New Hire Technology Guide
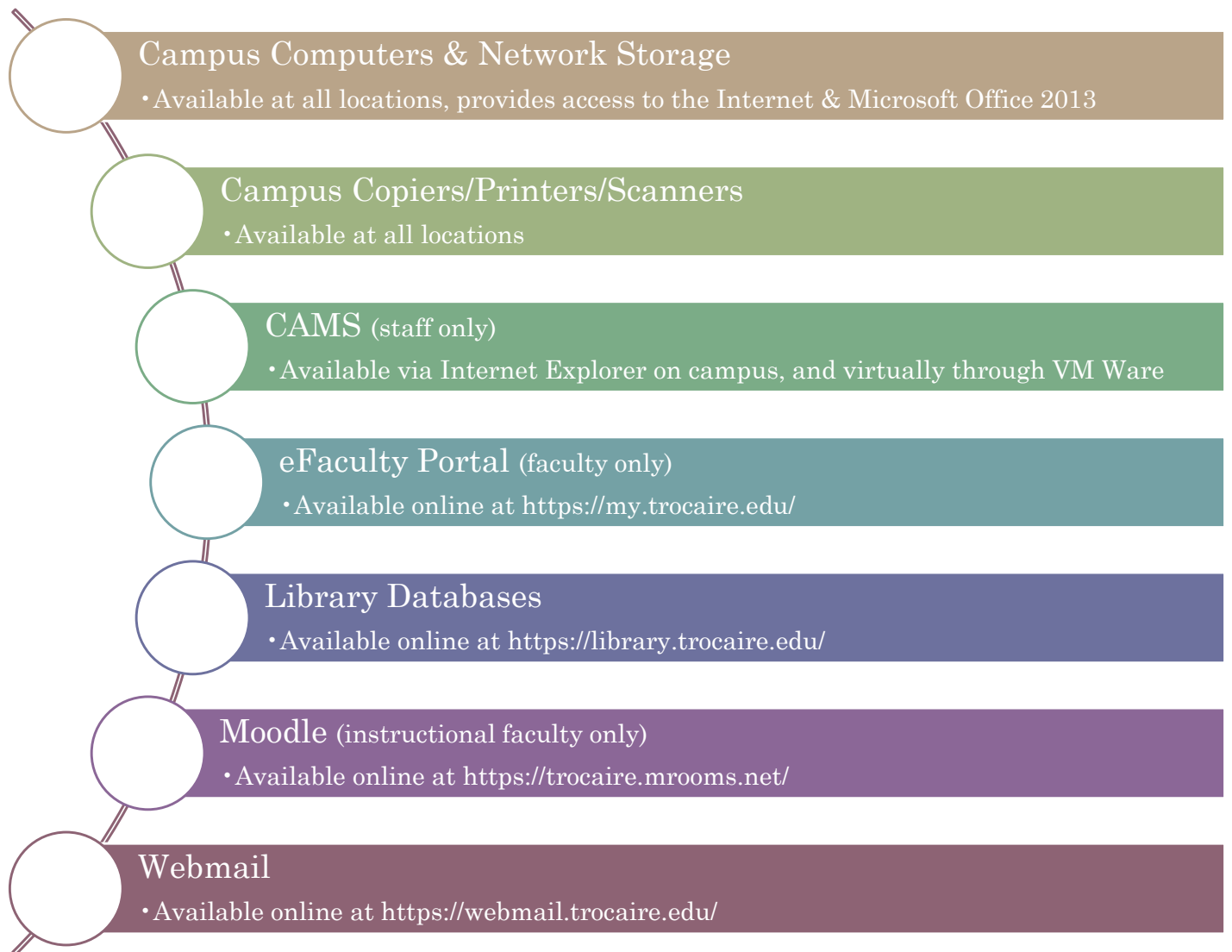
FALL 2018 – SPRING 2019

Trocaire Log-Ins

All Trocaire affiliates are automatically assigned a username, and Webmail address upon date of hire. With a few variations, most usernames will be structured in the following format:

Username		
Last Name	First Initial	@Trocaire.edu
Webmail Address		

Your Log-In provides automatic access to the following systems:

Campus Computers & Network Storage
• Available at all locations, provides access to the Internet & Microsoft Office 2013

Campus Copiers/Printers/Scanners
• Available at all locations

CAMS (staff only)
• Available via Internet Explorer on campus, and virtually through VM Ware

eFaculty Portal (faculty only)
• Available online at https://my.trocaire.edu/

Library Databases
• Available online at https://library.trocaire.edu/

Moodle (instructional faculty only)
• Available online at https://trocaire.mrooms.net/

Webmail
• Available online at https://webmail.trocaire.edu/

For more information on our systems please visit us online at https://my.trocaire.edu/oit/

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Authentication Policy

Keeping Your Information Secure

To maintain compliance with the U.S. Department of Education requirement CFR 602.17(g), all IT usernames and passwords must be kept secure at all times.

*****_ ➡ *Do not share your passwords with anyone, including other college employees.*

How does Trocaire keep your data safe?

The Office of Information Technology constantly strives to provide the best protection for your usernames and passwords. **In keeping with these practices, OIT will**:

> **REQUIRE a password reset every 4 months.**
>
> - Previous passwords cannot be reused until a full calendar year has passed. You will be prompted to reset your Webmail password after a successful login through the website. *We will never email you a link to reset your Webmail password.*

> **NEVER request your passwords.**
>
> - OIT Staff will never request your password in person, over the phone, or through email. If you have received a request to provide this information to any individual claiming to be a member of the IT Department, *do not provide your password and report them to OIT immediately.*

> **NEVER reset a user's password over the phone or through email**.
>
> - If you require a reset of your Webmail password, you must visit the IT department during normal business hours and present a government or school issued photo ID before your password will be reset. *There are no exceptions to this policy.*

How can you keep your data safe?

It can be difficult to keep track of all your log-ins when **you need to keep a separate password for every system**. Here are three suggestions from the OIT experts on keeping your passwords organized:

- **Write them down**. Just remember:

  o NO sticky notes with passwords anywhere near your work area!
  o DON'T write usernames & passwords together.
  o DO make-up phrases to take the place of text and "code" your passwords.

- **Keep your passwords in an encrypted file**.

- **Use a Password Manager.** There are services out there to help you keep track of passwords. Some password managers exist within particular browsers, whereas others like LastPass and Roboform can be used across applications. *Be advised: Certain tools come with price tags, always investigate thoroughly before signing up for any service.*

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Your Workstation

All **full time** college employees are provided with a primary workstation that includes access to the following:

🖥 A Desktop or Laptop Computer

- Windows 7
- Office 2013
- Internet Access
- Personal and Shared Network Storage
- Access to the Print Management System

☎ A Campus Phone

- Personal Extension
- Searchable Employee Directory
- Voicemail (Archived and accessible online via Webmail)

Part time employees may have a shared workstation assigned to them, or may utilize one of our shared resource centers while performing tasks associated with their area of responsibility. For more information on our resource centers please visit us online at https://my.trocaire.edu/oit/.

Trocaire ID Cards

All employees should visit the security desk during their first day on campus to have their ID card created. Trocaire ID cards display your name, job title, photo, and employee ID number. They help increase campus security and provide vital information to students and other Trocaire employees.

Your ID card serves the following functions on campus:

- **Library Card:** All employees have full access to the Trocaire Library collection and may check out books, magazines, periodicals, and DVDs by presenting their Trocaire ID.
- **Print Management Sticker:** ID cards may be brought to the help desk to have a print management sticker placed on the back. This sticker allows you to use the swipe to print functionality at the combo copy/print/scanner units available at any Trocaire location.
- **Mercy Hospital Access & Employee Cafeteria Discount**: Trocaire ID cards allow you to utilize the hospital tunnel to avoid walking outside during inclement weather. Presenting your ID in the Mercy Hospital Cafeteria will allow you to take part in the employee discount program.

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Educational Technologies

The Department of Educational Technology provides management, design, and support services for all instructional technology usage at Trocaire. Instructional Faculty must complete Educational Technology Orientation before they begin teaching.

During this orientation you will be provided with an overview of:

- eFaculty and Mandatory Reporting Requirements
- Classroom Technology Presentation Systems
- Moodle Learning Management System (LMS)

Additional training is available and may be requested at any time on the following technology solutions:

- Scantron Testing System (training is mandatory to obtain access to the Scantron System)
- TurningPoint Classroom Response System
- Zoom Web Conferencing

Mobile Tools

Employees who plan to use a mobile device should download the following free apps for phone or tablet.

Moodle Mobile
The official Moodle app available for Android and iOS. Do not use the browser on your phone or tablet to access the Moodle website.

Email
Webmail works with most native email apps on Android and iOS devices.

Educational Discounts

Many major technology providers offer discounts on their hardware and software products to college educators and students. For more information, please visit each company's website directly.

Microsoft Store for Education

http://www.microsoftstore.com/store

Get special discounts and pricing for Microsoft hardware and software using your Trocaire email address.

Apple and Education

https://www.apple.com/education/

Receive a discount on Apple hardware by showing your Trocaire ID at any Apple store, or online using your Trocaire email address.
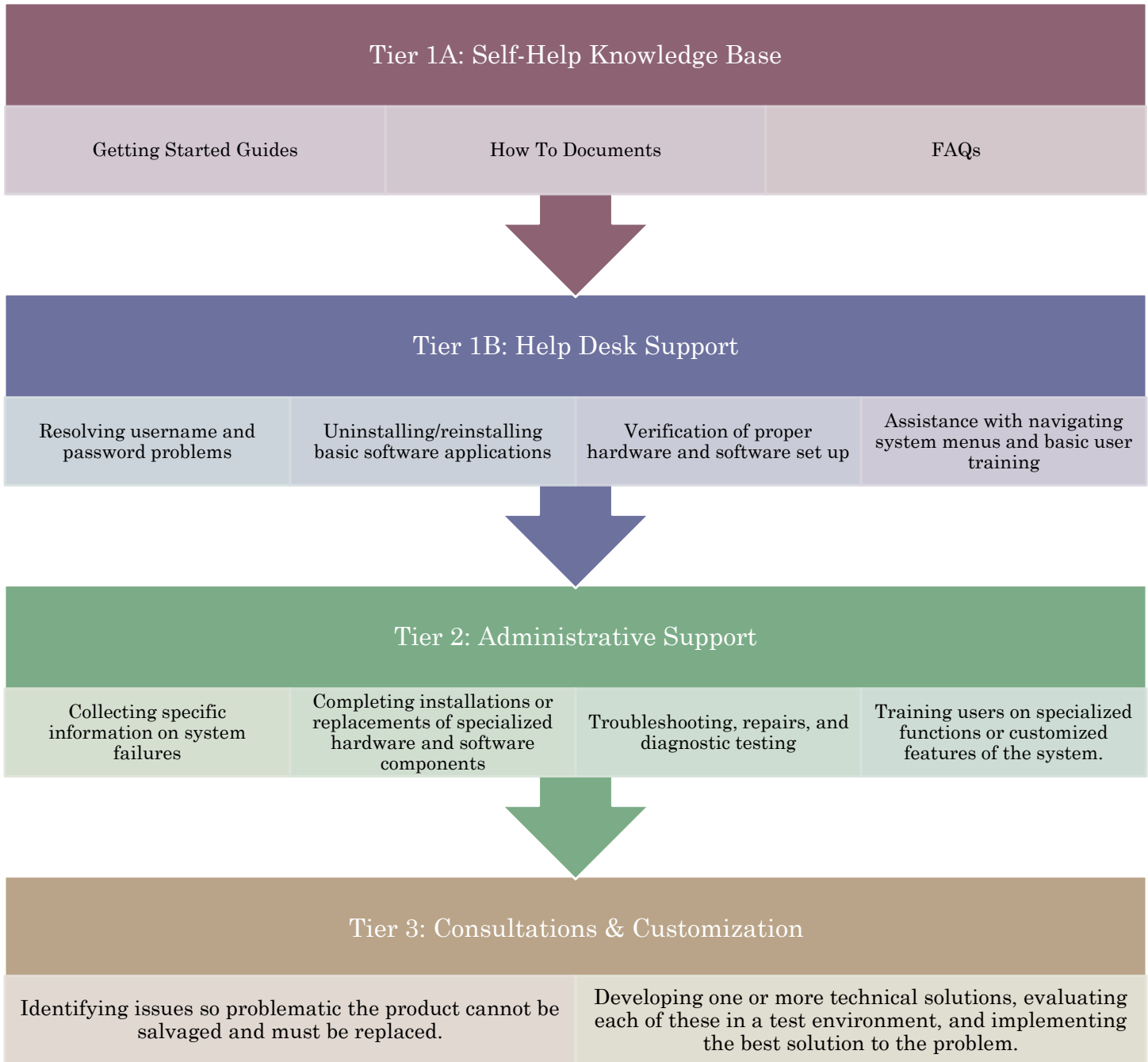
Support Services Model

All technical support personnel and resources provided by OIT can be reached through the Office of Information Technology's website at **https://my.trocaire.edu/oit/.**

Tier 1A: Self-Help Knowledge Base

Getting Started Guides	How To Documents	FAQs

Tier 1B: Help Desk Support

Resolving username and password problems	Uninstalling/reinstalling basic software applications	Verification of proper hardware and software set up	Assistance with navigating system menus and basic user training

Tier 2: Administrative Support

Collecting specific information on system failures	Completing installations or replacements of specialized hardware and software components	Troubleshooting, repairs, and diagnostic testing	Training users on specialized functions or customized features of the system.

Tier 3: Consultations & Customization

Identifying issues so problematic the product cannot be salvaged and must be replaced.	Developing one or more technical solutions, evaluating each of these in a test environment, and implementing the best solution to the problem.

For more information on our hours of operation and how to contact us, please visit us online.