtual Environment)
- Webex & Zoom

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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.
- Remove and replace classroom and lab computers every 4 years.

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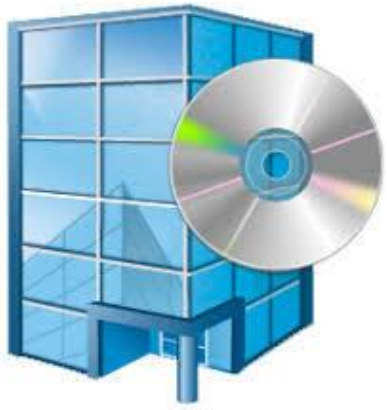
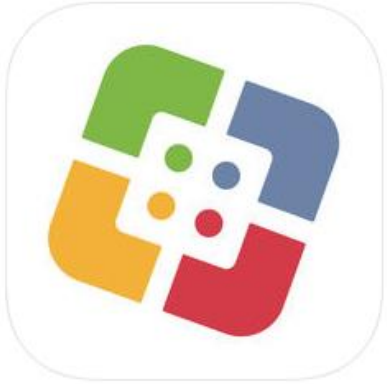
Software

- 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 a DoIT Service Portal request.

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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

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Academic Dedicated Liaison Initiative

This Initiative will provide dedicated technology support liaisons for Academic areas. The role of the Academic Dedicated Liaison (ADL) is critical to ensuring IT alignment with academic departments. The ADL is responsible for understanding the intricacies and nuances of each assigned area.

Departments will continue to report incidents or service requests utilizing our ITSM Solution and the DoIT Help Desk.

Academic Dedicated Liaison Initiative Details

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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.

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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.

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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

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Security

Be Aware, Connect With Care!

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From Phishing to Social Engineering

An Overview

- Passwords
- Phishing
- Social Engineering
- Habits at Home, Work and Travel

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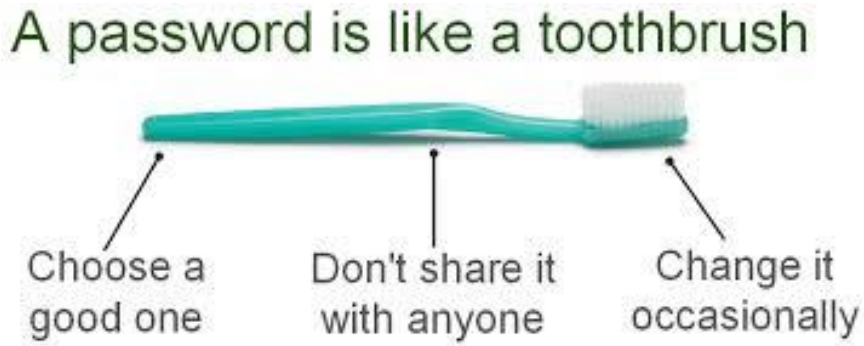
Passwords

Construct a Strong One and Keep it Secure

- Passwords and Toothbrushes – What they have in common.



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

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Phishing

Be a "Phish Finder" and Resist being Snagged

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 verbally, via email or in any form.
- Phishers have become more sophisticated, but Phishing emails can still be recognized.

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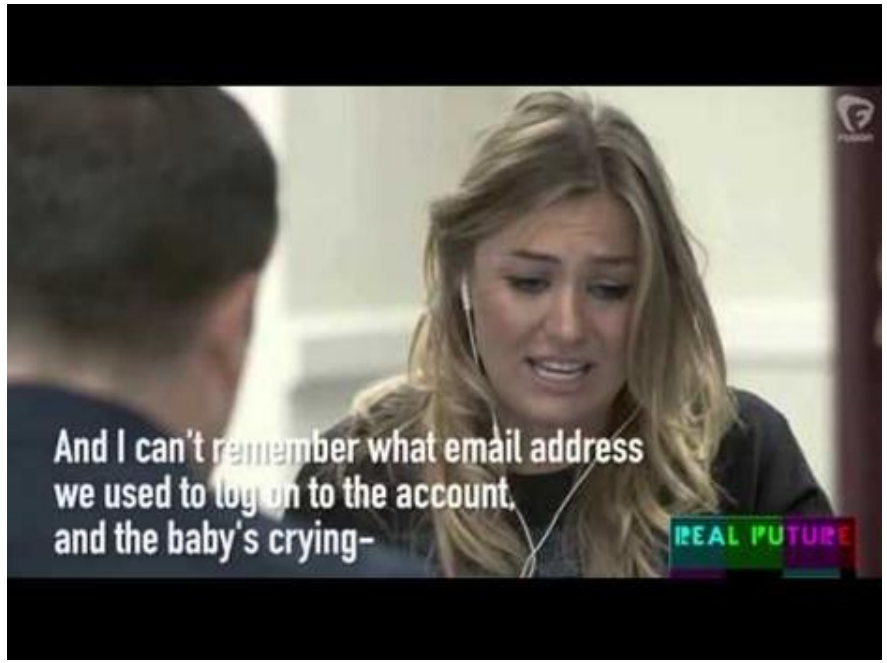
Social Engineering

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.



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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.

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Travel Abroad

- If you plan to travel abroad, inform DoIT two weeks ahead of time so that your account can be placed in the Exclusion List.

- Travel Abroad IT Restrictions and Accommodations page

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Best Practices

Staying Connected, not Infected

- No sharing accounts or passwords.
- Passwords and Post-Its don't mix.
- Protect your data. Surf carefully.
- Lock your computer before you step away from it.
- Remember, that if someone is logged in as you, you are responsible for what happens.
- Some attachments that could be dangerous will be removed from emails. Consider using OneDrive or Google Drive to share files instead.

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