

# EMPLOYEE INFORMATION TECHNOLOGY

AUGUST 2017

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## LOGIN TO A WATC COMPUTER

To access the WATC network you'll need to login to a WATC computer from any campus or from your computer to [mywadc.watc.edu](http://mywadc.watc.edu)

Your login user name is your first initial with your last name.

For example, John Smith would have the username "jsmith".

If there is more than one person with that username you will have a number at the end of your login like "jsmith99".

If this is your first time logging into the WATC computer system, you will need to reset your password.

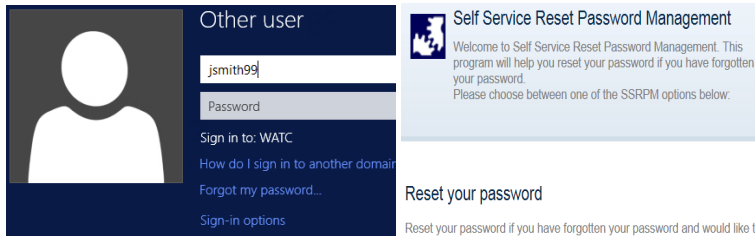
If you are **using a WATC Computer** you will see a link below the windows login that says "forgot my password".

If you are **using your own Computer** use the password reset tool from the "Need to reset forgotten/expired password? First Time Login?" link on the myWATC login web page.

Be prepared to provide your username, date of birth, and last four digits of your social security number.

**Password rules are as follows:**

- Must be a minimum of **8 characters**
- Must contain a minimum of **1 lower case letter**.
- Must contain a minimum of **1 upper case letter**.
- Must contain a minimum of **1 number**
- Must contain a special character like ( !, \$, #, %) *Don't use @ or &*
- **Cannot contain your name, the word "password", or the word "WATC".**
- **Cannot be a repeat** of the last 5 passwords used.

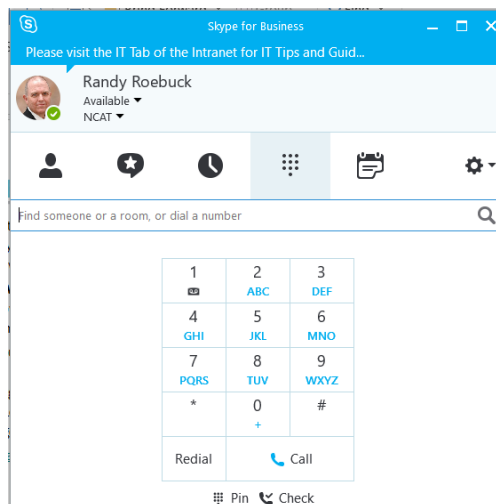


## SKYPE FOR BUSINESS DIGITAL PHONE

Skype For Business is a voice over Internet phone system made by Microsoft that has brought phone communication into the digital age.


With your WATC login account you will be issued a phone number in the format 316-677-XXXX or 316-512-XXXX

When this number is called, it will automatically ring to any WATC computer you are logged into.



You will notice that most computers in the college are equipped with a USB phone or a headset which you may use to make calls.

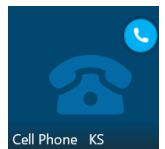
After you login to your computer notice the Skype window that appears automatically. If Skype doesn't automatically appear type Skype in the Search Windows box or look in All Apps for Skype. Pick up your headset or handset and click on the dial icon on the right of the Skype interface to directly dial a phone number.

You may also click on the contacts icon  on the left and search for people in the college by name.

When you receive a call you will hear a ring and new window will appear on the bottom right of your screen, click on the icon to answer.

Once you answer, you will have a new dialog screen that will give many options such as putting calls on hold or forwarding to another line.

(Search online for more Skype for Business features)

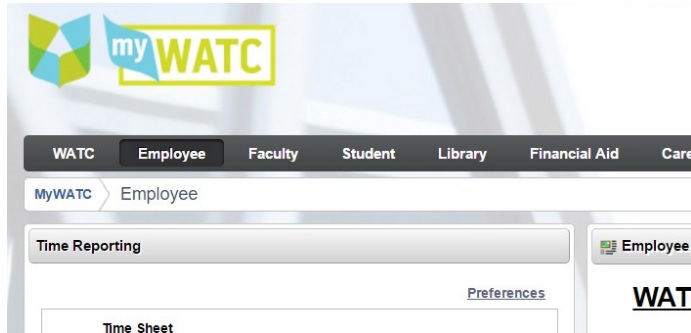


## WHAT IS MYWATC, BANNER, AND BLACKBOARD LEARNING?

**myWATC** is the online portal used by students and staff to access Banner resources offered by the college.

It contains modules for students to check their grades and for employees to submit their time sheets and check leave balances. You can get to the page from [wadc.edu](http://wadc.edu) or directly at [mywadc.wadc.edu](http://mywadc.wadc.edu)

To login use the exact same WATC user name and password discussed in the first section of this guide.



Once you login click on the “Employee” tab that is located across the top of the modules.

**Banner** is the database used by our college for most resources needed by our students and staff.

On the left side of the page you will notice that there is link under “Banner Links” that says “Self Service Banner”.

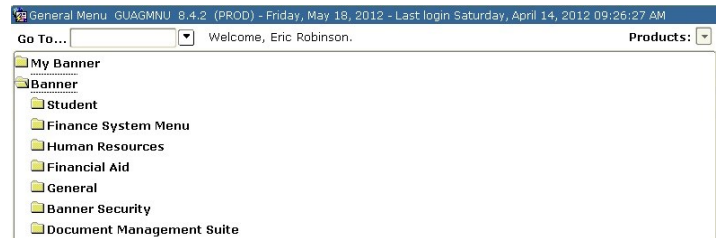
It contains grades, emergency contacts, and HR data etc.

Some WATC jobs require Native Banner (INB) for data entry. If you need INB for your job click on the link and click on “run” once the application box appears.

You may be given a Java warning asking if you want to block unsafe components. Click “no”.

You will now be greeted with the general menu for the Banner database. From here work specific forms may be accessed.

If your job requires access to specific Banner resources please speak to a supervisor so that he or she may request the appropriate levels of permission for you.

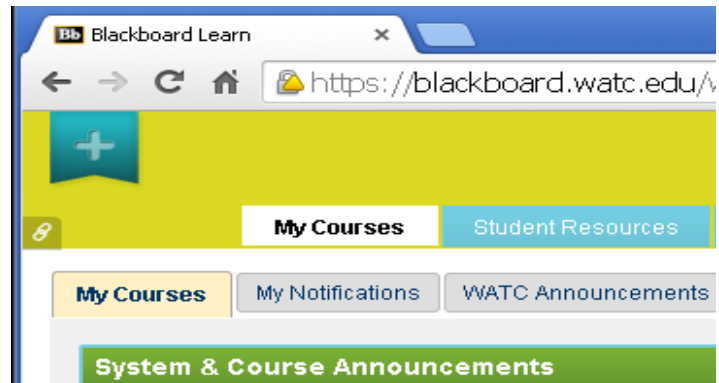


Banner access is granted by a supervisor submitting Banner Access Form found on the IT tab of the Intranet under general links.



**Blackboard Learn** is used by students and faculty to access class documents, assignments, attendance and announcements.

WATC uses the Blackboard Learn Online Learning module. Blackboard can be accessed by clicking on the Online Learning tab within MyWadc.

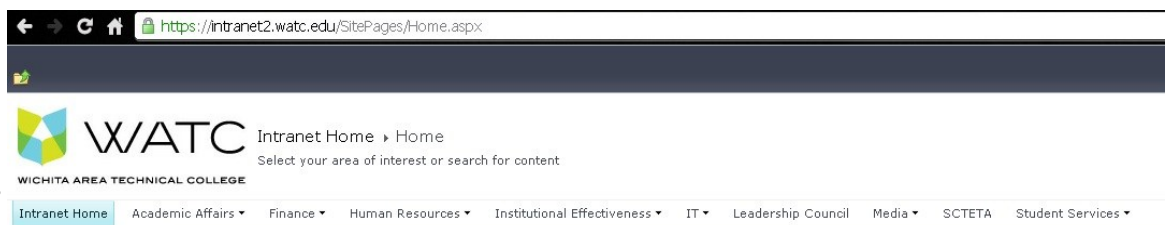


## WATC INTRANET

The WATC Intranet is an internal website built on a Microsoft SharePoint server that the college uses for file sharing and storing important work documents among WATC Employees only. **Each tab on the Intranet is controlled by each department’s administrative section.**

The intranet page is set as a default page when you login to your WATC Computer and may be accessed by Remote Desktop Connect. You can also go directly to the Intranet at <https://intranet2.wadc.edu>. Across the top of the page you will notice that every work section has their own page within the Intranet. For example, you may click on the IT link to find useful self help links such as this guide. You may also click on Human Resources to find various documents needed for your benefits.

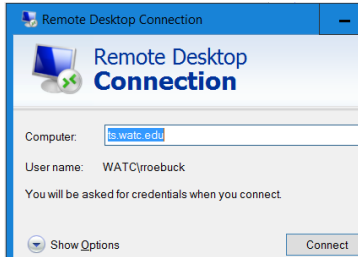
The Intranet allows users to upload and download copies of documents and to fill out forms. Please contact your supervisor for more information on how your department uses the Intranet.



## WATC REMOTE DESKTOP CONNECT

With Remote Desktop Connect you can access your WATC work documents, programs, and emails from home or from any computer.

On a Windows computer go to:



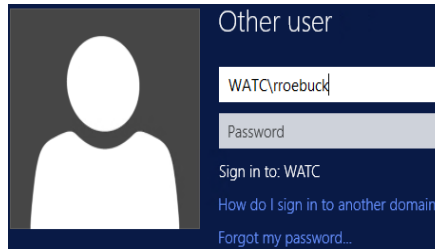
Start Button>  
All Apps>  
Windows Accessories>  
Remote Desktop Connect App>

Now enter the terminal server name:

**ts.watc.edu**

Employees may also use these student terminal servers as well:

Health Students	Aviation Students	Manufacturing Students	All Students
health.watc.edu	aviation.watc.edu	man.watc.edu	gen.watc.edu



You will be prompted with a screen that looks like a normal WATC login screen. Now enter your normal WATC username and password as you would on campus with the **WATC\** in front of your username.

Once you login you should notice that all the documents and apps that you have on your WATC computer desktop are also available on the Remote Desktop Connect server desktop.

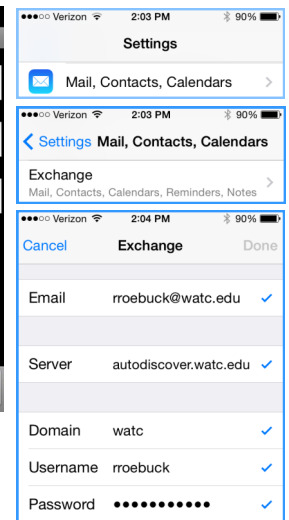
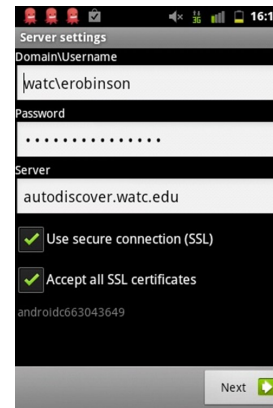
Since the server that hosts your remote desktop connection session is located at NCAT this is a great way to bypass an ailing computer and get to your WATC applications quickly.

*Apple users will need to install the Remote Desktop application from the Apple App Store and follow the same directions.*

## CONNECT A SMARTPHONE/TABLET TO WATC EMAIL &

To get your WATC email on your smartphones and tablets please use the following steps:

- Open your email application on your device. You will then need to **add a new "Exchange" account**. Devices may vary but usually you may do this by going to "Options" then "Add Account".
- Next please enter your company's server settings. The domain is going to be **WATC** and the username will be your first initial and last name. The server to use is **autodiscover.watc.edu**
- If asked, please enable "Use secure connection" and "Accept SSL certificates. (See left for Android example and see iPhone example right).



## IT HELPDESK    ITHelpdesk@WATC.EDU    677-9905

At WATC we take pride in our fast, reliable IT systems. Should you need assistance with any WATC computer issues or just have a suggestion, please email the IT help desk at [ithelpdesk@watc.edu](mailto:ithelpdesk@watc.edu) or call 316-677-9905. Once your email is received an IT help desk ticket will be issued to our staff to assist you in resolving the IT problem you may have. Please be sure to **share all details of your IT issue such as location of the computer, name, contact information**, and what specific problem you are experiencing. Emailing snapshots of the problem using the Windows 10 snipping tool is appreciated!

**Please do not give students the Employee IT Helpdesk number**, Students have their own Student IT Helpdesk at 677-9906. The college incurs overtime costs when someone calls the Employee IT Helpdesk after 10pm or on weekends.

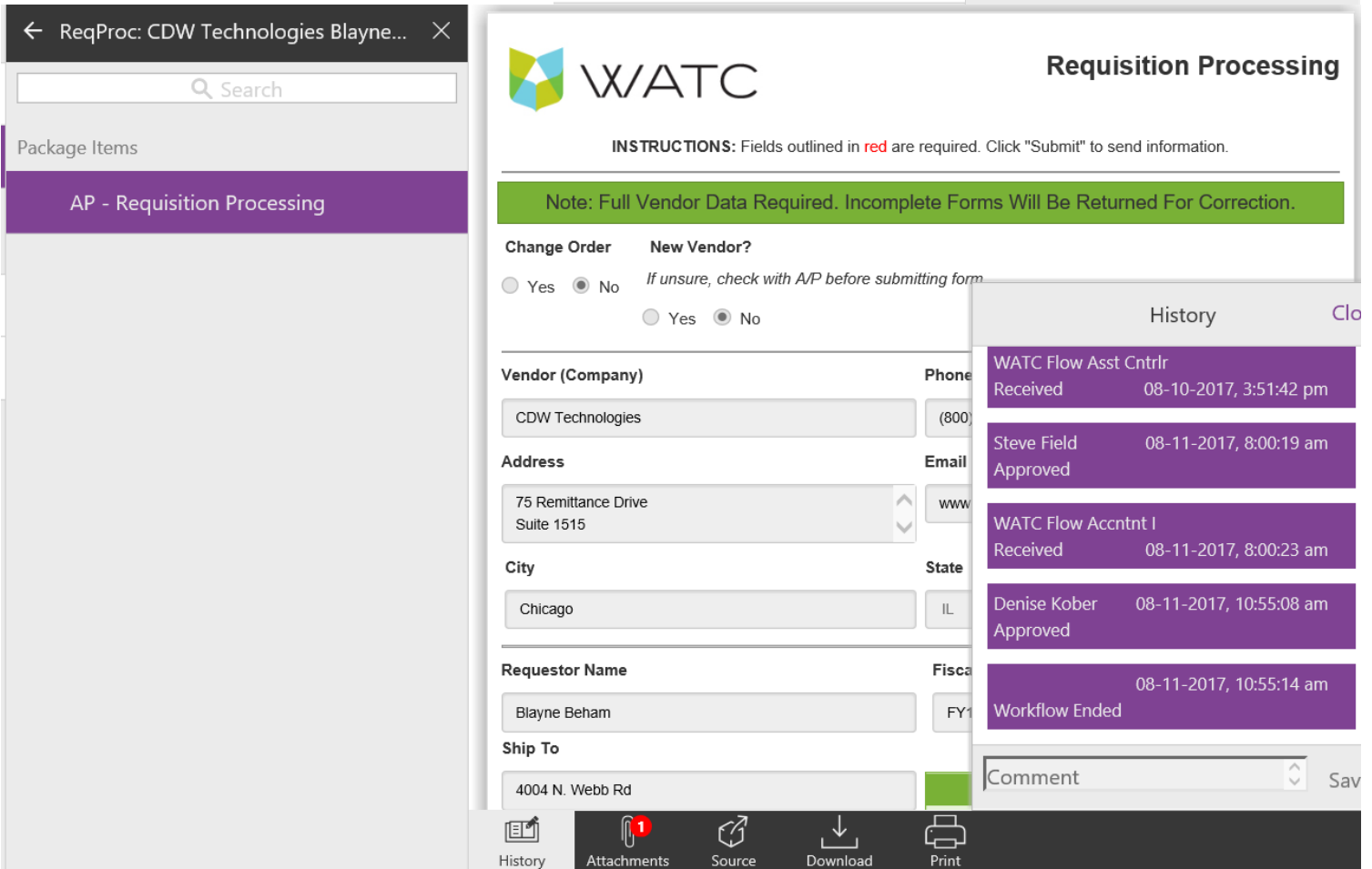
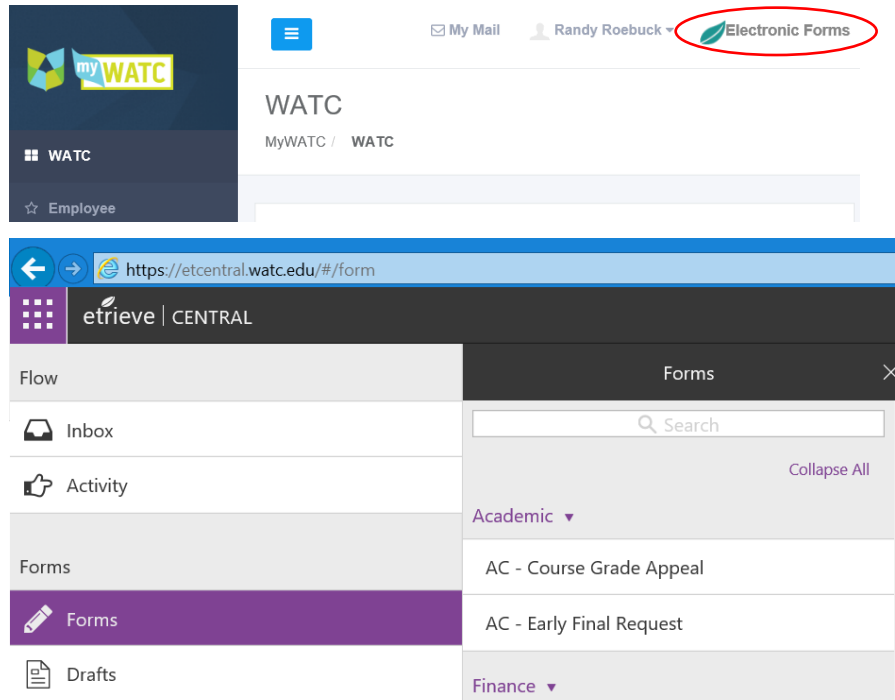
To prevent document loss and to keep your computer running well be sure to **sign off every night and restart every Friday** so that updates can automatically be applied. Updates keep the computer running efficiently and securely. Always keep computer fans clean for maximum airflow so the computer doesn't overheat. Clogged fans are the single biggest reason WATC computers overheat and fail. **Don't store personal music or videos on WATC computers, you may store them on a personal USB drive instead.**

**For assistance with computer issues contact the Employee IT help desk at: [ithelpdesk@watc.edu](mailto:ithelpdesk@watc.edu)**

## Electronic Forms

### WATC uses Etrieve Softdocs Electronic Forms

- Click on the Electronic Forms icon in myWATC
- Login using your WATC login and password
- The form saves continually in the background
- Retrieve Drafts from the Drafts label under Flow
- Attachments must be .pdf, .doc, .csv, .jpg, .png, .txt, .bmp, or .gif format
  - **No # or & symbols in attachment name**
- Select the history icon to see where a form is in the approval flow
- Make a habit to check your form inbox regularly



## WSU SECURE WI-FI

Select: **WSU Secure**

Login: Your WSU Banner ID#

Login: Your myWSU password



## VTECH CONFERENCE PHONE GUIDE

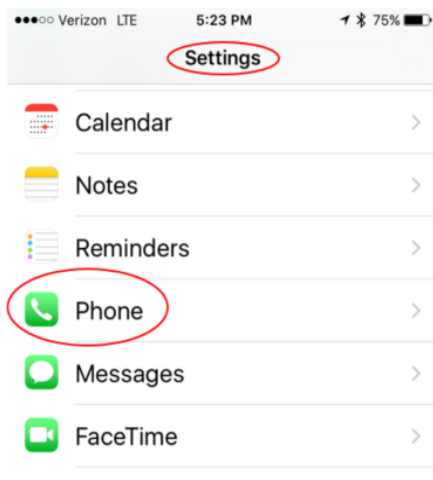
Most WATC Conference Rooms use a VTECH Conference Phone like the one pictured below.

- To use Skype for Business press the button below PC SPK
- You must be logged into the connected computer to hear the audio
- In standalone mode (no computer) just dial the number on the keypad
- For better microphone response place one of the 4 detachable microphones close to the person speaking

*Note\* You must return the microphones to the speakerphone cradle after the call for recharging!*



## WI-FI CALLING ON SMARTPHONES



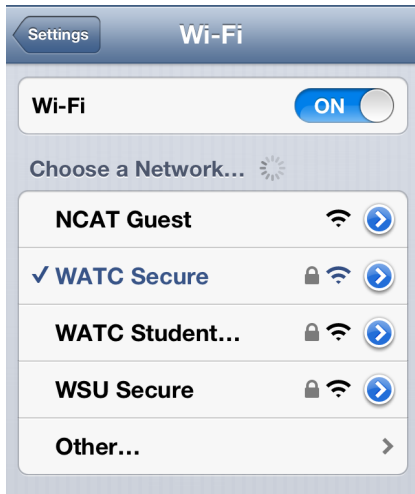
- Sprint <https://www.sprint.com/en/support/solutions/services/faqs-about-wi-fi-calling.html>
- Verizon <http://www.verizonwireless.com/support/wifi-calling-faqs/>
- ATT <https://www.att.com/shop/wireless/features/wifi-calling.html>
- T-Mobile <https://support.t-mobile.com/community/coverage/wifi-calling>

## WATC SECURE WI-FI CODES

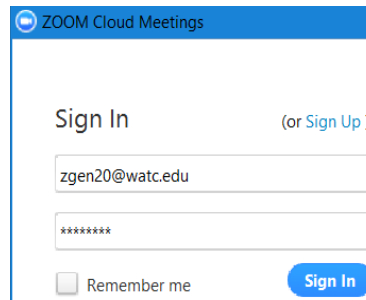
Select: **WATC Secure**

Password: **SpEbe7p33arapRA**

or Select: **WATC Student Secure**

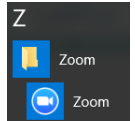


## ZOOM ONLINE MEETINGS



WATC has joined many colleges and businesses using Zoom Audio/Video/Web Conferencing software and services. WATC has purchased 20 Internet based Zoom Pro Accounts for employees to use in the classroom and for business purposes.

Access Zoom by searching Windows for Zoom or clicking on All Apps and scrolling down to Zoom on a WATC Computer.



You can also add the Zoom app to your personal computer, iPhone, iPad or Android device from an App Store or go to [Zoom.US](https://Zoom.US)

**Zoom Pro accounts** can handle **50 simultaneous users for unlimited time** and can be used to “host” audio/video/web conferences on computers, laptops, smartphones and pretty much any device with a web browser. (Find your Departments Zoom Pro account listing on the [IT Intranet page](#))

Employees and Students may also create a Zoom personal account. **Personal accounts are limited to less than 40 minutes** but have the same basic features as a Pro account .

*Note\* Be considerate, please sign out of Pro Accounts after your meeting!*

## WATC USES MICROSOFT SOFTWARE

WATC uses Microsoft Windows 10 and Microsoft Office 2016 on desktop computers and laptops. We recommend students use Microsoft Software and Microsoft compatible computers/laptops/tablets/phones for best performance on the WATC network as outlined in [Policy 5-29](#).

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Exclusive for your company, get the complete Microsoft Office Professional Plus 2016 suite for your home. Or if you use a Mac, get Office Home and Business 2016 for Mac for the same low price.

Employees may purchase a \$9.95 copy of Office 2016 by using code **F948C068D7** at [microsoftthup.com](https://microsoftthup.com)



## USEFUL RESOURCES

- WATC IT Intranet Page and IT Self Help Folder : <https://intranet2.watc.edu/IT>
- Microsoft Skype Online Resource Video: <https://youtu.be/8K960yZ003k>
- WATC Remote Desktop Guide (expanded): <https://intranet2.watc.edu/IT>