

NURSING IT ORIENTATION

Getting started with IT in the College of Nursing



CON IT STAFF

Nursing Helpdesk: <https://bit.ly/NURSHD1>

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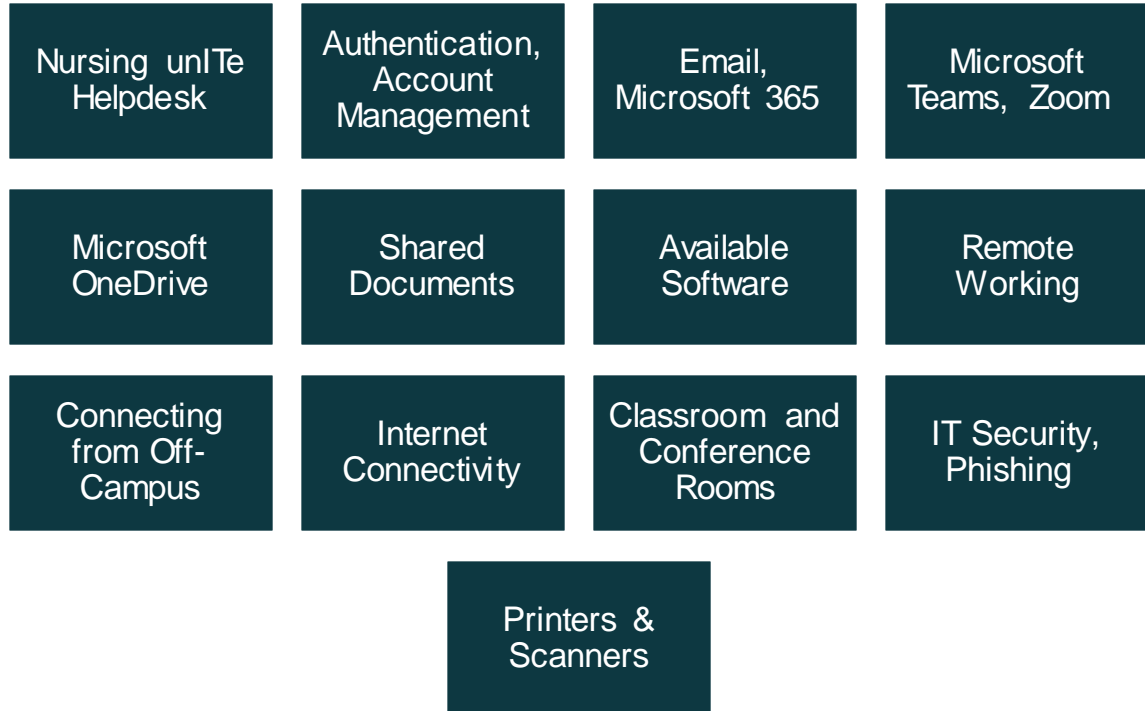
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Topics



UNITE HELP DESK

Need help? We use a web-based ticketing system called the Nursing uniTe Help Desk. It is a shared helpdesk portal used by most departments on campus. **All requests for assistance should be sent to the Nursing Helpdesk.**

The Division of Information Technology Service desk (<https://scprod.service-now.com/sp>) is separate from ours and you may experience delays and charges if you send your ticket there. We can route your ticket to them if your request is something they handle. Please use the uniTe Helpdesk.

All members of the IT team, including student assistants, are notified when a new request comes in. This allows anyone from our team to respond to you - that way, regardless of who is available, you can still get assistance as quickly as possible. It also stays in the ticket queue until one of us resolves the problem and closes the ticket. **The ticket queue is our priority for action over direct email.**

All facilities requests should be submitted as a ticket via ServiceNow - the same platform used for submitting IT Requests. Choose "Facilities" as what you need help with. **If you do not submit it as a ticket, your request will not be received.**

Nursing Helpdesk link: <https://bit.ly/NURSHD1>

The screenshot shows a web browser window displaying the "College/School/Dept IT Service Desk" form. The page header includes the University of South Carolina logo and navigation links for Service Catalog, System Status, Knowledge Portal, Cart, and Tours. The breadcrumb trail is Home > Service Catalog > A-Z Service List > College/School/Dept IT Service Desk. A search bar is visible in the top right. The form itself is titled "College/School/Dept IT Service Desk" and includes instructions: "Use this form to request help from your local IT Department from the Enterprise Service Desk (uniTe)". A note states: "If your division or department is not listed below, please use the Request Service Desk assistance item." The form contains several input fields: "Affected User" (a dropdown menu), "Affected User's Division" (a text input field), "From whom are you seeking assistance?" (a dropdown menu with "-- None --" selected), "Building" (a dropdown menu), "Room" (a text input field), "Floor" (a text input field), and "Alternate Location" (a text input field). Below these fields is a link: "Is your division not listed? Click Here". At the bottom, there is a section "I need help with..." with a list of radio button options: Classroom AV/Projector, Hardware, Software, Email, Printer & Toner, Server, Website/Web page, Room Requests (College of Education), Facilities (College of Education, HRSM, & University Libraries), and Something not on this list. The browser's taskbar at the bottom shows the system tray with a temperature of 62°F and "Sunny", and a row of application icons including Windows, Edge, and various office and utility programs.



AUTHENTICATION | ACCOUNT MANAGEMENT



You can manage the following tasks
at <https://myaccount.sc.edu>



Account Claiming



Password Resets



Preferred name and email address



DUO Authentication



EMAIL | MICROSOFT 365



- Microsoft 365 (Formerly Microsoft 365) is provided to faculty, staff, and students free of charge for both university and personal devices for up to five installations per device type (computer, tablet, phone, etc.) You can access Microsoft 365 online and log in using your university email address and password.
- Microsoft 365 is authenticated through DUO. You can check a box on the Push screen that will retain your information for 30 days.
- You can access all Microsoft 365 applications online at <https://portal.office.com>
 - Log in with your preferred USC email and network password.



E-MAIL SECURITY

Employees and organization units must use university-provided email accounts with a domain listed in Enterprise Data Standard 1.03, Email Domain Standard & Catalog and are prohibited from using personal or other external email accounts, for the conduct of University Business.

Employee and organization unit email accounts must not be auto-forwarded to personal or other external email accounts; this prohibits practices known as store-and-forward as well as forward-and-delete. This provision applies to student employees when receiving and sending University Business-related email and organization units must use university-provided email accounts with a domain listed in Enterprise Data Standard 1.03, Email Domain Standard & Catalog and are prohibited from using personal or other external email accounts, for the conduct of University Business.accounts. **This provision applies to student employees when receiving and sending University Business-related email.**

DOIT will NEVER ask you for your password or threaten to cut off network access via email. These messages should be reported by clicking the “Report Message” or “Report Phishing” icons on the Outlook ribbon.

Encrypt any emails that include sensitive data

[Email Encryption Procedures](#)



- **Your Email Quarantine** can be accessed at <https://security.microsoft.com/quarantine>
- [Please read this article about how to work with your email quarantine.](#)



MICROSOFT 365 STORAGE AMOUNTS

OneDrive Storage Limit:

- **5TB is the storage limit for a user's OneDrive.**
- If your personal storage needs exceed this, it is advised you speak with the Nursing Helpdesk about your storage requirements.

Team Storage Limit:

- It is advised that Teams/sites do not exceed 10 TB of data.

Team File Size and Type Limits:

- Upload file size limit is 250GB.
- There are no file type limits except script extensions (.aspx, .asmx, .ascx, .master, .xap, .swf, .jar, .xsf, and .htc). - <https://support.microsoft.com/en-us/office/types-of-files-that-cannot-be-added-to-a-list-or-library-30be234d-e551-4c2a-8de8-f8546ffbf5b3>

File Move and Copy Limits:

Copying/Moving multiple files in a single operation has three requirements:

- No more than 100 GB total file size
- No more than 30,000 files
- Each file must be less than 15 GB
- <https://learn.microsoft.com/en-us/office365/servicedescriptions/sharepoint-online-service-description/sharepoint-online-limits#moving-and-copying-across-sites>



MICROSOFT ONE DRIVE

- **OneDrive for Business**, a cloud storage and file sharing service from Microsoft, keeps all your files in one secure, access-it-anywhere location. OneDrive is the perfect location to store personal files, such as business documents, presentations and coursework. With OneDrive for Business, you can save your files to the cloud and sync them across devices so you can access them anytime and anywhere, both online and offline.
- **Seamless collaboration** | Work faster and smarter with anyone inside or outside the University of South Carolina. Securely share files and work together in real time using Word, Excel, and PowerPoint across web, mobile, and desktop.
- **Version control** | recall earlier versions of documents as needed
- **Reliable backups** | files are backed up to UofSC servers to easily recover from accidental deletes or malicious attacks
- **Mobile access** | install the OneDrive app for easy mobile access
- Protected data can be stored in OneDrive as long it is not locally synced to the device.
- OneDrive is accessible through Windows Explorer and the Office365 portal at <https://portal.office.com>
- **[OneDrive Video Training](#)**



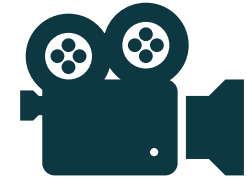
MICROSOFT TEAMS & ZOOM



Microsoft Teams is our preferred meeting platform. Teams is a collaboration and productivity tool that is included with Microsoft 365. With Teams, you can chat with individual or groups, hold video meetings, store and share files, and integrate with other applications.

If you would like a Team created for your grant or group, please place a ticket with the Nursing Helpdesk and we will send you a request form.

[Teams video training](#)



Zoom for academic instruction – We have a limited number of accounts for faculty instruction use only. Please place a ticket with the Nursing Helpdesk for assistance.

You may still use the free version of Zoom but you are limited to 40 minutes.



College of Nursing
UNIVERSITY OF SOUTH CAROLINA

SHARED DOCUMENTS



K: Drive – Shared files for the College of Nursing



R: Drive – Restricted Data/AWS Server



Restricted data goes on the R: Drive. Restricted data is prohibited on the K Drive. Access to the R: Drive requires HIPAA training.



OTHER AVAILABLE AND INSTALLED SOFTWARE

Acrobat DC (see next slide for more info)

Spirion

Examsoft (faculty teaching in courses that use the platform)

Data Analysis Software- Please place ticket with Nursing Helpdesk for installation

- SPSS
- SAS
- NVIVO
- END NOTE (Reference Manager)

OTHER:

- ArcGIS (Contact Kevin Bradshaw in Geography)



ADOBE ACROBAT DC (FORMERLY PROFESSIONAL)

- **You will receive an email from Adobe to set up your Adobe Account.** Please follow the instructions. The password you set does not sync with the university system and will be exclusive to the Adobe account.
- **Adobe Acrobat** supports two types of Digital Signatures, Certified and Electronic. A certificate-based digital signature is a type of e-signature that complies with the strictest legal regulations — and provides the highest level of assurance of a signer's identity. You need to create a Digital ID to use with your Digital signature to use the Certified method. An e-signature or electronic signature (using Fill and Sign) is a legal way to get consent or approval on electronic documents or forms. It can replace a handwritten signature in virtually any process. [Watch this short video on how to create your digital signature in Acrobat.](#)
- **Please note that Adobe Sign is a paid service the university does not have licensing for .** It is an e-signature service that allows the user to manage signature processes. There is no charge to create your digital ID/Signature and sign documents. Docu-sign and Dynamic Forms are available for signature needs.
- **You will receive an email from Software Distribution annually when your software is renewed.** This does not require any action on your part. You will also likely be prompted by Adobe to sign back into the program with the account credentials you created.
- **If you log into Acrobat and are prompted to pay for a license,** please log back into the Adobe Creative Cloud App or the Adobe website with your USC email address and Adobe password.
- **[Set up Adobe Account Access](#)** so you don't have to remember your Adobe password!



SPIRION



- **Spirion** (formerly known as Identity Finder) is a required application that is designed to discover, protect, or securely delete personally identifiable information (PII) stored on your computer and external media.
- Computers that store confidential or restricted data are considered high risk.
 - Compromise or theft (will likely) result in a data breach
 - Computers are subject to additional monitoring and security controls.
- Spirion allows end-users to take appropriate action to protect their data.
 - Files containing sensitive data that you no longer need should be **permanently deleted** using the **Shred** button. **Shredded files are NOT recoverable.**
 - Users should move files to the secure fileshare.
 - If storing files in OneDrive then disable file sync for folders that store sensitive data.

USC Scan Policy

- ABA bank routing, credit card, and social security numbers.
 - Scans are scheduled 1st Tuesday of each month.
 - Optimized for performance and to minimize false positives.
 - Scans any attached external drives.
 - Initial scan ~ 1 day; subsequent scans ~ 1 hour.
- At scan completion, you will receive pop-up notification requesting remediations any PII findings. If no PII is found, you may exit the application



SPIRION REMEDIATION

If PII Found – Hit Advanced

Search Summary

The search has completed and found results that require your attention.

Search Results Summary

Total locations searched during this session:	922
Locations containing at least one match:	1
Total number of matches across all locations:	15

Please choose how you would like to proceed:

Sign in with Profile Password:

Wizard Advanced Save As Reminder

Results Tab: File Actions

Shred Redact Encrypt Quarantine Classify Ignore

Actions

- **Shred** – Securely delete files containing sensitive data.
- **Redact** – Redact PII in text files e.g. SSN# xxx-xx-xxxx.
- **Encrypt** – Encrypt the file using your Profile Password.
- **Quarantine** – Move files to a secure local/network location.
- **Classify** – Classify files using SC State Data Classifications.
- **Ignore** – False positives.

WORKING REMOTELY

When you are eligible to work remotely, the CON has the following established guidelines on equipment:

The college will only provide one full technology setup for your continued use while working. This includes:

- One laptop or desktop computer
- One charging cable
- Two monitors
- One docking station
- One keyboard and mouse
- One webcam
- One soundbar speaker
- Cables to connect all peripherals (hdmi, ethernet, usb, vga, displayport)

USC/CON equipment eligible to be utilized at an alternate work location:

- Laptop, including charger
- One Monitor (hdmi cable required, you must provide)
- The laptop contains a speaker, microphone, webcam, mouse and keyboard.

Only the eligible equipment from USC specified above should be moved to your alternate work location. We prohibit transporting equipment back and forth from your alternate work location to your on campus workspace on a daily or even weekly basis (except for your laptop). Wear and tear on equipment as well as issues with connections etc should be avoided.

Faculty who have startup funds and/or grant funds available may be eligible to purchase additional remote working equipment. Please place a ticket with the Nursing Helpdesk for assistance.

If you are planning on working at an alternate work location, please consider providing a standalone technology setup for there if at all possible.

INVENTORY:

When taking equipment (other than your laptop) to an alternate location, you are responsible for placing a ticket with the Nursing Helpdesk to provide the Asset Tag Number(s) and/or Service Tag/Serial Numbers from the equipment to keep IT inventory up to date. You will be asked annually to verify you still have the equipment through an email that will be sent from info@reftab.com.



CONNECTING REMOTELY

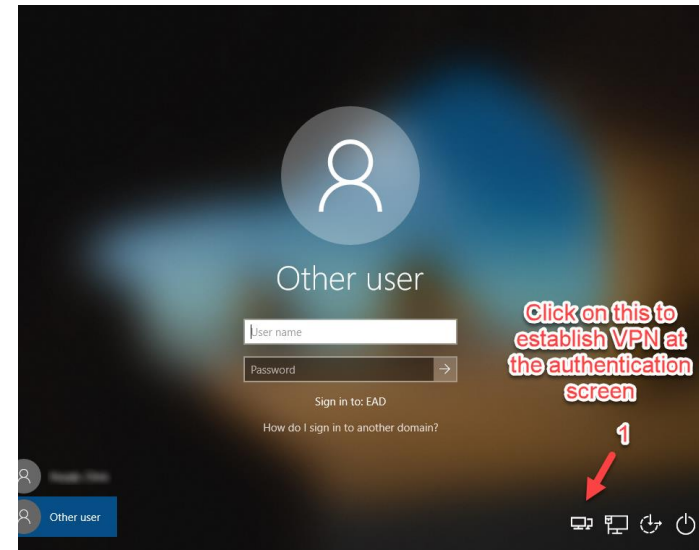
We use the Cisco AnyConnect VPN Client for secure remote connection off campus.

The K Drive is accessible by connecting to the VPN first. Look for the Cisco folder on your start menu, and then choose the Cisco AnyConnect Secure mobility client. Enter your username and password at the prompts and you're connected!

The K Drive may show a red X but as soon as you click on it, it will turn green.

The R Drive is not accessible off campus. You must have a remote desktop connection to an on-campus machine. Place a ticket with the Nursing Helpdesk for assistance.

If your password was recently reset and you are off campus and cannot log in,, you can still log in at the desktop by clicking the Cisco Start Before Login icon, connecting to the VPN, and then attempting to log in again once connected. See illustration.



WIRELESS INTERNET CONNECTIVITY

Eduroam is the primary way students, faculty and staff to connect their laptops, phones and other devices to wireless. *Eduroam* is a secure, world-wide network developed for the educational community.

Wireless access is available in all buildings and many outdoor spaces on campus. Employees are asked to refrain from connecting to the **uscguest** sites network, which is limited in connectivity to certain university sites. Instead, please use **eduroam**, which is a faster, secure network

You must enter **@ds.sc.edu** behind your Network Username in order to connect to *eduroam*. For example, if your Network Username is **jdoe**, you must enter **jdoe@ds.sc.edu**, not just **jdoe** to connect to *eduroam*.

More information about Eduroam can be found [here](#):



CLASSROOMS | CONFERENCE ROOMS

If you will be teaching in a particular classroom/conference room or assisting with conferencing, please also indicate when you are also available for an orientation to our classroom equipment and conferencing procedures. (This orientation may need to be done at a different time depending on room availability.) **Please submit a ticket with the Nursing Helpdesk for your orientation.**

Please schedule the orientation at least 48 hours prior to your using the room/holding the meeting.

[Information about our Conference and Classrooms can be found on our Resources Page](#)



PRINTERS

Location	Type	Name
202	Color	COCONG-02-202-COLOR
202	B&W MFA (Scan/Fax/Copy/Print)	COCONG-02-202-BW
210	Color	COCONG-02-210-COLOR
210	B&W MFA (Scan/Fax/Copy/Print)	COCONG-02-210-BW
302	B&W MFA (Scan/Fax/Copy/Print)	COCONG-03-302-BW
302	Color	COCONG-03-302-COLOR
401	Color	COCONG-04-401-COLOR
401	B&W MFA (Scan/Fax/Copy/Print)	COCONG-04-401-BW
520	B&W MFA (Scan/Fax/Copy/Print)	COCONG-05-520-BW
520	Color	COCONG-05-520-COLOR
601	B&W MFA (Scan/Fax/Copy/Print)	COCONG-06-601-BW
601	Color	COCONG-06-601-COLOR



THANK YOU!

Please contact us at <https://bit.ly/NURSHD1> if we can be of assistance!

