

IT@BROOKDALE

Office of Information Technology Newsletter for Faculty and Staff

FALL 2016

WIRELESSS UPGRADE

Brookdale has completed the deployment of the new Cisco Wireless network. Over 500 access points were installed throughout the campus providing greater range and improved performance. Brookdale's Wireless Network now supports three connection methods:



WIRELESS OPTIONS:



Brookdale Secure: This is **the recommended network for Brookdale Students, Faculty, and Staff.**

Log in once with your NetID username and password and your device will automatically connect on any Brookdale campus. This connection method will provide secure encrypted access to the Brookdale Network, The Internet, networked printers, file shares and many administrative applications.



Brookdale Open: This network provides Internet-only access for wireless users. Log in once with your NetID username and password. Brookdale Open requires re-login every time you connect to the network. Brookdale Open is the preferred method for Brookdale Sponsored Guest access.

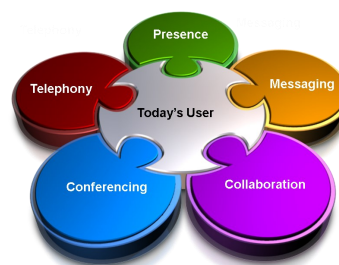


Brookdale Guest: This network provides Internet-only access for wireless users in the Student Life Center and Collins Arena. Brookdale Guest requires self-registration, a user is issued a temporary username and password that is valid for three days.

For detailed access information please refer to the **Wireless Access** link on the home page of the OIT website.

TELEPHONE SYSTEM UPGRADE

A major OIT initiative for 2016-2017 is the upgrade to a Unified Communication (UC) platform across all campuses. UC is the integration of communication tools to support communication and collaboration across various devices. The UC platform integrates IP telephony, instant messaging, web conferencing, audio and video. The goal is to provide easy access to software which supports synchronous and asynchronous communication.



Phase I of the Unified Communication Platform upgrade launched June 2016 with a replacement of the Avaya telephone system to a Cisco system. OIT will offer Telephone training in the Fall.

Instructional manuals and Quick Start Guides for the Cisco phone can be found on the OIT website home page link **Cisco Phones**. Training scheduled dates and times can be found on **Unified Communication Project** website.

In This Issue

Wireless Upgrade	1
Telephone Upgrade	1
Security Awareness	2
Desktop Support	3
Upgraded Mobile App	3
In the Know -Tech Tips ..	4
IT Connect FAQs	5

SECURITY AWARENESS



Security Awareness Training

Brookdale offers Security Awareness training for all full-time Brookdale Employees. SANS “Securing the Human” is an engaging and informative web-based training, focused on educating individuals how best to protect their identity, information, and data from cyber threats and attacks, and gain the knowledge that will reduce risk and protect information through proactive, security-conscious behavior. SANS is the leading organization in computer security training and the most trusted leader in the Information Security Industry, developed this training program.

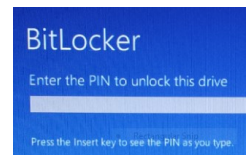
The self-paced learning program features short, focused 2-3 minute videos covering a broad range of topics such as:

- Email and Messaging Phishing Scams
- Mobile Device Security
- Home Network Security
- Protecting your identity and data

Early spring 2016, all full-time Brookdale employees received an email notification with their Security Awareness training account information. Access information can be found [here](#). If you have misplaced your account information or would like additional information, contact: [Linda Bernabeu](#), Technical Trainer (732) 224-2805.

Laptop Encryption

Data security and integrity is a top priority for OIT. All new laptops will include encryption, to protect against data theft and loss in the event a Brookdale laptop is lost or stolen. If an unauthorized user gets physical access to a laptop that is not using disk encryption, all the data and files can easily be retrieved. A strong password will not always protect the data and files. A savvy attacker can boot to a new operating system off of a USB stick, bypass your password, and access your data and files. Encrypting your disk will prevent against data theft and loss.



All new laptops distributed, starting this past Spring term, are encrypted using **BitLocker**, before deployment. Existing laptop users, whose laptop does not have conforming encryption hardware, will be contacted by user services to schedule the encryption service. The encryption process will not have any impact on day to day usage on the computer. Before logging into an encrypted laptop, a user will need to enter a 4-digit encryption PIN number. This PIN number will be supplied to the user upon deployment of the laptop. If you forget your 4-digit PIN, please contact the Help Desk at x2829. Please be ready to provide your Date of Birth OR the last three of your SSN and your Home Address on file. This information is required to confirm you are the assigned owner of the laptop.



HELPDESK

OIT Helpdesk is available 24/7 365 days to assist you with your technical needs. Email the IT Help Desk at: Helpdesk@brookdalecc.edu or submit a support ticket directly through the Help Desk icon located on the My Brookdale link on the Brookdale web site. For instructions on creating a support ticket, refer to the SNOW User-Guide: www.brookdalecc.edu/oit/snow-user-guide/

OFFICE 365 TRAINING

Looking for training options for Office 365 , OneDrive for Business? Or Office Applications? Inquiries can be sent to Linda DeButts, Program Manager of Professional Development (HR), ldebutts@brookdalecc.edu

CISCO TELEPHONE TRAINING

Looking for training on the new Cisco Phone? Training requests should be sent to Jennifer Carrozzelli, *Telecommunications Manager*, jcarrozzelli@brookdalecc.edu

DESKTOP SUPPORT SERVICES



Contacting the IT Help Desk

The IT Help Desk provides centralized support to Brookdale Community College and is available – 24x7x365 to respond to any type of technology-related incidents and requests.

The **IT Help Desk** can be reached by any one of the following methods:

- Email: **HelpDesk@brookdalecc.edu** (*preferred method*). Using self-service to open a ticket gives you the flexibility to check on the status and add comments on a ticket.
- Create a Support Ticket: From the **MyBrookdale** QuickLaunch link on the Brookdale website - select the **Help Desk** icon to create a **support ticket**. Login with your NetID username and password.
- Call 24/7: 732-224-2829

For Self-help resources, refer to the *Top Support Articles* and **Getting Started** links on the **OIT** home page, as well as the **FAQs** section.

What to Expect When Contacting the IT Help Desk

OIT is committed to providing a timely and efficient response to Student, Faculty, and Staff technical support issues. To better solve requests and provide the appropriate assistance, when contacting the IT Helpdesk, please provide the following information:

- Name, Campus Location, Building, Room Number
- Contact information – Phone and Email
- Nature of the problem and detailed description, as best as you can describe.
- Any error codes or messages if available on screen
- Is the issue related to a class that is in session?
- Service Tag number of a computer or laptop (if easily readable off the sticker in front)

[View the Support Ticket Processing Diagram](#)

Coming Soon....Upgraded Mobile App!

OIT will launch the upgraded Brookdale Mobile App platform in the Fall. The improved versatile architecture will provide consistent and reliable functionality supporting all new Android, iOS, and Kindle Fire devices. The new platform architecture will allow OIT to deploy new features that seamlessly align and evolve with Colleague, and Self-Service as well as integration with 3rd party apps and Single Sign-On functionally.



IN THE KNOW...



Technology Enhanced Classroom

All Technology Enhanced Classrooms and Labs are supported by Desktop Support Services. Technology Enhanced Classrooms and Labs are equipped with a computer(s) with access and to the Internet and audio and video projection capabilities for large screen display. The teaching station controls the audio and projection system. Faculty can control the AV equipment from the teaching station desktop screen. Please review the following **Technology Enhanced Classroom** video for a tutorial on connecting various devices to the projection system and controlling the audio and video outputs.

Software Installation Requests

Desktop Support Services will work with Institute Deans and Department Chairs to install software in classrooms and labs for faculty and student use. Desktop Support Services manages **Brookdale's Software inventory** for administrative and academic use. Software requests should be sent via email to helpdesk@brookdalecc.edu by the deadlines listed below to ensure that the software is available at the start of a semester

17SP - Nov. 1, 2016

17SU and Camps - Apr. 1, 2017

17FA - Apr. 1, 2017

The request should include the following information:

1. Name of the software
2. Location (s) (Building/Room) where the software is to be installed
3. When the software needs to be installed by
4. How to obtain the software (Portal/Call to Vendor) etc.
5. Clear mention of how many seats/licenses are purchased
6. Agreement Number/License Codes/Vendor Contact/Tech Support Information
7. Copy of the License or PO showing quantity of the purchase and licensing terms (if available)
8. Who within the requesting department will validate the post installation functionality of the software

Coming Soon...Windows 10

OIT has tested and confirmed Windows 10 compatibility with the various educational and administrative software in use at Brookdale. Windows 10 is being deployed along with Office 2016 on all new Brookdale issued computers. Currently, Office 2016 has been made available in specific student labs per request to meet the curriculum needs of courses.

Need Help?

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



<http://brookdalecc.edu/oit>

Additional Resources

- [Employee IT Handbook](#)
- [OIT FAQ's](#)
- [MyBrookdale Mobile - iOS](#)
- [MyBrookdale Mobile - Android](#)

QUICK REFERENCE GUIDE FOR NEW EMPLOYEES



How do I change or reset my password?

Use the NetID password management system at <https://netid.brookdalecc.edu/>. You can change and reset your password, as well as look-up your account information (i.e. username, 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 Colleague.

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

Access your email from the Office 365 Portal, using any web browser. From the MyBrookdale link on the Brookdale website navigation menu, select Office 365 icon. 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 2013 (Word, Excel, PowerPoint, Outlook, OneNote, InfoPath, and Access)
- Internet Explorer, Firefox and Chrome web browsers
- Adobe Acrobat XI Pro
- 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**