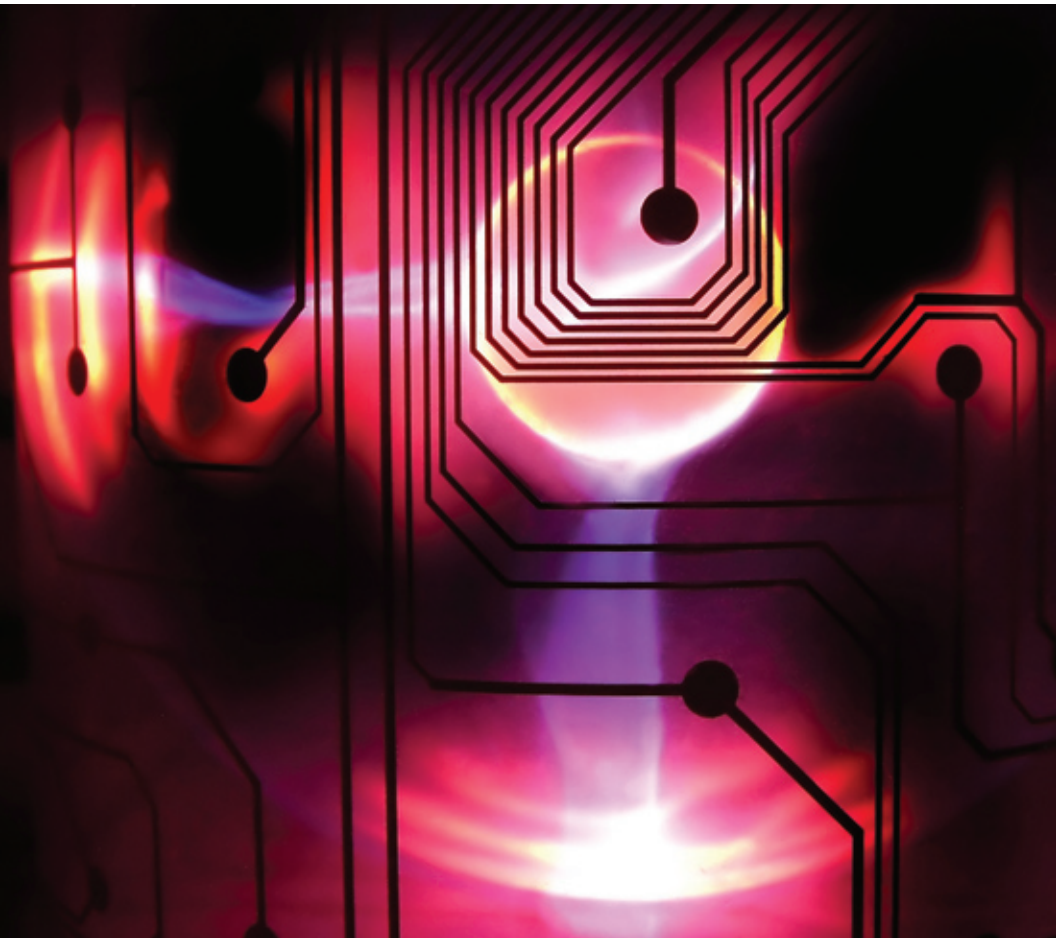




# INFORMATION TECHNOLOGY SERVICES



## FACULTY/STAFF COMPUTING

 The University of South Dakota

# Information Technology Services Help Desk

## Information Technology Services Help Desk

Additional information regarding each of the resources listed within this brochure can be found online. You will find answers to our most commonly received questions, instructional documents, scheduled maintenance and outages online at the following sites:

- **Information Technology Support Site:** <http://www.usd.edu/technology>
- **ITS Alert Board:** <http://www.usd.edu/alerts>
- **myU Portal:** <http://myu.usd.edu>
- **Hours and Contact Information:**  
<http://www.usd.edu/its/techsupport/contact.cfm>

### Submit Requests Online!

Submit your questions and requests directly to the Help Desk.  
<https://www.usd.edu/its/helpdesk/requests/index.cfm>

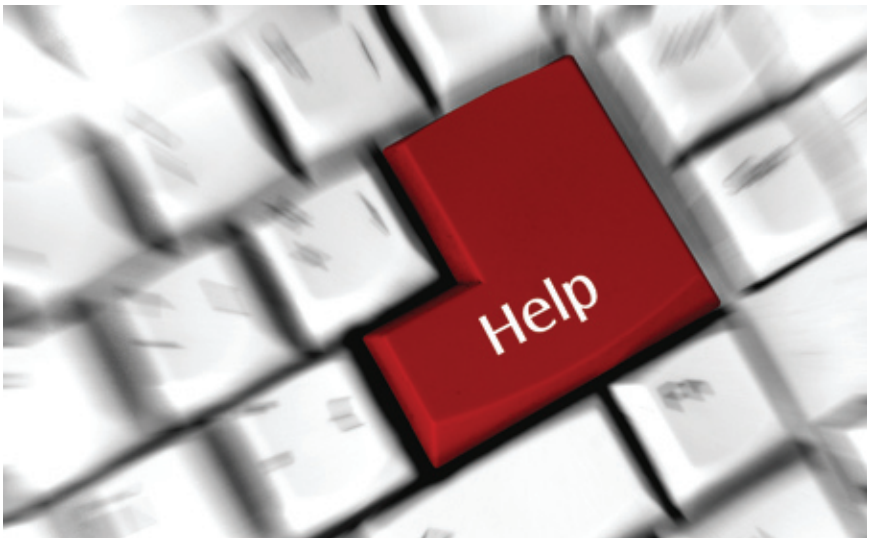
### Call Us!

Toll Free: 877-225-0027

Faculty/Staff: 605-677-6463

### E-mail Us!

[helpdesk@usd.edu](mailto:helpdesk@usd.edu)





## Appropriate Use Policy

All members of the USD community must use University computing and information resources responsibly, respecting the rights of other users and the integrity of application data and systems. Use of information and technology resources at the University is governed by University and South Dakota Board of Regents (SDBOR) policy, as well as state and federal statutes. The SDBOR Appropriate Use Policy applies to all use of University computing resources and defines user responsibilities.

## Accounts Access

### Account Access

To activate your USD account, go to <https://www.usd.edu/accounts/pickup/index.cfm> and fill out the requested information.

### E-mail Access

Faculty and staff who are located at one of the campus supported sites will have a supported e-mail client set up on their office work station. Off campus access is available at <http://exchange.usd.edu> anywhere you have Internet access. To access your USD e-mail over the Internet you will need to know your USD account username and password.

### Password Do's & Don'ts

Passwords are an essential aspect of computer security, providing important front-line protection for electronic resources by preventing unauthorized access. Strong passwords don't have to be difficult to remember.

- Use a password with mixed-case letters throughout
- Use a password that contains alphanumeric characters
- Use at least eight characters
- Use a seemingly random selection of letters and numbers
- Use a password that can be typed quickly without looking at the keyboard
- Use special characters (& ? ! \* \$)
- Change passwords regularly

### Password Tricks to Avoid

- Do not use your username in any form (reversed, capitalized or doubled)
- Do not use a word contained in a dictionary, English or foreign



<https://myu.usd.edu/uPortal/>

- Do not use other information easily obtained about you; such as pet name, license plate, telephone numbers, address etc.
- Do not use a password of all numbers or all letters
- Do not write a password on sticky notes, calendars or store it online where it can be accessed by others
- Do not use keyboard sequences, e.g., asdfjkl;
- Do not share passwords with anyone



## Computers

### Department Purchases

ITS provides a list of recommended hardware, including desktop PCs, laptops and printers online. Here you will find quotes with the available upgrade options. Please contact the Help Desk for assistance in researching and making your purchasing decisions.

### Network Storage

To ensure you do not lose any important documents and data, it is important to always keep backup copies of important information. ITS highly recommends that you save all of your work related documents to your *My Documents* folder. ITS will redirect your *My Documents* folder to your user folder on the network, where it will be backed up nightly.

### Secure Your Data

The University has taken measures to ensure your important work documents and data remain secure both on and off campus. When accessing your documents off campus, whether on a laptop, a USB drive, or some other device, there are additional steps that need to be taken for data security. Please contact the Help Desk to discuss which options will work best for you.

### Off Campus Access

There are two ways to access the network resources from off campus, the Remote Access Server and the Virtual Private Network (VPN). The resources required and frequency of access will determine which method will work best for you.



### **Wireless Access**

Many buildings throughout campus have wireless access available in limited areas. ITS recommends that whenever possible, you should connect to the network using a hardwired connection as this will give you a faster, more stable connection.

## **Faculty Course Delivery**

### **Computer Data Services (CDS)**

The CDS provides test scoring and analysis service for faculty, scanning or data encoding of surveys. Faculty and staff are encouraged to contact the Help Desk to arrange for assistance with these services.

### **Desire2Learn**

The Desire2Learn (D2L) portal is the entryway to all of your online course materials, providing faculty and students with one location for course content, including assignments, quizzes, tests and many other useful features. Training for Desire2Learn is available through the Center for Teaching and Learning (CTL).

### **WebAdvisor**

WebAdvisor is a Web interface which provides you access to information contained in the student information system. Faculty need a WebAdvisor account to:

- View class rosters
- Post grades
- Check for available courses for advisees

Your username and password for your WebAdvisor account will be different from your USD username and password. To obtain your WebAdvisor username and password:

1. Log in to the myU Portal <https://myu.usd.edu/uPortal/>
2. Click on the Academics tab
3. Click on the Access WebAdvisor link in the WebAdvisor channel
4. Scroll to the bottom and click on "I Am New to WebAdvisor"
5. Follow the steps outlined on the screen.

If you need assistance, please refer to the WebAdvisor tutorial for a visual demonstration: <http://usd.edu/webadvisor/New-to-WebAdvisor.pdf>.



<http://www.usd.edu/technology>

## **Presentation Equipment**

### **Equipment Reservations**

Smart carts and TV/DVD/VCR carts are available for delivery in many buildings. Carts are reserved on a first come, first serve basis and reservations must be made in advance to ensure availability. ITS also maintains an inventory of media equipment for short-term loan to students, faculty and staff. Reservations for equipment pick-up may be made two weeks in advance and equipment may be reserved for up to seven days. Equipment use is restricted to University related events or classes only, not for personal endeavors.

## **Smart Classrooms & Teaching Labs**

### **Smart Classrooms**

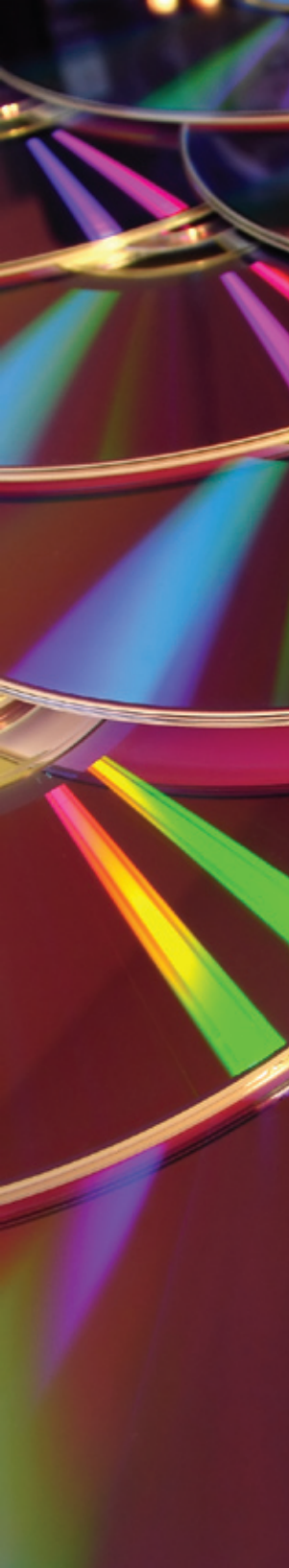
ITS has numerous state-of-the art Smart Classrooms throughout campus. The "Smart" functionality of these classrooms is all controlled through the computer located in the instructor's station. You will be able to easily control the classroom computer, data projector, DVD/VCR and document camera (where available) from the instructor's station at the front of the room. Instructional guides are available in each room. ITS provides group training sessions at the beginning of each semester and individual training can be requested at any time through the ITS Help Desk. To schedule Smart Classrooms please contact the Registrar's office at 677-5339.

### **Specialized Software**

If additional specialized software needs to be installed, arrangements must be made two weeks in advance. Proof of software licensing will need to be provided before installation can take place. Instructors are responsible to test software at least 24 hours prior to teaching.

### **Teaching Labs**

Teaching Labs are classrooms that have an instructor's station equipped with a computer and monitor as well as computers for student's use. Teaching Labs must be scheduled two weeks in advance.



## Software

### Antivirus

Symantec Endpoint Protection software is available for installation on personal computers to all faculty, staff and students at no charge. Anyone connecting their personal computer to the USD network is required to have the antivirus provided by USD installed on their computer. Before installing any antivirus program, be sure to remove any other antivirus software that is currently installed on your computer. Be wary of using any computer not equipped with up-to-date virus protection.

### Microsoft Office

USD has purchased a site license for Microsoft Office, which is being extended to you for work related purposes at home. Under the agreement of this license, Microsoft Office is available to eligible USD faculty and staff for work-at-home use. This license does not cover the use of Microsoft Office for personal purposes. To verify eligibility and to obtain a copy of Microsoft Office, contact the Faculty/Staff Help Desk.

### Supported Software

The ITS Help Desk provides support for purchasing, installation, configuration and troubleshooting of supported software. To ensure consistency of support, ITS will not provide support for software that is not on the standard support list, but limited consultation may be available. Before purchasing any software that is not listed on the standard support list, you should review the software vendor's support agreement for available support.



The University of South Dakota

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INFORMATION TECHNOLOGY  
SERVICES

This document is available in alternative formats upon request. For assistance, call Disability Services at The U at: 605-677-6389 or e-mail [dservice@usd.edu](mailto:dservice@usd.edu).