

Faculty & Staff Tech Guide

Information Technology at UFV

.....



- ▶ account
- ▶ email
- ▶ network
- ▶ printing
- ▶ wireless & more

▶ www.ufv.ca/its ◀

▶ ehelpdesk.ufv.ca ◀



Prepared by IT Services

Ver. 2011-08. The most current version of this document can be found at ehelpdesk.ufv.ca.

Preparing your Personal UFV Computer Account

Your department head, dean, director or department assistant submits a request to the IT Services Help Desk to setup your computer account at the time of your hire. This requires your employee number which is printed on your Employee Services contract, campus card and your pay stub.

IT Services requires the following information at the time of this request:

First and Last Name	Employee Number
Department	Job Title
Primary Campus (Abbotsford, Chilliwack, Mission)	Office Number
Telephone Number or Local	Expiration Date of Account
Network Access Restrictions	Special accounts (i.e. Banner. ACM)
Budget Code (for Print/Copy)	

IT Services creates a **Novell account** used for both **network** and **email access**.

The username and temporary password is sent to the requestor and new account holder with first-time access instructions.

Logging into the UFV Portal

1. The UFV Portal is accessed from the internet, therefore, you can log on to the portal at any computer with internet and access information using your employee number and password.
2. Type **my.ufv.ca** into a web browser address bar.
3. **Type your username:** Your computer **user name** is your **employee number**. (i.e. 300099999) and is printed on both your campus card and your pay stub.
4. **Type your password: FIRST TIME USE ONLY**, your password is your date of birth in the format of **yymmdd**. You will be immediately prompted to change your birth date password to your own private password for future access. This password must be exactly six numbers. Remember this password. For future password changes, please wait 15 minutes after changing your password before attempting to log again into your account.
5. When you have finished using the portal, always remember to click **Logout** at the top right.
6. **Still cannot login?** Contact the **IT Services Help Desk** at **604-864-4610**.

Using UFV Email

- **Outlook** email software is installed on UFV employee office computers
- **Outlook** is also accessible online through either the UFV Portal at **my.ufv.ca** on the **Home** page tab through the **My E-mail Inbox** or access your Outlook directly at **webmail.ufv.ca**
- Users can purchase the **Outlook** email client and install the software onto their own computers (see: **Home Use Program**)

Accessing your UFV email account:

- Your **username** is the same as your **Novell** computer username
- Your **password** is the same as your **Novell** computer password
- Your email address format is **firstname.lastname@ufv.ca** (displays after email login)

Accessing UFV Network Files on a UFV Campus

- Use your **Novell username** and **password** to log into a UFV computer
- Your **username** is usually the first **7 characters of your last name plus your first initial**, but will not exceed 8 characters
- The IT Services Help Desk will provide your initial **password**
- When you log in for the first time, you are required to change your password (minimum 6 characters) and **you must do this while on campus**
- Please save your work to a network drive instead of to your C: drive in case of hardware failure

While on campus, you will have access to the following UFV network drives

Faculty and staff:

- **F: drive** personal storage
- **G: drive** department storage
- **H: drive** UFV campus-wide storage

Instructors only:

- **Q: drive** instructor network storage (student read-only access)

Accessing Files Off Campus

While not on campus, staff and faculty have access to their UFV network drives through the internet by either of these two methods (login using your **Novell username** and **password** - how you would log into your computer at work:

- Go to **my.ufv.ca**, choose **Online Services** page tab and then choose **UFV Network Files**
- Go to **gw.ufv.ca/NetStorage/**

Some or all of these network drives will be available to you, and you will be able to upload/download files as needed through the internet:

- **DriveG@DEPT** department drive
- **DriveH@PUBLIC** campus-wide shared storage space
- **Home@UFV** employee personal storage (also known as F:\Drive)
- **DriveQ@USERS** instructor network drive (teaching files—student read-only access)

Using the "Instructor" Account

The "Instructor" account provides general internet browsing and access to UFV network drives. Contact the IT Services Help Desk for the current semester's username and password for the "Instructor" account. The following drives are accessible to "Instructor" account in UFV labs:

- **R: drive** instructor area for class demos; students do not see; other instructors do see when they log in
- **P: drive** student public storage space
- **Q: drive** instructor network storage (student read-only access)

Instructors are asked to report lab problems as soon as possible to the **IT Services Help Desk**. Phone local **4610**, email to **helpdesk.its@ufv.ca** or submit at **ehelpdesk.ufv.ca**. Please note the room number and the computer number.

myUFV portal at <http://my.UFV.ca>

myUFV Records Services

On the "Home" page tab

► **Personal Information**

Review and update your personal information; change your PIN (password) and security questions; answer a survey.

► **Faculty Information**

Enter grades and registration overrides; view class lists; view student information, access faculty information and forms.

► **Employee Information**

View your pay information; view your leave balances; view and print your T4 taxation forms; view HSA and DTA benefit balances and expense claim stubs.

► **Student Information**

Admission (applications, report high school grades); registration; online payments; student accounts; tax receipts; student records (grades, transcripts, transfer credit, test scores, high school grades, holds); order textbooks online; apply for scholarships or bursaries.

My Courses

On the "My Courses" page tab

- Through the **MyCourses** channel, students can view course schedules, homepages, and course material; email instructors, communicate with classmates; and access **UFV online courses**.
- Use your **employee number** and your **6-digit myUFV password** to log in to an online course.
- Contact the IT Services Help Desk for assistance to log in to an online course.

TIP: Specify how many minutes will elapse before myUFV logs you out:

- Go to **my.ufv.ca**
- Choose **Help & Information**
- Choose **Setting your account timeout**

Library User Services

On the "Library" page tab

- At **My UFV Library Account** channel, use your **employee number** and a **4-digit password** (request your password at a Library circulation desk).
- At **UFV Library Search** channel, search the Library catalogue; check out information on resources, transfers, hold-item availability, outstanding fines, group study room bookings, as well as make interlibrary loan requests.

Library Off-Campus (Proxy) Access

On the "Library" page tab

Use your **employee number** and **6-digit myUFV password** to log in to areas such as Research Databases

- You must be employed in the current semester to have access to this information
- Search online article indexes and some government databases

Information Technology Services

Supporting UFV technical needs

IT Services provides computing and communication services, systems, support, and guidance for the students, faculty, and staff at UFV.

Real time information available

Real time information on the status of systems, service interruptions and enhancements is available at www.ufv.ca/its.

Help Desk

Contact Information

- ▶ Contact **Help Desk** for computer related inquiries including logins and system access
- ▶ Email HelpDesk.ITS@ufv.ca
- ▶ Phone **604.864.4610**
- ▶ Visit Help Desk office at **Abbotsford B243**

Help Desk Regular Hours

- ▶ 8 am to 8 pm Monday, Tuesday, Wednesday, Thursday
- ▶ 8 am to 4:30 pm Friday
- ▶ Closed Saturday and Sunday

eHelp Desk

- ▶ Provides a **knowledge base** for self help with common UFV computer-related problems and questions. No login is required — just click on **How do I**.
- ▶ Allows DIRECT ACCESS to **submit your Help Desk inquiry** and to follow up on its status which is much faster than waiting on hold in the Help Desk phone queue. Login is required.
- ▶ Log in to eHelp Desk at ehelpdesk.ufv.ca using your Novell username and password

ONLINE TECHNICAL ASSISTANCE Use the ehelpdesk.ufv.ca website

Online answers to common questions; links to resources; updates about service alerts and interruptions; and a method for requesting assistance.

When contacting the Help Desk, please provide:

- **Your full name**
- **Employee number**
- **Phone number**
- **Details of your enquiry**



Knowledge Base

HOW DO I?

Computer Services at UFV

Drop-in Labs

IT Services posts schedules of open hours for labs (when rooms not in use by scheduled classes) outside computer lab locations after start of semester classes as well as online at www.ufv.ca/its.

Locations of main drop-in labs:

- ▶ **Abbotsford:** G210
- ▶ **Chilliwack:** D217
- ▶ **Mission:** D244

Other Abbotsford lab choices are the second floor of Building D or G180 (when rooms are not in use by scheduled classes).

Computer Kiosks

Use internet-connected kiosks to register for courses, look up UFV-related information, or contact the eHelp Desk. Kiosks can be found in main UFV drop-in labs located around campus.

Printing in Labs

The campus card allows for printing in a UFV lab at a cost of \$0.10 per page. Add funds to a campus card at a UFV Bookstore cashier or at a UFV Library dispenser.

Software in Labs

IT Services provides a list of available academic software in the labs on the IT Services website. Faculty requiring special instructional software or changes to the set of standard software must inform the IT Services, Manager of Instructional Technology and Client Support, by the following deadlines:

- **Summer Semester** changes must be submitted **before Feb 1**
- **Fall Semester** changes must be submitted **before Jun 1**
- **Winter Semester** changes must be submitted **before Oct 1**

USB / Flash Drives

- Flash drives now replace most floppy disc drives in UFV labs
- To store your information externally, IT Services recommends students buy a USB flash drive with the slimmest connector (available at UFV Bookstores)

How to use a USB Flash Drive

1. Insert your USB flash drive and *Microsoft Windows* will recognize and initialize the new device
2. Save your data on the USB flash drive
3. Click the "Safely Remove Hardware" icon in the bottom-right system tray of *Microsoft Windows*
4. When message says, "Safely remove USB Mass Storage Device" remove your USB flash drive

TIP: Please **label your flash drive** with your name or number to increase the chances it can be returned to you if ever you accidentally lose it.

Computer Use Policy

- The **Appropriate Use of Computing and Networking Resources policy** governs the use and access to UFV computers and network.
- This policy can be found at **www.ufv.ca/secretariat/policies**.
- Please follow any posted rules or regulations in UFV labs and report inappropriate computer use to IT Services.

Instructional Media Services (IMS)

IMS provides UFV students and faculty with a variety of media equipment for use and for signing out. The Abbotsford media prep lab has six high end computers where students can produce class presentations, assignments and seminar projects using the DVD burners, digital scanning, video capture, and electronic slide presentation software. Also, dry mounting, laminating, and report binding is available. In-class skills workshops, poster and banner creation, video production, streaming and editing services can also be arranged. Students may require a written authorization from a faculty member in order to sign out certain equipment. For more information go to **www.ufv.ca/ims**.

IMS Locations:

Abbotsford: Inside the Peter Jones Learning Commons (G Building) **604.854.4546**

Chilliwack: Inside the UFV Library (A Building) **604.702.2617**

Computers on wheels (cows)

Cows include a portable computer and projection unit for use in a UFV classroom that can be signed out in person or booked online through Instructional Media Services at **www.ufv.ca/ims**.

eRooms

- **eRooms** include a computer with network access; a data projector; a VHS/DVD player; a sound system and a computer jack for laptops.
- **Reserve an eRoom** through **Room Bookings** in **Admissions and Records**.

Network Maintenance

When possible maintenance or system upgrades that will interrupt services are planned for **Sunday mornings between 7 am and 11 am** to have as little input as possible. Scheduled service interruptions are posted on the IT Services website and broadcast on myUFV.

Computer Assistance

Students may find computer-related assistance at UFV from the following sources:

- **Student Tech Guide** located at **ehelpdesk.ufv.ca** under **STUDENT**
- Computer lab monitors in a drop-in computer lab
- IT Services Help Desk on the Abbotsford Campus B243
- CIS Student Association (CISSA) B224 or **www.cissa.ca**
- IT Services website at **www.ufv.ca\its**

Anti-Virus Software

- UFV provides the **Microsoft Forefront anti-virus** client software for UFV workstations and UFV supplied laptops only
- Home users may want to consider **Microsoft Security Essentials anti-virus** for personally owned computers which can be downloaded from *Microsoft* and used with their free license for home users at www.microsoft.com/en-ca/security_essentials/default.aspx or another anti-virus solution of their choice

Home Use Program

- UFV uses the **Outlook email** client software
- UFV employees can buy the *Microsoft Office* (including *Outlook*) software at a discount price through the **Microsoft Home Use Program (HUP)**
- Instructions for the HUP is at www.ufv.ca/its/faculty_staff/HUP
- *Microsoft Office* is free to IT Services configured computers and laptops used for UFV-related work

Printing and Copying

- Networking of departmental MFDs (multi-function devices) allows UFV employees to print from their desktops, scan to email and in some cases fax from their desktop or a MFD.
- Your MFD may require you to enter your budget code for auditing purposes.
- Remember to touch the CLEAR ALL button TWICE, and press "LOG OUT" on the touch screen when you are done to ensure only your copies are charged to your budget code.
- UFV photocopiers using card readers may require a campus card. Funds can be added to your campus card at one of the UFV Bookstores or at a UFV Library dispenser.

Prep Room Computers

Computers and printers are available in the faculty prep rooms (Abbotsford, D3079; Chilliwack, A102).

Social Networking

Click on and check out UFV's social networking icons at www.ufv.ca.



UFV Secure Wireless Network

Abbotsford campus has UFV wireless in **Buildings A, B, C, D,** and **E** (Student Activity Centre), **F** (University House), **G** (including the UFV Library), and **H** (Baker House Student Residence).

Wireless is accessible in **Chilliwack** at the **Trades & Technology Center** and at the Chilliwack **North Campus** in **Buildings A** (UFV Library area), **C** (Health Sciences), **D** (Cafeteria), and **G** (Chilliwack Campus Centre).

Mission campus at Heritage Park Centre **Building D** (both floors).

CONNECTING TO UFV WIRELESS FOR THE FIRST TIME

UFV Wireless supports *Microsoft, Apple, Linux* and *Palm* PDAs. IT Services recommends using a wireless card supporting 802.1x using WPA (Wi-Fi Protected Access). In your **internet proxy settings**, check that your internet browser is set to **auto-discover** or **direct-connect**. Also, copy your **TCP/IP** settings down and choose to "**set to obtain addresses automatically**".

STEP 1 - Log in once to a UFV lab computer

1. **First time users must log in to a UFV campus computer.** This will synchronize your accounts and allow wireless access. Before the start of classes, students may choose to use the UFV library computers on the main floor as drop-in labs may not be open at this time. The **IT Services Help Desk in B243** will also be able to assist you to setup your computer account.

STEP 2- Install your wireless network card and software

1. Install and connect your wireless network card by following the manufacturer's instructions.
2. IT Services recommends that you use the *Windows* wireless management software instead of the manufacturer's software utility to manage your card.

STEP 3 - Run the wireless network connection software

1. Click "Start", "Settings", "Control Panel", "Network Connections" and "Wireless Network Connections" OR Double-click on the "Wireless Network Connection" icon in your Windows System Tray (usually at the bottom right near to the clock).
2. Double-click "UFV Wireless" as your wireless network.
3. If an unsecured message appears, choose "Connect Anyway".

STEP 4 - Log in and authenticate to the UFV network

1. Open *Internet Explorer*. Automatically you will be redirected to the Wireless Network log in page.
2. Click "Yes" to any security alert messages.
3. Students use their **myUFV user name** and **password** to log into Wireless. Employees use their **Novell user name** and **password** to log into Wireless.
4. Click "Continue".
5. Your connection to the UFV Wireless Network is now complete.

SETUP YOUR SECURE CONNECTION ON UFV WIRELESS

IT Services offers both public and secure wireless service. It is highly recommended to use the secure wireless network as it uses encryption to protect your private information.

On the "**UFV Wireless access**" login page you will have the opportunity to configure your device to use UFV's secured wireless network. When you choose to configure your device for secure network access, continue by accepting the terms and following the online instructions on the "**Welcome to UFV Wireless Network**" screen.

UFV VOICEMAIL SYSTEM

IT Services assigns a voicemail box number and sends setup instructions once your computer account request is sent to the IT Services Help Desk. Follow the voicemail tutorial on your phone **to setup your 6-digit passcode, record your greeting, and establish a name** for your mailbox. More detailed phone and voice mail information is available on the IT Services website.

Retrieving Messages On Campus

If you travel between campuses, your messages can be retrieved from any phone on any campus by following the instructions for a shared local.

1. Dial **8*** if you **do not share a local**
OR

If you **do share a local**, dial **4500** or **2800**. When you hear the greeting start, dial *** plus your voicemail box number**

2. Enter your **passcode**

- **Kept messages** will be **saved for 7 days** and will not activate the message light on your phone
- **New messages** that have not been played will be **saved for 14 days** before being deleted

Retrieving Messages Off Campus

1. Dial either **604-854-4500** (Abbotsford) or **604-795-2800** (Chilliwack).
2. When you hear the greeting start, dial *** plus your mailbox number**.
3. When prompted, **enter your passcode**.

Changing Your Name or Passcode

After entering your mailbox, press **U** for **User options** and either **N** for **Name** menu or **P** for **Passcode**.

Recording a Greeting

After entering your mailbox, press **U** for the **User Options Menu**. Once in the User Options Menu, press **G** for the **Greetings** menu. Listen to the options and **press 7 to change your primary greeting**.

The extended absence greeting can also be used; however, extended absence greetings prevent callers from leaving a message in your mailbox while it is enabled. **Do not use the extended absence greeting if you want callers to leave messages while you are away**. Use either the primary greeting or the Conditional No Answer greeting instead.

Messages

Messages not accessed are automatically deleted from the system after **14 days** and are not recoverable.