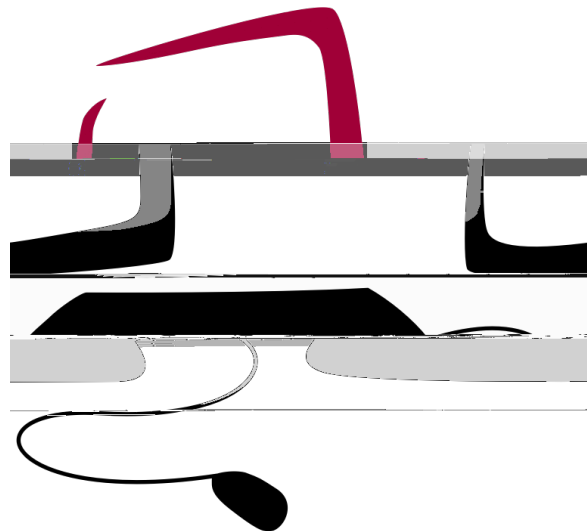




Information Technology Services



Faculty Computing Handbook 2021-2022 Edition

Available online at www.udmercy.edu/about/its

Information Technology Services Faculty Computing Handbook

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Content provided in this handbook is subject to change without notice. Please visit www.udmercy.edu/about/its/index.php for the most current and accurate information available.

Computing at University of Detroit Mercy

Welcome to University of Detroit Mercy's Information Technology Services.

As a member of the faculty at University of Detroit Mercy, you will have access to many resources and services within the realm of Information Technology Services (ITS). This guide acts as a reference for what is available, where you might find it, how to use it and where to obtain help when needed.

Your Office Computer

For full-time faculty, your office will generally have a desktop computer within it or you will be issued a notebook computer. The determination of whether you have a desktop computer or a notebook is made between you and your dean's office. When starting new, you may be inheriting an existing computer.

University owned computers are primarily provided for University-related business. While occasional personal use is permitted, personal use that impacts the computing environment may result in loss of computing privileges.

For data security reasons, you should refrain from conducting University business on your personally owned computer.

The ITS department provides new equipment using a five-year refresh cycle for office computers and a three-year cycle for centrally managed student computer labs on the McNichols campus. From time-to-time departments or grants will afford a faculty member the ability to be refreshed on a more regular basis. When a grant-funded computer results in adding an additional unit to your office, please note the refresh program does not cover the additional unit.

When an additional unit may be needed and grant funds or departmental support is not available, the ITS department can provide a recycled computer – if available. Recycled computers are units that have come off the refresh program (meaning 3-5 years of age) but are still usable and supported by the Help Desk.

Equipment issued to faculty teaching in the professional schools is allocated and refreshed through the respective dean's office. The refresh schedule varies from time-to-time.

The University has defined standards for all University owned equipment. These standards are updated and available on the www.udmercy.edu/about/its/ website.

See www.udmercy.edu/about/its/computing/acquisitions/refresh.php for more information on Detroit Mercy's Refresh/Recycle program.

Loaner Program

For faculty assigned a desktop computer but temporarily requiring a notebook computer for business-related travels, the Loaner Program will provide notebook loans for up to seven days at a time.

Reservations for a loaner unit should be made well in advance.

In addition, a data projector may also be borrowed for up to seven days at a time.

Equipment may be scheduled by request through the ITS Help Desk system.

Equipment is to be picked up and returned from the ITS Help Desk in Fisher 230.

At the time of pick-up, you will be required to sign a form accepting a1 (or)-6.4t9 -2.8 (i)3.1 (l)-8.9 0.002 Tc 0.002uiorllo.002 Tc 0.

When creating documents in the lab, your students should frequently save their documents. Although it may seem easier to save documents to the local hard drive or desktop, this is not recommended. At each reboot, all systems are cleansed of all personal documents and any document saved on the computer and not on a personally owned removable device or online storage location will be deleted. When saving documents, ITS suggests saving your document twice in two different locations. Having a backup copy is a smart computing practice.

If you find yourself without personally owned media to save your files, you may find emailing the document to yourself a viable option.

Lab Locations

Quad Commons Lab

Quad Commons Building (Detroit Mercy ID required to open external door)

General Purpose Lab – No Classroom Reservations

Fall/Winter Hours: 8:00 am – 10:00 pm Every Day

Summer Hours: Please call 313-993-1596 to check schedule or visit

www.udmercy.edu/about/its/computing/academic-labs

C&F Labs

C&F 9 & 10 (in the basement)

Fall/Winter Hours 8:00 am – 9:00 pm Monday – Friday

Summer Hours: Please call 313-993-1800 to check schedule or visit

www.udmercy.edu/about/its/computing/academic-labs

Classroom Reservations are posted outside the door of the lab. These reservations take priority over general-purpose usage. General-purpose access is always available in the Quad Commons Lab.

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Wednesday before American Thanksgiving for Term II and April 1 for Term III. No exceptions. A reminder is sent by email in advance.



As administrators of the University's email system, the ITS department never has a need for a user's password. If someone is asking for it, always refuse to give it out. The request alone should be a hint that the communication is illegitimate.

What if you were tricked?

If a password was mistakenly given out, attempt to immediately sign in to change your password. If unable to do this, contact the ITS Help Desk.

Please note that email is a privilege at Detroit Mercy and those who allow multiple cases of abuse with their account can lose this privilege.

Forgotten Passwords

What happens if you forget your password?

If you forgot your email or My Portal password, use the Forgot Password feature to create a new password. If you are still unable to log in, please visit the ITS Help Desk with a valid Detroit Mercy student ID to have your password manually reset.

Account Locked Up or Expired

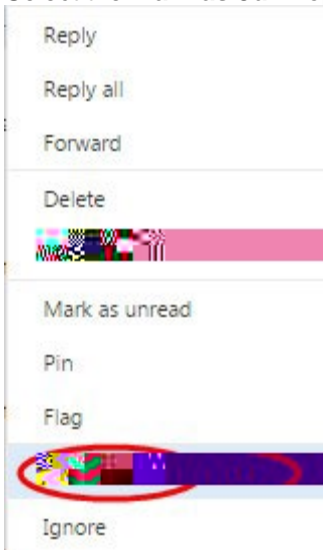
Should you be unable to correctly log in within five attempts or if you have not logged in within the past 365 days, you will need to contact the ITS Help Desk to have your account unlocked. This procedure may be completed over the phone.

Email Suggestions

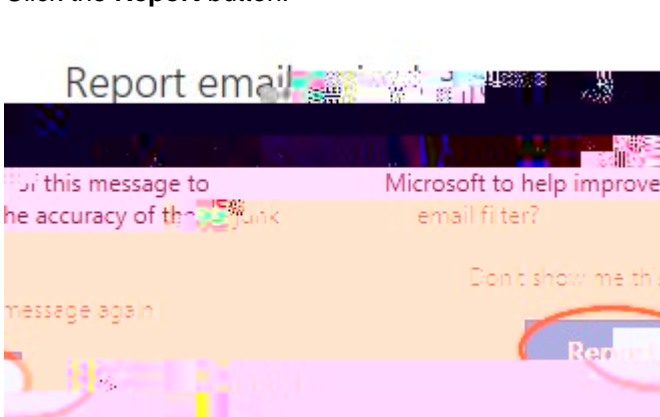
Users new to email may not be familiar with some of the commonly accepted practices.

- x Most people do not appreciate forwarding of many messages. Often referred to as spam, many "special messages" circulate around the internet and are more an annoyance than helpful.
- x Messages that warn of certain activities should be validated prior to taking any external action. Most warnings and threats are false.
- x Most attempts to validate personal information are a part of an attempt to collect information for identity theft purposes. This is also known as "phishing."
- x Never click on a link that you are "pressured" into.
- x Never provide any personal data at the request of another. You can always close a window by using the "X" box on the active window.
- x If you are doubtful of the authenticity of a request, ask the webmaster or postmaster of the company website to verify the request.
- x Never simply click on a provided link as many spam messages contain false websites used to collect personal data. Although it may look authentic, it may not be official.
- x Never include your SSN, mother's maiden name or any password within an email message. While you may believe email is very private, messages travel across public networks and are susceptible to interception along the way. This is the nature of the internet.
- x Never simplify your password. Use a combination of letters, numbers, and symbols.

- x Select the **Mark as Junk** option from the drop-down menu.



- x Click the **Report** button.



- x After a few seconds, the message will be processed and submitted for analysis. It will also be moved to your "Junk Email" folder.

Report a Message that has been Misclassified as Spam

To report that a message was marked as spam when it should not have been, click the **Not junk** option. Reporting an email as not junk helps to improve the spam filtering system used by Detroit Mercy so that similar messages will be delivered to your inbox in the future.

- x Via Outlook Web App, open the message you want to report as not junk.
- x Click the **Not junk** button, located above the content of the email. (To report as a phishing scam, click on the down arrow next to Not junk and select **Phishing scam**.)

