

**An Employee Guide to**

**Technology Services**

Welcome to Southern Oregon University! This guide introduces you to our computing environment and the services provided by the Information Technology Department. For questions, comments, or assistance, please call the SOU Help Desk at 541-552-6900.

**Your SOU Network Account**

All faculty, staff and registered students are provided with an account that can be used to access network services, including network printing and file storage space for your own use and the use of your department.

Note: You should avoid personal email, texts, and documents when using your SOU resources as they can be subject to “discovery” in the event of a legal matter being filed against the University in which you are deemed to be a part.

**Computing Coordinator**

You will be assigned a representative from the Information Technology Department to be your guide to tech services at SOU. Please contact your coordinator if you have any technology questions. To find your department’s Computing Coordinator, go to the website “[Who is my Computing Coordinator](https://support.sou.edu/kb/articles/who-is-my-computing-coordinator)?”

**Initial Network Login**

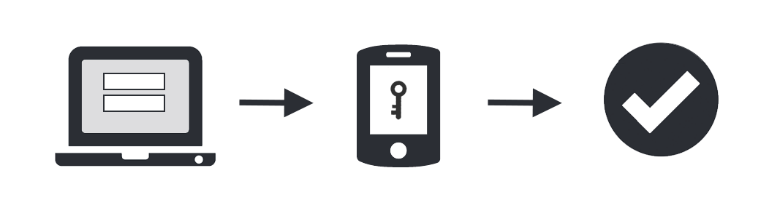
The first time you login to a SOU computer, you must be on the SOU campus, connected to our network. This will create your profile so you can subsequently login to the computer from off campus.

**Duo multifactor authentication**

**SOU requires use of Duo, an app that verifies your identity on logging into SOU. See the** [Duo enrollment guide](https://support.sou.edu/kb/articles/duo-enrollment-guide),to get started.

**Two-factor authentication** adds a second layer of security to your online accounts. Verifying your identity using a **second factor** (like your phone or other mobile device) prevents anyone but you from logging in, even if they know your password.

How It Works:



Enter username and password, Use your phone to verify your identity, Securely log in.

**Inside.sou.edu**

The Inside.sou.edu portal site [(http://inside.sou.edu)](http://inside.sou.edu/) provides easy access to online campus services, information, and communications. You can find a links to your SOU email account, enter student grades and check your HR information.

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# Center for the Advancement of Teaching and Learning

# The Center supports faculty in their pursuit of teaching excellence. They can help you design your Moodle course, assist with incorporating active learning strategies and they offer professional development courses. See everything the Center has to offer so your SOU teaching experience is a great one at:

# <https://inside.sou.edu/catl/index.html>

# Google Apps (Gmail)

Your campus e-mail account is provided by Gmail, and is part of the Google Apps suite. It includes a number of applications that work together to provide you the flexibility to work with e-mail, calendars, contacts, documents and more. You may log in through the link on Inside.sou.edu, or by entering [gmail.com](http://mail.g.sou.edu/) in your browser address bar. Use your SOU network username and password to log in.

See 10 tips on using Gmail in under 6 minutes at: [Gmail Tips](https://www.youtube.com/watch?v=m7szRxj7u7c)

**Zoom**

# SOU utilizes Zoom for remote video instruction.

To use Zoom, first create your account by logging in to [Inside SOU](https://inside.sou.edu) and scrolling down to the bottom of the list of “Online Services.” Select: Zoom (Web Conferencing). Login with your SOU account name and password. You will have to use Duo to login. A confirmation message from Zoom will be sent to your SOU email account for you to acknowledge the new Zoom account. All students, faculty and staff have Zoom accounts. The following document is an overview of how to use Zoom:

# [Zoom user guide](https://docs.google.com/document/d/124AysRPndlTvTolnGiki_V4J9LTO36PaYlN1KXoxDDc/edit?usp=sharing)

**Moodle**

Moodle is an online learning-management system available to SOU instructors. You can post your syllabus, announcements, lecture notes, assignments, and quizzes online. It also includes a course calendar, online grade book and threaded discussions. Course sites are automatically created for all classes, and you and your students are automatically enrolled into the sites. However, students cannot access any course until you make the site available. You can access Moodle through Inside.sou.edu or by going to [http://moodle.sou.edu](http://moodle.sou.edu/) and clicking on SOU Account Login. You will find a handy getting started guide at <https://inside.sou.edu/catl/getting-started.html> and plenty of other Moodle Resources at <https://inside.sou.edu/catl/moodle-how-tos.html>

# Box

# Online company [Box.com](https://sou.account.box.com/login) is where all your SOU personal, and department documents are stored.

# Box has many great features, and we encourage you to take one of [IT’s training classes](https://inside.sou.edu/it/it-training.html) to learn how to share your class Zoom sessions and documents. See our knowledge article on Box Essentials to get up to speed quick! [Box Essentials](https://support.sou.edu/kb/articles/box-essentials). For instructions on setting up a Course folder so students can access your Box documents, see this article: [Create course folder in Box](https://support.sou.edu/kb/articles/faculty-guide-to-creating-course-s-folder-in-box). All students, faculty and staff have Box accounts.

**Adobe Creative Cloud**

SOU has a subscription to the Adobe Creative Cloud suite of applications. You can install Creative Cloud apps on up to two computers. Over 20 applications are available with the most popular being Acrobat DC that allows you to edit PDF documents. Licenses are limited to staff, faculty and some students in digital media courses. Your IT Coordinator will help you determine if you job duties requires use of Adobe Creative Cloud.

## Microsoft Office for Home Use

As an employee, you may download the complete Microsoft 365 Office Suite (Macintosh or Windows) for use on your home computer. The installation must be removed if you leave employment at Southern Oregon University. Go to <https://inside.sou.edu/it/it-software.html>and access the download website through the link under the list of available Office types.

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# Camtasia & Snagit

# SOU has a license for faculty and staff to use Camtasia and Snagit. Both are screen capture / recording software to enhance online instruction. Licenses are limited and your IT Coordinator will help determine if your job duties require use of the software. See all the TechSmith’s resources at:

# <https://www.techsmith.com/blog/remote-work-learning-resources/>

# <https://www.techsmith.com/video-editor.html>

# Remote Desktop

# Some SOU resources are only available while your computer is connected to the SOU network.

# We offer a Windows computer that you can remote into and is always connected to our network. You access this computer via software called Remote Desktop. We have specialized remote desktops for accessing specific programs. See all our Remote Desktops at: [SOU's Remote Desktops](https://support.sou.edu/kb/articles/remote-desktop-environments-offered-by-sou)

# The following instructions are how to connect to the SOU Remote Desktop.

# [Remote Desktop - Windows](https://support.sou.edu/kb/articles/windows-how-to-connect-to-sou-s-remote-desktop-environments-from-windows)

# [Remote Desktop - Mac's](https://support.sou.edu/kb/articles/macintosh-how-to-connect-to-sou-s-remote-desktop-environments-from-macos)

# Cloud File Storage

We support file storage on three cloud services, and you can login to each with your SOU account name and password.

**Box** - SOU is moving all department drives (S:) and personal drives (:P) to Box.com by the end of 2021. Please check with your Coordinator to see if your department has already been migrated.

**Google Drive** – is a Google Apps cloud storage providing collaborative technologies within the Google Suite.

**OneDrive** – is Microsoft’s cloud storage and integrates with the Microsoft Office Suite.

We do not support or recommend other cloud products for SOU document storages, such as DropBox, etc.

**Network File Storage**

SOU is migrating all department network files to the Box.com cloud storage. Your department may still have a S: drive. The S: drive (Department Drive) is shared network storage for all the members of your department. Your SOU computer will be connected automatically to your department S: drive when you are on the SOU network. You can find the S: drive in your File Explorer for Windows computers and on the Desktop for a Mac. All faculty and staff in your department will have access to read, write, create, erase, modify and save files on the S: drive.

# VPN

# SOU offers a virtual private network or VPN to access our campus network remotely. VPN access requires approval from your IT Computing Coordinator. Your IT Coordinator will help you determine if your job duties require the use of the VPN service.

# Other IT Resources

## Voicemail

The SOU voicemail system has a web interface that is only available while your computer is connected to the SOU network or through Remote Desktop.

From the web interface, you can select to have your voicemails emailed to you. This is turned off by default.

For the web voicemail login: <https://vmail.sou.edu/>

Your User ID is your 5-digit extension.

The PIN is your regular network login password.

## See all the voicemail options at: [Voicemail setup](https://support.sou.edu/kb/articles/using-voicemail-from-off-campus)

## Department Printers

## SOU utilizes centralized department printing; Your IT Coordinator will connect your computer to the department printer. See how to change the print settings on a Windows computer here:

## <https://support.sou.edu/kb/articles/how-to-control-your-print-job-settings-on-windows>

## Computer Labs

The SOU campuses provide more than 30 student-access computer labs. Labs provide access to our network as well as to the Internet. Many of them have services such as printing and scanning. Students are charged fees for printing. Screen-reading, screen-magnification and text-to-speech software are available on every computer in our labs. Several labs provide additional facilities for visually and physically disabled persons.

## Smart Classrooms

Most classrooms have an overhead projector, computer, and DVD player in each room. Some smart classrooms have additional equipment including document projectors and televisions.

Classroom scheduling is done by the Academic Scheduling Coordinator in the Enrollment Service Center, in consultation with department chairs. For specific classroom information or requests, please email the coordinator at: [schedulerequest@sou.edu.](mailto:schedulerequest@sou.edu)

## Media Services

The following electronic devices are available to you for short-term checkout from the Media Checkout window at the Help Desk in the Computing Services East building from 8 AM to 5 PM, Monday through Friday. These items are limited; please make a reservation, in person or by calling 541-552-6393.

|  |  |  |  |
| --- | --- | --- | --- |
| **Laptop Computers** | **Video Camcorders** | **Projectors** | **Webcams** |
| **Projector Screen** | **Digital Cameras** | **PA System** | **Microphones** |
| **Adapters** | **Monitors** | **Clicker Technology** | **Wireless Access Hotspots** |

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## Wireless Access

If you are working from a University-supplied Windows laptop it will be pre-configured to allow you access to the SOU-Wireless network.

Mac Computers will have to be manually connected to the wireless network. See the instructions on how to connect here: https://support.sou.edu/kb/articles/how-to-connect-to-sou-wireless-mac

If you are using a personal laptop to access sou-wireless, you will be required install a small program called SafeConnect. This software checks for an up-to-date anti-virus and operating system before we allow you access to the Wifi.

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## IT Help Desk

Having problems with your computer? Whatever the problem — hardware, software, or training — the Help Desk (2-6900) is the place to call or email (helpdesk@sou.edu). Our trained and courteous student employees will log the call and walk you through the problem. If they cannot solve it for you, then they will escalate it to the people who can.

Although we do not support your personal computing equipment, we will help you connect to the wireless network, and we will be happy to advise you of repair options if your issue requires it. We are staffed Monday through Friday, 8:00 AM to 6:00 PM and 10:30 to 6:00 Saturday and Sunday.

## IT Training Classes

**Classroom Training** – Classes on a variety of subjects are offered each term in a classroom environment and on Zoom. “Hands-on” and interactive, you will learn tricks and tips that will help you do your work quickly and more efficiently. Most classes are 60 minutes long and they are staggered in day and time to allow you to find one that fits your schedule. Check class schedules at: [https://inside.sou.edu/it/it-training.html.](https://inside.sou.edu/it/it-training.html)

**Department Training –** We also offer courses on a departmental basis and will schedule a time and place that works for your whole staff. Our departmental classes can be given in an organized manner to step through the specific needs of your employees.

**One-on-one Training** – If you are under the gun and need training for an immediate application, give us a call and we will make it happen.

## Banner Information System

Southern Oregon University uses the Ellucian Banner System software (Banner) to administer student, finance, and human resource information. Banner is a secure administrative software system that supports the full range of functions necessary for student, finance, and human resource administration including registration, admissions, advising, recruiting, accounts receivable, housing, scheduling, payroll, tracking employee personnel records, and tracking departmental budgets and expenses including creating purchase orders, invoices, institutional JV's, and the reports showing these transactions. To get a Banner account, please be sure to check the Banner box on the New Account Request Form. Banner can be accessed through Inside.sou.edu. For Banner training, consult <https://inside.sou.edu/it/it-training.html>

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## Banner Self-Service for Faculty (SISWeb)

Banner Self-Service for Faculty is an online system that enables faculty to enter their grades as well as view and print class rosters, wait lists, transcripts, give registration overrides, run degree evaluations and more. All instructors have an account automatically set up for them. You can access Faculty SISWeb through Inside.sou.edu. No account request form is needed for this system.

## Cognos

This software is a subset of data from Banner combined with a user friendly, query/reporting tool. In this system, you can perform queries on student data and format the results as reports, mailing labels, or ASCII text to be exported to other applications. There are also some pre-defined reports available i.e.; Academic History by Department/Subject, Class Rosters, etc. Faculty and staff who wish to build reports in Banner ODS need to have an account set up and attend [training](https://inside.sou.edu/it/it-training.html). Ask your IT Coordinator for access to Cognos.

See the following link for more information about Cognos:

<https://inside.sou.edu/it/banner/sou-cognos-overview.html>

# Other Resources at SOU

## SOU Alerts

New employees are automatically registered to receive SOU Alerts using your SOU email account and your work phone number, if you were issued one. In case of an emergency, this mass notification system will quickly send you an alert message. To customize your alerts, please visit

<https://inside.sou.edu/emergencypreparedness/sou-alert.html>

and log in using your SOU username and password. You will also find a link to SOU Alerts on the top right of the inside.sou.edu webpage. We encourage you to register to receive alerts on your personal phone.

## Acceptable Use Policy

All faculty, staff and students are expected to be familiar with and abide by the SOU Computing Acceptable Use Policy.[https://inside.sou.edu/assets/policies/docs/FAD038-computing-resources-acceptable](https://inside.sou.edu/assets/policies/docs/FAD038-computing-resources-acceptable-use.pdf)-use.pdf.

***Further information can be found at:*** <https://inside.sou.edu/it/index.html>***or call our Help Desk at 541-552-6900***