



# HELPDESK GUIDE FOR NEW B-W EMPLOYEES

440-826-7000 (campus x7000) ♦ helpdesk@bw.edu ♦ 20 BEECH STREET

Monday – Thursday 7:30AM – 7:00PM ♦ Friday 7:30AM – 5:00PM

Located on south campus at 20 Beech Street, the IT HelpDesk functions as a support center for all technology-related questions, issues, or problems experienced by members of the B-W community. It is the mission of the HelpDesk to provide assistance that is prompt, comprehensive, and professional. Whether you are experiencing a technology-related problem or merely have a basic computing question, please do not hesitate to call the HelpDesk at 440-826-7000 (on campus, simply dial extension 7000). Our knowledgeable staff of technology trouble-shooters will be happy to assist you!

## YOUR USER ID / NETWORK LOG-IN

Once HR has entered you in the system, you will receive a B-W user account. Your User ID (login) is typically the first letter of your first name followed by up to seven letters of your last name (max. 8 characters). For more common names that may already be in use, try using your first and middle initial followed by up to six letters of your last name. If you still have difficulty logging in after trying both of these options, please call the HelpDesk for assistance at x7000.

## DETERMINE/CHANGE YOUR PASSWORD

Your B-W password was set by a default formula. It will be your first initial, last initial, the last two digits of your social security number, and the last four digits of your Colleague (employee) ID number. Once you have accessed your account with your default password, it is recommended that you change it. To do this, press Ctrl-Alt-Delete and choose the “Change Password” option. Complete the current and new password boxes and click OK. Click “Cancel” to return to the Windows desktop.

## CONNECTING TO THE B-W NETWORK

Once your computer is powered on, you will be greeted with a login screen. Press Ctrl-Alt-Delete and type in your User ID and password. Click OK. A login script will briefly run to give you high-speed access to network drives, the Internet, and Internet2. While speed is optimized through hard-wired network ports, the campus also has wireless access for laptops in all academic buildings, residence halls, and some open areas.

## SECURITY AWARENESS TIPS

- Use strong passwords that contain upper & lower case letters, numbers, and characters.
- Never share your password with anyone.
- Delete suspicious e-mail without opening it.
- Use caution when surfing the Web, visiting only respected sites.
- Be wary of downloading files or programs from the Internet.
- When in doubt, call the HelpDesk for advice!

## BLACKBOARD / CAMPUS INTRANET PORTAL

Blackboard is a Web-based course-management system designed to allow students and faculty access to online materials and activities that complement face-to-face instruction. It enables instructors to provide students with course materials & assignments, discussion boards, a digital drop box, grades, and much more. The Blackboard system also provides the College with its campus intranet, the Yellow Jacket Portal. The portal is an individually customized gateway to all the resources and materials available to members of the B-W community. The portal can be accessed from: [www.bw.edu/campus](http://www.bw.edu/campus). Many administrative functions are also conducted via the portal, such as reporting vacation and sick time, requesting work orders, viewing online statements, the HelpDesk, and so much more!

E-MAIL	B-W ELECTRONIC MAILING LISTS
<p>All B-W employees are provided with an e-mail account. Microsoft® Outlook is used to access faculty and staff e-mail. Your e-mail address is your user ID followed by @bw.edu. Outlook mailboxes are given a quota of 60MB of space. Once your space limits are reached, e-mail cannot be sent or received.</p>	<p>Faculty and staff have a variety of e-mail options for sending out campus announcements to each other:</p> <ul style="list-style-type: none"> <li>• <a href="mailto:BW-Info@bw.edu">BW-Info@bw.edu</a> (for B-W business)</li> <li>• <a href="mailto:BW-Personal@bw.edu">BW-Personal@bw.edu</a> (for personal business)</li> <li>• <a href="mailto:faculty@bw.edu">faculty@bw.edu</a> (for faculty only)</li> <li>• <a href="mailto:staff@bw.edu">staff@bw.edu</a> (for staff only)</li> <li>• B-W Dialogue (discussion board on the portal)</li> </ul>
NETWORK STORAGE SPACE & QUOTAS	NETWORK UPDATES
<p>B-W staff members are given 200MB of storage space on the network H:drive (home drive). The H:drive can be accessed from any location, on or off campus. Files stored on the H:drive are the most secure and are backed-up by the network.</p>	<p>BW-owned computers connected to the campus network automatically receive operating system and anti-virus software updates. It is important to shut down your computer completely at the end of each day to in order to receive the updates.</p>
COMPUTER HARDWARE & SOFTWARE	COMPUTER TRAINING CLASSES
<p>Most full-time faculty and staff (excluding service workers) are given a desktop computer appropriately configured with the software needed to perform their job. Laptop computers are only issued when warranted by the position. Any additional software or hardware or upgrades to existing computer equipment must be requested by the department via the capital budget cycle. Other requests can be directed to the Manager of User Services at x6961.</p>	<p>Onsite training classes for faculty and staff are offered each month by our Ed Tech Services department in our Instructional Technology Education Center (ITec) located in the basement of the Student Activities Center (SAC). Courses range from Microsoft applications to Blackboard instruction for faculty and are taught by our Ed Tech staff. To review the schedule or enroll in a course, go to the Training tab in Blackboard or visit: <a href="http://www.bw.edu/training/classes.htm">http://www.bw.edu/training/classes.htm</a>.</p>
WORKING FROM HOME	TELEPHONES
<p>Through B-W's license agreement, Microsoft® Office Suite is available to <i>eligible</i> full-time faculty and staff members (who need to do B-W work at home) for installation on their personal computer. Call the Microcomputer Coordinator at x6998 to determine eligibility and order the software.</p> <p><u>Remote access from off-campus to B-W sources:</u>  <b>Outlook E-Mail:</b> <a href="http://owa.bw.edu">http://owa.bw.edu</a>  <b>Blackboard/Portal:</b> <a href="http://blackboard.bw.edu">http://blackboard.bw.edu</a>  <b>H:drive:</b> <a href="https://secure.bw.edu">https://secure.bw.edu</a>  <b>Colleague:</b> Call the HelpDesk (x7000) to arrange for VPN (virtual private network) home access.</p>	<p>To set up the voicemail on your telephone, dial x8000 and follow the tutorial menu. If you need assistance, please call the Manager of Telecommunications at x2331. Once the setup is complete, to retrieve your voicemail (the message light will be flashing) simply press the message button and enter the pass code you established.</p> <p><u>To make calls to someone:</u>  <b>On-campus:</b> dial 4-digit extension.  <b>Off-campus (local calls):</b> dial 9 + phone number  <b>Long-distance:</b> dial 9 + 1 + area code + phone no.</p>

Our "IT Services" document (<http://www.bw.edu/resources/infotech/pubs/ServiceLevelAgreement.pdf>) will provide you with a comprehensive review of all the services we provide to the campus community.