

ONECARD SERVICE EXPANSION - WALL SECURITY SYSTEM



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Administrators and Faculty teaching in the new Wall building can now open secured classrooms with their Brookdale OneCard. OIT, Facilities, Police, and Administrators recently worked with Blackboard to configure and implement the security systems which allows Brookdale to manage door access privileges, and fully integrate video surveillance, to keep the Wall campus safe and secure.

The Brookdale OneCard is a multi-purpose card and serves as the college's official photo identification card, and is a prepaid declining balance debit card which can be used for Pay-for-Print and Copying services, purchasing meals and snacks, and students have the added benefit of electing to have their Financial Aid disbursements and refunds directly deposited to a Money Network Enabled Discover account, while Faculty teaching at the Wall campus now have the added benefit of accessing secured classrooms using their OneCard. For more information about the Brookdale OneCard, visit <https://www.brookdalecc.edu/student-engagement/onecard>

REMINDER...PASSWORDS EXPIRE 8/28/2017

For uninterrupted access to your Brookdale email, Office 365, Canvas, WebAdvisor and other Brookdale applications and resources, you **MUST** change/reset your password **ON or AFTER MONDAY, AUGUST 28, 2017.**

If you have an employee and student email account, both passwords will be changed/reset and kept in-sync when using the NetID Password Management Tool. The user name displayed in **Lookup your account** is the only user name that is required when changing/resetting your password.

For detailed information, visit the **NetID Password Management** documentation page on the **OIT website.**

NEWS FROM THE HELPDESK

New Classroom Technology Standards

VHS, audio cassettes, slides, and transparencies are analog mediums that are becoming obsolete, and playback equipment manufacturers have begun to discontinue support. The new classroom AV standards support digital formats. Please contact The Innovations Center for options regarding the conversion of these analog mediums.

Experience the new classroom AV standards Sandboxes in MAN 121 and in the Innovations Center. The Sandbox is a safe space for faculty experimentation and exploration of educational technology tools. Faculty use of the Sandbox should lead to the discovery of using various instructional technologies and tools with a clear understanding on how these tools can be embedded into real life teaching and learning.

IT Helpdesk Survey - Please Complete!

Resolving Help Desk Support tickets quickly and efficiently is the goal of the OIT Help Desk. The purpose of the Helpdesk customer satisfaction survey is to get actionable customer feedback that OIT can use to improve support and service. Your input helps to ensure that OIT is providing excellent customer service as it allows us to gather results that we can intelligently act upon, highlighting what we are doing well and what we need to do to improve the overall service and experience provided by OIT Help Desk.

IT Requisition/Purchase Order Review Process

All technology purchases must be reviewed by OIT before submitting a Requisition/PO to Purchasing to ensure compatibility and standardization. Items classified as technology procurement include: desktop computers, laptops, iPads and tablets, printers, display and plasma monitors, projectors, and software.



When submitting an electronic requisition (E-Req) in WebAdvisor, enter the term "ITReq" in the Next Approval field to include OIT in the procurement review process. When submitting a paper requisition, please forward a copy to OIT for review prior to submitting the approved PO to Purchasing.

Classroom/Lab Software Procurement Dates

Below are the software procurement deadlines.

- Fall Terms - Inform OIT of planned procurements by April 15th. Orders must be placed by July 15th.
- Spring Terms - Inform OIT of planned procurements by November 20th. Orders must be placed by December 15th.





HELP DESK

Email the IT Help Desk at: Helpdesk@brookdalecc.edu or submit a support ticket directly through the Help Desk icon located on the MyBrookdale link on the Brookdale web site. For additional information, refer to the **Snow User-Guide**.

MYBROOKDALE

MOBILE

The new **MyBrookdale** mobile app version 5.1.1 is now available. Get quick and easy access to Brookdale news, events, campus maps, important numbers, class schedules, grades and more. For more information, refer to the **MyBrookdale Mobile** page



COLLEAGUE AND SELF SERVICE

NEW Colleague User Interface (UI) 5.3 Coming Soon!

Coming in 2017, the new Colleague UI will provide a modern user experience and industry standard Web controls. It is powered by Ellucian XE – which is defined by accessibility, mobility, usability, extensibility, and cloud-readiness. Colleague UI 5.3 includes enhanced navigation with drop-down menus, drag and drop capability, and radio buttons. Check out the Colleague UI 5.3 Quick Tour ([hyperlink to video](#))



Colleague Password Reset

OIT has developed a new self-service Colleague password management tool that will allow Brookdale employees the ability to reset their Colleague account password. Employees will no longer need to contact the Help Desk to have their Colleague account password reset. By accessing the self-service Colleague password reset tool at:



https://netid.brookdalecc.edu/netid/colleague_reset_password.pl,

employees can enter their current NetID username and password, along with their Colleague username, to authenticate who they are and receive a temporary Colleague password via a text message on their mobile phone. Employees can maintain their mobile phone number within [WebAdvisor](#)->Employees->Communication->Text Message Alerts.

Self-Service Online Photo Submissions Coming Soon!

New students, faculty, and staff will soon be able to upload their own photo to be printed on their Brookdale OneCard. A photo can be uploaded through eAccounts by clicking on the **Brookdale OneCard** link from the MyBrookdale menu. Log in to eAccounts using your NetID username and password, then click on the Profile link to submit your photo. Additional information will be forthcoming once the service is launched.





Cisco Telephone Documentation

Instructional manuals and Quick Start Guides for the Cisco phone can be found on the OIT website home page link [Cisco Phones](#). Log into the web based [Unified Communication Self Care Portal](#) with your NetID user name and password to: set-up call forwarding, set-up voicemail notifications, change phone settings, and Add and manage speed dial contacts

Security Awareness Training

Securing the Human Security Awareness Training is available to Brookdale full-time employees and Adjunct Faculty. The security awareness training is an online, self-paced program focusing on awareness and compliance of information security. The training modules cover a variety of topics including Social Engineering, Email & Messaging, Social Networks, Mobile Device Security, and Passwords. Use your NetID username and password to access the [Human Security Awareness Training](#). For additional information on Security Awareness, visit OIT's [Security Awareness](#) page.

Text Message Alerts - Emergency and Non-Emergency

Brookdale partners with Rave Mobile Safety to provide vital information to the campus community in the event of an emergency. All employees will be automatically enrolled in Brookdale's emergency notification system through Rave using contact information that is stored and maintained in Colleague. In addition, if you are also a student, you can opt-in to receive non-emergency text messages from Student Services. You may opt-in to receive non-emergency text messages and update your mobile phone number by logging into WebAdvisor and selecting the **Text Message Alerts** link from the Employees > Communication menu and following the on-screen instructions. A confirmation text message will be sent to you.

New Computer Profiles

All newly issued Brookdale laptops and desktop computers will include Windows 10 Enterprise operating system and Microsoft Office 2016. If you are not receiving a new computer but would like to upgrade from Office 2013 to Office 2016, please submit a Help Desk Ticket to request the upgrade. Note that upgrades are contingent upon systems requirements (i.e. older machines may not be able to support Office 2016). To meet academic curricula needs, all labs and classrooms will have Office 2016 installed before Fall term .

Need Help?

Visit the OIT web site for technology news, information and self-service documentation:

 <http://brookdalecc.edu/oit>

Additional Resources

- [Employee IT Handbook](#)
- [Security Awareness Training](#)
- [OIT FAQ's](#)
- [MyBrookdale Mobile](#)

QUICK REFERENCE GUIDE FOR NEW EMPLOYEES



How do I change/reset my password?

Use the NetID password management system at <https://netid.brookdalecc.edu/>. You can change/reset your password and look-up your account information (i.e. user name, 7digit employee ID, and Library access).

What information resources are accessed using my NetID user name and password?

Your NetID user name and password provide access to your desktop or laptop computer, BrookdaleShare, Email and Office 365 Portal, Canvas, Library resources, WebAdvisor, OneCard - Brookdale Bucks, wireless network access and other Brookdale IT resources. Colleague System user accounts are separate and distinct from your NetID user name and password. Depending upon your role at Brookdale, you may or may not have access to the Colleague System.

How can I check my email and calendar from the web?

Access your email from the Office 365 Portal, using any web browser. Select the Office 365 icon from the MyBrookdale link on the Brookdale website. Enter your complete email address and your NetID password. Select the Email icon from the App Launcher menu.

Can I receive my Brookdale email on my mobile device?

Yes. For detailed instructions on configuring email on your mobile device, visit the OIT website >Services & Support>Office 365 >Email for Employees> [Configuring Email on Mobile for Office 365](#).

How do I access my One Drive for Business cloud storage?

Access your OneDrive for Business, from the Office 365 Portal using, any web browser. From the MyBrookdale link on the Brookdale website navigation menu, select the [Office 365 icon](#). Enter your complete email address and your NetID password. Select the OneDrive icon from the App Launcher menu.

How do I download Microsoft Office for home use?

All Brookdale Employees are eligible to download and install up to 5 copies of Office applications on a personal PC, Mac, laptop and mobile device. For detailed instructions, visit the OIT web site >Services & Support>Office 365 >[Get Office for Home Use](#).

What programs are installed on my Brookdale issued computer?

All Brookdale-issued desktops and laptops have the following applications installed:

- Microsoft Office (Word, Excel, PowerPoint, Outlook, OneNote, InfoPath, and Access)
- Internet Explorer, Firefox, and Chrome web browsers
- Adobe Acrobat DC
- Specialized software, based on division or department needs, may also be installed.

Where can I backup my files?

Your Brookdale issued computer has a network drive, **H:** configured for your use. Files saved to the networked **H:** drive are backed-up nightly. Access your network share by clicking on the **Computer** icon on your desktop. You may also use your Brookdale One Drive account to store and back up important files. For detailed information on using OneDrive to sync your files, please review the following Microsoft Documentation: [Set up your computer to sync your OneDrive for Business files in Office 365](#).