



New Employee Information Technology Orientation Guide

Welcome

Welcome to WVU Tech at Beckley! We, the WVU Tech information technology support (ITS) staff, look forward to working with you and providing technology support to help you be successful in your new position. This document contains helpful information and links about the technology you will interact with as part of your employment here at WVU Tech on the WVU Beckley campus.

Requesting IT Support

All Employees:

For immediate general IT support, call the ITS Service Desk at **(304) 293-4444**.

For non-urgent support, you may also send an email to itshelp@mail.wvu.edu. Include a detailed description of the issue in the body of the email.

Faculty Only:

For classroom technology issues that are disrupting your class, call our classroom emergency number at **(304) 929-1444**.

Additional Information:

When you call the ITS Service Desk at **(304) 929-4444**, you will speak to an IT support staff in Morgantown who will attempt to assist you over the phone. He or she will create a ticket and refer you to Beckley ITS Staff if it is appropriate for your request.

When you send an email to itshelp@mail.wvu.edu, it will automatically create a ticket for you and an ITS staff from Morgantown will address the ticket as soon as possible. You will receive a couple confirmation emails after the ticket is created. Then, the ITS staff from Morgantown may communicate with you via email to attempt to assist. If appropriate, the ticket will be assigned to Beckley ITS staff and we will get into contact with you.

When you call the classroom emergency number at **(304) 929-1444**, it will ring on the desk phones of all Beckley ITS staff until one of us answers. If the call goes to voicemail, that means that all Beckley ITS staff are out of their offices. We encourage you to call back repeatedly until one of us answers and leave voicemails. We will be notified via email when you leave a voicemail on the classroom emergency number.

New Employee Logon and Password Setup

As a new employee, you must complete some initial setup steps before you can log in and use the computers around campus. Follow the information below to get through this initial setup so you can begin using the university's computer systems.

Logon and Password:

The first thing you must do as a new employee is to **claim your account**. To claim your account, go to <https://login.wvu.edu/self-service/claim> and fill out the form.

You can find step-by-step instructions on claiming your account here:
<https://wvu.teamdynamix.com/TDCClient/1976/Portal/KB/ArticleDet?ID=7675>

In the process of claiming your account, the system will have you set up a new password. This password will be good for one year, after which you will be required to change your password. You will get an email reminding you that your password is about to expire when it is close to expiring.

If you encounter any issues while attempting to claim your account, call the ITS Service Desk at **(304) 293-4444**.

DUO Two-Factor Authentication (2FA):

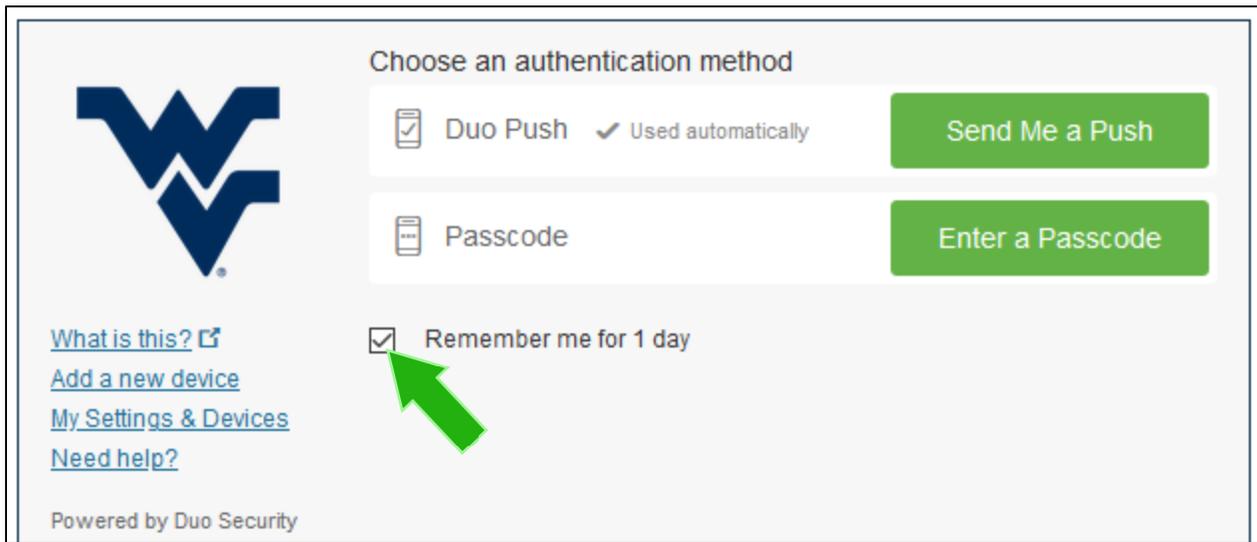
The second thing you must do as a new employee is set up your DUO two-factor authentication. All WVU faculty, staff, and students on all WVU campuses must use DUO 2FA.

You can find answers to frequently asked questions (FAQ) about DUO 2FA here:
<https://wvu.teamdynamix.com/TDCClient/KB/ArticleDet?ID=15390>

You can find step-by-step instructions on how to set up DUO on your smartphone here:
<https://wvu.teamdynamix.com/TDCClient/1976/Portal/KB/ArticleDet?ID=25448>

When you are finished setting your DUO 2FA up, consider printing some backup codes just in case. You can find directions on printing DUO backup codes here:
<https://wvu.teamdynamix.com/TDCClient/1976/Portal/KB/ArticleDet?ID=45642>

You will use DUO 2FA when accessing most WVU system. When logging on, you should check the box to "Remember me for 1 day" so that if you must access multiple WVU systems on the same browser, you will not need to re-authenticate with DUO for 24 hours. See the picture below for reference.



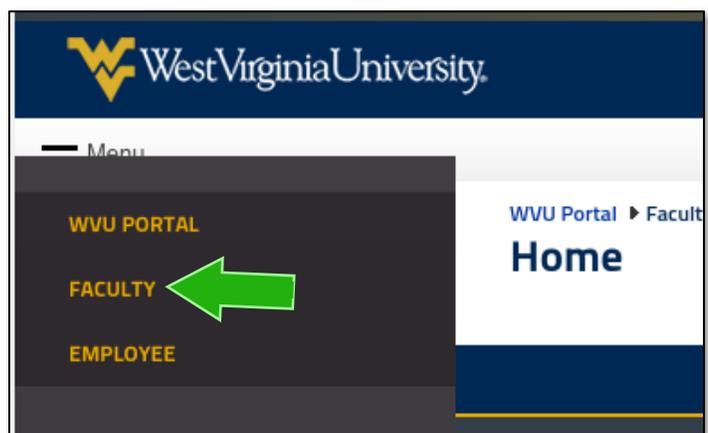
The WVU Portal Website

The WVU Portal website is found at portal.wvu.edu and serves as a single location for all current students, admits, faculty, and employees to access key information.

Links to key employee resources including Web Clock, Time Card, and Leave Request are all found on the WVU Portal website.

What you see on the WVU Portal website depends on your role at WVU. Based on your role(s), you may see Admit, Student, Employee, and Faculty views.

It is possible to have multiple views available to you in the WVU Portal if, for example, you are a staff member who is also a faculty member who teaches classes. To change your view on the WVU Portal Website, click the 3 horizontal bars in the top left and click the role whose view you would like to see.



You can read more information about the WVU Portal here:
<https://wvu.teamdynamix.com/TDCClient/KB/ArticleDet?ID=10100>

WVU Tech's IntraWeb Website

The WVU Tech ITS department has a website where we post links to important IT information. The website is found at <https://intraWeb.wvutech.edu>.

Visit <https://intraWeb.wvutech.edu/info.php> for up-to-date information. Below is a table of links to documents on the IntraWeb information page we recommend checking out:

Link	Description
Access Adobe CC Apps	Step-by-step Guide on requesting access to Adobe CC Apps
New Employee Essentials	Information about different WVU apps and resources
Tech Alert	How to sign up for Tech Alerts – school closures and emergencies
Campus Wi-Fi	How to Connect to WVU's secure, campus-wide Wi-Fi network, WVU.Encrypted
Phone and Voicemail	Desk-phone and voicemail system information.
Remote work	How to setup your home computer to work remotely
Remote Voicemail Setup Guide	How to remotely setup your voicemail
Remote Voicemail Alternate Greeting Guide	How to remotely setup an alternate voicemail
Laptop Users Quick Guide	How to properly use and take care of your laptop
Free Anti-Virus software	Information on free personal-use Sophos anti-virus software for employees and students
Free Microsoft Office software	Information on free personal-use Microsoft Office software for employees and students
Email Basics	Link to various help articles on Microsoft Outlook
Email Auto-reply's	How to setup email auto replies (out-of-office autoreplies)
WVU Email Signature	How to create a WVU email signature
Zoom	How to start, schedule, and invite people to a Zoom meeting
Remote Teaching	Remote class delivery technology guide
WVU Directory	Look up employees' phone numbers
J Drive	How to set up your J: drive (personal network drive) if it does not automatically map
N Drive	Information about the N: drive (departmental network drive)
Classroom Technology	WVU Tech classroom technology guide

Working Remotely with the GlobalProtect VPN

To facilitate secure remote working, WVU has set up a virtual private network (VPN) for employees to use. When working remotely, you must use the GlobalProtect VPN to access certain secure applications and resources including:

- Applaud (Web Clock, Time Card, Leave Request System, Designee)
- Network drives (N: drives and J: drives)
- Active Directory
- Banner Administrative Forms
- Banner Document Management-Application Extender
- Banner Workflow
- Call Manager
- Call Center
- DSEE
- JAMS
- MAP
- MyReports

You can find more information about working remotely with the GlobalProtect VPN here:
<https://wvu.teamdynamix.com/TDCClient/1976/Portal/KB/ArticleDet?ID=100867>

You can find step-step instructions for installing and connecting to the GlobalProtect VPN for Windows, Mac, and Chromebook here:
<https://wvu.teamdynamix.com/TDCClient/1976/Portal/KB/ArticleDet?ID=101016>

Personal and Departmental Network (J: and N:) Drives

J Drive:

WVU Tech employees who have need of such are assigned a personal network drive. This drive is referred to as your "J Drive" because it is assigned the drive letter J: in Windows on all university computers.

This network drive is a safe place for you to store files that are related to your position. Any files you save to your J: drive can be accessed by you from any university-owned computer that is connected to the campus network. They are also securely backed up by WVU to guard against data loss.

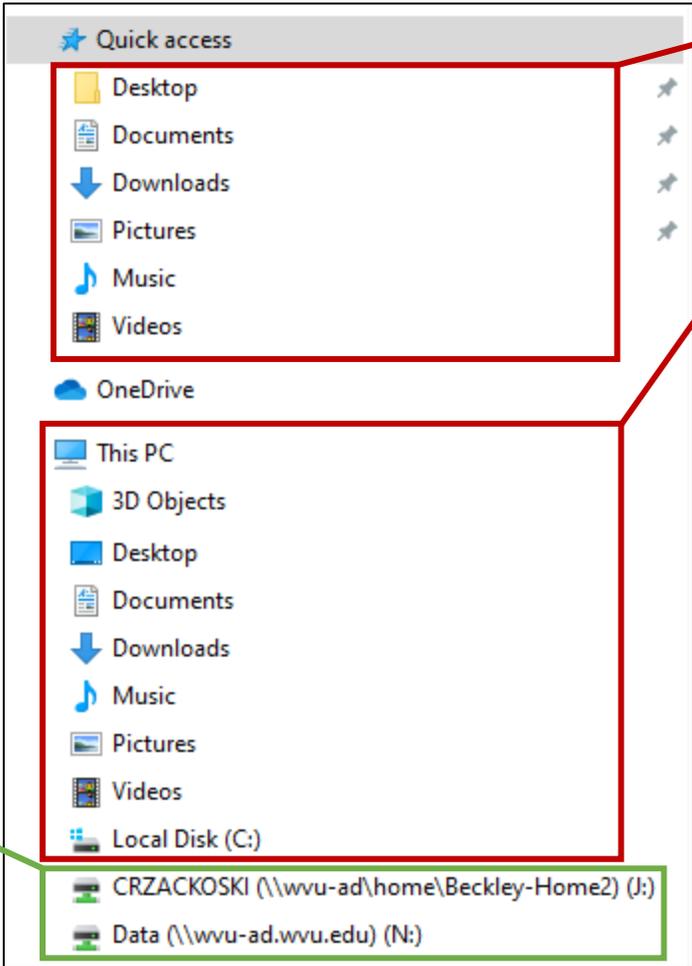
It is therefore **highly recommended** by WVU Tech ITS that you save all files to your J: drive and NOT save any files to your computer's internal storage. All files saved to your J: drive are safe and will remain unaffected or can be recovered in the event of:

- Computer Damage, Loss, or Theft
- Computer Hardware Failure
- Accidental Deletion

WVU Tech ITS highly recommends you **DO** save your files your J: and N: drives.

You can access files saved to your J: and N: drives from any university computer that is connected to WVU's network.

All files saved to your J: and N: drives are regularly backed up by WVU to guard against data loss.



WVU Tech ITS highly recommends you **DO NOT** save your files in these locations.

Files saved in these locations only exist in your computer's internal storage.

You will not be able to access files saved here from other computers.

If your computer is lost, damaged, or fails, your data can be lost!

You can also access your J: drive when working remotely even on a personal (non-university-owned) computer. You can find instructions for connecting to your J: drive from a remote and or personal computer here: jdrive.wvu.edu.

N Drive:

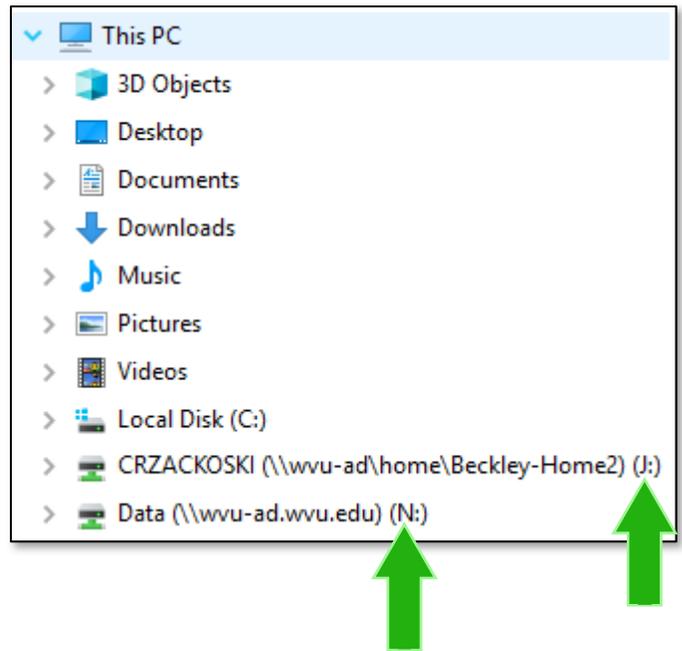
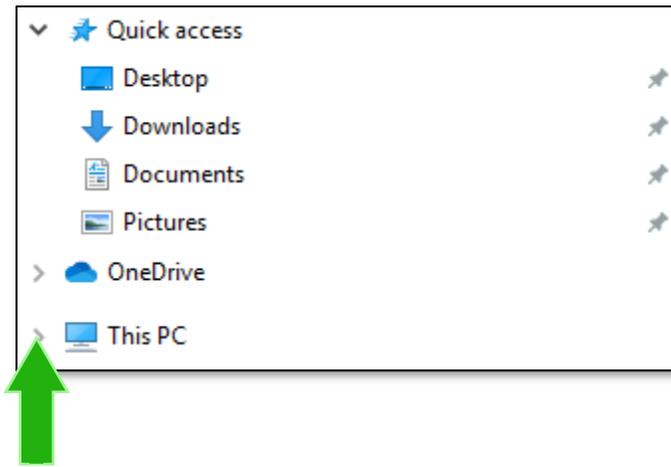
Some WVU Tech employees are assigned another network drive referred to as your "N Drive" because it is assigned the drive letter N: in Windows on all university computers.

Whereas your J: drive is a personal network drive accessible by you, your N: drive is a shared network drive accessible by others—typically members of your department. It allows members of a department to share and work on files related to their function.

Files saved to your N: drive are backed up regularly and securely just like your J: drive.

Accessing your Network Drives on University Computers

To access your J: or N: drives from a university computer, open a File Explorer window and expand "This PC" on the left side of the window. You will then see your N: and J: drives and you can click on their icons to browse them.



Accessing Adobe Creative Cloud Apps (Adobe CC)

All WVU Employees can request access to Adobe's Creative Cloud Apps for work purposes. Adobe Creative Cloud Apps include Adobe Acrobat DC used for editing PDF files.

Refer to the guide WVU Tech ITS has created for the request process here:

https://intraweb.wvutech.edu/documents/Request_Access_to_And_Install_WVU_Adobe_CC_Apps.pdf

WVU IT Security Policies

A full copy of WVU's IT policies and standards can be found here:

<https://it.wvu.edu/policies-and-procedures>

Below are some highlighted polices:

Use of another person's WVU Login credentials to access University Technology Resources and/or University Data is strictly prohibited.

Do not save personal identifiable information (PII) to your computer or email it.

PII is defined as data that identifies an individual, including, but not limited to, Social Security number, driver's license number, credit card numbers, bank account information, employee performance or salary information, student grades, disciplinary information or account passwords.

External Email Accounts cannot be used, in any way, to conduct University business activity.

You must check your University Email Account regularly to receive University communications;

Personally owned devices must never be used as a University server or networking device.

To prevent others from obtaining unauthorized access, device owners must never leave their device unattended.

All devices that connect to University Technology Resources and/or access University Data must meet the following security requirements:

1. Employ an active form of access protection such as a passcode, passphrase, facial recognition, or fingerprint;
2. Passwords/passphrases must meet the minimum requirements identified within the Password Standard;
3. Be configured to lock or logout and require a user to re-authenticate if left unattended for more than 15 minutes. Devices that do not support this capability must be secured alternatively such as restricting access in a locked room;

Use of a personal device as the primary means to create, store, send, or receive University Data and/or conduct University business is prohibited.

Data classified as Sensitive in the Sensitive Data Policy must never be accessed via or downloaded to a personally owned device.

All University Devices must:

1. Be configured to lock and require a user to re-authenticate if left unattended for more than 15 minutes. Devices that do not support this capability must be secured alternatively, such as restricting physical access to it in a locked room;
2. Be encrypted with whole disk encryption using BitLocker or SecureDoc for Windows or FileVault for MacOS.
3. Be returned to the college IT staff when no longer being used. Discarding University Devices directly through the Surplus Redistribution Center is strictly prohibited.

All security cameras must be integrated into the University Police Department's video management system in Morgantown.

The use of "dummy" or non-functional security cameras is prohibited.

WVU Tech Supported Computer Configurations

Computer Hardware Configurations

At WVU Tech, the ITS department supports business-class Dell "Latitude" series laptops and "OptiPlex" series desktop computers.

WVU Tech's Provost has made it standard practice to provide one computer for each employee. For faculty positions, the standard complement of technology is:

- A Dell business-class "Latitude" series laptop computer
- Two monitors
- A docking station
- Keyboard, mouse, webcam, and speakers

The docking station, peripherals, and monitors are set up in an employee's office to provide the feel and function of a desktop computer while keeping the option to undock the laptop when mobility is desired.

Operating Systems

The standard supported operating system at WVU Tech is Windows 10 Enterprise.

Standard Software

The following standard software is installed automatically on all university-owned devices at WVU Tech and supported by IT:

- Microsoft Office 365 ProPlus (Word, Excel, PowerPoint, Publisher, Access, OneNote, Outlook)
- Microsoft Teams
- VLC Media Player
- Adobe Reader DC
- Java
- Google Chrome
- Mozilla Firefox
- Sophos
- Zoom

WVU Email

Office 365 (O365) is the official University Email Account automatically provisioned to University faculty and staff with active appointments. Outlook for Windows is installed on all university-owned computers automatically for employees to access their email.

Alternatively, employees can access their email on the web at outlook.com/mail.wvu.edu.

To access university email on smartphones, it is recommended to use the Outlook app for iOS or Android.

WVU Tech ITS Computer Purchasing Guidelines

The WVU Tech ITS department supports business-class Dell "Latitude" series laptop and "OptiPlex" series desktop computers. For more information on the standard WVU Tech ITS-supported computer configurations, refer to the [WVU Tech Supported Computer Configurations](#) above.

To purchase a computer, you must obtain a Dell eQuote from the Director of IT at WVU Tech, Mike Webb. A Dell eQuote from the Director of IT at WVU Tech indicates that the computer it describes has been approved for purchase by the WVU Tech ITS department.

To begin the process of obtaining a Dell eQuote, submit a ticket by sending an email to itshelp@mail.wvu.edu and cc Michael.Webb@mail.wvu.edu . Include the following in the body of the email:

- What computer form-factor do you prefer (i.e. desktop or laptop)? If laptop, include if you need a docking station.
- Include a description of the business functions for which you will be using the computer.
- List any specific hardware requirements for the computer.
- List any specialized software that will be utilized on the computer.
- Mention any budget requirements or constraints.

With this information and after approval, the IT Director at WVU Tech will send you a Dell eQuote via email indicating that you have received ITS approval for the purchase. Finally, (after receiving your supervisor's permission) save the email from IT as a PDF document and attach it to the requisition in Mountaineer Marketplace when you submit the requisition.

To purchase a computer outside of the supported hardware or software configurations listed above, you must supply a written reason why the standard computer configuration will not meet the needs of your job requirements. Personal preferences are not sufficient to support an alternative configuration.

Copying and Printing

The Higher-Education Policy Commission (HEPC) has instructed us to not support personal desk printers. Employees at WVU Tech are to use the networked Bizhub printers for their printing and copying needs.

To get replacement supplies for your Bizhub including toner or waste toner boxes, look for the sticker on the front of the Bizhub with an "MCM" number. See the picture below for reference.

Call the number on the sticker, tell them the MCM I.D. number, and tell them what supplies you need.



When your Bizhub runs out of toner, call and place an order for more toner. Try to keep at least one extra replacement toner and waste toner box on hand. Replacement supplies come at no cost to the university as we pay per-print-job and pay for the paper. Beware of scam calls asking you to purchase toner for your Bizhub printer. We do not purchase toner.

Scan to Email

The Bizhub printers around campus support scan to email. With scan to email, you scan a document at the printer and the Bizhub will email you a pdf copy of the document as an attachment.

If you do not see your email on the scan to email list, email itshelp@mail.wvu.edu and include the MCM number of the Bizhub to which you need access to scan to email.

Cisco Phones and Voicemail

You can find a list of FAQs about the Cisco (desk) phones and voicemail at WVU Tech here: <https://wvu.teamdynamix.com/TDCClient/KB/ArticleDet?ID=35473>

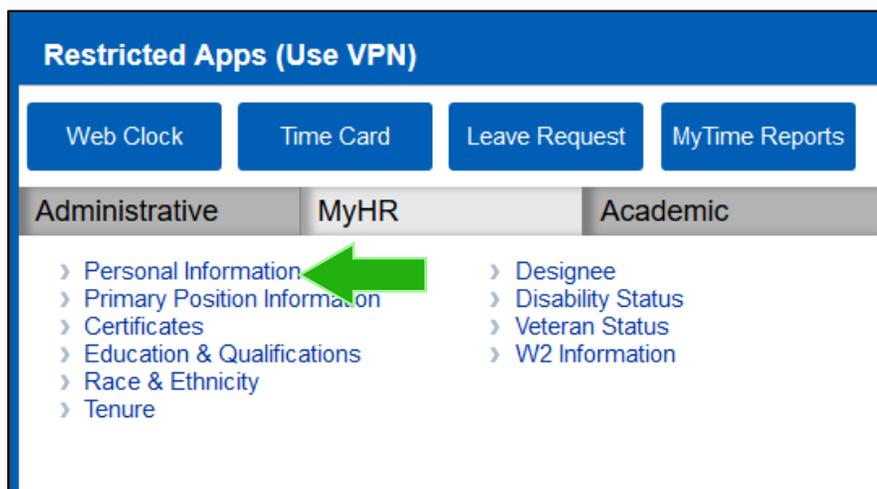
All numbers on the Beckley campus will start with 929. To reach someone on the Beckley campus, you can dial a 2 and then their four-digit extension. For example, if you were trying to call (304) 929-5555 from a Cisco phone, you could simply dial 25555.

To make a call to an outside number, you must dial a 9 before the outside number. For example, to call (304) 555-5555 from a Cisco phone, you must dial 9304555555.

The voicemail system supports voicemail to email. With voicemail to email, when you receive a voicemail on your Cisco phone, you will also receive an email with a copy of the voicemail as an attachment. If it is not already set up for your phone, send an email to itshelp@mail.wvu.edu and include your phone number in the request.

Update Your Personal Information

To update your personal information including phone numbers and address, log in to the WVU portal and click "Personal Information" under the "MyHR" tab on the left side.



Connect Apple and Android Devices to Campus Wi-Fi

When connecting your mobile devices to WVU Tech's Wi-Fi network, you should use the "WVU.Encrypted" network.

Step-by-step instructions on connecting both Apple and android devices to WVU.Encrypted can be found here:

<https://wvu.teamdynamix.com/TDClient/1976/Portal/KB/ArticleDet?ID=4321>

WVU ITS Support Website

You can access WVU's ITS support website which includes a searchable knowledge base full of IT-related articles online here:

<https://wvu.teamdynamix.com/TDClient/Home/>