

Tampa Employee Guide

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

Our job is to ensure you receive the necessary support to complete your technology-related tasks. The following pages introduce you to some of the computing resources available to you. Before continuing, please make sure your NetID account is active.

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Important Information

NetID

Your NetID will be your access to most USF resources.

To activate your NetID, visit netid.usf.edu and select "Activate Your NetID."

If you do not have your USF ID number available, click "Lookup your USF ID number."

Information Technology Online

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

Online Help Center

Use Live Chat to connect with the Service Desk staff, search for answers to the most frequently asked questions, and more at itchat.usf.edu.

Leaving for the day?

IT asks that you **LOG OFF** your account but leave the computer **POWERED ON** so 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 unlocked if you are away from your desk. Anyone can sit down and "be you."

If you have any questions or concerns, please do not hesitate to contact us at (813) 974-HELP or (813) 974-4357.

- USF Information Technology



NetID

The NetID is your user ID at the university. Faculty, staff, and students are automatically eligible to obtain a NetID, which allows you access to a variety of online services offered at the entire university system.



To activate your NetID, please visit netid.usf.edu and select “Activate Your USF NetID.”

If you do not know your USF ID, click the link titled “Lookup your USF ID number.”

You will be required to complete a five question Security Awareness Training when you activate your NetID or change your NetID password. You must answer all five question correctly before you can continue, and you can repeat the training as many times as you need.

Your USF NetID account is used for:

- MyUSF
- Email Access
- Canvas
- Google Apps
- Banner
- Application Gateway
- Software Tutorials
- Computer Labs
- Wireless Network
- IT Support
- Library online services
- Parking and Transportation Services (Tampa only)
- VPN Services
- Changing your official USF email address
- Updating your emergency notification settings
- Resetting your GEMS Self-Service password

Wireless Access

USF offers high-speed wired connections with secure remote access and wifi free of charge.

Visit usf.edu/wireless for details.

Connect:

To connect to the USF network, select the network from your wireless account list. After your device connects, open up a web browser and you will automatically be redirected to the registration pages. This registration is done once per semester.

Eduroam Secure Wireless Connection

The USF System is a member of the eduroam community, an international roaming service that provides students, researchers and faculty/staff with secure, easy to use network connectivity across member institutions. In order to use eduroam you must onboard utilizing our NetConnect Onboarding agent. This process can be used to setup computers, tablets, and most mobile devices. Setup eduroam via usf.edu/netconnect.

MyUSF

MyUSF is the primary gateway to electronic resources at USF. By logging in once at my.usf.edu you gain access to Canvas for coursework, library resources, email, business systems and more.

A **NetID** is required to access MyUSF content.

To access MyUSF, visit my.usf.edu.

Enter your **NetID** and password then click the **Sign In** button to log in.



Service Desk

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

- NetID accounts
- USF Email accounts
- USF Wireless networks
- Canvas
- MyUSF
- Network printers
- Business systems such as Banner, GEMS, and FAST
- DocuSign
- DUO Security
- Network and Cloud Storage solutions
- USF owned computers
- Computer labs
- Technology-enhanced classrooms

The Service Desk is available by phone and email 24/7.
For more information, visit usf.edu/it/about-us/helpdesk.aspx.

NOTE: USF IT will never ask for your password, neither by email nor over the phone.

Phone Support
(813) 974-HELP or
(813) 974-4357

Email
help@usf.edu

Online
Access our live chat and our self-service portal
itchat.usf.edu

Walk-Up Location & Hours
First floor of the
Tampa Campus Library
Current schedule:
lib.usf.edu/about/library-hours/

Walk up tech services are available at our walk up desk on the first floor of the Tampa campus library. Service desk technicians can provide assistance with password resets, MyUSF, Canvas, email, wireless for laptops and mobile devices, and basic trouble shooting.

Canvas

Canvas is USF's Learning Management System for online delivery of course content. It hosts assignments, quizzes, documents, asynchronous collaboration and other course tools.

Login instructions:

- Login to **MyUSF**
- Hover over Learning & Teaching Tools
- Select **Canvas**

or

- Visit usflearn.instructure.com
- Login with your USF NetID and password



From the Canvas Dashboard, you can access all of your courses. Click on the name of one to access the course, then explore all areas of it to discover the content your instructor has made available to you.

If you need technical assistance, email help@usf.edu or call the Service Desk at (813)-974-HELP (813-974-4357), then choose option '1' to put in your request for assistance.

Canvas How-To guides are also available at guides.canvaslms.com.

FOREST Logon

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

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

If you see your login information



Type **yourNetIDpassword**

Click the right arrow to logon.

If you receive an error, try again. You may have made a typing error or the CAPS LOCK may be on.

If your login ID is not listed



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

Passwords

FOREST passwords are 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 any time, 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 to submit the change.

NOTE: USF IT will never ask for your password, either by email or over the phone.

Passwords

- Must be at least 8 characters long
- 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) Uppercase letters (A-Z)
 - 2) Lowercase letters (a-z)
 - 3) Base 10 digits (0-9)
 - 4) Non-alphabet characters (for example: ! & # %)
- Must be changed every 6 months

USF Software Catalog

New computers are configured for faculty and staff with a minimum of

- Windows 10 or Mac OS X
- TREND Micro Office Scan (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 or All Apps > Microsoft System Center > 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

USF has released a new portal to access and get information on software available. The website is software.usf.edu. Check it out to find just some of the software available to you at USF.

Remote Desktop Access

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 at least 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.

In order to access the USF Remote Desktop Gateway (RDG) you will need to log into my.usf.edu. Under the MY RESOURCES tab, you will see a link for Remote Desktop Gateway (RDG).

For more information, contact the Service Desk at (813) 974-HELP (813-974-4357) or help@usf.edu.

Additional information can be found at the Microsoft Remote Desktop Connection article located here - support.microsoft.com/en-us/help/17463/windows-7-connect-to-another-computer-remote-desktop-connection

Anti-Virus Software

Trend Micro is centrally installed and managed on your USF-owned, on-campus desktop computer.

Personally owned laptops and desktops are not covered by USF antivirus licenses. Free or low-cost solutions for personally owned computers are available at usf.edu/anivirus. Please note: These products are NOT supported by USF IT.

Office 365 Email

Email can be easily accessed using a mail client such as Outlook or via a web browser. To access your mailbox via the web:

- Open your web browser such as Edge, Internet Explorer, Safari, Chrome or Firefox
- Use your web browser to go to my.usf.edu
- Open the **Email** menu
- Select **USF Office 365**
- Click **OK**
- Your mailbox should appear

Office 365

Office 365 is an online subscription service provided by Microsoft and is available for free to all USF employees. It includes access to Office applications and other productivity services over the internet. Office 365 includes Outlook, Word, Excel, PowerPoint, OneNote, Skype for Business and OneDrive with unlimited storage.

To login go to login.microsoftonline.com and enter your @usf.edu email address.

A free download of Microsoft Office Pro Plus is also available for no charge from Microsoft. Each licenced person is allowed installation on up to five PC's or Macs at a time. For more information visit usf.edu/downloadoffice.



Audio Visual Support

USF IT Audio Visual Support provides maintenance and support for technology located in over 400 classrooms. Resources include:

- Media control
- Projectors
- Classroom computers
- Classroom cameras

Select classrooms also have Lecture Capture Capability, (ability to record presentation and audio, for purposes of student review), For instructors with extensive collaboration needs, a studio (with full video production crew) is available. To reserve a General Use Classroom, contact the Office of Academic Space Planning & Assignment at AskSpace@usf.edu. To reserve the IT Collaboration Studio contact (813) 974-2874.

IT provides an Audio Visual Support Helpline, for instructors who may experience technical difficulty while teaching in a classroom. To reach this Helpline, contact (813) 974-2382 (This Helpline can also be reached by phoning (813) 974-HELP, option 2.) If the technical issue is not resolved over the phone, a technician will be deployed to the classroom immediately.

IT also provides faculty group training, prior to the beginning of each semester. Individual training sessions are also available, upon request, by contacting (813) 974-2382 or (813) 974-2874.

Duo Security

- Duo is a multi-factor authentication system USF uses to add an extra layer of security to your account.
- Duo is required by federal and state security mandates and affects all employees of USF
- It helps protect both your GEMS and FAST accounts.
- Easy setup via netid.usf.edu/duo
- Information and directions are on usf.edu/duo or through the IT Service Desk at (813) 974-HELP (813-974-4357) or help@usf.edu

Spam & Junk Mail

USF uses the Barracuda Spam Firewall system for message hygiene. The system works by examining email messages for characteristics of spam.

Email 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 email 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 then logging in with email address and password.

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

Please be aware that no anti-spam solution is perfect so you may receive spam or phishing email in your mailbox. Phishing scams are attempts to obtain sensitive information and may contain links to click on that look legitimate but are actually malicious in nature.

Here is an example.



SPAM Tips

Try not to use your email address in newsgroups, chat rooms, or websites.

Check the privacy policy before submitting your email address online.

Read forms carefully before submitting personal information online.

Consider using a second email address for newsgroups, etc. that can be deleted if needed.

Avoid using a common email address: an account names jd51x02oe is less likely to get spam than one named jdoe.

Be wary of clicking links in unsolicited email. It is safer to manually enter a known good website for a company (especially a bank) than to click on a link provided in email.

Reminder

USF IT will never ask for your password, either by email or over the phone.

Visit fbi.gov/scams-safety/e-scams for additional information.

DocuSign

USF has obtained a site license for DocuSign, an electronic signature service, and is now actively promoting the use of electronic signatures. There are many uses for USF electronic signatures including expediting workflow in the university environment. Electronic signatures are secure, legal, and accepted both inside and outside of USF.

Benefits:

- Eliminate the “Please sign and return to me” folder on your desk
- Increased productivity by providing an easy and fast way to sign anytime and anywhere
- Obtain multiple signatures on a document quickly and easily
- Use existing PDF forms and add electronic signature capability
- Save on paper
- Easier way to do business with USF
- Ability to sign documents via mobile device thereby eliminating time and location constraints

Sign in with your USF email address at docusign.com.

File Storage

Faculty and staff are strongly encouraged to save files to cloud storage where ever possible. Box cloud storage is our standard for storing department data. Box is a self-service solution allowing end users to access and administer department data from any device at any location. You can collaborate and share files stored in Box with anyone inside or outside of the University.

Access to Box:

1. Open your browser and go to usf.box.com
2. Click the continue button which will redirect you to the USF secure sign in page.
3. Login using your USF email address (@health, @mail, or @usf).

Box Training & Information:

FAQ's, how-to videos, Box Drive downloads, and Box security information can be found on our Box Info site: usf.edu/boxinfo

You may choose to use OneDrive for Business, Office or Google Drive for your personal working files. OneDrive can be accessed via Office365, and Google Drive is access through the @mail.usf.edu account.

Network file storage on premise is being phased out but still available. 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

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.

Application Gateway

The **Application Gateway**, apps.usf.edu, offers free unlimited access to over 80 programs including Microsoft Office, SAS, SPSS, MATLAB, and numerous other programs for class use.

[Apps.usf.edu](https://apps.usf.edu) can be accessed from many different devices including Windows and Linux based PCs, Macs, iPhones, iPads, and mobile devices.

To access these resources, go to apps.usf.edu and login with your NetID. You can also login using **MyUSF** under Learning & Teaching Tools.



USF Safe

The USF Safe App is available as a free download. Smartphone users now have the ability to make emergency calls and other helpful functions to help improve their personal safety and security. USF Safe can trigger Mobile BlueLight to alert Police. An interactive map helps you navigate on campus and the toolkit contains a flashlight, alarm and more. For information on all USF public safety technology, visit mobull.usf.edu

Bull Bucks\$

Add Bull Buck\$ (USF's declining balance program) to your USFCard and use it for cashless purchases at:

- USF Dining Locations (Tampa)
- Print and Copy Locations (all campuses)
- Marshall Center Information Desk (Tampa)
- USF Bookstore and Starbucks (Tampa)
- Resident Hall Laundry (Tampa or St. Petersburg)
- Coca Cola Beverage Machines (Tampa or St Pete)
- Bulls Country Pharmacy (Tampa)
- Parking and Transportation Services (Tampa or St. Petersburg)

Sign up or add funds at usf.edu/bullbucks.

Telephone Services

USF IT Communications provide one-stop shopping for your voice communications needs. Services include telephone numbers and instruments, free local and long distance telephone service, access cards for Canadian and international dialing, Unified Communications-based voicemail, conference services, and the training necessary to effectively utilize these services.

For more information visit usf.edu/phone

MyUSF Mobile

MyUSF Mobile, the official USF mobile app, is available for iOS and Android.

Navigate your way through campus. Check your class schedule or Bull Bucks balance. Find out what dining facilities are closest and open and more.

Visit the iOS or Android app store and search for MyUSF Mobile to download.

Research Computing

Research Computing offers availability of advanced computing resources essential to effective research and instruction at the University of South Florida.

Faculty, staff, and students will have access to a state-of-the-art 8500 core cluster computer, scientific software administration, software tools, computational and data science support and training. Research Computing also maintains a 240 core student cluster for instruction. More information can be found at rc.usf.edu.



Advanced Visualization Center

The Advanced Visualization Center (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
- Virtual and augmented reality resources
- User support and training
- Support for migrating content to the Centers resources
- Grant and research support
- Instructional materials support



Visit avc.web.usf.edu for more information.

USF Computer Store

Be sure to visit the USF Computer Store on the web at computerstore.usf.edu, or talk to a sales representative at (813) 974-1779. The USF Computer Store offers special pricing to USF students, faculty and staff on software, computers, and more.

USF Computer Service Center

The USF Computer Service Center is located in the library of the Tampa campus at LIB117. It offers professional repair services for computers that include:

- Virus Removal
- Operation Systems Installations
- Computer Setups
- Hardware upgrades
- Software Installation
- Warranty repairs for Apple, Dell, and HP

Computer Labs

USF's Tampa campus houses five open-use computer labs, as well as classroom /instructional computer labs. The computers have a consistent configuration across all locations; comprised of Windows OS, and all USF licensed academic /instructional software used by the colleges.

The open-use labs are located in the Tampa campus Library and the Marshall Student Center. The computers are available for use by active students, staff, faculty, and retired faculty with a valid USF ID card. In addition, each of the open-use labs is equipped with at least one workstation dedicated to users requiring Assistive Technology, i.e. ZoomText, Dragon Naturally Speaking, etc.

Classroom/instructional computer labs are available to faculty by reservation only. Although the lab computers already have most instructional software installed, if a faculty member needs additional software to accommodate course requirements, they will need to contact the Service Desk at (813) 974-HELP (813-974-4357) or help@usf.edu to discuss.

PLEASE NOTE: These requests must be submitted at least two weeks prior to the date the software is required. For more information about instructional computer labs, visit us at usf.edu/it/documentation/labs.aspx.

Service Requests

IT provides many resources which can be ordered easily by visiting usf.edu/itservices. The selection of services which can be ordered from this site are increasing frequently as we expand our service catalog. Please check the website for the growing list of web form orderable services.

For more information, visit usf.edu/itservices, then select Administrative Systems and choose a service.

Teaching Resources

Academy for Teaching and Learning (ATLE) assists faculty, teaching assistants, academic departments, and administrators with the teaching and learning aspects of USF's mission, including distance learning.

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

For more information, visit: Academy for Teaching and Learning at usf.edu/atle or contact us at (813) 974-2576.

Innovative Education's Digital Learning assists online faculty with online course development, quality course reviews, face-to-face and fully online workshops, multimedia & video production and consultative support.

For more information contact: Digital Learning, USF Innovative Education at (813)974-9927 or email dlts@usf.edu.

Visit us online at usf.edu/innovative-education/resources/academic-resources.aspx.

Microsoft Teams

Microsoft Teams is Microsoft's new enterprise communication tool. Teams combines persistent chat rooms, video/voice, file sharing, meetings, and many other features into one application. Teams is a great solution for a group of any size, allowing you to take the conversation anywhere you go.

Microsoft Teams is accessible via your web browser, Android or iOS device, or desktop client available on both Windows and Mac operating systems. We recommend testing out all available options to determine the method that best suits your productivity requirements.

Visit usf.edu/it/documentation/office365/microsoft-teams.aspx for more information.

LinkedIn Learning

We are very pleased to announce LinkedIn Learning with Lynda.com content as USF's new e-learning resource available. LinkedIn Learning is an award-winning industry leader in online training, with a digital library of over 6,000 courses covering a wide range of technical, business, software and creative topics. Launching with LinkedIn Learning is a strong commitment to provide e-learning opportunities for students, staff and faculty. You can access LinkedIn Learning using your NetID through MyUSF (my.usf.edu). Look for Online Training (LinkedIn Learning) under Learning & Teaching Tools.

