TECHNOLOGY SERVICES & SUPPORT FOR NEW STAFF
WHAT'S THE SAME AT TU? WHAT'S DIFFERENT?

Introduction

The following are the "essentials" to get started as a new staff member. Technology will be a vital and ever-present part of your life at Towson University. We're here to help you make the best use of it in your day-to-day work.

• General Support • Mobile Devices and Home Networks • Classrooms and Computer Labs • Accounts and Passwords • File Storage, Collaboration, Wireless	• Computer Systems • Hardware and Software Purchases • Security and Safety • Additional

General Support

1. **1. A Distributed Support Approach**
    Towson University's Office of Technology Services is the central IT department that provides enterprise-wide services to the campus. This is only one aspect of support available to faculty and staff. Many individual departments and colleges have their own technology providers or coordinators; check with your department head or administrative assistant for information on locally provided services. Procedures vary.

2. **2. OTS Faculty/Staff Help Center**
    Telephone is by far the best way to get help: **410-704-5151**. You can also complete a support request using our self-service web-based system, TechHelp: http://techhelp.towson.edu. Due to the loose nature of email and the back-and-forth that's often needed, even for simple issues, we prefer you call us by phone. Tip: always get the name of the person you speak with. **IMPORTANT: In-classroom help calls use a separate process and phone number; see Classrooms and Computer Labs section that begins on Page 3 for details.**

3. **Business Hours and After-Hours Assistance**
    The Faculty/Staff Help Center is staffed by fulltime professionals and student workers Monday through Thursday, 8 a.m. to 7 p.m., Friday 8 a.m. to 5 p.m. during the fall and spring terms and Monday through Thursday, 8 a.m. to 5 p.m., Friday 8 a.m. to 4 p.m. during January and summer terms. When closed, limited after-hours night and weekend support is available through a partner resource. Self-help is available 24/7, and some products like WebEx and Panopto have separate 24/7/365 support and phone numbers (see page 4).

4. **4. Types of Support Offered**
    Typical telephone support is provided, but we also use Remote Control to connect to office computers and, with your consent, take command to fix common issues that would otherwise require a field visit. Walk-in service is also available during business hours. After hours, our support partner provides telephone support for common (but not all) issues. Web-based chat support will also be available, starting in early 2017.

5. **Self-Help Resources**
    Hundreds of self-help documents, quick sheets, videos, and other resources are available 24/7. See the OTS Web site: http://www.towson.edu/otstraining.

6. Technical Support for Computers in Faculty/Staff Offices
On-site technicians are available for office visits by appointment when necessary. We maintain three campus precinct offices, plus have staff at the Towson University Northeastern Maryland site; help is close by and services are provided quickly. All work is coordinated by the Faculty/Staff Help Center using a central dispatch model and formal triage guidelines. Call 410-704-5151 to arrange for support. NOTE: Auxiliary Services offices, contact auxsupport@towson.edu.

7. Self-Service Problem Reporting, Questions, and Service Requests
TU uses a Web-based system called TechHelp, which offers 24/7/365 service to submit and track your requests, questions, and problem reports. The system also provides FAQ and self-help documents. See http://tutigerstoday.towson.edu/?p=93414 for more information.

8. Student Computing Services (SCS) Open Labs
Student Computing Services offers open lab workspaces to all students. These labs are staffed by a team of friendly students capable of orienting users to lab operations and answering general questions. Open labs are located in three convenient locations: our main center in Cook Library Room 35, SCS West in Towson Run Room 123 and TU in Northeastern Maryland Room 206—http://www.towson.edu/technology/studentservices/locations/index.html.

Mobile Devices and Home Networks

1. Support for Personally Owned Devices (Home Computers, Laptops, Printers, etc.)
As a state university, service is generally limited to university-owned computer and networking equipment, printers, and other devices. Otherwise, help should be obtained through a computer service person, company, or your Internet provider or data plan carrier. If you intend to use a personally owned device on campus, check with your department, college, or OTS technology staff before purchasing to ensure it is compatible, can be secured on the network, and will give you the expected performance and functionality. See this link for additional information: http://www.towson.edu/technology/computer.html.

2. Mobile Device Support in General
With the explosive growth of mobile devices, our goal is to provide a reasonable balance between convenience, security, and support. Our prime focus is ensuring access to university resources. We provide full-spectrum support for university-owned devices. For personally owned devices (iPhone, iPad, Android, Windows, etc.), support is limited to providing configuration information to connect to the campus network and use university resources. See this link for additional information: http://www.towson.edu/mobilesupport.

3. Email-Enabled Phones (Smart Phones) and Tablets
See configuring smartphones for configuration settings to use TU's email.
To learn how to use your device for email in general, please contact your cellular service carrier or retail point of sale, or check the manufacturer's website or your device manual for information and support. A passcode on the device is required to use Office 365 services.

4. Home Networking Equipment
Your home Internet service provider, retailer, or device manufacturer will typically help you set up routers, wireless devices, and computers—as well as troubleshoot problems—by phone or through online help resources. Since they have a wide range of experience with a host of consumer-level networking devices—as well as diagnostic capabilities that may even allow them to check signal paths to your home—they are your solution of choice.

Classrooms, Conference Rooms, and Computer Labs

1. **Virtual Tour: Get To Know Your Spaces Before Your Event**
At TU, we believe that knowing your space in advance is one of the best ways to gain the confidence and skills needed to use the technology for your event as well as handle common problems and issues that invariably pop up. The Virtual Tour website is at http://www.towson.edu/cclt. Each entry includes instructions, trouble-shooting resources, best practices, and a link to report problems. Whenever possible, do a "dry run" with the technology before your event. Becoming proficient and comfortable with the technology will be time well spent.

2. Reserving A Space: Space Availability
TU uses 25Live https://25live.collegenet.com/towson for classroom/space reservations. If a space is listed as department only, you may need to contact that department directly.

3. Our Main Website for Smart Classrooms and Help Resources
See http://www.towson.edu/cclt. Includes Smart Classroom Technology and Support Guide with survival and problem-solving tips, Smart Classroom Tips and Best Practices, short Instructional videos, and more.

4. Technology Support for Classroom, Conference Rooms and Computer Labs
First-level telephone support is generally handled by OTS. Call **410-704-8324 (4TECH)**. This service is provided Monday through Thursday, 7:30 a.m. to 10:00 p.m. and until 5:00 p.m. on Friday. OTS does not have an "emergency runner" system in place; our team focuses on problem prevention, but we work quickly to restore or repair reported problems. For spaces reserved through Events and Conference Services (ECS), contact the ECS technician assigned to the event or the event manager.

5. More on Reporting Problems or Calling for Help
We can only fix things we know are broken, so please help and report any problem you encounter using the audiovisual system or computer. The room's podium should have a placard that identifies who to contact for help, but it's usually **410-704-8324 (4TECH)**. You can also use http://techhelp.towson.edu to report non-urgent issues and problems.

6. Have a Technology "Plan B"
Our staff and contractors work hard to keep classroom systems working through a proactive, preventative-maintenance approach. However, things occasionally go wrong. Always have a "Plan B" that allows you to continue even if the technology isn't cooperating. There may be a colleague in your meeting/presentation who can call for help and work with a support technician, while you continue your meeting.

7. Computer Labs for General Student Use; OTS Student Computing Services

OTS maintains an open-use student computer lab in Cook Library, another site in the west residential campus, and a third at TUNE. All other campus labs are staffed and supported by individual departments or colleges. See your department head or administrative assistant for information on computer labs managed by your college or department. For more on Student Computing Services, see http://www.towson.edu/technology/studentservices/

8. Web Conferencing (WebEx)

WebEx, a web-based, collaborative videoconferencing technology, allows people to share resources (documents, desktops, web-browsers, etc.) remotely and communicate with each other using voice, video and chat. You can collaborate with colleagues, conduct interviews, meet online, record a meeting and much more. Check the Virtual Tour to confirm your space has a camera and microphone, or you may be able to bring your own. Always do a dry run before your first use. For further information, see http://www.towson.edu/webex

9. Video Recording (Panopto)

Panopto allows you to easily create videos of not just lectures but all kinds of content — introductions, presentations, how-to videos. Panopto, an easy-to-use, asynchronous, flexible recording package, is installed in most classroom and lab spaces. To have it installed in a conference room, check with the owner of the room. For further information, see http://www.towson.edu/panopto or the company website http://www.panopto.com. Support is available 24/7/365; call 855-765-2341.

10. Classroom and Lab Computer Software

Ask for specialty software in advance, as new software installs must be planned and tested. Contact the department to see if this is possible. It may be quicker and easier to use an alternative: remote desktop to your office computer where the software is already installed using remotedesktop.towson.edu, or bring a laptop with the software installed (see https://webapps.towson.edu/classroomtechnology/virtualtour/ for auxiliary connections available in your room). NOTE: OTS is not able to install software unless the department or college has authorized it.

Accounts and Passwords

1. Your NetID (Username)

Your primary username at TU is termed your **NetID**. Along with your password, your NetID lets you log into your office computer, use Blackboard and PeopleSoft, connect to the campus remotely, and more. Although you may hear other terms interchanged for the branded "NetID" they all refer to the same thing.

2. Password Changes, Mobile Device Sync

By audit requirement, passwords must be changed at least every **90** days to help reduce the chances of identity exposure and account compromise. Plan to change your password at least every 90 days—and if you forget it or it expires, use our self-service tools along with your Security Question to reset it. You must also reset **your password on your mobile device(s) whenever you change it**; if not, a "stale" password can lock you out with failed attempts. See http://www.towson.edu/accounts

3. Password Tips and Strong Passwords
Never give out your password by email, by phone, or in person. No reputable IT   support provider needs it. Consider any attempt to obtain your password an identity theft attempt. Also, avoid using the same password throughout your digital life. If you have other email services, like Hotmail, or you create accounts for online shopping, use different   passwords. If compromised, they won't have access to everything as they would with a "master key." Strong password tips: http://www.towson.edu/technology/about/policies/password.html and https://password.kaspersky.com/.

4. Your Security Question: Forgotten or Expired Passwords
When you activated your NetID, you also set a Security Question; you will need the answer to reset your password if it expires or you forget it. For security question resets, contact the Faculty/Staff Help Center. We cannot reset passwords unless you visit the help center in person due to the potential for exposure by identity impersonation. Manage your NetID and password at http://www.towson.edu/accounts

5. Bad Password Attempt Lockout
If you have **six** bad password attempts in a row within ten minutes, your NetID will be locked for ten minutes, after which you can try again.

6. Keep Your Computer Locked When Unattended
When leaving your office computer unattended, even if it's just for a few minutes, lock it using the Windows L key combination or the Mac lock feature. This keeps curious and potentially malicious people out.

File Storage, Collaboration, Wireless Services, Student Printing

1. Network Storage and Sharing Files: Personal and Departmental Shares
Store all your documents and files on your H: drive (for your personal access) and O: drive (for shared access for members of your department). You'll be able to get to them on your office computer—plus computers in classrooms and labs. Off campus, you can access them remotely by Virtual Workspace, and Remote Desktop Gateway. Files are backed up daily, so if you lose or overwrite something, you can restore them following these instructions: https://www.towson.edu/technology/training/resources/documents/miscellaneous/ms21-managing-network-drive.pdf

2. Avoid Using USB Drives; Caution with Cloud Storage Services
USB thumb drives are easily lost, stolen, or damaged. People seldom bother to back them up—and they may contain vast amounts of information. Parting with one of these handy devices can be catastrophic and lead to exposure of confidential data, identity theft, and worse. Use something else instead, see the Towson Data: Storage and Sharing Options chart available here: http://www.towson.edu/technology/facultystaff/documents/storing-data-risks-vs-benefits.pdf

3. **Protected or Confidential Data: Storage and Sharing Options**
   Think about the information you are working with; does it potentially pertain to protected or confidential data about a person or the university? If it does, typical storage is not an option. If you're not sure, err on the side of caution and save it in a more secure location, e.g. secure share, H: drive. For more information, refer to the Towson Data: Storage and Sharing Options chart available here: http://www.towson.edu/technology/facultystaff/documents/storing-data-risks-vs-benefits.pdf

4. Transferring Big Files and Documents using the File Delivery Service
   Email lets you send files up to 25 megabytes, but even that is too big for many recipients. TU has a web-based option that allows you to send and receive huge files. Visit the File Delivery Services at http://fds.towson.edu and log in to explore the options and read the Help information. With this service, you can create temporary accounts for guests at other universities, professional collaborators, editors, etc. and use FDS to send and receive files.

5. Collaboration: Custom Shares, SharePoint, and Blackboard Communities
   Collaborating by email is time consuming and can be frustrating if you have to share documents and other materials. OTS can create custom network shares that allow you to share files with university faculty, staff, and even students outside your own department—much like you can with your departmental O: drive. Microsoft SharePoint and Blackboard Communities are other collaboration options. Contact the Faculty/Staff Help Center for more information and to go over your specific needs.

6. Cloud Storage and Sharing Files
   The university offers a secure and feature rich cloud-based way to store and share your university files. You really should use this. You may have used personal cloud storage in the past, which is fine for you stuff, but, when it comes to teaching and research, use OneDrive for Business. You have 1TB of storage to use—this is in addition to your H: and O: drives. We only support OneDrive for Business. If you use anything else, you're totally on your own including any data exposure you may experience. For more information see https://www.towson.edu/technology/training/resources/office365.html.

7. Web Conferencing (WebEx)
   Can't make a meeting in person, see if there is an option to attend remotely using WebEx. A web-based, collaborative videoconferencing technology, WebEx allows people to share resources (documents, desktops, web-browsers, etc.) remotely and communicate with each other using voice, video and chat. You can collaborate with colleagues, conduct interviews, meet online, record a meeting and much more. For further information, see http://www.towson.edu/webex

8. Wireless Networking; Cellular Signal Strength
   Wireless covers most areas of the campus. Offices, classrooms, and computer labs may receive a wireless signal, but strength varies. Whenever possible, **plug your computer or laptop into a wired network port**; you'll get at least 10 times faster speed. If you use cellular for data (or voice), realize signal strength from public carriers may not reliably penetrate all buildings due to design and shielding.

9. Two Wireless Networks: One for TU Community and Another for Guests
When you first attempt to connect your device to our wireless network you're going to see two networks: "tu–secure" and "tu-openaccess." We strongly recommend that you connect your device to "tu-secure" to maximally protect your device and data. When you bring guests to campus, they can connect to "tu-openaccess" without a Towson NetID and password.

10. Find and Install Printers for Office, Classroom, Lab, and General Use Spaces
Discover what printers are available on campus and install them with one click http://print.towson.edu.

11. Cloud Printing Service for Students
A cloud printing service, WEPA, was launched in August 2013. Students are able to send documents from their computer to WEPA's print cloud service. Students can then go to any WEPA print station on campus and print out their work. The fee-based service administered through Printing Services is flexible and convenient. See http://www.towson.edu/wepa

Computer Systems

1. Managed Computer Systems and a Standard Software Image
A standard software image is used for university-owned Windows and Mac computers. It has the right settings and pre-installed software including Microsoft Office. This ensures a reliable, secure, robust and supportable computing experience. Updates, patches, and security fixes are applied automatically to computers across the campus. With these managed services, we can provide features like Remote Control Assistance to get you quick help. We urge you to limit changes to your computer to what's absolutely needed to do your work; anything more reduces the chances of our staff providing fast service.

2. Operating Systems Support
Windows 10 64-bit is the current standard for new Windows computers; for Mac, macOS Sierra (10.12). When new Windows and Apple operating systems are available, OTS will collaborate with technology professionals on campus for evaluation and testing. Compatibility with university websites, applications, and services is essential, so this cannot be rushed. Systems using Linux and other operating systems can be used, but you will need to provide you own service and support — and ensure configuration and use follows best security practices.

3. Discounts for Purchases (Personally Owned Systems)
Both Dell and Mac offer discounts for faculty and staff. See the OTS website for links and check prices before considering other retail options. You may get a better deal. For more information see http://www.towson.edu/technology/computer.html.

4. Don't Turn Off Your Computer: Restart It
At the end of the day, restart your computer—but don't turn it off. We use "green" power management settings so turning it off is generally not desirable. Choosing the "Restart" option helps flush out residual junk that accumulates in memory over time so it is preferred over simply logging off. OTS sends out a number of updates and security patches overnight to minimize disruption during peak daytime periods. Note: if you do turn it off, we may need to turn it back on overnight for updates, so if you see it on in the morning don't be alarmed.

5. Computer Trade-Up Program
The university typically replaces a person's primary computer every 3-5 years, depending on availability of funds; if you have more than one, additional computers are the responsibility of the department to replace. OTS administers the Trade-Up Program; information is communicated through deans, department heads, and technology coordinators.

6. EduCycle Computer Reconditioning Program
All departments on campus can add computers to their inventory or receive repurposed replacement computers from the EduCycle Computer Reconditioning Program at no cost. These computers are generally three to four years old, have a two year life expectancy, are fully refurbished, which includes a new solid state hard drive, keyboard, and mouse. For details on the program, see http://www.towson.edu/EduCycle.

Hardware and Software Purchases

1. Ask Early, Choose Wisely
Please don't rush out and buy things before you know it will work in TU's environment and you can get the support you need. Regardless of whether the purchase will be covered through department or grant funds, first discuss your plans in advance with your department head, administrative assistant, and local IT person if your college or department has one. You can also call OTS' Faculty/Staff Help Center. Allow time to be an informed buyer.

2. Hardware and Software for Accommodating Unique Technology Needs
When preparing a research program, writing a grant, or looking for software for your office, the sooner you start talking to your college or department IT coordinator and OTS, the better. We can provide valuable advice in what can—and can't—work in our campus environment. We can also explain technology options and help identify the things that will help make your work a success.

3. Find Available Software for Campus and Home Use
Search for software available to you at a discounted rate or at no cost using our online tool that lets you look up software for class or work use. The tool offers easy to use search and filter options to help you find what you need—http://www.towson.edu/software.

4. Clickers to Control PowerPoint Presentations
The process varies by college and department. Some require you to purchase it on your own, others may provide them on request. Check with your department. They are not offered through OTS. Administrator rights may be required to install or use them—check with your college or department technology provider.

5. Microsoft Office 365 for Windows and Mac
Microsoft Office 365 is a set of cloud-hosted collaboration and office suite applications. This includes Office downloads, OneDrive for Business, email/calendar, SharePoint, Office Web Apps, Skype for Business instant messaging and conferencing. Features include more storage space, exciting new services and mobile applications for your iOS, Android, and Windows mobile devices. Office 365 suite applications are available through the Office 365 Portal at http://office.towson.edu.

6. Microsoft Office ProPlus at No Cost for Home Computers, Laptops, and Smart Phones

As a part of Microsoft Office 365, faculty, staff, and currently enrolled students can install and use up to five instances of Office ProPlus. Students who are not enrolled in this semester or the next one, retirees, and UB/TU MBA students are not eligible. UB/TU MBA students are actually eligible through UB, and should contact UB for assistance. To download and manage your installations use the Office 365 portal at http://office.towson.edu.

7. Microsoft Office 2016

Microsoft Office 2016, the full office suite, is the current standard for TU-owned desktop and laptop computers. It is installed on all TU computers by default and OTS manages the installation, upgrade, and management of that software. TU computers will receive upgrades through OTS deployments or through software distribution using Software Center on Windows computers (instructions: http://www.towson.edu/technology/training/resources/documents/office2016/win32-installing-office-2016-using-the-software-center.pdf) and self-service application on Mac computers (instructions: https://www.towson.edu/technology/facultystaff/hardwaresoftware/mac/desktopmgmt/selfservice.html). **Do not install Office ProPlus on TU-owned desktop and laptop computers**.

8. Adobe Creative Cloud License

In August 2013, an agreement between Adobe and Maryland Education Enterprise Consortium (MEEC) to license Adobe Creative Cloud software went into effect. This agreement provides Towson University with discounted software. If you would like to request Adobe CC software for your university computer see http://www.towson.edu/technology/facultystaff/hardwaresoftware/software/adobe/request.html

9. Other Software

Many commonly used software products are available for you to download using an application already installed on your university computer, and, you don't need to have temporary computer administrator rights to install it. On Windows, open the Microsoft Software Center in the Start Menu and on Mac computers open the self-service application in the Applications folder. See http://www.towson.edu/technology/facultystaff/hardwaresoftware/software/index.html for further information on what OTS can offer. Also, the University Store http://towsonstore.com offers various software products (or can order them) at substantial discounts.

Security and Safety

1. Antivirus Software for Personally Owned Computers

It is essential to have an up-to-date antivirus software on your personally owned Windows computer (e.g., Symantec, McAfee, etc.). If you do not have one already, you can install the free Microsoft Security Essentials product. See http://windows.microsoft.com/en-us/windows/security-essentials-download. It's the home version of what we use on campus—System Center Endpoint Protection. You will have Defender installed by default on your Windows 10 computers. We recommend that you also install supplementary security software, e.g. Malware Bytes, McAfee, etc. For Macs, some leading no-cost options include Avira, Avast, and, Sophos. And yes, we recommend Macs be protected; they are not immune.

2. Local Administrator Rights: Temporary and Permanent

Using Windows administrator rights only when needed helps protect you and your computer. Many viruses and malicious software rely on administrator rights to do harm. A self-service tool is available, http://towson.edu/TCAR/. It will give you temporary rights for routine tasks, like installing webcams, work-related software, etc. For more information, see the Temporary Computer Administrator Rights video and self-help document https://www.towson.edu/technology/training/resources/adminrights.html. Permanent rights are seldom required or approved, but must be requested through a manager or supervisor.

3. Use University Computers, Software, and Network Resources for University Business

Computers and systems such as email, printing, file storage services, and other network resources are funded by Maryland's citizens and our students. Please limit your use to that which directly supports your work, research, teaching, scholarly activities, and university business. Comingling one's personal digital life and work life can lead to exposure in both.

4. Email, Phishing, Social Networking: Reduce Your Exposure

When communicating with students, staff, administration, or other faculty, use your TU email address. Avoid corresponding by personal email accounts. That's one way to better recognize your friendly senders. Undesired email from strangers remains a top vulnerability. Even if you don't download viruses, there are dozens of incidents each year on campus in which people disclose identity or other sensitive information by responding to "phishing" schemes. Social networking sites, like Facebook and LinkedIn, or emails claiming to be from a professional organization or one of your connections are today's newer traps. Be skeptical and cautious. Personal, professional, and university exposure could result. **Immediately forward any suspicious TU emails to phishing@towson.edu so it can be blocked and to avoid further exposure to the university.**

Additional

1. Lynda.com

Lynda.com provides 24/7 online access to over 5,000 courses for students, accompanied with over 200,000 video-based training tutorials for beginner to advanced level. Faculty and staff may use Lynda.com only in furtherance of service to our students. See www.towson.edu/lynda for details and instructions.