On behalf of Information Technology, we would like to welcome you to USF.

Our job is to make sure you receive the necessary support to complete your technology-related tasks throughout the school year. The following pages introduce you to the computing resources made available to you. Before continuing, please make sure your NetID account is active and in good order.

If you have any questions or concerns, please do not hesitate to contact us at 813-974-1222.
MyUSF is your access everything page at USF. By logging in once at my.usf.edu you get access to Canvas for coursework, the Library for research, email for communication, OASIS, GEMS Self Services to request leave or view your paycheck, and many other systems.

A NetID is required to access MyUSF content.

To access MyUSF, visit my.usf.edu.

Your USF NetID account is used for:
- MyUSF
- Canvas
- Google Apps at USF
- OASIS
- Application Gateway
- USF Computer Labs
- USF Wireless Network
- USF Library online services and Special Collections Aeon
- USF Tampa Parking and Transportation services
- VPN services
- Looking up your USF U# 
- Changing your official USF email address 
- Updating your emergency notification settings
- Resetting the GEMS Self-Service password for employees
- and more!

The Information Technology Help Desk is your first point of contact for computing issues. The Help Desk provides support to students, faculty and staff for a variety of systems including:

- NetID accounts
- USF-owned computers
- MyUSF, Canvas
- USF websites
- email
- computer labs
- technology-enhanced classrooms
- virus/spyware protections
- USF wireless
- and business systems such as OASIS, GEMS and FAST.

The Help Desk is available by phone or email 24/7.

For more information, visit www.usf.edu/support.
Canvas is USF's Learning Management System (LMS). Don’t miss conversations from your classes, view all of your coursework, classes, assignments and grades all in one place.

Instructors require a class assignment in order to access Canvas.

Log in instructions:
1. Log into MyUSF
2. Hover over Learning & Teaching Tools
3. Select “Canvas.”

From the main page of Canvas, you can access all of your class information.

Click on a course to enter that course, or select “Assignments” to see what is due from ALL of your courses.

Once you select a course, start exploring!

Use the navigation bar on the left hand side to see all of your course-specific content like the Syllabus or Grades.

Need help? Select “Help” from the upper right hand corner.

For more information, visit Canvas.blog.usf.edu

The FOREST account allows you access to USF computers, network printers, network storage, and @usf.edu email addresses.

At the main Windows 7 screen:
Press CTRL-ALT-DELETE

If you see your logon id information

Click SWITCH USER

Click OTHER

Click in the User name box and type yourNetID@usf.edu

Click in the Password box and type yourNetIDPassword.

Click the arrow on the right to logon

If your logon id is not listed

Click the arrow on the right to logon
FOREST passwords are now automatically synchronized when you change your NetID password.

To change or reset your NetID password, visit netid.usf.edu and select “Reset your USF NetID password.”

If you forgot your password or wish to change it at anytime, visit netid.usf.edu/una

If you know your current password, login at netid.usf.edu and select “Change your NetID password.”

If visible, Type in your current password in the Enter your current password box (Note that this field is only displayed for some password changes)

Type in the new password in the Choose a new password field

Type the new password again in the Re-enter new password field

Click the Change my password button submit the change.

Passwords

- Must be at least 8 characters long
- Password MUST get a GOOD or STRONG rating on the Password Strength indicator on the upper right of the screen
- Must NOT contain the user’s account name or parts of the user’s full name that exceed two consecutive characters
- Must use 3 of the following 4 categories
  1. English uppercase letters (A—Z)
  2. English lowercase letters (a—z)
  3. Base 10 digits (0—9)
  4. Non-alphabet characters (for example !, &, #, %)
- Must be changed every 6 months

New computers are provided to faculty and staff with a minimum of

- Microsoft Windows 7 or Mac OS X
- Symantec EndPoint Protection (antivirus
- Microsoft Office
- Adobe Acrobat Reader
- Web Browser

If you need additional software, we suggest checking Software Center on your USF computer. Software Center can be found in the Start Menu.

To access Software Center:

Click Start> All Programs >Microsoft System Center 2012 > Configuration Manager > Software Center

To install software from Software Center:

Choose the software that you want to install
Click “install” from the bottom right of the software center screen.
Microsoft’s Remote Desktop application allows you to access your FOREST domain computer from any other computer, such as your home pc, and work as if you were actually in the office.

Requirements:
The office computer must be running Windows 7 and be on the FOREST domain.
* You will need to know the name of your office computer.
To get the name, select “Start” > Right click on “Computer” > select “Properties.”
For more information contact the Help Desk at 813-974-1222

If you are away from your office computer, but still want to easily access you email, you can use Outlook Web Access.

Open your web browser such as Internet Explorer, Safari, or Chrome

Note that Outlook Web Access works best with Internet Explorer on Windows-based computers and Safari on Mac systems. Some features may not work properly in other browsers

Use your web browser to go to my.usf.edu.
Select: Email
CLICK OK
Your mailbox should appear.

Microsoft’s IT is in the process of migrating faculty and staff currently utilizing Microsoft Exchange/Outlook for e-mail and calendaring to Microsoft Office 365.

Microsoft Office 365 is cloud-based, allowing you to access your online office virtually anywhere.

With this new platform, you’ll have:
* double the amount of space for your inbox - 50G of storage to be exact.
* Outlook Web App
* Archive feature

For more information, visit: www.usf.edu/365
USF uses the Barracuda Spam Firewall system for e-mail spam filtering. The system works by examining e-mail messages for characteristics of spam.

E-mail messages that appear to be legitimate are delivered to your mailbox, but messages that have some characteristics indicating that they are possibly spam will be sent to quarantine.

A summary of messages that have been quarantined is generated daily in the afternoon. If you have messages that have been quarantined, you will receive an e-mail showing a list of those messages.

Please review the list of quarantined messages carefully as it is possible that a legitimate message was flagged in error.

If you find a message that was quarantined in error, you can have it delivered to your mailbox by clicking the Deliver link displayed.

Visit www.usf.edu/antispam for additional instructions and information.

If a message does come through that looks unfamiliar, it may be considered a “phishing” email. Phishing is when a cyber criminal “bait” you through a link to install malicious software on your computer to steal your information.

Here is an example.

Dear User,

Please note that your login information has been requested. In order for it to be monitored, please click on our website in this message and validate your details on our server:


P.S. This message will expire within 48 hours.

Thank you,

University of South Florida

These files are only accessible by you and cannot be shared with others

O\drive is the DEPARTMENT GROUP SHARE space

Everyone within the DEPARTMENT GROUP will be able to read and write to the files in this area

P\drive is the PEOPLE GROUP SHARE space

Files in this drive can be shared among a group of people from different departments throughout the university. Only people given access to a folder can see the contents.

Faculty and staff are strongly encouraged to save to the network drives.

Files saved on the network servers can be accessed from other network computers allowing you to access the same file from your office or from a lab. Network files are backed up nightly.

To view the Network Drives available on a Windows-based, FOREST domain computer:

Click START

Click Computer

U\drive is your HOME file space on the network server

Junk mail

SPAM Tips

- Try not to use your e-mail address in newsgroups, chat rooms, or websites
- Check the privacy policy before submitting your e-mail address online
- Read forms carefully before submitting personal information online
- Consider using a second e-mail address for newsgroups, etc. that can be deleted if needed
- Avoid using a common e-mail address: an account named jd51x02oe is less likely to get spam than one named jdoe

Reminder

USF will never ask for your password or threaten that your account will be inactive by asking you to click a link.

USF has contracted with Symantec Corporation to provide virus protection to the USF community free of charge.

Faculty, staff, and students may install and use Symantec Endpoint Protection software on their home/personal Microsoft Windows-based systems.

A NetID and password are required to access the software.

Visit: www.usf.edu/ssdownloads

then click the Symantec Endpoint Protection link for installation and download information.

Note: Symantec Endpoint Protection is centrally installed and managed on your USF-owned, on-campus desktop computer and you should not install the downloaded version.

USF offers high-speed wired connections with secure remote access and Wi-Fi free of charge to USF students, faculty and staff.

Visit www.usf.edu/wirelessmap to view the extensive wireless coverage throughout the campus.

Connect:

To connect to the USF network, select the network from your wireless account list.

After you device connects, open up a web browser and you will automatically be redirected to the registration pages.

This registration is done once per semester.

USF Gold

You have the option to connect through USF Gold which is an encrypted wireless network.

Connect to the network from your Wi-Fi network and type in your NetID and password once prompted.

You can also find information on USF-GOLD wireless which offers encryption and other features not available on the standard USF wireless service at www.usf.edu/USFGOLD.

USF IT Communications provides one-stop shopping for your voice communications needs. Services include both local and long distance telephone service, Unified Communications based voice mail, conference services, and the training necessary to effectively utilize these services.

For more information visit www.usf.edu/phone.
### AV/Event Services

USF IT AV/Event Services provides a variety of media resources and services. These Audio Visual Services can be found in the Library at the Circulation Desk. Available items include Projectors, Laptops, Digital Camcorders, Digital Audio Recorders, etc.

Event Services can set-up and operate these same resources for meetings, conferences and other campus events. Additionally, video streaming, video conferencing, web conferencing and Telepresence services are available.

For more information, visit [www.usf.edu/it-av](http://www.usf.edu/it-av) or call 813-974-2380.

### Classroom Technology

USF IT Classroom Support provides maintenance and support for technology located in general use classrooms.

All General Use Classrooms have been outfitted with Media Control, Projectors, Desktop Computers, Document Cameras, Annotation Capability, etc.

Classroom Capture, Videoconferencing (Collaboration) is also available in select rooms.

If instructors experience technical difficulty while teaching in a classroom or have questions about the use of the technology, contact the Classroom Helpline at 4-2382 or 4-1222, Option #2.

### MoBull Messenger

MoBull Messenger is part of USF’s Emergency Notification System.

You will receive notifications in the event of a campus emergency. The service is free; however, standard text messaging rates may apply. Check with your carrier for details on your plan.

USF strongly recommends faculty, staff, students at all USF System locations “Opt In” for this important service.

To sign-up for MoBull Messenger log on to [my.usf.edu](http://my.usf.edu), select “My Resources” and click on “Campus Safety.”

Manage My NetID, then Update Emergency Notification Settings. Guardian and Smart 911 are two additional services that turn your mobile phone into a personal safety device.

Visit [www.mobull.usf.edu](http://www.mobull.usf.edu) for additional information.

To get started, view classrooms and equipment guides at [www.usf.edu/mediaenhanced](http://www.usf.edu/mediaenhanced) or call 4-2380.
MyUSF Mobile

Download the new MyUSF Mobile App. MyUSF Mobile offers new features, enhancements, a sleeker and cleaner design and most importantly, accessibility on all mobile devices.

With one click, you’ll have access to a variety of USF tools right at your fingertips.

Navigate your way through campus; get the latest information on USF sports, and news; search for faculty or staff; access Canvas, and more.

Application Gateway

The Application Gateway, apps.usf.edu, offers free unlimited access to over 80 programs including the full Adobe Master Collection Suite, Microsoft Office software, and numerous other programs for class use.

Apps.usf.edu can be accessed from many different devices including Windows based PCs, Linux based PCs, Macs, iPhones, iPads, and Mobile Devices.

To access these resources go to apps.usf.edu and log in with your NetID.

You can also login using MyUSF under Learning & Teaching Tools.

USF Computer Store

Be sure to visit the USF Computer Store on the Tampa campus in the Marshall Center, or on the web at www.computerstore.usf.edu.

The USF Computer Store offers special pricing to USF students, faculty, and staff on software, computers, and more.

Web Space

Web space is available to all faculty members. If you would like to have your own web space, please contact your local college webmaster to discuss the various options available.
Research Computing offers availability of advanced computing resources essential to effective research and instruction at the University of South Florida.

Faculty and students will have access to a state-of-the-art 6000 processor cluster computer, scientific software administration, software tools, and training. More information can be found at [www.usf.edu/researchcomputing](http://www.usf.edu/researchcomputing).

The Advanced Visualization (AVC) has been nominated for the Top 30 Technologists, Transformers and Trailblazers for the Center of Digital Education. This award recognizes leaders who have transformed learning through the innovative use of technology.

The AVC provides faculty, staff and students with advanced technology resources for creation visualizations supporting pedagogy and research.

Resources include:
- Ultra-high resolution 3D display
- Computer visualization lab with 3D workstations
- Portfolio of visualization software
- A suite of 3D printers
- User support and training
- Support for migrating content to the Centers resources

Visit [avc.web.usf.edu/](http://avc.web.usf.edu/).

The USF Library computers are available to active students. They are accessible any time the library is open.

You will need a NetID to use lab services.

Visit [www.usf.edu/computinglabs](http://www.usf.edu/computinglabs) or contact the Help Desk at 813-974-1222 for current computer lab locations, hours, and other details.

Classroom computer labs are available by faculty reservation only.

The Open Use computer area has copy machines and a Braille printer in addition to computers and printers. Printing and copying are available via the Bull Buck$ system.

If you need help while using them, the Help Desk is located right by the Library computer Lab for your convenience.
These sites assist faculty, teaching assistants, academic departments, and administrators with the teaching and learning aspects of USF’s mission, especially concerning distance learning.

The center provides workshops, assistance with course and curriculum planning, individual consultations, classroom visits, and other services to help instructional faculty excel.

For more information, visit:

eTeaching & Technology Group at etg.usf.edu/
Academy for Teaching and Learning Excellence (ATLE) at 974-2576 or atle.usf.edu/

A variety of technology services and resources are available to meet instructional needs.

Resources include 180 media rich classrooms which offer the following:

- Media control
- Projectors
- Desktop computers
- Document cameras
- Annotation
- Etc.

To schedule classrooms, contact the central space office at: CentralSpaceOffice@usf.edu.

Additional rooms are capable of supporting capture/recording, videoconferencing and video streaming.

Consulting is also available for specific college AV needs supporting instruction and research.

For information contact 974-2380 or classhelp@usf.edu.

Faculty Development at 974-1841 or atle.usf.edu

Online and Distance Learning

For more information on Innovative Education eLearning services contact 974-8437 or visit etg.usf.edu

IT provides the following Request Forms

Communications, CCTV, and Billing Request Forms

- Service Request Form Work Order
- Long Distance Access Code Request
- Billing Contact Change Request
- Account Change Request

Business System Forms

- User Service Request
- Project Change Request
- User ID Request
- OASIS ID Request
- FAST ID Request
- GEMS ID Request
- Listserv List Request
- FOREST Account Request

For more information, visit
www.usf.edu/it-requestforms
important information

NetID

Your NetID will be your access to most USF resources that you will use. To activate your NetID, visit netid.usf.edu and select “Activate your USF NetID.” If you do not have your USF ID number available, click the link titled “Lookup your USF ID Number.”

Information Technology on the Web

IT maintains a website that provides extensive information on all our products and services. Visit us at: www.usf.edu/it

Online Help Center

Use Live Chat to connect with the Help Desk staff, search for Answers to the most frequently asked questions, and more: www.usf.edu/support

Leaving for the day?

IT asks that you LOG OFF your account but leave the computer POWERED ON so that antivirus updates and security patches may be applied overnight.

Do not leave your computer on with the screen locked as this will interfere with applying patches, creates security problems, leads to lost work, and prevents technicians from working on your computer.

Finally, never leave your computer logged on if you are away from your desk.

Anyone can sit down and “be you.”