

NEVADA STATE COLLEGE

Office of Information Technology Resources Handbook for NSC Employees

Becoming Familiar with NSC's
IT Resources and Policies

Office of Information Technology

Summer 2012



Table of Contents

Getting Started	3
Logging Onto an NSC Computer.....	3
Registering with Quest Password Manager	3
NSC Computers and the KBOX	4
Accessing NSC Email.....	5
Microsoft Outlook Client (On Campus).....	5
Microsoft Outlook Web Client (Off Campus).....	5
Smart Phone / Mobile Device (On or Off Campus).....	5
Managing the Postini Email Filter	6
Archiving NSC Email	6
Using Outlook Mailing Lists.....	7
Group Email Accounts.....	7
User Home Directories	8
Using the Previous Versions Feature to Restore Home Directory Files.....	8
Using the Cisco IP Phone	9
Using NSC Network Printers	10
Adding a Printer	10
Making Copies Using the Xerox Machines.....	10
Software Installation & Licensing.....	11
Remote Access to NSC Computers	11
Wireless Devices and the NSC Wireless Network.....	11
Contacting OIT Support.....	12
Submitting a Support Request via the KBOX	12
OIT Forms and Policies	13

Getting Started

All Nevada State College employees receive an Active Directory account for logging into the computers, an email account, and a home directory on the server for storing files. On-campus employees are assigned an office workstation for daily computing. Remote access, wireless access and mobile device access are granted upon request. New employee Active Directory credentials are given to the Administrative Assistant for the hiring department once the account creation request is processed. Contact your department Administrative Assistant for your Active Directory username and password.

Logging Onto an NSC Computer

When logging onto an NSC computer for the first time, enter the Active Directory username (10 digit NSHE ID number for full time employees OR first initial + last name for temporary employees) and the 10 character password obtained from the department Administrative Assistant.

A prompt will appear indicating a password reset is required. The new password entered must be at least 10 characters long. After changing the password, log off of the computer and log back onto the computer using the new password.

Registering with Quest Password Manager

Once logged onto the computer with the new password, go to the following URL to register with Quest Password Manager (QPM) and set up password self-service security questions: <https://selfservice.nsc.edu>

QPM requires the username and completion of a CAPTCHA. When the menu loads, click "My Questions and Answers Profile." Enter the password and click "Next." Fill out the security questions form and check the "I agree that Password manager will store my personal information" box at the bottom of the page. Click "Finish."

QPM can now be used to unlock or reset a forgotten password for your Active Directory account, either via the URL above from off-campus or via the "Activate Account or Need Help?" link on any campus workstation login screen.

Did You Know?

Active Directory passwords expire every 90 days in compliance with [NSC's password policy](#).

All users are prompted to change their passwords for up to 14 days prior to the expiration date.

25 previous passwords are stored for each user and cannot be re-used.



NSC Computers and the KBOX

All standard NSC desktop computers are pre-imaged with a Windows operating system and a list of pre-approved and licensed software. By default, faculty, staff and students can log into these computers with their Active Directory credentials. Administrative user access is reserved for repair and additional software installation to be performed by OIT staff.

What's a KBOX?

The KBOX is NSC's automated computer updating system, helpdesk ticket tracker, and online support portal.

<https://support.nsc.edu>

Each NSC desktop computer has the KBOX client installed. The KBOX client keeps all computers on campus up to date with the latest patches, plugins, and security updates. Patches, plugins and updates are deployed early Wednesday mornings and therefore OIT recommends that all faculty and staff members logout of their computers Tuesday evenings to ensure proper installation. A server alert is sent to all campus computers every Tuesday afternoon as a reminder.

Some software can be installed by the KBOX client upon request.

1. Log into the KBOX support portal at <https://support.nsc.edu> using Active Directory credentials (NSHE ID + password)
2. Click the Software Library tab
3. Click the software to be installed
4. Click the "Install Now" button to accept the license agreement and submit a request for installation

NOTE: Download and installation of the software will not be visible. Check the Programs menu to verify installation has occurred.

A complete summary of computer information can be obtained while logged into the KBOX support portal by clicking on the My Computer tab. Several useful how-to articles can be found by clicking the Knowledge Base tab.



Accessing NSC Email

All NSC employees are given an email account. The standard email address format is:

firstname.lastname@nsc.edu

Email can be accessed using the following three methods:

1. Microsoft Outlook Client (On Campus)

While logged onto an NSC computer, email can be accessed using the Microsoft Outlook Client. In the bottom left corner of the screen, click on the Start button. Choose "All Programs" and click to expand the "Microsoft Office" folder. "Microsoft Office Outlook" will be listed as an option. Click "Microsoft Office Outlook" to launch the client.

To add a shortcut to Outlook on the desktop, follow the above steps and right click on "Microsoft Office Outlook." Choose "Send To" and "Desktop (create shortcut)." A shortcut to Outlook will appear on the desktop.

2. Microsoft Outlook Web Client (Off Campus)

Open the following URL in a web browser (Internet Explorer and Mozilla Firefox preferred):

<https://email.nsc.edu>

OR open the Nevada State College homepage (<http://www.nsc.edu/>) and hover the mouse over the "Faculty & Staff" menu. Click the "Faculty E-mail" link. NSC Active Directory credentials are used for the username and password. If logging on from a home computer, check the "This is a private computer" box.

3. Smart Phone / Mobile Device (On or Off Campus)

For smart phone and/or mobile device access to email, the [Mobile Device Privacy Agreement](#) must be filled out and submitted to OIT with the written request in a KBOX support ticket. Once access has been granted, the following information is required to access email:

NSC email address
Domain: NSC
Server: email.nsc.nevada.edu
Secure/SSL Connection: YES

NSC faculty and staff abide by the [Acceptable Use of Email Policy](#).

Managing the Postini Email Filter

Postini is the email filter and archiving service utilized by NSC to recover email messages and prevent SPAM email from cluttering employee inboxes. Postini will archive all mail messages for each NSC email account for up to seven years. If an email is inadvertently deleted, it can be recovered in the Postini message center. Each day users receive a SPAM report from Postini containing a detailed list of any messages that have been quarantined. Any message that has been incorrectly quarantined may be marked for delivery to the inbox using the links contained in the email report.

To access the Postini message center directly, go to this URL: <http://postini.nsc.edu>

Enter the full NSC email address and Postini password associated with that account. Filter rules and quarantined messages can be accessed and modified through the control panel located in the message center.

For more information, see the [NSC Postini Quick Start Guide](#) and the [NSC Postini Personal Archive Guide](#).

Archiving NSC Email

The standard mailbox quota is 1GB. Employees are encouraged to archive old mail messages in order to remain under quota. To create an email archive using the Outlook Client:

1. From within the Outlook client, click the File menu
2. Choose "Archive..."
3. "Archive this folder and all subfolders" will be selected. To archive all mail, select the top level option "Mailbox – User Name"
4. Adjust the "Archive items older than" date if required
5. Set the "Archive file" path by accepting the default or by clicking the browse button and selecting a folder on the local C: drive in which to store the archive file

NOTE: OIT recommends storing archive files locally on the C: drive because archive files can be quite large in size.

Know Your Limits!

Email Quota: 1GB

Home Directory Quota: 3GB

Department folder quotas are set at the discretion of the departments based on the total allocated storage space available.

Using Outlook Mailing Lists

In Outlook, mailing lists that send email to multiple pre-determined recipients are called Distribution Lists. Upon request, OIT can create custom distribution lists for departments on campus. Once created, these distribution lists will appear in the Outlook Global Address List and can be used by all faculty and staff. Private distribution lists created by individuals are not public and do not appear in the Outlook Global Address List.

By default, Outlook limits the number of recipients that can be added to an email. While Outlook's default limit is 25 recipients, a distribution list is considered a single recipient, so distribution lists can send email to more than 25 recipients at once.

NOTE: When a distribution list is added in the To: line of an email, a plus sign will appear to the left. If this icon is clicked in order to expand the list and reveal names, the single recipient value is removed and the recipient limit defaults back to 25.

Requests for department distribution lists are submitted to OIT via KBOX support ticket and must contain a list of recipients and a name for the list.

Group Email Accounts

Group email accounts are used by departments on campus as stand-alone mail accounts that are monitored by faculty and staff members. Group email accounts have their own Active Directory username and password. All group email accounts begin with "nsc." and follow the same format as employee email addresses. Example: nsc.bookstore@nsc.edu

Group email accounts have the standard 1GB quota.

To request a group email account, a request must be submitted to OIT via KBOX support ticket with the preferred email address. Confirmation of availability and creation will be sent to the submitter.

User Home Directories

All employees receive a user home directory on the server with a 3GB quota. This home directory can be accessed from an NSC computer by clicking the Start Button, choosing "Computer," and double clicking the Y: icon. The My Documents folder, Desktop items and Favorites are synched here. All changes made to these files locally are also made on the server. As a result, these items are accessible from any NSC campus computer the user is logged into.

IMPORTANT: All items stored in the My Documents folder and on the Desktop require storage space in the user home directory and therefore count toward the 3GB home directory quota.

Using the Previous Versions Feature to Restore Home Directory Files

All files in user home directories are backed up automatically. In the event that a file should need to be restored to a previous version from a backup copy, employees can use the "Previous Versions" feature.

OIT Has Your Back(Up)

*Home directories are backed up
four times daily:*

<i>Midnight</i>	<i>7AM</i>
<i>Noon</i>	<i>7PM</i>

1. Locate the parent folder containing the file in the user home directory
2. Right click the folder and choose "Restore previous versions" from the menu
3. A pop up box will appear with all previous saved versions of the folder listed, along with the date and time
4. Open a previous version of the folder by double clicking on the folder name, then selecting the file to be restored

5. Choose Open, Copy or Restore. Open will open the previous version of the file in the appropriate program. Copy will save a copy of the previous version to a specified location on the computer or in the user home directory. Restore will replace the current version of the file on the server with the previous version of the file

For more information on backup and recovery, see [Data Backup and Recovery Policy](#).



Using the Cisco IP Phone

Each employee desk is equipped with a Cisco IP Phone to be used for campus communications. OIT assigns phones and phone numbers/extensions to employees during the initial account setup process.

- To make a local phone call, press the number 9 for an outside line before dialing the phone number
- To make a long distance phone call, press the number 9 for an outside line, then dial 1 + area code + phone number. A recording will request a 5 digit long distance code to be entered before the call can connect. Long distance codes can be requested from OIT through the department Administrative Assistant, with approval from the department head
- To listen to voicemail messages, press the messages button and enter the password for the extension being used, followed by the # sign. The default password for voicemail is 12345
- To listen to voicemail messages from an off campus location, dial (702) 992-2999. At the prompt, dial : * + 4 or 5 digit phone extension + # (example: *2400#). At the prompt, enter the voicemail password followed by #
- To make changes to your phone setup, go to the following URL: <http://phones.nsc.local/ccmuser>
Username: first initial, last name (example: jsmith)
Default Password: 10 digit NSHE ID number

For complete phone training, see:

[7960G Phone Training Guide \(pdf\)](#)

[7960G Phone Training Interactive Tutorial](#)

[7965G Phone Training Guide \(pdf\)](#)

[7965G Phone Training Interactive Tutorial](#)

Using NSC Network Printers

There are several network printers on campus for public and department use. Printer access is granted during the account creation process. However, access to additional printers may be granted by OIT upon request via a KBOX support ticket and with department approval.

Most NSC network printers are serviced and supplied by Xerox Corporation. Xerox monitors volume usage and delivers supplies such as toner and cartridges when supply levels are low. All repairs and replacements are also performed by Xerox. To report a printer problem, contact Xerox at the phone number listed on the printer sticker.

Adding a Printer

To add an additional networked printer to an NSC Windows computer after access has been granted:

1. Click the Start button in the lower left corner of the desktop
2. Click "Devices and Printers"
3. Click "Add a Printer"
4. Click "Add a network, wireless or Bluetooth printer"
5. If the printer to be added appears in the list, select the printer and click "Next." Skip to step 8
6. If the printer is not listed, click "the printer that I want isn't listed" then select "Find a printer in the directory, based on location or feature" and click "Next"
7. The Find Printers box will appear. Search for the printer to be added by name or location (example: TI510006 or BW2-231) and select it. Click "OK"
8. After the printer driver installs, click "Next"
9. Print a test page or click Finish to complete the printer setup

Making Copies Using the Xerox Machines

All Xerox copy machines on campus require an authentication code for use. The authentication code for the Xerox machines is the same as the employee-assigned long distance code for the phones. To make copies using a Xerox machine, access must be granted first, as with network printer access. To request access to a Xerox machine, contact OIT or open a KBOX support ticket. Approval from the department head is required.



Software Installation & Licensing

Faculty, staff or entire departments may require specialized software to be installed on NSC computers. OIT recognizes this and has developed a software request and approval process for these special circumstances.

See the [Software Installation & Approval Process](#) document for details.

Remote Access to NSC Computers

Remote access is available for faculty and staff who need to connect to their NSC workstations from an off-site location. LogMeIn is the software used for remote access to NSC workstations. With LogMeIn, access to NSC computers occurs via a web browser.

The procedure for requesting remote access is as follows:

1. Initiate a remote access request with OIT via a KBOX support ticket
2. OIT will install LogMeIn software on the NSC workstation
3. An email invitation will be sent containing a link to create a LogMeIn account
4. Create account on LogMeIn website and begin remote access session

Wireless Devices and the NSC Wireless Network

Wireless devices such as smart phones, iPads and laptops may be granted access to use the NSC wireless network. A request for wireless access must be submitted to OIT via a KBOX support ticket with the following information:

- Name
- Device's MAC address (in the following format – ab:00:a0:b0:00:0a)

Once enabled, the wireless network called “mobile” can be accessed using the password [nscmobile](#).



Contacting OIT Support

OIT Support is available Monday through Friday from 8:30am – 5:30pm. The main phone number is 992-2400. OIT offices are located in the M-100 trailer just south of the Dawson building on Nevada State Drive. OIT staff members are responsible for maintaining NSC desktop and laptop computers, software and hardware installations, creating accounts and adding security access, resetting passwords, and general technical troubleshooting.

Submitting a Support Request via the KBOX

The KBOX handles all support requests for the NSC OIT, Facilities, and Institutional Research departments. There are 2 ways to submit a support request to the KBOX.

1. Send an email to support@nsc.edu. All emails sent to this address automatically create a support request in the KBOX containing the email text and contact information for the submitter based on the NSC email address the email was sent from.

OR

2. Login to the KBOX support portal at this URL: <https://support.nsc.edu>
The KBOX support portal uses the employee Active Directory username and password for login. Once logged into the support portal, the Service Desk tab will load. All outstanding tickets that have been submitted will display here.
 - a. Click the “New” button to create a new support request
 - b. Select the appropriate department from the dropdown list
Technical & WebCampus Requests = Office of Information Technology
Report & College Data Requests = Institutional Research
Maintenance & Repair Requests = Office of Facilities
 - c. Enter a request title
 - d. Specify the impact of the request – is one person inconvenienced? Are many people unable to work?
 - e. Include as much detail as possible in the comment box
 - f. Add an attachment if applicable
 - g. Click Save to submit the request



OIT Forms and Policies

These forms and policies can be found on the server in the following locations:

X:\Department Folders\Office of Information Technology\ - Shared Files -\Forms

X:\Department Folders\Office of Information Technology\ - Shared Files -\Policies & Procedures

Reminder: Forms located on the server are only accessible from the campus network.

[Acceptable Use of Email Policy](#)

[Accounts Quick Reference Sheet](#)

[Authoritative Rights Transfer Agreement](#)

[Data Backup and Recovery Policy](#)

[Data Security Policy](#)

[Employee Mobile Communications Agreement](#)

[IT Equipment Checkout Form](#)

[Mass Communications Policy](#)

[Mobile Device Privacy Agreement](#)

[Mobile Device Reimbursement Agreement](#)

[NSC Supported Software List](#)

[Password Policy](#)

[RACF and PeopleSoft Account Access Request](#)

[Remote Access Policy](#)

[Responsible Use of Technology Resources Policy](#)

[Software Installation & Approval Process](#)

[Student Tech Fee Proposal Form](#)