WSU TECH

WSU CAMPUS OF APPLIED SCIENCES & TECHNOLOGY

EMPLOYEE INFORMATION TECHNOLOGY GUIDE

JULY 2021

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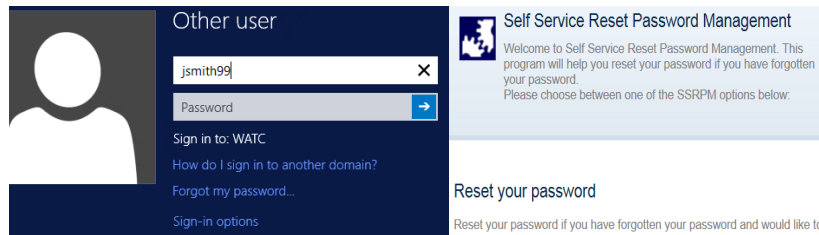
If you are **using your own Computer** use the password reset tool from the "Reset Password or First Time Login" link on the myWSU Tech login web page.

Reset Password
First Time Login

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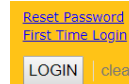
Be prepared to provide your username, date of birth, and last four digits of your social security number. During setup you will be required to create your own security questions.

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

Other user

jsmith99

Password

Sign in to: WATC

How do I sign in to another domain?

Forgot my password...

Sign-in options

Self Service Reset Password Management
Welcome to Self Service Reset Password Management. This program will help you reset your password if you have forgotten your password.
Please choose between one of the SSRPM options below:

Reset your password
Reset your password if you have forgotten your password and would like to
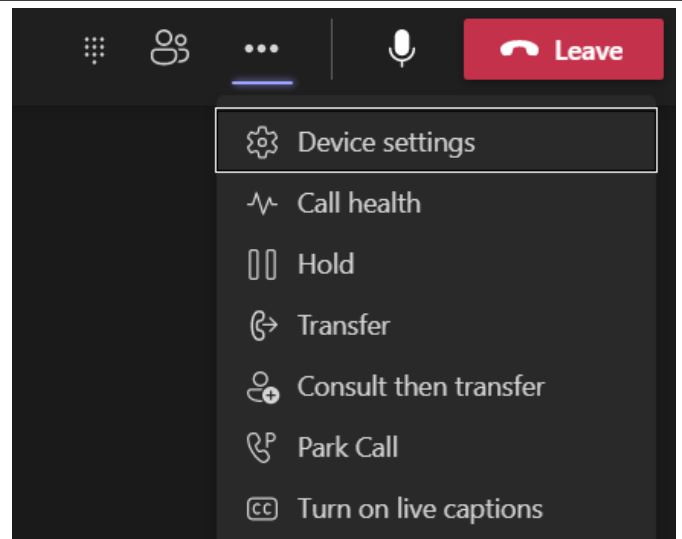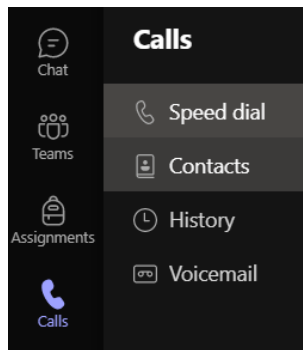
TEAMS CHAT AND CALLING

For chats and calls WSU Tech uses Microsoft Teams collaboration software

When a chat is initiated or a Teams Call is made it will automatically ring/notify the Microsoft Teams app you are logged into.

To find a person you need to chat/call please click on the search bar at the top of a teams chat/calling window and place the call/chat.

When you answer a call you will have a new dialog screen in the ellipsis that will give many options such as putting calls on hold or transferring to another line.

(Search online for more Teams Calling features)

Chat

Teams

Assignments

Calls

Calls

Speed dial

Contacts

History

Voicemail

Leave

Device settings

Call health

Hold

Transfer

Consult then transfer

Park Call

Turn on live captions

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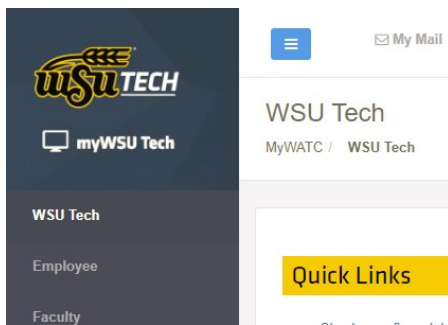
Banner is the database used by WSU Tech for most resources needed by our students and staff.

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.

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 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.
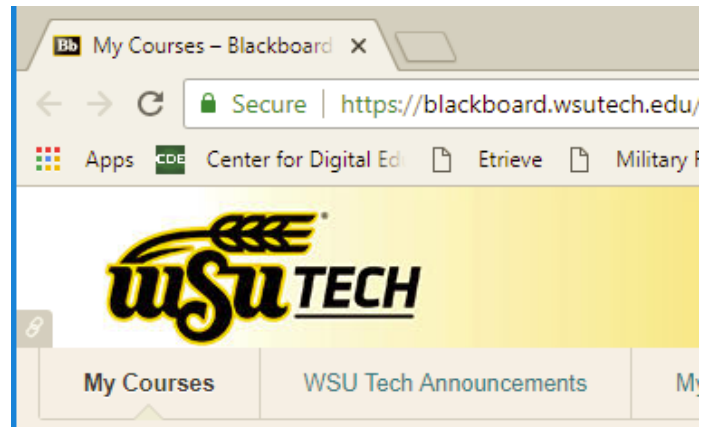
WSU TECH SHAREPOINT FILE SHARING WEBSITE

The WSU Tech Sharepoint is an <u>internal</u> website located on Microsoft's Office 365 Cloud. The college uses SharePoint for file sharing and storing important work documents <u>among WSU Tech Employees only</u>. **Upload of new documents on SharePoint is controlled by individual departments**

The SharePoint page is set as a default page when you login to your WSU Tech Computer and may be accessed by Remote Desktop Connect or Office.com. Across the top of the page you will notice that every work section has their own page within SharePoint and documents shared with the entire college found on the "All College Shared" site.

SharePoint - All College Shared

Home - All College Shared Academics & Faculty Finance & Administration Foundation Human F
Institutional Effectiveness Marketing Strategic Innovations Student Services Recent WS
EDIT LINKS

All College Shared Files

Document Libraries:

* **Important** - Links listed below are for documents to be viewed and **shared with all WSU Tech**. Only place documents to be shared in below linked locations.

* To access each departments SharePoint site for department only documents, click links that are listed along top of this page.

- Academics & Faculty
- Finance & Administration

Links:

- IT One Stop
- myWSUTech Web Portal
- WSU Tech Webmail
- WSU Tech Internet
- WSU Tech Official Building Hours
- WSU Tech Electronic Forms

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.

From a Windows 10 Computer or Apple Mac download the Remote Desktop Connect Configuration File from the Employee tab of the my.wsutech.edu web portal.

Remote Desktop Connect Configuration File for Employees (ZIP) ⤓
Click on the link to download the zipped file. After it has downloaded to your computer, click "open file", double click on "Employee_RDS.rdp", then click on "Connect".
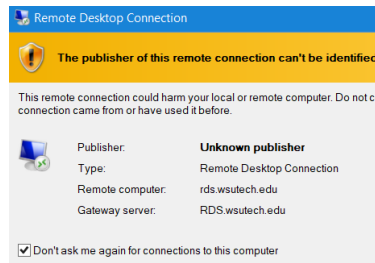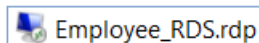
Employee_RDS.rdp

Apple or Android users may have to download the Microsoft Remote Desktop app from the appstore. Look for an icon like this:

Microsoft Remote Desktop
Work from anywhere
Microsoft Corporation
★★★★★ 4.5 • 23.6K 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. Enter your WSU Tech email address. The server is **webmail.wsutech.edu** and username is email address again.

- If asked, please enable "Use secure connection" and "Accept SSL certificates. (See Android and IPhone examples to the right ->.

Android
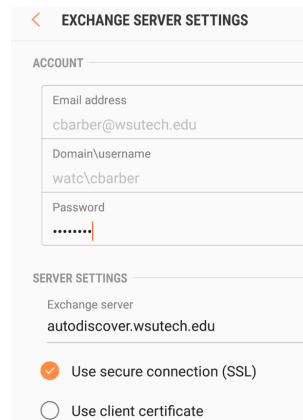
Apple/IOS
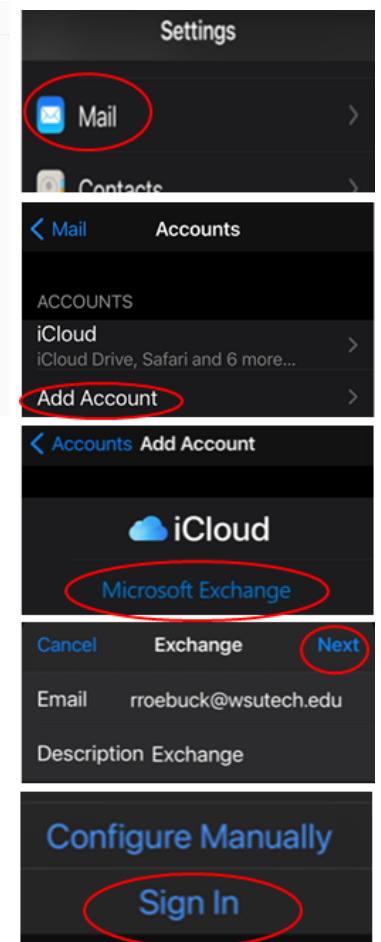
ITHELPDESK@WSUTECH.EDU *316-677-9905*

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 or from VPN. This is a security requirement.
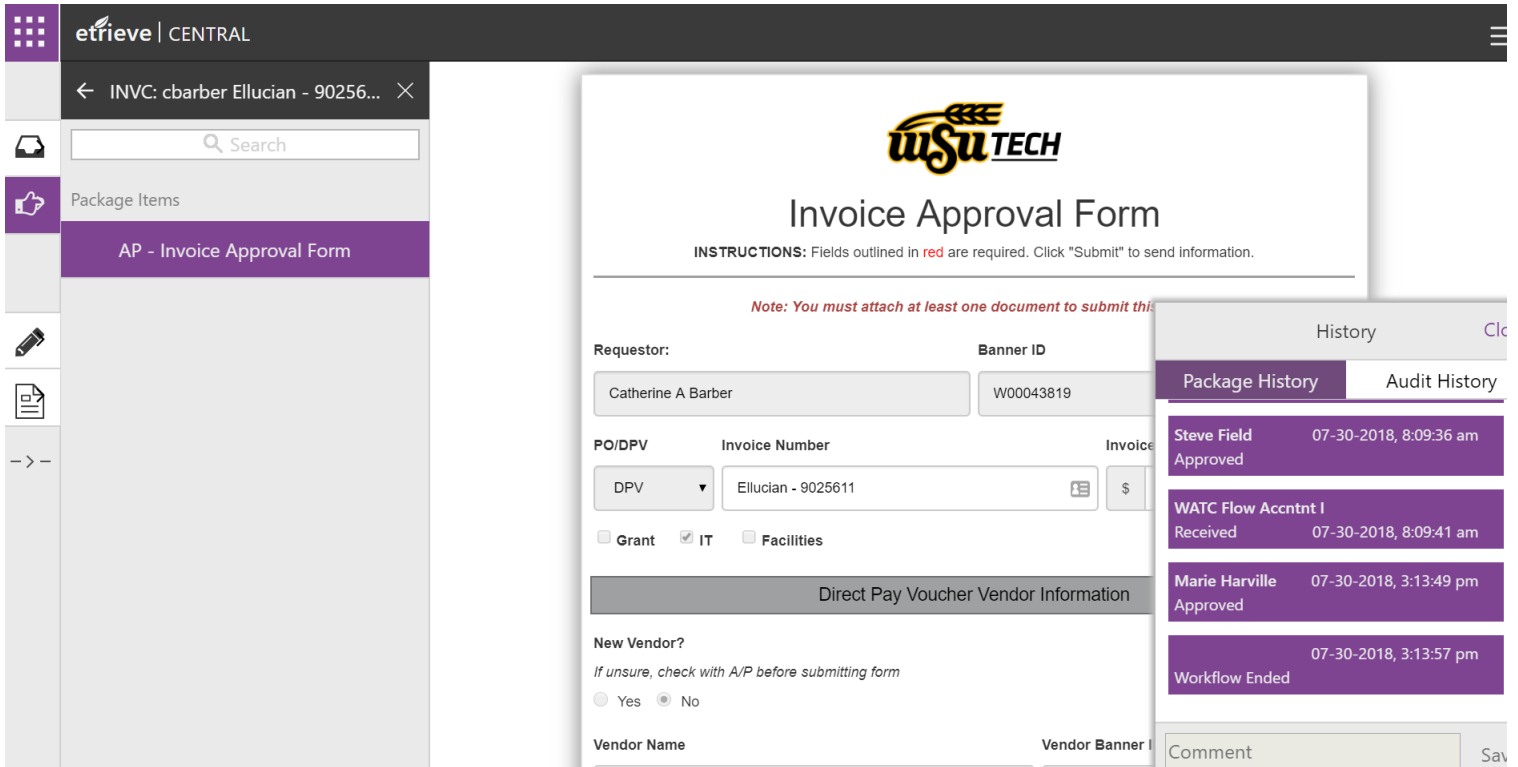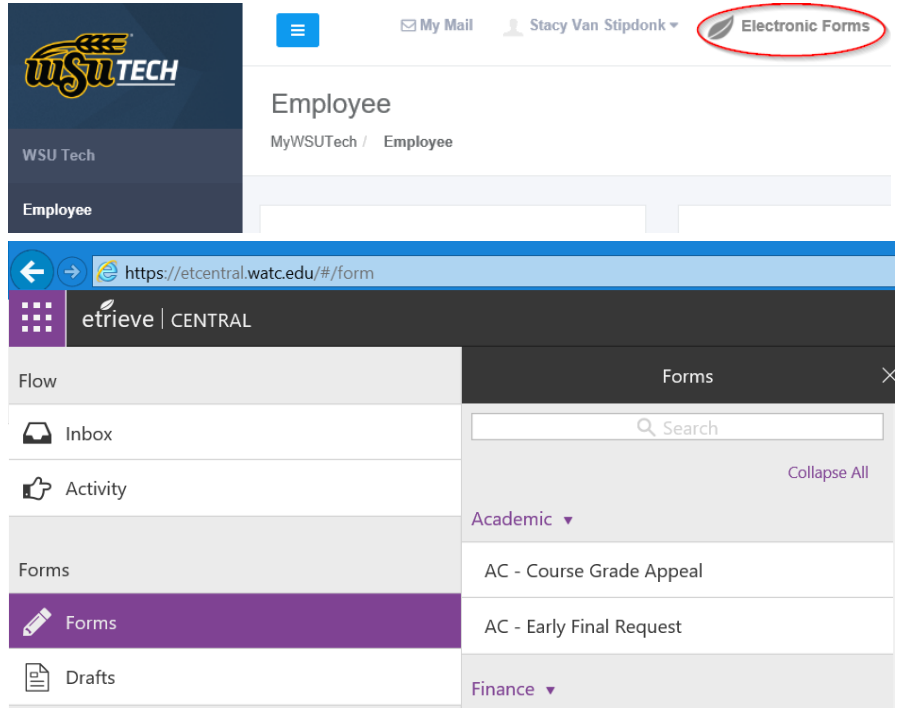
WSU TECH SECURE WI-FI

Select: **WSU Tech Secure**

Password: **SpEbe7p33arapRA**

Or select: **WSU Tech Student Secure**

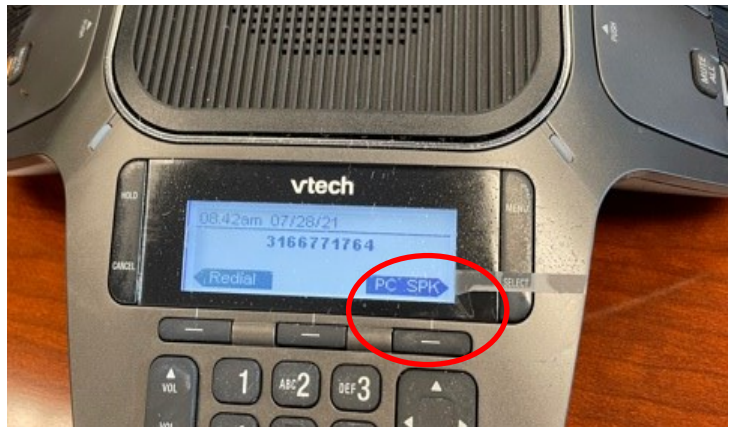Password: **wsutechis#1**
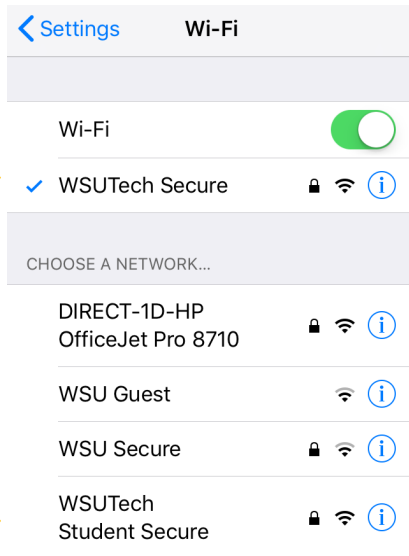
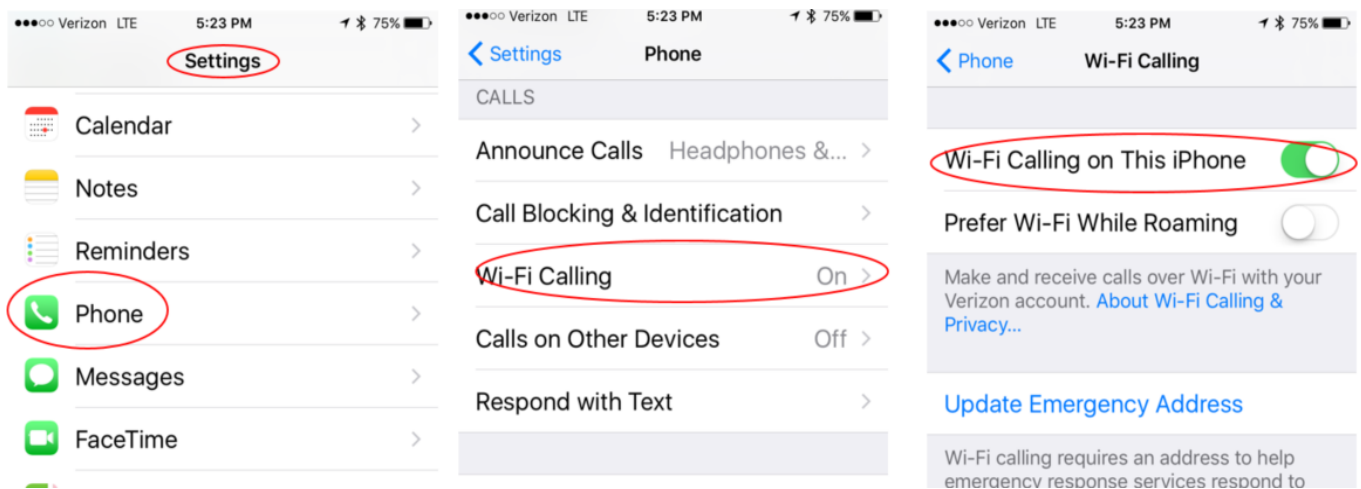# VTECH CONFERENCE PHONE GUIDE

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

• To use Teams Calling or Zoom press the button below PC SPK

• You must be logged into the connected computer to hear the audio

• 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.

For Intranet, Office.com and Office 365 and Microsoft Software we recommend Edge.

Chrome and Edge 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.

ZOOM ONLINE MEETINGS

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

Access Zoom by searching Windows for Zoom or clicking on All Apps and scrolling down to Zoom on a WSU TECH Computer.
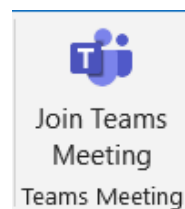
You can also add the Zoom app to your personal computer, iPhone, iPad or Android device from an App Store or go to Zoom.US
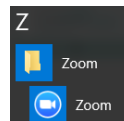
Zoom Pro accounts can handle 50 simultaneous users for <u>unlimited time</u> and can be used to "host" audio/video/web conferences on computers, laptops, smartphones and pretty much any device with a web browser.

To request a Zoom Pro account submit a ticket to itas@wsutech.edu

Employees also have access to free Teams Meeting Videoconferencing from their Outlook Calendar or from inside the Teams app.

LINKEDIN LEARNING

• All employees and students have free access to LinkedIn Learning

• To activate your LinkedIn Learning account please submit an IT ticket to ithelpdesk@wsutech.edu

• Faculty should contact ITAS for assistance including LinkedIn Learning content to Blackboard

OFFICE.COM & OFFICE 365

• Employees can access Office 365 Online by going to Office.com and logging in using WSU Tech credentials

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.

DUO MULTI-FACTOR AUTHENTICATION FOR APP NAV USERS

Select employees who require access to Banner Application Navigator must use DUO Multi-Factor authentication to provide another layer of security beyond a password.

DUO is a free app that can be downloaded to any smartphone or tablet.

Employee Links & Dashboard

Banner

Employee Dashboard ↗

Banner Application Navigator ↗
– Single Sign-on to Banner 9.X

Multi-Factor Authentication from Duo

There's no easier way to use multi-factor authentication. Designed for the modern workforce and backed by a zero trust philosophy, Duo is Cisco's user-friendly, scalable access security platform that keeps your business ahead of ever-changing security threats.
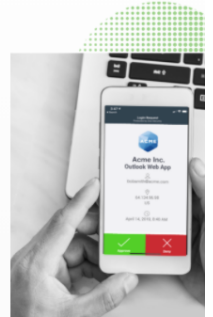
Verify identity in seconds.

Protect any application on any device.

Easily deploy Duo in any environment.

PASSWORD MANAGER RECOMMENDED FOR STORING PASSWORDS

LastPass Password Manager
How to Install

The IT Department strongly recommends employees never reuse passwords, especially your WSU Tech computer password.

To help "remember" passwords and accounts we recommend the use of LastPass Password manager to securely store passwords and accounts.

A unique password for all your personal professional accounts provides the best IT Security for the college and your personal accounts.

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

WSU Tech uses Microsoft Office 365 Products

Login to Office.com with your WSU Tech login credentials to get access.

Apps

Outlook	OneDrive
Word	Excel
PowerPoint	OneNote
SharePoint	Teams
Sway	Forms
Planner	

OneDrive

Save your files and photos to OneDrive and access them from any device, anywhere.

WSU Tech is migrating all employee files to OneDrive. Please contact an IT Technician for assistance in moving your files to OneDrive.

Office 365

EMPLOYEE IT HELPDESK CONTACT INFO

ITHELPDESK@WSUTECH.EDU

316-677-9905   IT Helpdesk