

Technology@Loyola

Information Technology Services October 27, 2008

Ariana Lewis
Bruce Montes
Kathy Ryan

What to Do First

- Obtain Your Campus Card:**
Use Your Official University ID Card
- Provides access to many facilities, shuttle bus service, libraries, computing labs, and campus events
 - Visit the Campus Card Web site at LUC.edu/campuscard
 - Visit the Campus Card Office at:
 - IUC: Software Center | 773.508.2773
 - WTC: 25 E. Pearson Lobby | 812.815.7756

Using Your ID and Password

- Your ID also known as your UNCS and password provides you access to these and other University applications.
- **LOCUS** (print grades, check class rosters, work with student records)
- **Blackboard** (print assignments, manage class)
- **GroupWise** (e-mail and instant messaging)
- **Loyola's Network Registration System** (to access the network with your laptop)
- **Loyola** (employee self service, budgeting)
- **Keynote** (online classroom)
- **Registration** (application system for hiring management)
- Use the **Personal Address Manager** at LUC.edu/psam about address you to:
- Home your password
- Create secure questions so you can change your password without IT assistance

Review the Phone System and Voice Services

- Dial 9 in your phone number to call off campus.
- Dial other campus extensions using the 3-digit extension. (Lake Shore Campus: B-xxxx, Water Tower Campus: 3-xxxx, and the Medical Center Campus: 6-xxxx)
- Set up your voice-mail and access additional features. Read instructions at LUC.edu/voicemail, voicemail.luc.edu
- Find more information about connecting your Blackberry and other PDAs at LUC.edu/BlackBerry and other PDAs at LUC.edu/BlackBerry
- Request a departmental long-distance authorization code at LUC.edu/longdistance

Stay Connected

- GroupWise**
Check Your Loyola E-Mail
- Your Loyola e-mail address is your ID: yourid@luc.edu
 - Access GroupWise e-mail system at webmail.luc.edu
 - Use the GroupWise calendar functions to schedule appointments and keep search other calendars.
 - E-Mail messages older than 180 days are automatically purged. View archive instructions and e-mail defaults at LUC.edu/terminal_gw7_archive.html.
 - Find out more about using office e-mail clients to connect to GroupWise at LUC.edu/terminal_group.html

- LOCUS 2.0**
Manage Student Records
- Access LOCUS 2.0 at lucportal.luc.edu or from the LOCUS link on the Loyola Home page LUC.edu
 - Use LOCUS 2.0 to print grades, check class rosters, view student records, and access the student system.
 - Loyola's Online Connection to University System (LOCUS) is your portal to the Loyola student system for working with student records and degree information.
 - LOCUS 2.0 training is available on-line, in group settings, and one-on-one. For details visit LUC.edu/locus2training.

- Blackboard**
Connect to Your Courses
- Login to Blackboard at Blackboard.luc.edu
 - Faculty can manage their courses using Blackboard. Post course materials online and conduct various classroom activities, such as setting up discussion groups, posting assignments, and using the grade center functions.
 - For Blackboard help documentation and tutorials, visit LUC.edu/help_blackboard, luc.edu/help_blackboard, luc.edu/help_blackboard
 - For Blackboard support, e-mail Blackboard@luc.edu or call the Technology Support Center at 4-4444 (on campus) or 773.508.7190 (off-campus).

Resources for Technology and Research



Wireless "Hot Spots"
 LUC.edu/wireless_hotspot
 Wireless "Hot spots" are added throughout the year as for more to check this website for updates.

- Sample Technology Resources for Research**
- IT2 provides a wide range of statistical software, analyzing, and research applications. Learn more at LUC.edu/it2_research
 - Some sample software and services available to you include SPSS, SAS, QGIS, NVISO, and GenView Research.
 - Loyola is an Internet 2 school. Learn more about Internet2 at LUC.edu/Internet2

- Access Loyola's Network and Your Network Drives (File Storage)**
- Your private network drive is the "G:" drive and your departmental network (shared) drive is the "N:" drive.
 - Other drives may be available and vary based on your department or school. Your area may have established limits on private and shared drive space. Please check directly with your area.
 - Save files to your network drives to ensure backup of, and access to, your files from other Loyola computers.
 - You will need a secure VPN (Virtual Private Network) connection to access Loyola's network resources from your home computer or remote laptop. Additional information about getting connected to Loyola's network using a VPN connection can be found at LUC.edu/remotevpn
 - Review and agree to Loyola's policies for acceptable technology use at LUC.edu/acceptable

- Get Technology Training**
- Faculty documentation for using the technology in the classroom is located in each classroom.
 - Get up-to-date information and register online for technology workshops at LUC.edu/training, luc.edu/training
 - Digital media and teaching with technology clinics are available to faculty and staff e-mail teaching@luc.edu

- Enhance Your Digital Media Skills**
- Visit the Digital Media Lab in the Information Commons to use the latest technology for producing digital media for your presentations or your course content.

ITS Support Center

CONTACT US

- HOURS**
 Monday-Friday | 8 AM-6 PM
AFTER HOURS SUPPORT
 Sunday-Thursday | 8 PM-2 AM
 Friday-Saturday | 8-9 PM
- SUBMIT HELP REQUEST ONLINE**
LUC.edu/helpdesk, helpdesk@luc.edu, request id#
- ON-CAMPUS**
 4-4444
- OFF-CAMPUS**
 773.508.7190
- E-MAIL**
helpdesk@luc.edu

ABOUT US

ITS MISSION
 We build the Loyola Promise by contributing technology expertise and skilled services, providing services, enabling information and resources and by professional and collaborative consultation.

ITS VISION
 We will serve as a partner and leader for technology needs and initiatives to enhance learning, teaching, research, and operations for Loyola University Chicago, higher education, and technology communities.

ITS IS HERE TO HELP
 ITS is available to departments and schools to provide information on targeted topics or general overview of technology and technology use at Loyola. We benefit from these conversations and look forward to working with you this year!

If you can't find what you're looking for, please contact the ITS Support Center at 4-4444 or helpdesk@luc.edu.

Don't Forget...

Protect Your Personally Identifiable Information (PII)

- Regular scanning for credit card numbers and SSNs occurs across the University to identify and remove non-essential PII information. Encryption software is required for those faculty and staff who must work with sensitive data. Ensure that PII and other sensitive information is properly protected by following the personal information protection policies at LUC.edu/privacy.html
- Faculty and staff working with student information review the Family Educational and Privacy Act at LUC.edu/foipa.html

Take Advantage of Computer Purchasing Tips and Discounts

- Loyola provides discounted "Special, Better, Last" personal and department software recommendations for both Dell and Apple. More information can be found at LUC.edu/it2/purchasing.html

NEW THIS YEAR!

- LUC.edu/its/techconnect
 Free and discounted software downloads and technology tips and tricks
- **Ignition.LUC.edu**
 Request, produce, and submit "rich media content" such as podcasts, blogs, videos, and streaming audio.
- LUC.edu/alert
 LUCOLA ALERT SYSTEM
 In case of an emergency, the Loyola Alert system will send text, voice, and e-mail messages to registered participants. Faculty and staff are strongly encouraged to register. It takes only a minute to fill out a form on the site.



ITS offers a suite of technology services at Loyola based on the ITS Rings of Excellence. The rings highlight the five core project areas and priorities for the division. Learn about IT Governance at Loyola at LUC.edu/itgovernance, home about and review current technology statistics and metrics at LUC.edu/itsmetrics.

INFORMATION TECHNOLOGY SERVICES
 LUC.edu/its | E-mail: helpdesk@luc.edu
 4-4444 (on-campus) | 773.508.7190 (off-campus)



Preparing people to lead extraordinary lives

Technology@Loyola

INFORMATION TECHNOLOGY SERVICES



Technology for Faculty & Staff
 Fall 2008

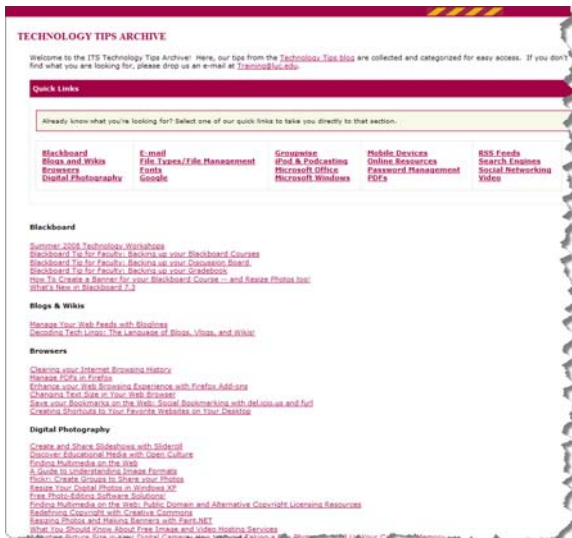


Preparing people to lead extraordinary lives

Technology@Loyola

Objectives

- Organization
- What to Do First
- Stay Connected
- Technology Resources
- Get Help
- Questions



ITS Technology Tips

ITS Technology Tips

Manage Your Web Feeds With Bloglines

August 7th, 2008 by cbblo

If you have favorite news websites or blogs that you like to visit everyday, it's possible to automatically receive the latest articles on one page, almost like getting the morning paper delivered to your doorstep. With Bloglines, you can subscribe to blogs, email groups, and websites as well as customize your page to receive updates from a variety of sources. The most convenient feature of Bloglines is that you can login from any computer or mobile device to access all of your subscriptions.

How it Works

Bloglines is a web-based feed reader that enables users to browse, subscribe to, and read weblogs and news feeds. A feed subscription functions much like a magazine subscription; once you subscribe you will automatically receive the latest updates. The presence of a feed icon indicates that feeds are available on a website. In order to subscribe, you can either search within Bloglines or add the URL of a website that offers feeds to your account. Bloglines also provides a handy list of the most popular subscriptions to help get you started.

How to Sign Up

Signing up for Bloglines is easy -- and free! In order to register, you'll need to provide your email address and create a password (<http://www.bloglines.com/register?r=myblogs>). Once you submit your information, you'll receive an email from Bloglines asking you to validate your email address. Click on the link within the email to validate, and then you will be taken to a directory page on Bloglines where you can begin selecting your subscriptions. You can also receive recommendations based on your subscriptions and search for posts and feeds. Bloglines even enables you to publish your own blog and share your subscriptions with others. Also, don't forget to subscribe to the ITS Technology Tips Blog!

[Tags: Blog, feedreaders](#)

Pages

- [About](#)

Archives

- [August 2008](#)
- [July 2008](#)
- [June 2008](#)
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Blogroll

- [WordPress.com](#)
- [WordPress.org](#)

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- [Valid XHTML](#)
- [RSS](#)
- [WordPress](#)
- [New Blog](#)
- [iDation Blogs](#)



Technology for Faculty & Staff
Fall 2008

- Video
- Podcasts
- Blogs
- Wiki



Technology@Loyola

Mission

“We fulfill the [Loyola Promise](#) by contributing skilled technological expertise and service, providing secure, reliable information and resources, in professional and collaborative consultation.”

Vision

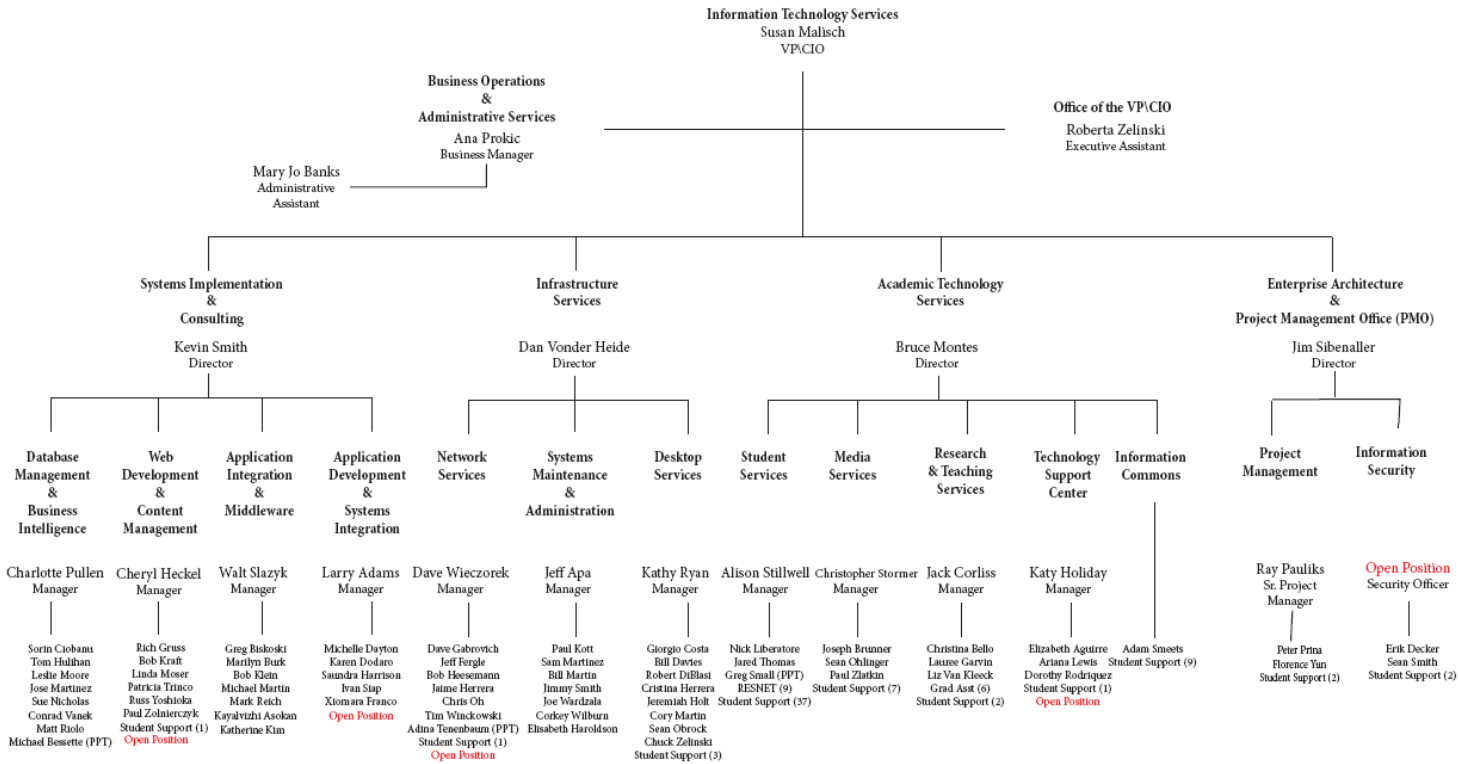
“Information Technology Services will serve as a partner and leader for technology needs and initiatives to enhance learning, teaching, research, and operations for Loyola University Chicago, higher education, and technology communities.”



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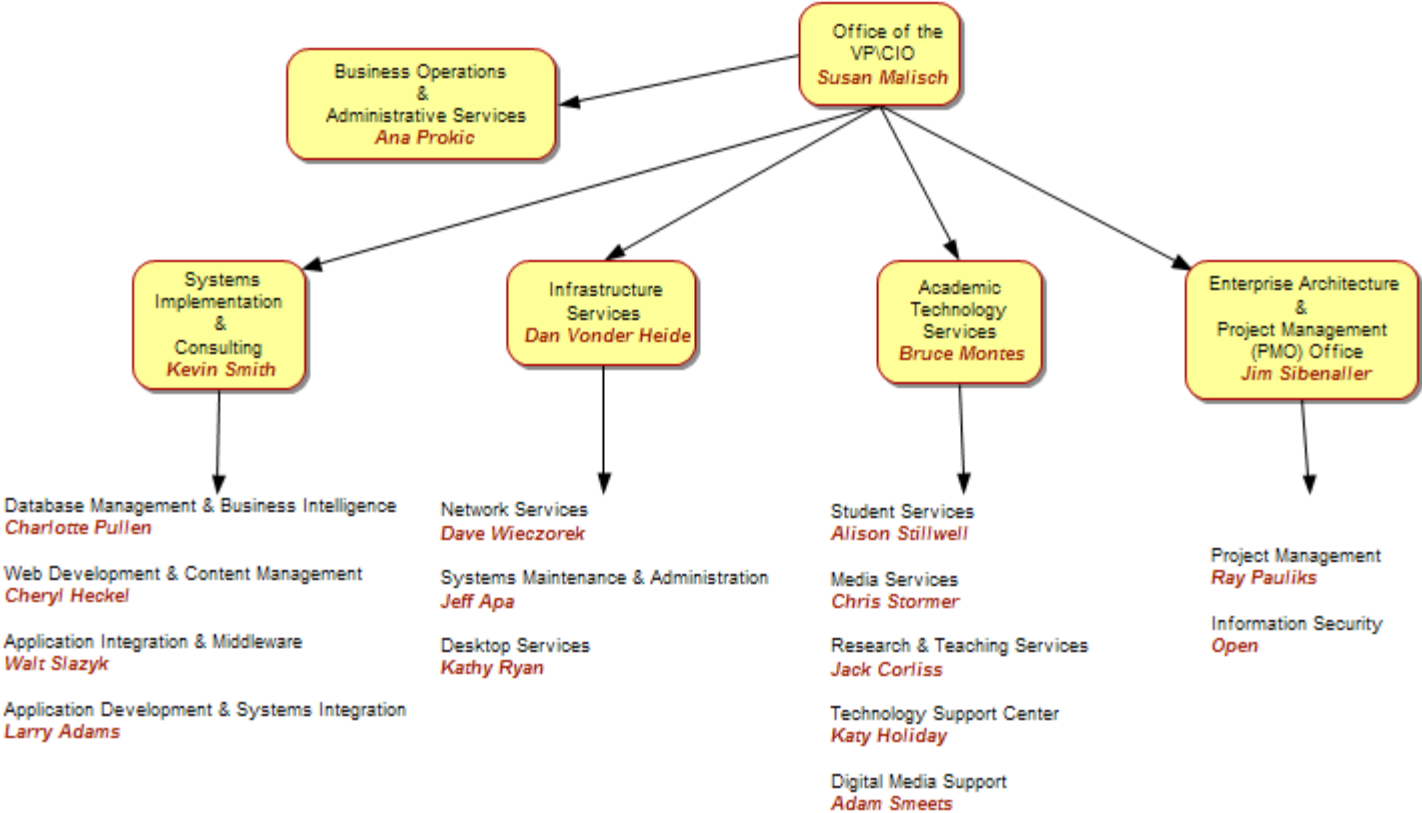
Organization

Loyola University Chicago
Division of Information Technology Services



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Organization



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Organization



Wide Range of Applications

Some are **housed** at Loyola

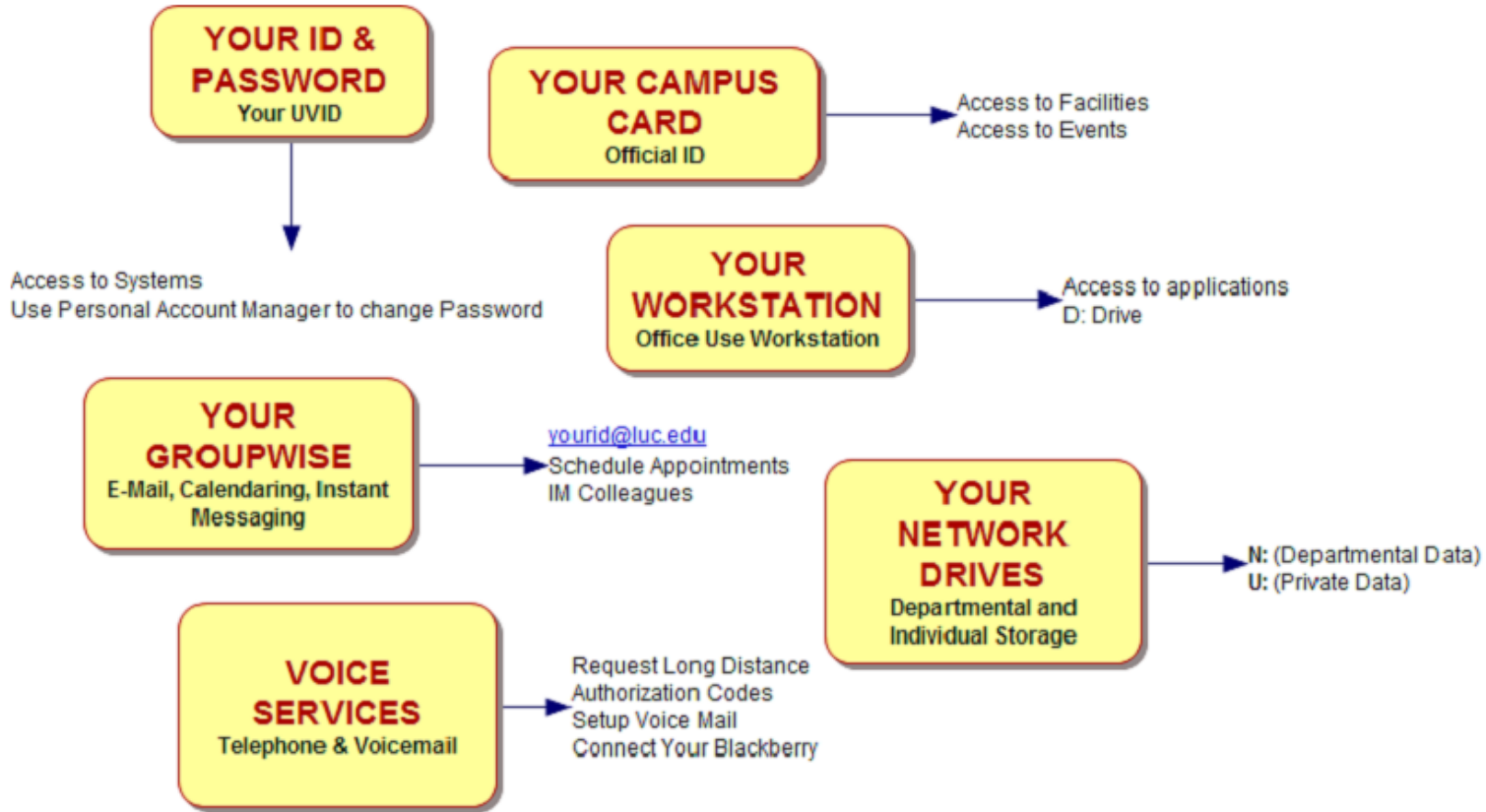
Some are **housed** outside of Loyola

Some are **housed** at the Medical Center



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What to do first?



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What to Do First

- ID & Password
 - Self Administer
- Register Your Laptop

Review the Phone System and Voice Services

- Dial 9 + your phone number to call off campus.
- Dial other campus extensions using the 5-digit extension (Lake Shore Campus: 8-xxxx; Water Tower Campus: 5-xxxx; and the Medical Center Campus: 6-xxxx).
- Set up your voice-mail and access additional features. Find instructions at: LUC.edu/its/telecom_voicemail.shtml.
- Find more information about connecting your Blackberry and other PDAs at: LUC.edu/its/blackberry.shtml.
- Request a departmental long-distance authorization code at: LUC.edu/its/pdfs/authcoderequest.pdf

Obtain Your Campus Card: Your Official University ID Card

- Provides access to many facilities, shuttle bus service, libraries, computing labs, and campus events
- Visit the Campus Card Web site at: LUC.edu/campuscard.
- Visit the Campus Card offices at:
 - » LSC | Sullivan Center | 773.508.2273
 - » WTC | 25 E. Pearson Lobby | 312.915.7756

Using Your ID and Password

- Your ID (also known as your UVID) and password you access to these and other University applications:
 - » **LOCUS** (post grades, check class rosters, work student records).
 - » **Blackboard** (post assignments, manage class)
 - » **GroupWise** (e-mail and instant messaging)
 - » **Loyola's Network Registration System** (to register your laptop)
 - » **Lawson** (employee self-service, budgets)
 - » **Kronos** (online timecards)
 - » **Employment applicant system** (for hiring managers)
- Use The Personal Account Manager at LUC.edu/its/pam.shtml allows you to:
 - » Reset your password
 - » Create secret questions so you can change your password with your ITS assis

Use the Wireless Network and Register Your Wireless Devices on the Network

- Personal computers and other devices used in wireless access areas must be registered prior to connecting to the network.
- When you first access the Internet with a non-Loyola device you will be automatically redirected to Loyola's Network Registration System.
- Registration ensures that your laptop is secured against virus infection and is up-to-date with system patches.



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Stay Connected

- GroupWise Email
- LOCUS
- Blackboard

LOCUS 2.0

LOCUS 2.0

Manage Student Records

- Access LOCUS 2.0 at: <https://locus.luc.edu> or from the LOCUS link on the Loyola home page: LUC.edu
- Use LOCUS 2.0 to post grades, check class rosters, view student pictures, and access the student system.
- Loyola's Online Connection to University Services (LOCUS)

Loyola student system for working with course information.

Blackboard

Connect to Your Courses

- Login to Blackboard at: blackboard.luc.edu.
- Faculty can manage their courses using Blackboard. Post course materials online and conduct various classroom activities, such as setting up discussion groups, posting assignments, and using the grade center functions.
- For Blackboard help documentation and tutorials, visit LUC.edu/its/help_blackboard_doc.shtml.
- For Blackboard support, e-mail: blackboard@luc.edu; or call the Technology Support Center at: 4-4444 (on campus) or 773.508.7190 (off-campus).



GroupWise

Check Your Loyola E-Mail

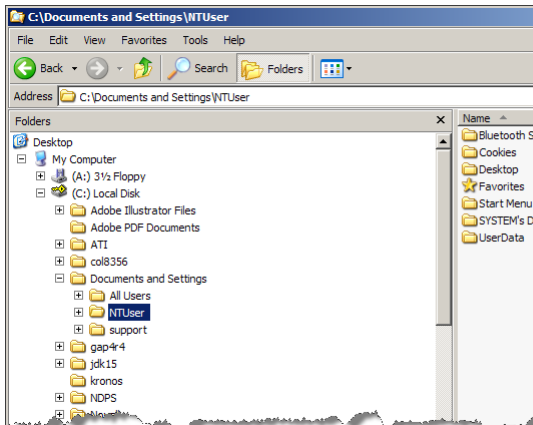
- Your Loyola e-mail address is your ID: yourid@luc.edu.
- Access GroupWise e-mail system at: webaccess.luc.edu.
- Use the GroupWise calendar functions to schedule appointments and busy-search other calendars.
- E-Mail messages older than 180 days are automatically purged. View archive instructions and e-mail defaults at: LUC.edu/its/email_gw7_archive.shtml.
- Find out more about using other e-mail clients to connect to GroupWise at: LUC.edu/its/email_imap.shtml.



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Technology Resources

- Wireless Spots
- File Storage
- Purchases
- Technical Training



TRAINING WORKSHOPS

- Blackboard Documentation
- Blackboard/Techline with Technology Workshops
- CHS Loyola College Training
- Faculty and Staff LOCUS Training
- Graduate Training
- Multimedia Workshops
- Office Applications Workshops
- Research Applications Workshops
- Techline with Technology Clinic Schedule
- Training Resources

Summer 2008 Faculty Training Opportunities

ONLINE REGISTRATION

Visit our [online registration page](#) to register for any of the workshops listed on this page.

1. All registrations will be confirmed via e-mail and are on a first-come, first-served basis. If, when you attempt to register, you receive a message that a course is full, you can contact us at Training@luc.edu to see if there are any available openings. If there are not openings, you can request to be put on a waiting list.

2. If you are not able to attend a session, please send an email to Training@luc.edu at least 3 days in advance. This will allow individuals on the waiting list an opportunity to participate in the workshops.

Office Applications Workshops

ITS is offering free technology workshops for the Loyola community during Summer 2008.

Office Applications Workshops are led by George Rumsey of the Computer Resource Center, (<http://www.computerresource.com>), an organization which provides training for a number of institutions in the Chicago area, including the University of Chicago hospital system.

For a description of any of the workshops, click on the workshop title.

Workshop Title	Date	Time	Location	Availability
Microsoft PowerPoint: Introduction	July 28	9:00 a.m. - noon	25 E. Pearson, 710	WT
Microsoft PowerPoint: Intermediate	July 29	9:00 a.m. - noon	25 E. Pearson, 710	WT
Microsoft PowerPoint: Advanced	July 29	1:00 - 4:00 p.m.	25 E. Pearson, 710	WT
Microsoft Access: Introduction	August 11	9:00 a.m. - 4:00 p.m.	McMan Center, 355 E. Pearson	ST

TECHCONNECT

- Anti-Virus & Security Document & RSS Readers
- E-Mail File Transfer
- Hardware Purchases
- Mobile Devices
- Multimedia Editors
- Presentation Office Tools
- Statistical & Survey Tools
- Training
- VPN
- Web Browsers
- Wireless

Availability Legend:
F = Faculty
ST = Staff
STU = Students

WELCOME TO TECHCONNECT!

This resource has been created to provide the Loyola Community with a concentrated list of free or discounted software and hardware. Choose from the categories to the left to find some interesting offers. This site is updated frequently based on your feedback. Please click on the link below or to your right to send us a note with your input or requests for additional products.

Information Technology Services
TechConnect@luc.edu

Loyola University Chicago is not endorsing any specific manufacturer or product. Sites and services are provided strictly as a convenience for Loyola students, faculty, & staff for personal use.



STANDARD RECOMMENDATIONS FOR DEPARTMENTAL PURCHASES

Please Note: All the hardware described on this page is standard. It does not require a pre-purchase review by Information Services.

Desktop Systems are shipped with a Windows Vista Business license and a Microsoft Office 2007 license in preparation for future upgrades to the Loyola Image. At this time, machines will still be imaged using Windows XP SP2 and Microsoft Office 2003.

Configurations Last Updated: 6/12/07

Desktop Systems

From [Dell Computers](#):

\$1059.00 Delivered. Includes licenses for Windows XP SP2 and Microsoft Office 2003. Please add Dell Quote # 357129975 to your Purchase Requestion.

- Dell 745 OptiPlex Small Form Factor PC.
- 1.86GHz Core 2 Duo
- 2GB DDR2 667MHz
- 160GB SATA Hard Drive
- 8X Slim DVD/RW/CD Combo Drive
- 3.5" 1.44MB Floppy Drive
- Integrated Gigabit Ethernet Adapter
- Integrated Video
- Integrated Sound Blaster Compatible Audio
- Dell 1708FP Ultrasharp Flat Panel, 17 Inch Viewable Image Size
- Dell USB Stereo Speakers
- Dell USB 2 Button Optical Mouse with Scroll
- 128MB USB Flash Storage Device
- Windows XP Professional SP2
- License for Microsoft Office 2003

Laptops

Check Dell's [Loyola usb.local](http://luc.usb.local) for current pricing.

Desktop Replacement (Q4364247205)

- Dell Latitude D630
- 1.86GHz Core 2 Duo

Wireless "Hot Spots"

LUC.edu/its/wireless.shtml
Wireless "hot spots" are added throughout the year so be sure to check this website for updates.

Tech Connect

- Send Us Your Start of School TechConnect!
- Technology Tips Archive
- Technology Tips Blog



Technology@Loyola

Get Help

- Support Center
- ITS Website



ITS Support Center

CONTACT US

HOURS Monday–Friday 8 AM–6 PM	ON-CAMPUS 4-4444
AFTER HOURS SUPPORT Sunday–Thursday 6 PM–2 AM Friday–Saturday 6–9 PM	OFF-CAMPUS 773.508. 7190
SUBMIT HELP REQUESTS ONLINE LUC.edu/its/help_callcenter_request.shtml	E-MAIL helpdesk@luc.edu



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Questions



Preparing people to lead extraordinary lives

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BREAK!



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ITS

Information Security



Preparing people to lead extraordinary lives

Agenda

- Information Security
- Protecting Data
- Reporting Suspected Security Incidents
- VPN and Remote Access



Information Security

- Information Security is everyone's responsibility



- Secure sensitive/private information
 - Don't share passwords
 - Don't leave sensitive information laying around
 - Lock your computer when you leave your desk
 - Ask questions
 - Report questionable actions



Protecting Data

- We handle a lot of data that is Personally Identifiable Information (PII)
 - Financial data, including credit cards
 - Social security numbers
 - FERPA information
- We also handle information that we do not want released to the public
 - Salary information
 - Upcoming real estate purchases
- A number of personal information protection policies have been created to address the concern



PII Policies

Approved policies covering:

1. Data Classification
2. Loyola Protected & Sensitive Data Identification
3. Physical Security of Loyola Protected & Sensitive Data
4. Electronic Security of Loyola Protected & Sensitive Data
5. Loyola Encryption
6. Disposal of Loyola Protected & Sensitive Data
7. Compliance Review
8. Data Breach Response

The policies are online at <http://luc.edu/its/policies.shtml>



Three Types of Data to Secure

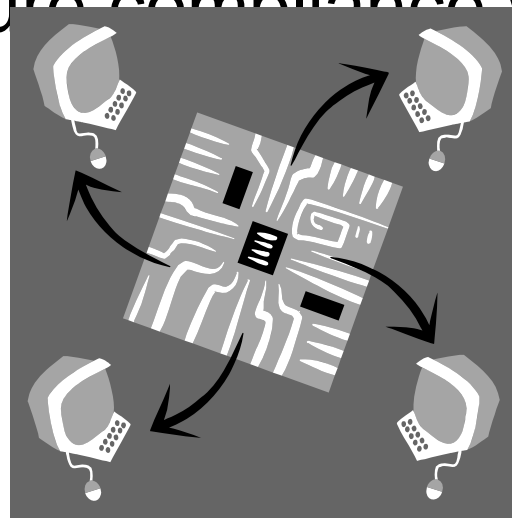
Definitions

- Loyola Protected data
 - Protected by Federal, state, or local laws
 - Includes SSNs, credit card numbers, bank account info, driver's license numbers, personal health info, FERPA info, etc
- Loyola Sensitive data
 - Not covered by laws, but information that Loyola would not distribute to the public (like salary information)
 - Default classification for anything that isn't Loyola Protected data
- Loyola Public data
 - Information that Loyola is comfortable distributing to the general public (like this presentation)
 - Classification determined by the department that created it
- For this presentation, “covered data” refers to data that is either Loyola Protected or Loyola Sensitive



Data Stewards

- All departments have at least one data steward
- The data steward helps to coordinate activities that your department must perform every 6 months to ensure compliance with the policies



Compliance Reviews

- Each department will perform a compliance review twice a year



- Scan computers for covered data using an ITS tool
- Confirm that the department is following a number of information protection policies
- Identify areas with questions / need for improvement / etc
- Send summary information to ITS



Changes for Departments

- The policies do require some changes to how Loyola Protected data is handled, whether in paper or electronic form
- The data stewards will receive and be able to provide training on these changes
- Changes focus on ensuring a minimum level of protection is extended to all devices and processes that house or use PII



Paper Documents with PII

- Limit access to department workspaces that store covered data in paper form
 - Challenge people that you do not recognize
- Use approved shredders to dispose of documents (in accordance with your department's retention policy)
- Covered data should only be sent to printers and faxes in secured/controlled areas
- Properly store covered documents; avoid leaving protected information on desks and other work areas



Electronic Documents with PII

- Restrict access to computers and other electronic devices that store covered data in electronic form
- Install ITS provided encryption software on computers that store covered data
- Covered data cannot be stored on computers or electronic devices that are not encrypted
- Be aware of how you are transmitting information electronically



Why Are We Doing This?

- To protect members of the Loyola community
- To date, most of the “unexpected” Social Security numbers and credit card numbers that have been found were from:
 - Formatta tuition forms
 - Expense Reports
 - Tax returns
 - Leftover web files from using Recruitment Plus
 - Old grade files from when Loyola used the SSN as the student identifier (pre 2004)



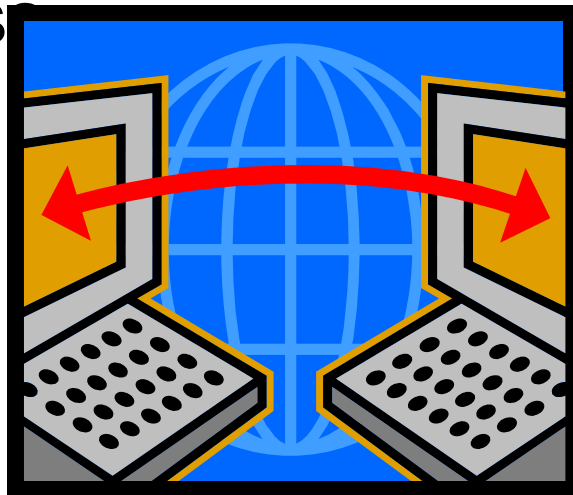
Reporting Suspected Security Incidents

- If you think that an information security breach may have occurred, please report it
 - Email datasecurity@luc.edu
 - Call Information Security Office at 86086
 - Go to http://luc.edu/its/data_security_main.shtml
- When in doubt, report something so it can be investigated
- Anonymous reporting available at http://luc.edu/its/data_security_form_anonymous.shtml



What is VPN?

- VPN = Virtual Private Network = How to connect to Loyola from home broadband
- Allows you to access your Loyola computer, along with its programs and files, from home
- Also can be used for Open Enrollment and Kronos access



How do I get VPN access?

- Available to all faculty and staff at no charge
- Fill out the request form at <http://www.luc.edu/its/pdfs/idreqform.pdf> or call the Help Desk at x4-4444



What do I need to use VPN?

- Works on Windows, Apple, and Linux computers
- Requires that you have a broadband connection (cable modem, DSL, etc)
- Loyola Connection (dial up modem) available if you do not have broadband
- Requires a common web browser (Internet Explorer, Mozilla Firefox, Safari, etc)



Using the VPN

- Individuals with a desktop make a minor configuration change, then they can connect from home via Remote Desktop
- Individuals with a laptop login to their laptop, then connect to the VPN, then login to Loyola through the Novell client



Why use the VPN?

- Enables remote work and telecommuting
 - Please test beforehand
- Allows you to approve Kronos time cards when out of the office



Wrap Up

- Information Security
 - Everyone's responsibility
- Protecting Data
 - Be aware of PII
- Reporting Suspected Security Incidents
 - Be Observant & Communicate
- VPN and Remote Access
 - Work and access files from home



Resources & Tools

Information Security Office - 86086

Web site - <http://www.luc.edu/its/security.shtml>

Policies - <http://www.luc.edu/its/policies.shtml>

Email - datasecurity@luc.edu



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Questions



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THANK YOU!

Ariana Lewis
Bruce Montes
Kathy Ryan

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- Find more information about connecting your Blackberry and other PDAs at: LUC.edu/its/blackberry
- Request a departmental long-distance authorization code at: LUC.edu/its/its/longdistanceapp

Stay Connected

GroupWise
Check Your Loyola E-Mail

- Your Loyola e-mail address is your IT: yourid@luc.edu
- Access GroupWise e-mail system at: webaccess.luc.edu
- Use the GroupWise sidebar function to schedule appointments and keep track of other calendars.
- E-Mail messages older than 180 days are automatically purged. View archive instructions and e-mail defaults at: LUC.edu/intranet_gw7_archive
- Find out more about using office e-mail clients to connect to GroupWise at: LUC.edu/intranet_groupwise

LUCUS 2.0

Manage Student Records

- Access LUCUS 2.0 at: lucus.luc.edu or from the LUCUS link on the Loyola Home page LUC.edu
- Use LUCUS 2.0 to your grades, check class rosters, view student pictures, and access the student system.
- Loyola's Online Connection to University System (OUCUS) is your portal to the Loyola student system for working with student records and degree information.
- OUCUS 2.0 training is available on-line, in group settings, and one-on-one. For details visit: LUC.edu/its/oculus

Blackboard

Connect to Your Courses

- Faculty can manage their courses using Blackboard. Post course materials online and conduct various classroom activities, such as setting up discussion groups, posting assignments, and using the grade center functions.
- For Blackboard help documentation and tutorials, visit: LUC.edu/its/help_blackboard
- For Blackboard support, e-mail: Blackboard@luc.edu or call the Technology Support Center at: 4-4444 (on campus) or 773.508.7190 (off-campus)

Resources for Technology and Research



Wireless "Hot Spots"

LUC.edu/its/wireless.shtml
Loyola's "Hot spots" are added throughout the year so be sure to check this website for updates.

Get Technology Training

Personal documentation for using the technology in the classroom is located in each classroom.

- Get up-to-date information and register online for technology workshops at: LUC.edu/its/training_workshops
- Digital media and teaching with technology clinics are available to faculty and staff E-mail: tepp@luc.edu

Enhance Your Digital Media Skills

- Visit the Digital Media Lab in the Information Commons to see the latest technology for producing digital media for your presentations or your course website.

Sample Technology Resources for Research

- ITS provides a wide range of statistical software, analyzing, and research applications. Learn more at: LUC.edu/its/research_analytics
- Some sample software and services available to you include: SPSS, SAS, Qgis, NVIVO, and iLabview Research.
- Loyola is an Internet2 school. Learn more about Internet2 at: LUC.edu/its/internet2

Access Loyola's Network and Your Network Drives (File Storage)

- Access LUCUS 2.0 at: lucus.luc.edu or from the LUCUS link on the Loyola Home page LUC.edu
- Use LUCUS 2.0 to your grades, check class rosters, view student pictures, and access the student system.
- Loyola's Online Connection to University System (OUCUS) is your portal to the Loyola student system for working with student records and degree information.
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ITS Support Center

CONTACT US

HOURS
Monday-Friday | 8:00-4:00

AFTER HOURS SUPPORT
Sunday-Thursday | 8:00-2 am
Friday-Saturday | 8-9 pm

SUBMIT HELP REQUESTS ONLINE
LUC.edu/its/helpdesk

ON-CAMPUS
4-4444

OFF-CAMPUS
773.508.7190

E-MAIL HELPDESK
helpdesk@luc.edu

Don't Forget...

Protect Your Personally Identifiable Information (PII)

- Regular scanning for credit card numbers and SSNs occurs across the University to identify and remove non-essential PII information. Encryption software is required for those faculty and staff who must work with phone data. Ensure that PII and other sensitive information is properly protected by following the personal information protection policies at: LUC.edu/its/policies
- Faculty and staff working with student information review the Family Educational and Privacy Act at: LUC.edu/its/foia

Take Advantage of Computer Purchasing Tips and Discounts

- Loyola provides discounted "Special, Better, Last" personal and departmental laptop recommendations for both Dell and Apple. More information can be found at: LUC.edu/its/computer

ABOUT US

ITS MISSION
We fulfill the Loyola Promise by contributing technological expertise and skilled services, providing services, reliable information and resources and by professional and collaborative collaboration.

ITS VISION
We will serve as a partner and leader for technology needs and initiatives to enhance learning, teaching, research, and operations for Loyola University Chicago, higher education, and technology communities.

ITS IS HERE TO HELP
ITS is available to departments and schools to provide information on targeted topics or general overview of technology and technology use at Loyola. We benefit from these conversations and look forward to working with you this year!

If you can't find what you're looking for, please contact the ITS Support Center at: 4-4444 or helpdesk@luc.edu

NEW THIS YEAR!

LUC.edu/its/techconnect
Free and discounted software downloads and technology tips and tricks

Ignition.LUC.edu

Request, produce, and submit "rich media content" such as podcasts, blogs, videos, and streaming audio.

LUC.edu/alert

LOVOLA ALERT SYSTEM
In case of an emergency, the Loyola Alert system will send text, voice, and e-mail messages to registered participants. Faculty and staff are strongly encouraged to register. It takes only a minute to fill out a form on the site.

Technology@Loyola

INFORMATION TECHNOLOGY SERVICES



ITS offers a suite of technology services at Loyola based on the ITS Rings of Excellence. The rings highlight the five core project areas and priorities for the division. Learn about IT Governance at Loyola at LUC.edu/its/governance, home about and review current technology statistics and metrics at LUC.edu/its/metrics



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LUC.edu/its | E-mail: helpdesk@luc.edu
4-4444 (on-campus) | 773.508.7190 (off-campus)



Preparing people to lead extraordinary lives

Technology for
Faculty & Staff
Fall 2008



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