

EMPLOYEE INFORMATION TECHNOLOGY GUIDE

AUGUST 2019

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LOGIN TO A WSU TECH COMPUTER

To access the WSU Tech network, login to a WSU Tech computer from any campus. If you're on a personal computer click on the myWSU Tech icon on the wsutech.edu website

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

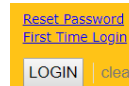
For example, John Smith would have the username "jsmith".

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 WSU Tech computer system, you will need to reset your password.

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

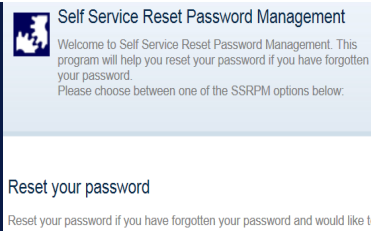
If you are **using your own Computer** use the password reset tool from the "Reset Password or First Time Login" link on the myWSU Tech login web page.



Be prepared to provide your username, date of birth, and last four digits of your social security number. During setup you will be required to create your own security questions.

Password rules are as follows:

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



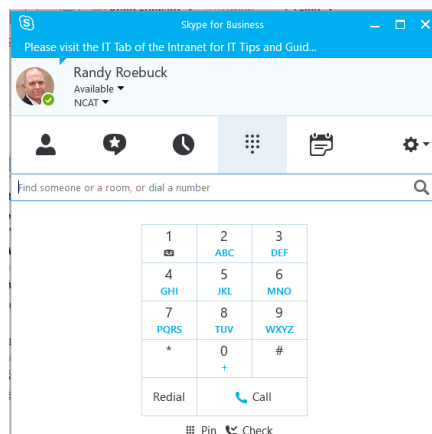
SKYPE FOR BUSINESS DIGITAL PHONE

WSU Tech uses the Skype For Business system by Microsoft.

With your WSU Tech 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 WSU Tech 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.



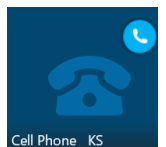
After you login to your computer, notice the Skype window that appears automatically. If Skype doesn't automatically appear, type Skype in the Search Windows box or look in All Apps for Skype. Pick up your headset or handset and click on the dial icon on the right of the Skype interface to directly dial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



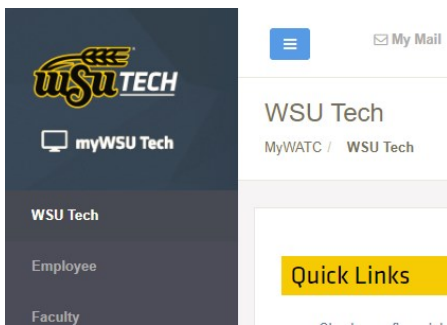
WHAT IS MYWSUTECH, BANNER, ELECTRONIC FORMS AND BLACKBOARD?

myWSUTech 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 wsutech.edu Look for the myWSUTech on the top of the webpage.

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

Once you login click on the “Employee” tab.



Banner is the database used by WSU Tech for most resources needed by our students and staff.

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

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

Some college jobs require Banner Application Navigator for data entry. Click on the Navigator Link from the employee page of myWSUTech.

Employee Links

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

[Banner Application Navigator](#)

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.

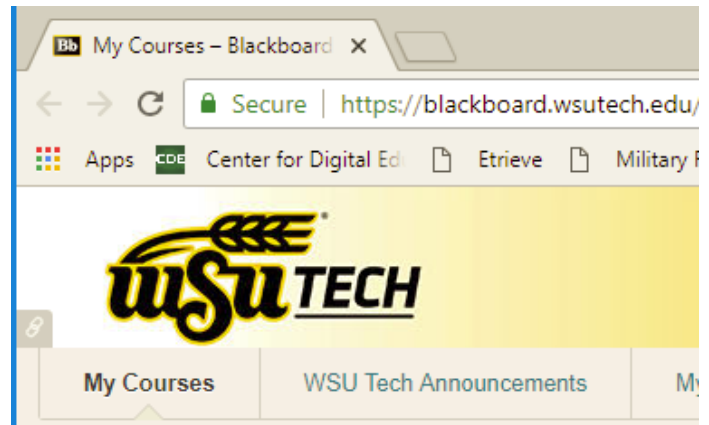
Banner access is granted by a supervisor submitting an IT-Systems Access Request form from Etrieve Electronic Forms.

Etrieve Electronic Forms can be found from a link at the top of the myWSUTech portal. Several college forms can be found within this application. The icon looks like this:



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

WSU Tech uses the Blackboard Learn Online Learning module. Blackboard can be accessed by clicking on the Online Learning tab within myWSUTech or going to the blackboard.wsutech.edu webpage directly.



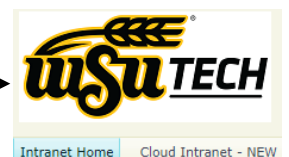
WSU TECH INTRANET

The WSU Tech Intranet is an internal website built on a Microsoft SharePoint server that the college uses for file sharing and storing important work documents among WSU Tech 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 WSU Tech Computer and may be accessed by Remote Desktop Connect. You can also go directly to the Intranet at <https://intranet2.WSU Tech.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.

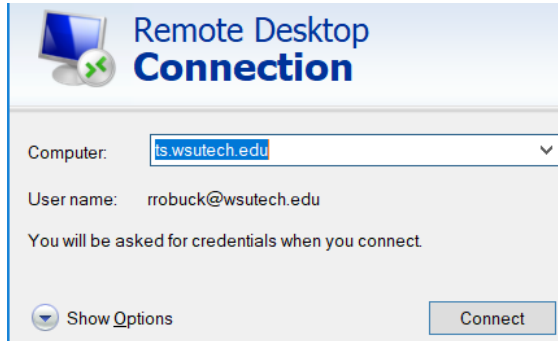
The Intranet allows users to upload and download copies of documents . Please contact your supervisor for more information on how your department uses the Intranet.

Note: During Fall of 2019 the on premises Intranet will be migrating to a WSU Tech controlled Cloud Intranet location with increased capacity and functionality. Until this switchover is complete your will see two options on the Intranet page →



WSU TECH REMOTE DESKTOP CONNECT

With Remote Desktop Connect you can access your WSU TECH 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.wsutech.edu**

Employees may also use the **student.wsutech.edu** terminal servers as well.

You will be prompted with a screen that looks like the WSU Tech login screen. Enter your WSU Tech email address and password as you would on campus .

Once you login you should notice that all the documents and apps that you have on your WSU Tech computer desktop are also available on the Remote Desktop Connect server desktop. If you suspect your regular computer is having trouble, remote desktop is a great way to bypass your regular computer until it's repaired.

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

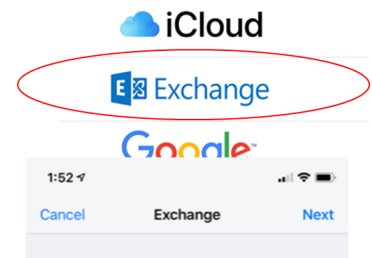
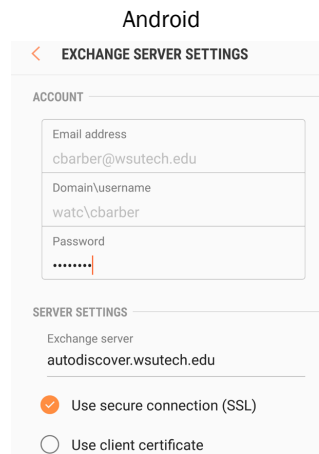


Microsoft Remote Desktop
Microsoft Corporation
#165 in Business
★★★★☆ 3.3, 321 Ratings
Free

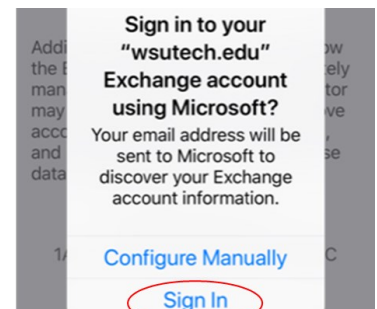
CONNECT A SMARTPHONE/TABLET TO WSU TECH EMAIL & SERVICES

To get WSU TECH email on smartphones please follow these steps:

- Open your email application/accounts on your device. You will then need to **add a new "Exchange" account**. Devices may vary but usually you do this by going to "Options/Settings" then "Add Account".
- Next enter company server settings. The domain is going to be **WATC** and the username will be your first initial and last name. The server is **autodiscover.wsutech.edu** *The WATC domain will switch to WSUTECH in 2019.*
- If asked, please enable "Use secure connection" and "Accept SSL certificates." (See Android and iPhone examples to the right ->).



Description rrobuck@wsutech.edu



ITHELPDESK@WSUTECH.EDU 316-677-9905

At WSU TECH we take pride in our fast, reliable IT systems. Should you need assistance with any WSU TECH computer issues or just have a suggestion, please email the IT help desk at ithelpdesk@WSUTech.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.

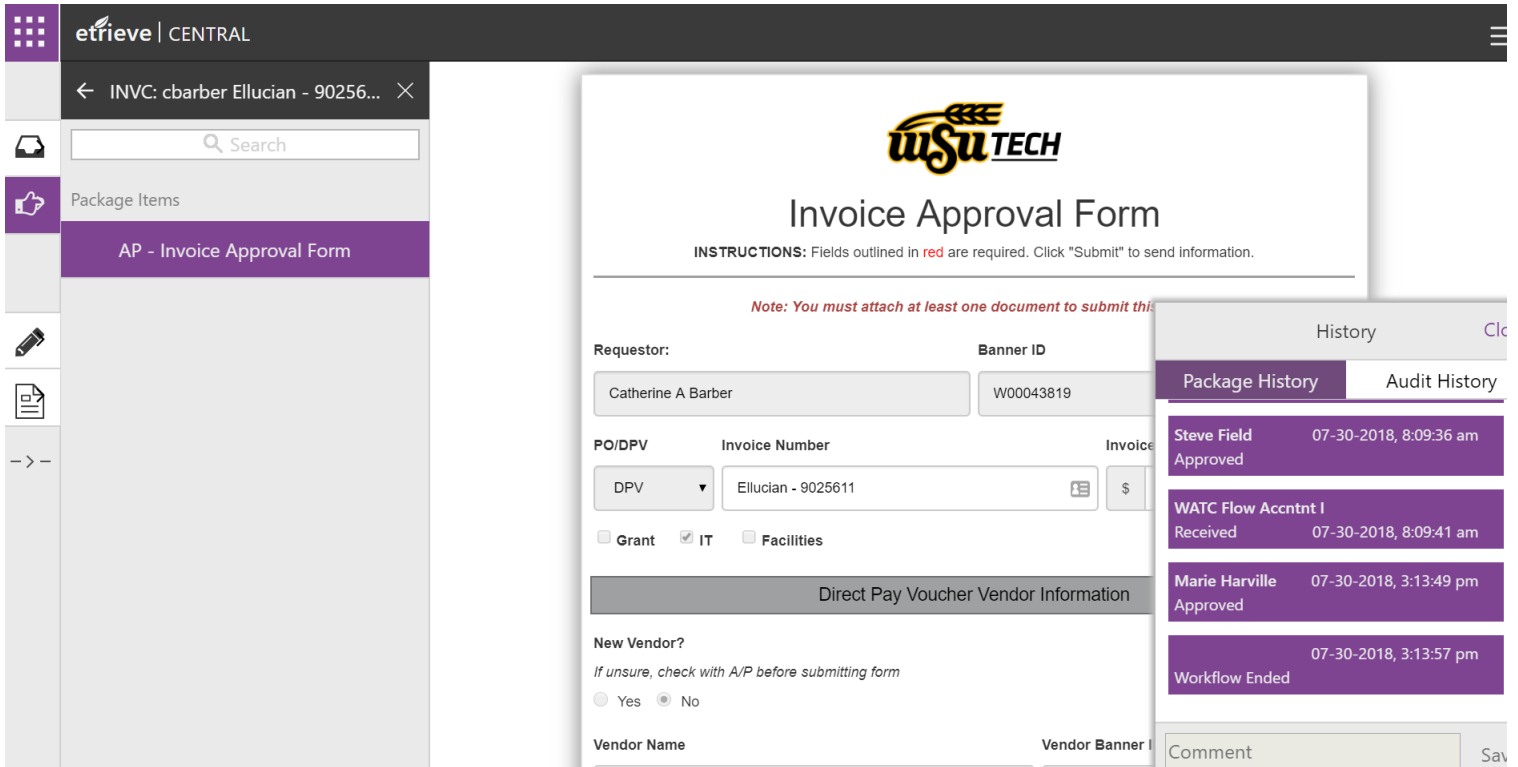
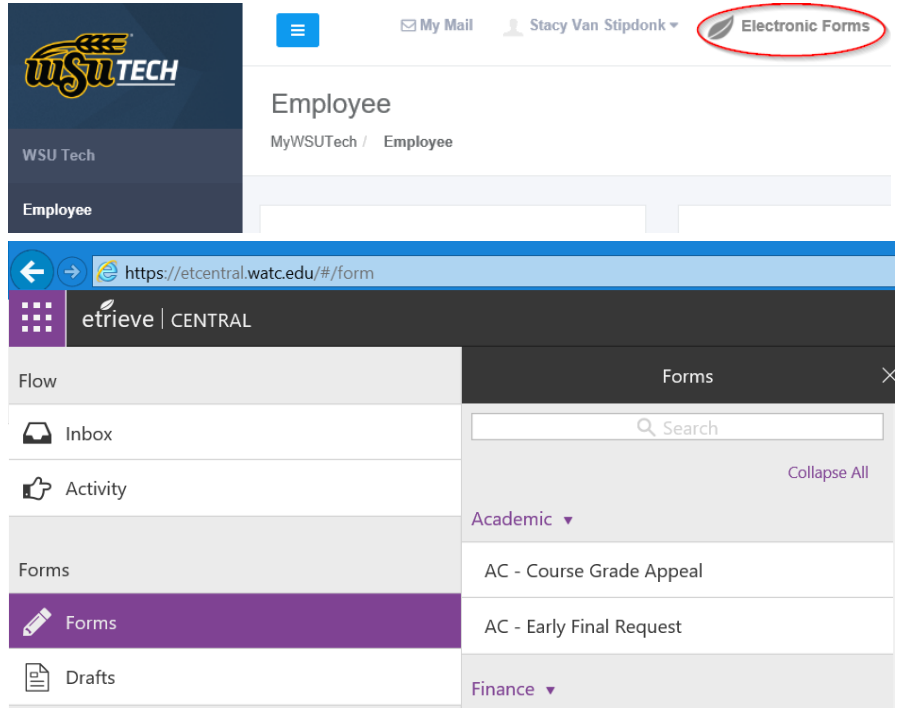
- **Sign out every night, especially on Friday, so that updates can automatically be applied.**
- **Always keep computer fans clean for maximum airflow so the computer doesn't overheat.**
- **Don't store personal music or videos on WSU Tech computers, you may store them on a personal USB drive instead.**

ETRIEVE FORMS

WSU TECH uses Etrieve Softdocs Electronic Forms

- Click on the Electronic Forms icon in myWSU TECH
- Login using your WSU TECH 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 # & . (period) 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

Note: Etrieve Electronic Forms can only be used on WSU Tech Computers or Remote Desktop Connect. This is a security requirement.



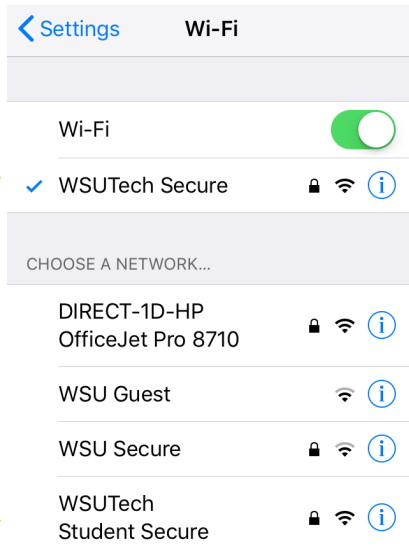
WSU TECH SECURE WI-FI

Select: **WSU Tech Secure**

Password: SpEbe7p33arapRA

Or select: **WSU Tech Student Secure**

Password: **wsutechis#1**



VTECH CONFERENCE PHONE GUIDE

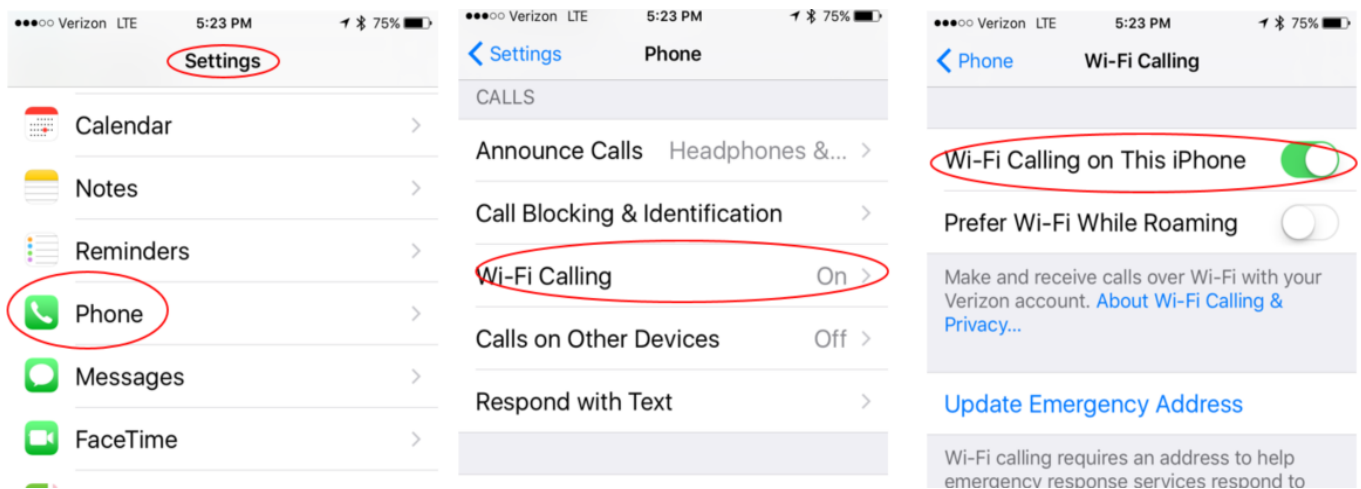
Most WSU TECH Conference Rooms use a VTECH Conference Phone like the one pictured below.

- 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/docs/DOC-1680#firstheading>

SUPPORTED WEB BROWSERS

For Blackboard LMS and Banner 9 we recommend the **Google Chrome Browser**.

If employees run into software compatibility issues with Google Chrome please try Edge or Internet Explorer (IE).

For Intranet, Office.com and Office 365 and Microsoft Software we recommend **Edge or Internet Explorer**.

Chrome, Edge and Internet Explorer are found on every WSU Tech Computer.

WSU Tech does not test college software on Safari and Firefox browsers. Employees/Students that use these browsers do so at their own risk. IT Staff are not trained to provide assistance on these browsers.



CYBERSECURITY TRAINING

- Every year employees are required to complete online cybersecurity training by Infosec IQ or Security IQ
- If you receive an email from Infosec/SecurityIQ be assured it's legitimate

Phishing In Brief

Safe Web Browsing Brief

Password Security Brief

Gramm-Leach-Bliley Act (GLB)

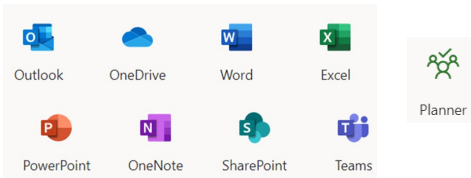
FERPA For Post-Secondary Education

WSUTECH Security Awarene Baseline Knowledge

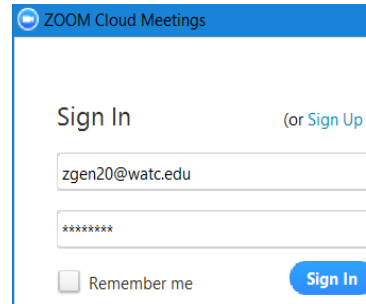


OFFICE.COM & OFFICE 365

- Employees can access Office 365 Online by going to [Office.com](https://www.office.com) and logging in using WSU Tech credentials

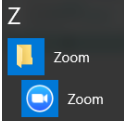


ZOOM ONLINE MEETINGS



WSU TECH has joined many colleges and businesses using Zoom Audio/Video/Web Conferencing software and services. WSU TECH 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 WSU TECH 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!*

GETTING OFFICE 365 FOR PERSONAL USE

Microsoft replaced the \$15 Home Use Program for employees with a 30% Discount on Office365 www.microsoft.com/en-us/home-use-program

Employees can also get the online only version of Office 365 for free like students do at www.office.com/getoffice365

Office 365 Home

\$99.99 per year

Login to unlock discount

Office 365 Home includes:

- Share with your household –up to 6 people.
- Premium versions of Word, Excel, PowerPoint, OneDrive, OneNote (**features vary**), Outlook, Publisher, and Access.¹
- For use on multiple PCs/Macs, tablets, and phones (including Windows, iOS, and Android).²
- 1 TB OneDrive cloud storage per person.
- Collaborate on documents with others online.


LastPass Password Manager

How to Install


1. Go to AppStore or Google Play, download LastPass [Get LastPass Free](#)
2. Create an account-**Remember your master password!**

Create an account [or Log In](#)

Email


Master Password 

Strength

Confirm Master Password 

Reminder (Optional)

[Sign Up - It's Free](#)

3. Add your accounts 
4. Login to LastPass.Com, add browser extension     

Download the LastPass browser extension

Get the most out of LastPass so you can automatically save and fill your passwords, credit cards, addresses, and more. Install the LastPass browser extension for simple, quick access right from the LastPass icon in your browser toolbar.

[Download Now](#)

[No Thanks](#)

Microsoft 2FA/MFA/2Step Authenticator

How to Install

1. Download Microsoft Authenticator to your smart device



Microsoft Authenticator

Microsoft Corporation Business

★★★★★ 74,914

Everyone

This app is compatible with all of your devices.


[Add to Wishlist](#)

[Install](#)

2. Enable 2FA on your Google or Facebook account
3. Scan QR Code into Microsoft Authenticator

That feeling when **EVERYTHING FALLS INTO PLACE**

Whether you're overwhelmed by college or excited about what's ahead, life is better when your to-dos are organized and at your fingertips. That's why we've brought you Navigate, a mobile advisor that gets you from orientation to graduation.




Schedule and receive advising appointments right away



Discover supportive resources—including directions to key offices on campus




Receive alerts about holds and find out how to resolve them



Locate and reach out to your advisors and professors in seconds



Get reminders and alerts about important deadlines



Make your own to-do list and set reminders



Sync your class schedule with your phone calendar



And so much more!



Explore majors and careers

Available now in the App and Android Store
Search for "Navigate Student"

