

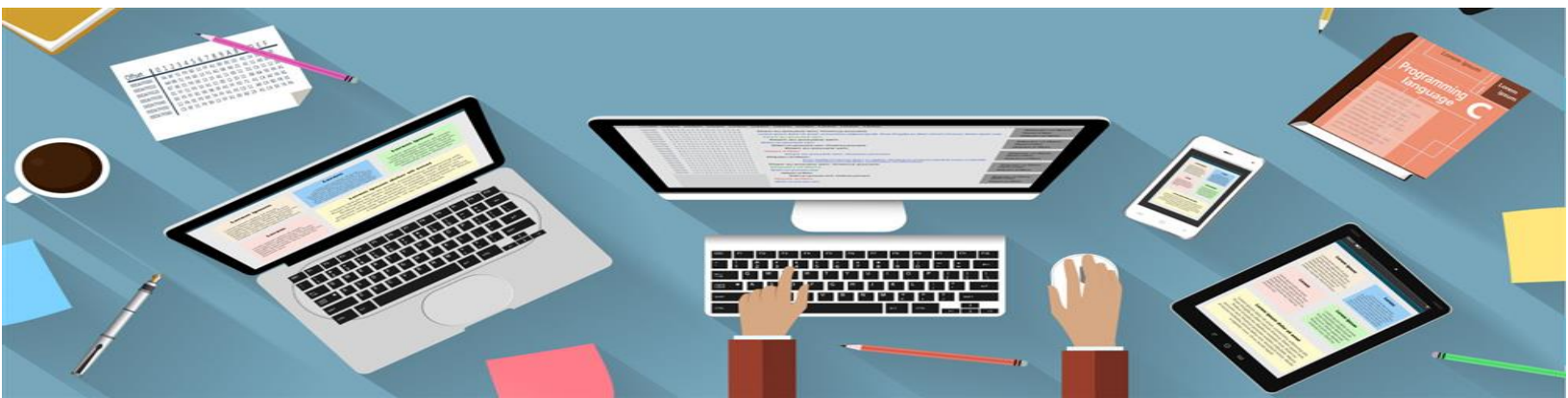


# BROOKDALE

---

COMMUNITY COLLEGE

## Employee Information Technology Guide



Manual for Accessing and Using BCC IT Resources

*Office of Information Technology*

## Table of Contents

Cisco IP Phone .....	3
Overview of front panel .....	3
Outside Calls.....	3
Put a Call on Hold.....	4
View Your Recent Calls.....	4
Transfer a Call.....	4
Forward All Calls.....	4
NETID Password Management .....	5
Change/Reset your password .....	6
PC/Laptop .....	6
Login to your desktop.....	6
Backing up your files .....	6
Accessing you networked H: drive .....	7
Saving to the networked H: drive.....	7
Accessing Network Shared Drives .....	7
Administrative Applications .....	7
Outlook.....	7
Microsoft Applications and Office 365.....	8
Office 365 and OneDrive for Business.....	8
Colleague.....	10
Web-Based Services.....	10
BrookdaleShare (SharePoint Intranet).....	10
WebAdvisor (Academic and HR resources).....	11
SNOW (IT Support Services) .....	12
IT Help Desk Support Services Call Center .....	12
LMS – Canvas.....	13
Network Services and Wireless Access .....	13
Configuring Mobile Devices for Email .....	14

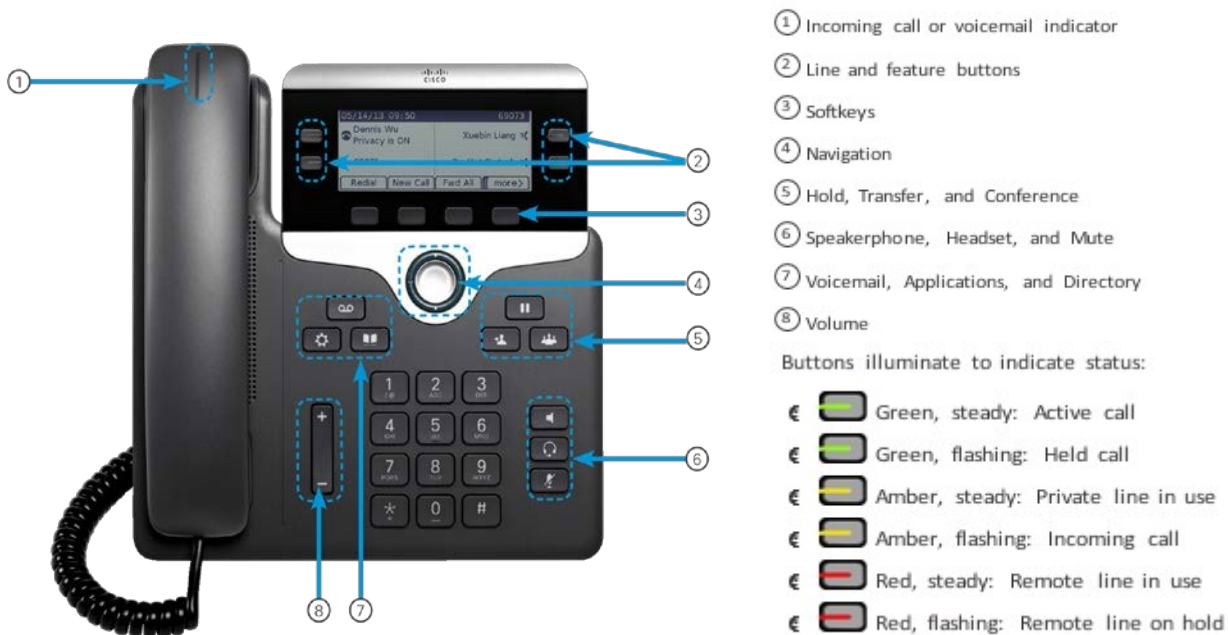
Welcome to Brookdale Community College. The purpose of this manual is to provide you with valuable information and documentation that will help you use Brookdale's Information Technology Resources effectively. The manual contains information on the following topics:

- [Phone System](#)
- [PC/Laptop access](#)
- [Administrative Applications](#)
- [Web Services and Resources](#)
- [Network Infrastructure and Resources](#)

## Cisco IP Phone

### Overview of front panel

Refer to the image below of an overview of the Cisco IP Phone display panel and function buttons.



### Interoffice Calls/Campus Calls (between Campus Branches)

To call another Brookdale extension, simply enter the 4-digit extension.

### Outside Calls

#### Local Calls

To place a local call, dial as follows:


1. Local Calls **9 + 10-digits** (NOTE: You do not have to wait for a second Dial Tone after dialing 9)
2. Directory Assistance **9 + 411** or **9 + 1 + (Area Code) + 555-1212\***
3. Toll Free **9 + 1 + (Toll Free Number)**

## Long Distance Calls


To place a distance call, dial as follows:

1. Domestic & Canada **9-1-Area Code & Number**
2. International **9-011-Country Code, City Code & Number**


## Put a Call on Hold

1. Press **Hold** 
2. To resume a call from hold, press **Hold** again

## View Your Recent Calls

1. Press **Applications** 
2. Scroll and select **Recent**
3. Select a line to view

## Transfer a Call

1. From a call that is not on hold, press **Transfer** 
2. Enter the other person's phone number
3. Press **Transfer** again

## Forward All Calls

1. select a line and press Fwd all.
2. Dial the number that you want to forward to, or press Voicemail.
3. When you return, press **Forward** off.

## Voicemail

### Use These Keys Anytime During any Changes

- \* Cancel or back up
- # Skip or move ahead

## FIRST TIME YOU LOG IN

To Configure Cisco Unity:

1. Press the Message button.
2. Enter a PIN (password) - Default PIN 07738
3. Please follow system instructions for the following:

- Record your name
- Set up a new PIN (password)
- Record your greeting
- WAIT until you hear “You Have Finished Enrollment” then hang up

To Check Messages from your telephone:

1. Press the Message button and enter your PIN.
2. Press 1 to hear new messages, or press 3 to review old messages.
3. Use the following keys to manage your messages and to control playback.
  - 1 Repeat
  - 7 Skip back
  - 2 Save
  - 9 For Message Properties
  - 3 Delete
  - 18 Mark this message urgent
  - 4 Reply
  - \* Cancel message playback
  - 5 Forward messages
  - 0 For help

To Check Messages from outside the office:

1. Dial 732-224-2900
2. When the greeting begins to play, Press \*
3. Enter your ID (4-digit extension or mailbox number), then press #.
4. Enter your PIN (password) then press #

### **Additional Documentation**

For additional documentation on the full features of the Phone system, please refer to the *OIT website*>Services and Support >Integrated Communications/Cisco Telephones  
<https://www.brookdalecc.edu/oit/service/telecommunications/>

If you would like to schedule training, please contact Jennifer Carrozzelli, *Manager Telecommunications* ext. 2833 or [jcarrozzelli@brookdalecc.edu](mailto:jcarrozzelli@brookdalecc.edu)

## **NETID Password Management**

**NetID** is your user name and password combination that allows access to a majority of Brookdale IT applications and services. **NETID Password Management** is a web-based account self-service management tool. You can look up your account information and change/reset your password. Your **NetID** user name and password will be

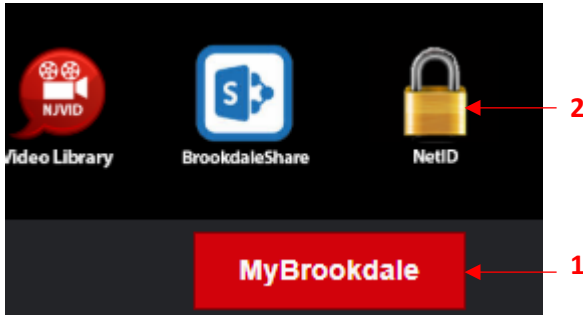
required for access to your Brookdale issued computer or laptop, Brookdale Email, Canvas, SharePoint, WebAdvisor Self-Service, Library materials, and several other Common Sign-On applications and services.

**IMPORTANT NOTE:** Passwords expire at the start of the Fall and Spring Terms.

## Change/Reset your password

Access NETID:

1. Click the **MyBrookdale** link from the top navigation of the Brookdale website.
2. Select the **NetID** icon from the MyBrookdale QuickLaunch drop down menu.
3. Select the **Change/Reset Password** link.



4. Enter **user name** and then **Next**.
5. Enter your **last name** and **social security** or your **Brookdale 7-digit ID** and click **Next**.
6. Enter your new password twice. Be sure review the password requirements posted on the page.
7. If the password is reset successfully, you will see a confirmation screen and an email confirmation will be sent to your Brookdale email account.

For in-depth documentation on **NETID**, refer to the OIT website *OIT website>Services and Support >Accounts & Passwords/ NetID Password Management*

<http://www.brookdalecc.edu/oit/service/NetID-password-management/>

## PC/Laptop

### Login to your desktop

To login to your PC or Laptop, or to access your desktop you will need to enter your NetID user name and password at the Windows logon screen.

Your **user name** is your first initial, last name:

Ex. John Smith: *jsmith*

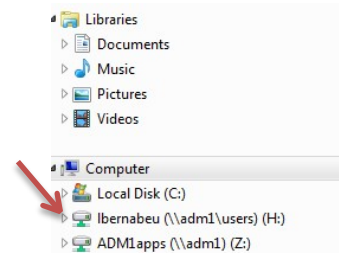
### Backing up your files

Backing up your files helps to protect them from being permanently lost or damaged in the event of accidental deletion, a virus attack, or a software or hardware failure. Your Brookdale issued desktop/laptop has a network drive H: configured for your use. When you save files and documents to the networked H: drive, they are backed-up nightly. It is recommended that you periodically backup important files and documents to your network share H: drive.

**NOTE:** You must be connected to the Brookdale Network (i.e., either on campus or off-campus using VPN) to access your network H: drive.

### Accessing your networked H: drive

1. Click on the **Window/File Explorer** icon located on the taskbar.
2. Select **Computer/This PC**.
3. In the directory Navigation pane on the left side of the screen, click the networked drive with your name (First Initial/Last Name) under the “Computer” icon.
4. The contents of your network drive will appear.



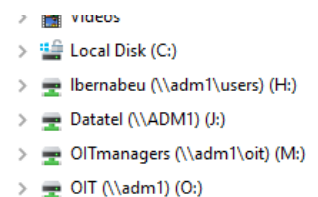
### Saving to the networked H: drive

5. Click on the **Window/File Explorer** icon located on the taskbar.
6. Select **Computer/This PC**.
7. Locate the file/folders that you want to back up from your local “Documents” folder.
8. Click to select the file or folder. Shift-click to select multiple files or folders.
9. Right mouse click and select “Send to”.
10. Select the network drive.
11. A copy of the selected files/folders is stored on the networked drive.

### Accessing Network Shared Drives

1. Click on the **This PC** icon on the desktop.
2. In the directory Navigation pane on the left side of the screen, click the networked drive(s) under the “Computer” icon.

**NOTE:** Not all Brookdale employees have access to shared drives.



## Administrative Applications

### Outlook

**Microsoft Outlook** is used to manage Email and Calendars. You can access **Outlook** using the desktop application or the **Outlook Web Access** web-based version.

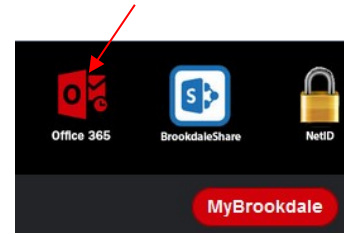


1. **Desktop Version:** The desktop client version is the preferred method of access; it provides access to the full features of the mail, tasks, contacts, groups, and advanced calendaring features. Your mailbox has a limit of 50GB of storage.

2. **Outlook Web Access:** The *Outlook Web App*, a web-based version of Outlook may be used to access e-mail calendars, people, tasks, and other mailbox content when access to the Microsoft Outlook desktop client is unavailable (i.e., home or public computer). *Outlook Web App (OWA)* provides basic services such as email, calendars etc. **but does not provide access to all features** of the **Outlook** client desktop version.

### Outlook Web Access (OWA) from the Brookdale Website

- a) Go to the Brookdale website <http://www.brookdalecc.edu/>
- b) Select the **MyBrookdale** link from the Quicklaunch drop down menu.
- c) Select the **Email & Apps** icon.
- d) Enter your **complete email address**.
- e) You will be redirected to the **Brookdale Office 365 Portal** login page.
- f) Enter your **NetID** password.
- g) Select the **Mail** icon from the App Launcher tile menu located on the top left side of the portal landing page.



Sign in with your organizational account





You can find documentation on using the **Outlook Web Application (OWA)** and other **Office 365** applications on the [Information Technology website >Services & Support>Office 365 and Email](#) .

## Microsoft Applications and Office 365

*Microsoft Office Professional* is installed on all Brookdale issued PC's and laptops. *Microsoft Office Professional* includes the following desktop client applications in the suite: *Access, Word, PowerPoint, Excel, OneNote, and Publisher.*

## Office 365 and OneDrive for Business

*Office 365* is Microsoft's hosted collaboration and productivity suite of applications available to all Brookdale Employees. *Office 365* includes access to web and mobile versions of *Word, Excel, PowerPoint* and *OneNote* as



well as *OneDrive for Business*, the cloud file storage. Brookdale Employees have 1 TB of cloud storage in *OneDrive for Business* that can be used to store and share work related files.

You can access your OneDrive for Business account using from the Brookdale Office 365 Portal.

- a) Go to the Brookdale website at <http://www.brookdalecc.edu/>
- b) Select the **MyBrookdale** link from the Quicklaunch drop down menu.
- c) Select the **Email & Apps** icon.
- d) Enter your **complete email address**.
- e) You will be redirected to the **Brookdale Office 365 Portal** login page.
- f) Enter your **NetID** password.
- g) Select the **OneDrive** icon from the **App Launcher** (block of small squares) tile menu located on the top left side of the portal-landing page.



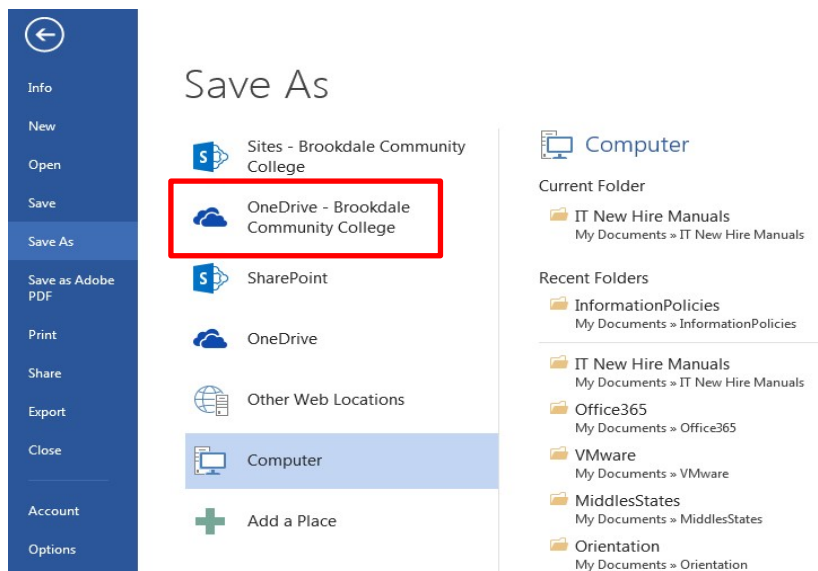
Sign in with your organizational account

Sign in



You also have access to your *OneDrive for Business* account when using any of the Microsoft Office Applications (i.e., Word, Excel, PowerPoint, etc.) installed on your Brookdale issued computer or laptop. From the **File** Menu, select **Save** or **Save As** and you will see OneDrive for Business – displayed as *OneDrive – Brookdale Community College* as a location. Saving to your Brookdale OneDrive account will allow you to share and access your files from any computer or mobile device with Internet access.



## Colleague

**Colleague** is the Administrative Database application used at Brookdale Community College. Depending upon your role at Brookdale, you may or may not have access to, or need to access *Colleague*. If your position requires that you use **Colleague**, you can access the application.

1. Use **Chrome, the preferred browser** and select the desktop icon or use the URL below: <https://prodi.brookdalecc.edu/production/sl/index.htm>.
2. Or from the shortcut icon on your desktop.



### Important facts about Colleague

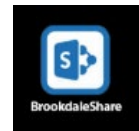
1. Colleague is only accessed on campus (all campus locations) through a wired connection, or off-campus using VPN (see [Working Offsite/Remotely](#) for detailed information)
2. The recommended browser for Colleague is Chrome

## Web-Based Services

### BrookdaleShare (SharePoint Intranet)

BrookdaleShare is an organized, searchable, and secure web-based application for sharing internal campus information. All Brookdale Employees have access to BrookdaleShare.

1. To access *BrookdaleShare*:
2. The **MyBrookdale** link from the top navigation of the Brookdale website.
3. Select the BrookdaleShare icon from the drop-down menu.



**IMPORTANT:** When accessing from a non-issued Brookdale computer off campus, you will be prompted to enter your **NetID** user name and password.

BrookdaleShare provides information, supports collaboration on documents and projects, is a repository for documents and forms, and venues for College-wide communication, including information from Governance and Human Resources.

A screenshot of the BrookdaleShare SharePoint Intranet homepage. The page has a dark blue header with the text 'BrookdaleShare'. Below the header, there are navigation links: 'BROWSE', 'PAGE', and 'PUBLISH'. The main navigation bar includes the Brookdale Community College logo and links for 'Home', 'President's Office', 'Governance', 'Info &amp; Forms', 'Middle States', and 'Professional Development'. The 'Home' link is highlighted. Below the navigation bar, there is a 'Rectangular Snip' button. The main content area features a 'SharePoint Tutorials' section with links to 'Trends in Higher Ed' and 'Academic Assessment &amp; Accreditation'. A 'Welcome to BrookdaleShare' section includes a 'Vision Statement' and a paragraph describing the system: 'SharePoint will provide Brookdale with an intuitive, organized, searchable, and secure technical infrastructure for sharing internal campus communication ; also offering tools for internal collaboration in an easy-to-use, well structured environment.'

All Brookdale employees have access to the following sites in BrookdaleShare:

- **Home:** The landing page when accessing SharePoint contains important announcements, event information as well as FAQs and video tutorials on navigating and finding information within BrookdaleShare.
- **Governance:** Information regarding Governance (a unique participatory decision-making body comprise of staff, faculty and students) and all Governance subcommittees.
- **Info & Forms:** A comprehensive source for Professional Development opportunities and resources available to ALL Brookdale Employees.
- **Employee Benefits**
- **Professional Development** A comprehensive source for Professional Development opportunities and resources available to all Brookdale Employees.

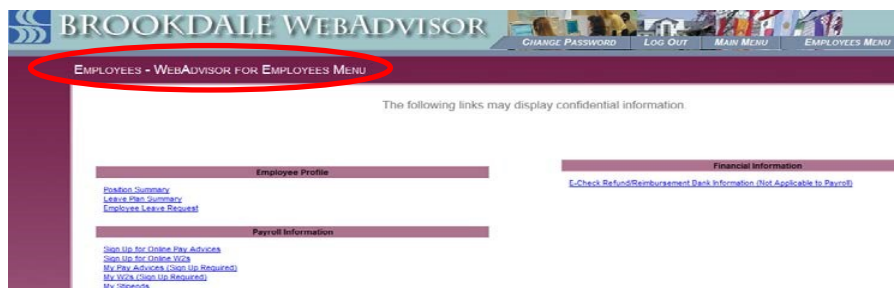
For technical support, please contact Linda Bernabeu, *Technical Trainer* ext. 2805 or [lbernabeu@brookdalecc.edu](mailto:lbernabeu@brookdalecc.edu)

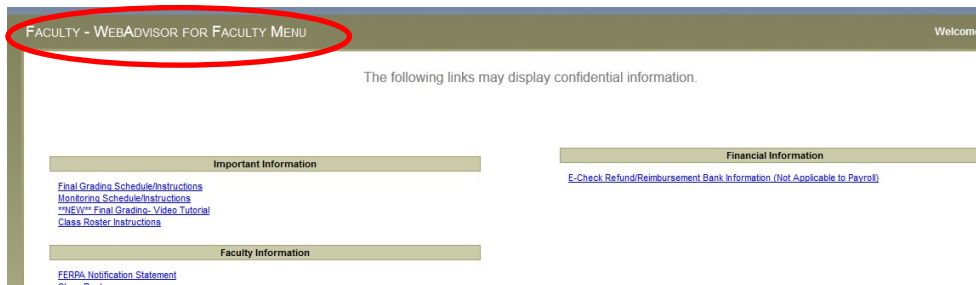
### WebAdvisor Self-Service (Academic and HR resources)

**WebAdvisor Self-Service** is the web interface of **Colleague** that allows employees' access to the information contained in the administrative database used by Brookdale. Access to information regarding your Employee Profile, Payroll Information, and Financial Information are found within **WebAdvisor Self-Service**. Faculty use *WebAdvisor* to access courses schedules, course rosters, student monitoring codes, and to enter final grades.

### To access WebAdvisor/Self-Service:

1. The **MyBrookdale** link from the top navigation of the Brookdale website.
2. Click on the **WebAdvisor** icon.
3. Enter your **NetID** user name and password.
4. Another browser window will open displaying the **WebAdvisor** main menu.
  - a. For Employee information, select the **Employee** tab.
  - b. For Employee information, select the **Faculty** tab.





## SNOW (IT Support Services)

Brookdale Community College provides an on-line submission for IT Service and Support requests.

To submit a Help Desk support ticket

1. Click the **MyBrookdale** link located on the top navigation menu from the Brookdale website.
2. Select **Help Desk** from the QuickLaunch drop down menu.
3. Enter your **Brookdale Email** and **password (NETID password)**.
4. Click **Create a Case**.
5. Enter information in the **required fields to the best of your knowledge**. Be sure to **include a description** of the service or request.
6. Click **Submit**.
7. You will receive an email notification confirming your request.
8. For additional documentation on creating a SNOW Ticket, refer to following link:  
<http://www.brookdalecc.edu/oit/support/snowuser-guide/>



## IT Help Desk Support Services Call Center

The Brookdale Office of Information Technology's Help Desk is available 24 hours a day, 7 days a week, 365 days a year to respond to any type of technology-related incidents and requests.

### Contact the IT Help Desk using any one of the following methods:

- **Create a Support Ticket:** Is the preferred method of contact. Using self-service to open a ticket gives you the flexibility to check on the status and add comments on a ticket. Select the **Help Desk** icon from the MyBrookdale Quicklaunch to create a [support ticket](#). Log in with your NetID user name and password.
- **Email:** [HelpDesk@brookdalecc.edu](mailto:HelpDesk@brookdalecc.edu)
- **Call 24/7:** 732-224-2829: Used for **emergency** issues that require immediate assistance
- **Visit:** [OIT Help Desk](#)

## LMS – Canvas

*Canvas* is the Learning Management System (LMS). A learning management system is a software application for administrating and managing on-line courses, e-learning programs, and course content.

### To access Canvas:

1. Click the **MyBrookdale** link located on the top navigation menu from any page within the Brookdale website.
2. Select **Canvas** from the QuickLaunch drop down menu.
3. Enter your **NetID user name** and **password**.

For additional training on Canvas, please contact the TLC, Jonathan Shaloum, *Director-Teaching and Learning Center* ext. 2578 or [jshaloum@brookdalecc.edu](mailto:jshaloum@brookdalecc.edu)

## Network Services and Wireless Access

### Working Offsite/Remotely

While most services can be directly accessed from anywhere, some are restricted to the Brookdale network and require using Brookdale VPN when accessing remotely. VPN is a remote access technology that allows you to securely connect to Brookdale's network as if you were on campus. This makes access to restricted services possible and provides encryption between your computer and the Brookdale network.

When working remotely (off Campus) you will need to use the VPN Client to access the following applications and resources:

- Colleague
- Informer
- ImageNow
- Network Shares Drives

Detailed instructions on working remotely can be found on the BrookdaleShare Intranet site – [Working Remotely](#).

**NOTE:** Not all Brookdale Employees are required to access the resources and application listed above. Depending upon your role at Brookdale, you may or may not have access to, or need to access the resources and application listed above.

### Wireless Access

OIT maintains an extensive wireless network throughout the Lincroft Campus and all Regional Locations, ensuring members of the Brookdale community secure and easy access to the network. Access is available to all Brookdale Students, Faculty, Staff, and Guests.

Brookdale's wireless network supports three authentication and connection methods: *Brookdale Secure*, *Brookdale Open*, and *Brookdale Guest*.

*Brookdale Secure* is the preferred network for Brookdale Faculty and Staff that requires a one-time setup to configure automatically your device to use this network. Login in once with your NetID user name and password. The connection will remain available to you while you are on any Brookdale campus. *Brookdale Secure* provides secure encrypted access to the Brookdale Network, internet access, networked printers, file shares, and administrative applications such as Entrisik Informer and Image Now. Colleague is not accessible via any wireless connection.

For detailed device instructions for connecting to Brookdale Secure, refer to the following documentation:  
Wireless Access - <https://www.brookdalecc.edu/oit/wireless-access-documentation/>

## Configuring Mobile Devices for Email

You can configure your mobile device to receive your Brookdale Community College *Outlook Email*. Documentation for specific device configurations can be found on the [Information Technology website under Service & Support> Office 365 and Email >Email](#)

### Mobile Device Configuration

You can configure your mobile devices to receive and send your Brookdale email. Each device may have a particular configuration set up. Regardless of your device, to add your email account you will need to use the following settings:

- Your complete Brookdale Email Address (i.e., lbernabeu@brookdalecc.edu)
- NetID Password

**IMPORTANT NOTE:** Passwords expire at the start of the Fall and Spring Terms. If you receive your Brookdale Email on your mobile device(s), you **MUST** update your password on your mobile device(s).

Refer to the following link to configure your mobile device  
<http://www.brookdalecc.edu/oit/configuring-email-onmobile-office-365/>

**NOTE:** If you need additional support, contact the OIT Help Desk ext. 2829 or [HelpDesk@brookdalecc.edu](mailto:HelpDesk@brookdalecc.edu).