

IT@BROOKDALE

Office of Information Technology Newsletter for Staff and Faculty

Spring 2016

OFFICE 365 MIGRATION

A College-wide migration from on-premises Exchange email accounts to Microsoft's cloud-based collaboration suite, called Office 365, was completed last Fall. This strategic initiative provides more flexibility to meet the College's needs, utilize Microsoft's latest office collaboration environments, and use cloud-based tools more efficiently.

OIT successfully migrated approximately 2,200 staff and faculty accounts, over a three week time frame, with no disruption in service or impact in the college's business process. The Office 365 migration supports Web based Office applications, file sharing, access to files on all devices and simultaneous editing of documents by multiple users for files stored in the cloud-based OneDrive for Business repository.

As part of the transition, all Brookdale employees can download and install up to 5 copies of Microsoft Office applications on personal devices: compatible PCs, Macs, and tablets (including iPad!) for free!



Student email will be transitioned from Gmail to Office 365 on March 1, 2016. OIT will migrate student email accounts to Office 365. In January, students will also be able to download and install up to 5 copies of the latest version of the Microsoft Office applications, which includes Word, Excel, PowerPoint, Publisher, Access and OneNote for PC, Mac and mobile devices, for free. The subscription includes 1 TB of OneDrive for Business Cloud storage. OneDrive seamlessly integrates with Canvas, so that students can upload files and assignments directly from their OneDrive account into Canvas.

For additional information regarding the Student Transition to Office 365, refer to the [Office 365 for Students Website](#).

STUDENT PLANNING SELF SERVICE GOES LIVE

Colleague Student Planning is a web-based solution that helps students clarify, plan, and track their course of study, in order to progress more confidently to a degree. The solution also helps improve the quality of interaction between students and advisors, and will enable Brookdale to map future course offerings more effectively. Student Planning is designed to accelerate time to degree by offering effective communications, appropriate engagement and intervention, and strategic planning solutions that can help make measurable

progress toward better student outcomes.

Student Planning is part of Self-Service, which includes Student Finance and the soon to be available Financial Aid Self-Service.

Financial Aid Self-Service provides an intuitive, interactive checklist of financial aid programs and processes. Student Planning and Financial Aid Self-Service will be available to all students in Spring 2016. Self-Service will also include additional modules focused on employees and faculty.

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END-USER SERVICES



Laptop Encryption

Security is a major concern in today's world. Lost information, fraud and identity theft can affect us all. With this in mind, OIT has begun a Laptop encryption project to better protect our community against loss of information stemming from theft/misplacement of a Brookdale issued laptop containing sensitive data. Any new laptops being distributed; starting this Spring term, will be encrypted before deployment. Existing laptop users, whose laptop have conforming encryption hardware, will be contacted by user services to schedule the encryption service. This process is transparent to end user, and will not have any impact on their day to day usage on the computer.

Virtual Desktop Labs

Desktop Virtualization is software technology that separates the desktop environment and associated applications from the physical device, the computer, which is used to access the desktop and applications. A virtual desktop can be accessed from any computer which has the Virtual Desktop Client installed. The following labs now have the Virtual Desktop Client installed on the student computer stations: ATEC 002, ATEC 019, ATEC 020, ATEC 108, MAC 213, and Freehold 313. The Virtual Desktop Client can be accessed by clicking on the **VMware Horizon** icon located on the student workstations. Virtualized desktop images include profile for Computer Science, Psychology, and Writing.



Refer to the following link for documentation: [Virtual Desktop Client](#). For additional information and training, please contact [Linda Bernabeu](#) at 732-224-2805.

IT INFRASTRUCTURE STATUS



Backbone Upgrade: Progress is moving forward with the upgrade of the Network Backbone from 1G to 10G. Deployment of the new networking hardware is nearly complete. The remaining hardware will be deployed the first week of January, 2016. Switching over to this new hardware should be completed January 22nd. This upgrade will increase the network backbone speed by 10x.

Wireless: The wireless upgrade is in progress. A predictive and physical survey are now complete. Deployment of the wireless controllers will take place during the month of January, for Brookdale's Lincroft and Remote Sites. Implementation of the new wireless access points will start to take place in March 2016 and will be completed by the end of May 2016.

Unified Communications/VoIP: OIT is in the design and planning stage for the new Unified Communications (UC) solution. This will include upgrading the Avaya Phone system to a new Cisco VoIP solution. This UC solution leverages the Cisco VoIP to support remote video/audio conferencing, for selected classrooms, as well as video conferencing between Faculty and Administration. This UC solution will be deployed starting mid spring of 2016 and complete by August of 2016.



HELPDESK

OIT Helpdesk is available 24/7 365 days to assist you with your technical needs.

Contact the HelpDesk at:

Phone: 732-224-2829

Email:

Helpdesk@brookdalecc.edu

OFFICE 365 TRAINING

Looking for training for Office 365 or OneDrive for Business?

Training requests should be sent to

Linda DeButts, *Program Manager of Professional Development*

(732) 224-2779

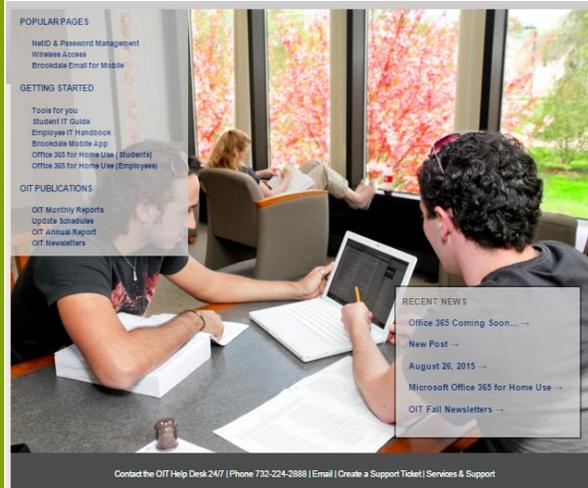
SECURITY AWARENESS TRAINING

OIT will launch *Security Awareness* training, SANS program, for all full time Brookdale employees in Spring 2016. "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 protect information through proactive, security-conscious behavior.

For additional information, contact:

Linda Bernabeu, *Technical Trainer*
(732) 224-2805

NEW LOOK FOR THE OIT WEB SITE

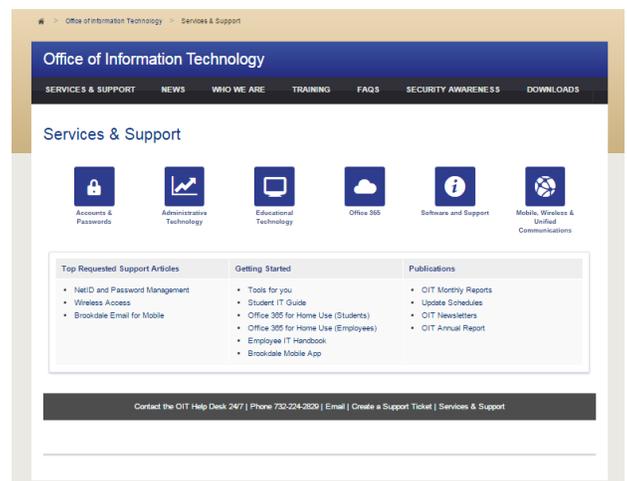


Our goal was to make information regarding accessing resources, services and self help documentation readily available for students, faculty and staff. One of the most noticeable changes is to our landing page, which is designed to provide a streamlined and simplified look.

You will find our new **Services and Support** menu is divided into six categories:

- *Account and Passwords*
- *Administrative Technology*
- *Educational Technology*
- *Office 365*
- *Software and Support*
- *Mobile, Wireless and Unified Communications*

The new layout is easy to navigate the menu of services and support provided by OIT. Each area contains information and detailed descriptions to services, resources and self-help documentation.



If you experience any problems using the new website or if you have any questions, please contact Linda Bernabeu at 732-224-2805.

Need Help?

Visit the OIT web site for technology related information and documentation:

<http://brookdalecc.edu/oit>

OIT Help Desk

HelpDesk@brookdalecc.edu

(732) 224-2829

Additional Resources

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

IN THE KNOW...

One Drive for Business - Real-time Authoring and Collaboration

When you save and share a file from your OneDrive for Business account, you and your colleagues can contribute and edit documents simultaneously, using the Office Web Apps, (Word, PowerPoint or Excel) or the desktop client Office applications. Real-time collaboration helps you see where your co-authors are working in the document so that you don't create conflicts as you edit. Additionally, the ability to see changes to text and formatting as they happen will help you and your co-authors



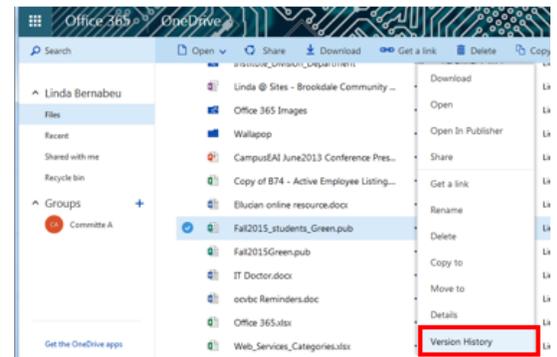
manage your edits. Each co-authoring change will be highlighted unique colors! No more emailing files and managing copies. All co-authors have access to the most recent version of the file in a centralized location.

Learn more about [sharing documents](#).

Learn more about [collaborating in real time](#).

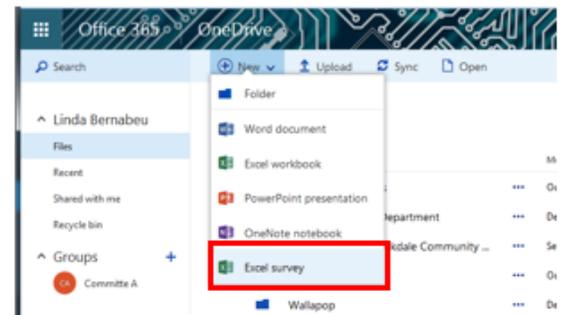
One Drive for Business - Manage Document Versions

When you overwrite a file on the PC, the old version is overwritten. However, if you save and share your files to your OneDrive, OneDrive saves every new version change to your documents, especially for Office files from Word, Excel, and PowerPoint. Thus, if you overwrite a file, go to the ellipse next to the file name to access Version History. You will see a list of options on the left, including restoring the older version to make it the current version. Or simply download it as a backup. You also get the option to start editing that version in the online app or the full program. [Learn more...](#)



One Drive for Business - Create an Online Survey

You can use OneDrive to create an online survey! Access your One Drive account from the [Office 365 portal](#). Click the **Create** button at the top of the page. You'll see options for Word Document, Excel Spreadsheet, PowerPoint Presentation, OneNote Notebook, and Excel Survey. Select the survey option and you can build a multi-question survey on the fly. Then share the link with survey participants they enter the data, but only you can see the results. [Learn more...](#)



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. user name, 7 digit 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 web site >*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.