

University of South Florida Information Technology

USF Employee Guide

On behalf of Information Technology, welcome to USF!

Our job is to provide the technology tools and support you need to help you be successful at USF. The following pages provide basic information about the technology resources that are available to you.

Important Information

NetID

Your NetID will be your access to most USF resources.

To activate your NetID, visit netid.usf.edu and select "Activate Your NetID."

Information Technology

Visit IT on the web at usf.edu/it for more information about products and services.

Online Help Center

Use Live Chat to connect with the Service Desk staff, search for answers to the most frequently asked questions, and more at itchat.usf.edu.

Leaving for the day?

IT asks that you **LOG OFF** your account but leave the computer **POWERED ON** so antivirus updates and security patches may be applied overnight.

Do not leave your computer on with the screen locked as this will interfere with applying patches, creates security problems, leads to lost work, and prevents technicians from working on your computer.

Finally, never leave your computer unlocked if you are away from your desk. Anyone can sit down and "be you."

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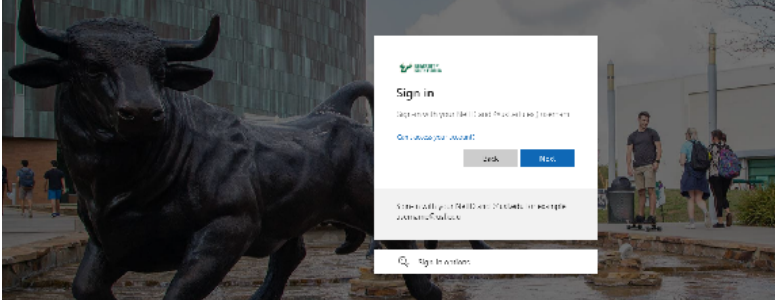
UNIVERSITY OF
SOUTH FLORIDA

*If you have any questions or concerns,
please do not hesitate to contact us at
(813) 974-HELP or (813) 974-4357.*

- USF Information Technology

NetID

The NetID is your user ID at the university. Faculty, staff, and students are automatically eligible to obtain a NetID which allows you access to a variety of online services offered at the entire university system.



To activate your NetID, please visit netid.usf.edu and select "Activate Your USF NetID".

Your USF NetID account is used for:

- MyUSF
- Email Access
- Canvas
- Google Apps
- Banner
- Application Gateway
- Software Tutorials
- Computer Labs
- Wireless Network
- IT Support
- Library online services
- Parking and Transportation Services (Tampa only)
- VPN Services
- Changing your official USF email address
- Updating your emergency notification settings
- Resetting your GEMS Self-Service password

Wireless Access

USF offers high-speed wired connections with secure remote access and wifi free of charge.

Visit usf.edu/wireless for details.

Connect:

To connect to the USF network, select the network from your wireless account list. After your device connects, open up a web browser and you will automatically be redirected to the registration pages. This registration is done once per semester.

Eduroam Secure Wireless Connection

The USF System has recently joined eduroam, an international roaming service that provides students, researchers and faculty/staff with secure, easy to use network connectivity across member institutions. In order to use eduroam you must onboard utilizing our onboarding agent. This process can be used to setup computers, tablets, and most mobile devices. Complete the process from home and eduroam will be available when you arrive on campus. Setup eduroam via usf.edu/netconnect.

MyUSF

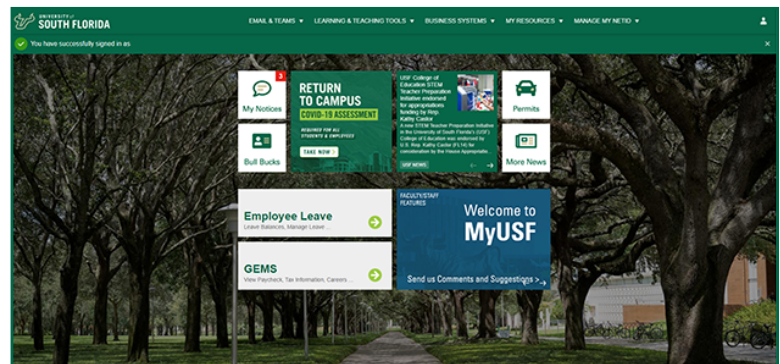
MyUSF is the portal to electronic resources at USF, including Canvas for courses, Library resources, email, business systems and more.

A **NetID** is required to access MyUSF content.

To access MyUSF, visit my.usf.edu.

Enter your **NetID** and password then click the **Sign In** button to log in.

A mobile version of MyUSF is available on the iOS or Android app stores, and can be found by searching for MyUSF.



Service Desk

The Information Technology Service Desk is your first point of contact for computing issues. The Service Desk provides support to students, faculty, and staff for a variety of systems including:

- NetID accounts
- USF-owned computers
- MyUSF
- Canvas
- USF websites
- Email and MS Teams
- Computer labs
- Virus/Spyware protection
- USF Wireless network

The Service Desk is available by phone, email and chat.

For more information, visit usf.edu/support.

NOTE: USF IT will never ask for your password, either by email or over the phone.

Phone Support

(813) 974-HELP or
(813) 974-4357

Email

help@usf.edu

Online

Access our live chat and our self-service portal
itchat.usf.edu

Walk-Up Technology Services

Walk up service are temporarily closed due to COVID-19. These services should resume in the fall.

Walk up tech services are available at our walk up desk on the first floor of the Tampa campus library. Service desk technicians can provide assistance with password resets, MyUSF, Canvas, email, wireless for laptops and mobile devices, and basic trouble shooting.

Canvas

Login instructions:

Login to **MyUSF**, hover over Learning & Teaching Tools and Select **Canvas**.

or

Visit usflearn.instructure.com and Login with your USF NetID.

Canvas is USF's Learning Management System for online delivery of course content. It hosts assignments, quizzes, documents, asynchronous collaboration and other course tools.

From the Canvas Dashboard, you can access all of your courses. Click on a course name to access the course, then explore all areas of your course to create and manage content for your students.

If you need technical assistance, email help@usf.edu or call the Service Desk at 813-974-HELP, (813-974-4357), then choose option '1' to put in your request for assistance.

Canvas How-To guides are also available at guides.canvaslms.com.

Office 365 with Teams

Office 365 is an online subscription service provided by Microsoft and is available for free to all USF employees. It includes access to Office applications and other productivity services over the internet. Office 365 includes Outlook, Word, Excel, PowerPoint, OneNote, Teams and OneDrive with unlimited storage.

To login go to portal.office.com and enter your @usf.edu email address. Your email can be accessed either here, or through the Outlook desktop application.

A free download of Microsoft Office Pro Plus is also available for no charge from Microsoft. Each licenced person is allowed installation on up to five PC's or Macs at a time. For more information visit usf.edu/downloadoffice.

Microsoft Teams is Microsoft's enterprise communication tool. Teams combines persistent chat rooms, video/voice, file sharing, meetings, and many other features into one application. Teams is a great solution for a group of any size, allowing you to take the conversation anywhere you go.

Microsoft Teams is accessible via your web browser, Android or iOS device, or desktop client available on both Windows and Mac operating systems. We recommend testing out all available options to determine the method that best suits your productivity requirements. Visit usf.edu/teams for more information.

Windows Computer Logon

Your NetID allows you access to USF computers, network printers, and @usf.edu email addresses.

At the main Windows logon screen Press CTRL-ALT-DELETE

- **If you see your NetID / User ID login information**, enter your NetID password then click the right arrow to logon. If you receive an error, try again. You may have made a typing error or the **CAPS LOCK** may be on.
- **If your NetID / User ID login ID is not listed**, Click **SWITCH USER** > Click **OTHER** > Click in the User name box and type **yourNetID@usf.edu** > Click in the Password box and type **yourNetIDpassword** > Click the arrow on the right to logon.

Passwords

Your NetID password is a string of characters that is used to prove your identity when logging in to USF services. Never share your password.

To change your NetID password if you know your current password:

- Login at netid.usf.edu and select "Change your NetID password."
- Type in your current password in the "Old password" box
- Type in the new password in the "Create new password" field.
- Type the new password again in the "Confirm new password" field.
- Click the "Submit" button to make the change.

If you forgot your password visit netid.usf.edu/una and select "Forgot your Password?"

NOTE: USF IT will never ask for your password, either by email or over the phone.

Password Requirements:

- Must be at least 8 characters long
- Must get a GOOD or STRONG rating on the Password Strength indicator on the upper right of the screen
- Must NOT contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Must use 3 of the following 4 categories
 - 1) Uppercase letters (A-Z)
 - 2) Lowercase letters (a-z)
 - 3) Base 10 digits (0-9)
 - 4) Non-alphabet characters (for example: ! & # %)

Anti Virus Software

Microsoft Defender for Endpoint is centrally installed and managed on your USF-owned, on-campus desktop computer.

Personally owned laptops and desktops are not covered by USF antivirus licenses. Free or low-cost solutions for personally owned computers are available at <https://www.usf.edu/it/class-prep/malware-protection-guidelines.aspx>.

Please note: These products are NOT supported by USF IT.

USF IT Documentation System

Confluence is USF's collaboration wiki tool used to help teams to collaborate and share knowledge efficiently. The USF IT Documentation System is the Confluence space dedicated to providing a self-serve on-line library of information about USF's products and systems. The knowledge base includes FAQs, manuals, and troubleshooting guides to assist staff and students with their technology needs.

Learn more at confluence.usf.edu.

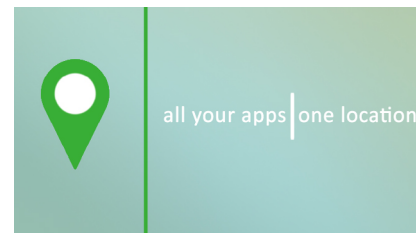


Confluence

USF Software Catalog

New computers are configured for faculty and staff with a minimum of

- Windows 10 or Mac OS X
- Microsoft Defender for Endpoint (antivirus)
- Microsoft Office 365 with Teams
- Adobe Acrobat
- Web Browser



USF IT provides a portal to access and get information on available software. The website is software.usf.edu. Check it out to find just some of the software available to you at USF.

Multifactor Authentication

Microsoft multifactor authentication (MFA) adds a layer of protection to the sign-in process. When accessing accounts or apps, users provide additional identity verification, such as entering a code received by phone.

- It helps protect your Office 365, GEMS and FAST accounts.
- Easy setup via <https://aka.ms/MFAsetup>
- Information and directions are on <https://www.usf.edu/it/documentation/office365/multifactor.aspx> or through the IT Service Desk at (813) 974-HELP (813-974-4357) or help@usf.edu

USFCard

Bull Buck\$

The USFCard is the official identification card of the University of South Florida.

Use your **USFCard** to access:

- USF Libraries
- Campus Recreation Center
- Door Access

Read about USFCard and where cards are currently being distributed at usf.edu/usfcard.

Add Bull Buck\$ (USF's declining balance program) to your USFCard and use it for cashless purchases at:

- USF Dining Locations (Tampa and St Petersburg)
- Print and Copy Locations (all campuses)
- USF Bookstore (all campuses)
- Resident Hall Laundry (Tampa or St. Petersburg)
- Coca Cola Beverage Machines (Tampa and St Petersburg)
- Bulls County Pharmacy (Tampa)
- Parking and Transportation Services (Tampa or St. Petersburg)

Sign up or add funds at usf.edu/bullbucks.

USF Computer Store & Service Center

Be sure to visit the USF Computer Store on the web at computerstore.usf.edu or talk to a sales representative at (813)-974-1779. The USF Computer Store offers special pricing to USF students, faculty and staff on software, computers, and more.

The USF Computer Service Center is located in the library of the Tampa campus at LIB117. It offers professional repair services for computers that include:

- Virus Removal
- Operation Systems Installations
- Computer Setups
- Hardware upgrades
- Software Installation
- Warranty repairs for Apple, Dell, and HP

Teaching Resources

The **Center for Innovative Teaching and Learning (CITL)** supports the USF community of learners by promoting evidence-based practices for the advancement of learning, teaching and scholarly activity. CITL provides faculty with resources and an environment to explore new and innovative ways to engage in learning and scholarship through open dialogue, research, feedback and reflection.

CITL provides tools such as the Teaching and Learning Faculty Toolkit, as well as programs including Faculty Learning Communities, CITL Faculty Scholars, and Teaching and Learning Research grants. Services include one-on-one or small group consultations, workshops and class observations and support.

More information is available at usf.edu/innovative-education/citi.

Innovative Education Digital Learning - As innovative leaders in digital education, Digital Learning partners with USF faculty across all campuses to develop, deliver and support high-quality online courses and engaging digital content that meet the needs and expectations of today's learners. Services include: online course development; online course quality reviews so your course meets state standards; online instructor certification; support for all of USF's digital learning tools and technologies such as Kaltura, Teams, Canvas, Honorlock through faculty resources & guides, workshops, blogs and live support; and innovative & engaging content creation such as custom video, multimedia, motion graphics, podcasts, AR, VR and more!

For more information see our InEd Digital Learning website, stop by our offices and studios in Tampa, St. Pete and Sarasota-Manatee, or contact us at facultysupport@usf.edu.

Visit us online at usf.edu/innovative-education.

Research Computing

Research Computing offers availability of advanced computing resources essential to effective research and instruction at the university of South Florida.

Faculty, staff, and students will have access to two state of the art clusters. CIRCE for general use and RRA for use with restricted data research with a total of 9000 processors.

Research Computing also maintains a 240 core student cluster for instruction. More information can be found at rc.usf.edu.



LinkedIn Learning



LinkedIn Learning is an award-winning industry leader in online training, with a digital library of thousands of courses covering a wide range of technical, business, software and creative topics. Launching with LinkedIn Learning is a strong commitment to provide e-learning opportunities for students, staff and faculty. You can access LinkedIn Learning using your NetID through MyUSF (my.usf.edu). Look for Online Training (LinkedIn Learning) under Learning & Teaching Tools.

Service Requests

IT provides many resources which can be ordered easily by visiting usf.edu/itservices. The selection of services which can be ordered from this site are increasing frequently as we expand our service catalog.

Advanced Visualization Center

The Advanced Visualization Center (AVC) has been nominated for the Top 30 Technologists, Transformers and Trailblazers for the Center of Digital Education. This award recognizes leaders who have transformed learning through the innovative use of technology.

The AVC provides faculty, staff, and students with advanced technology resources for creation visualizations supporting pedagogy and research.

Resources include:

- Ultra-high resolution 3D display
- Computer visualization lab with 3D workstations
- Portfolio of visualization software
- A suite of 3D printers
- Virtual and augmented reality resources
- User support and training
- Support for migrating content to the Centers resources
- Grant and research support
- Instructional materials support



Visit avc.web.usf.edu for more information.

File Storage

Faculty and staff are strongly encouraged to save files to cloud storage where ever possible. Box cloud storage is our standard for storing department data. Box is a self-service solution allowing end users to access and administer department data from any device at any location. You can collaborate and share files stored in Box with anyone inside or outside of the University.

Access to Box:

1. Open your browser and go to usf.box.com.
2. Click the continue button which will redirect you to the USF secure sign in page.
3. Login using your USF email address.

Box Training & Information:

FAQ's, how-to videos, Box Drive downloads, and Box security information can be found on our Box Info site: usf.edu/boxinfo

You may choose to use OneDrive or Box for your personal working files. OneDrive can be accessed via Office365.

Telephone Services

USF IT Communications provide one-stop shopping for your voice communications needs. Services include Teams Calling, telephone numbers and instruments, free local and long distance telephone service, access cards for Canadian and international dialing, Unified Communications-based voicemail, conference services, and the training necessary to effectively utilize these services.

For more information visit usf.edu/phone.

Audio Visual Support

USF IT Audio Visual Operations Team provides AV support and maintenance for over 600 technology classrooms at USF.

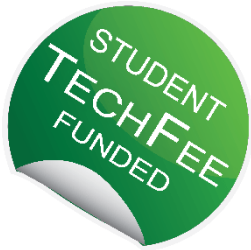
Resources include:

- Media control
- Projectors
- Classroom computers
- Classroom cameras

The AV Classroom Support Helpline is for instructors who may experience technical difficulty while teaching in a classroom. To reach this Helpline, contact (813) 974-HELP and select option 2. If the technical issue is not resolved over the phone, a technician will be deployed to the classroom immediately. Instructors can also receive technical assistance by pressing the help button located on the AV control panel in the classroom.

USF IT Audio Visual Operations also provides faculty technical training, prior to the beginning of each semester. To request technical training contact (813) 974-HELP and select option 2.

Application Gateway



The **Application Gateway**, apps.usf.edu, offers free unlimited access to over 80 programs including Microsoft Office, SAS, SPSS, MATLAB, and numerous other programs for class use.

[Apps.usf.edu](https://apps.usf.edu) can be accessed from many different devices including Windows and Linux based PCs, Macs, iPhones, iPads, and mobile devices.

To access these resources, go to apps.usf.edu and login with your NetID. You can also login using **MyUSF** under Learning & Teaching Tools.

APPS.
usf.edu

DocuSign

USF has obtained a site license for DocuSign, an electronic signature service, and is now actively promoting the use of electronic signatures. There are many uses for USF electronic signatures including expediting workflow in the university environment. Electronic signatures are secure, legal, and accepted both inside and outside of USF.

Benefits:

- Eliminate the "Please sign and return to me" folder on your desk
- Increased productivity by providing an easy and fast way to sign anytime and anywhere
- Obtain multiple signatures on a document quickly and easily
- Use existing PDF forms and add electronic signature capability
- Save on paper
- Easier way to do business with USF
- Ability to sign documents via mobile device thereby eliminating time and location constraints

Sign in with your USF email address at docusign.com.

Computer Labs

USF's Tampa campus houses four open-use computer labs, as well as classroom /instructional computer labs. The computers have a consistent configuration across all locations; comprised of Windows OS, and all USF licensed academic / instructional software used by the colleges.

The open-use labs are located in the Tampa campus Library and the Marshall Student Center. The computers are available for use by active students, staff, faculty, and retired faculty with a valid USF ID card. In addition, each of the open-use labs is equipped with at least one workstation dedicated to users requiring Assistive Technology, i.e. ZoomText, Dragon Naturally Speaking, etc.

Classroom/instructional computer labs are available to faculty by reservation only. Although the lab computers already have most instructional software available, if a faculty member needs additional software to accommodate course requirements, they will need to contact the Service Desk at (813) 974-HELP (813-974-4357) or help@usf.edu to discuss.

PLEASE NOTE: These requests must be submitted at least two weeks prior to the date the software is required. For more information about instructional computer labs, visit us at usf.edu/it/documentation/labs.aspx.

Spam & Junk Mail

Exchange Online Protection (EOP) is Microsoft's solution for email filtering - protecting USF from spam, phishing, and other malicious emails. It uses Microsoft's advanced threat intelligence platform to protect us from new and evolving threats.

Email messages that appear to be legitimate are delivered to your mailbox, but messages that have some characteristics indicating that they are possibly spam will be sent to quarantine.

A summary of messages that have been quarantined is generated daily. If you have messages that have been quarantined you will receive an email showing a list of those messages.

Please review the list of quarantined messages carefully as it is possible that a legitimate message was flagged in error.

If you find a message that was quarantined in error, you can have it delivered to your mailbox by clicking the **Release** link displayed then logging in with email address and password.

Visit usf.edu/antispam for additional instructions and information.

Please be aware that no anti-spam solution is perfect so you may receive spam or phishing email in your mailbox. Phishing scams are attempts to obtain sensitive information and may contain links to click on that look legitimate but are actually malicious in nature.

SPAM Tips:

Try not to use your email address in newsgroups, chat rooms, or websites.

Check the privacy policy before submitting your email address online.

Read forms carefully before submitting personal information online.

Consider using a second email address for newsgroups, etc. that can be deleted if needed.

Avoid using a common email address: an account named jd51x02oe is less likely to get spam than one named jdoe.

Be wary of clicking links in unsolicited email. It is safer to manually enter a known good website for a company (especially a bank) than to click on a link provided in email.

Reminder:

USF IT will never ask for your password, either by email or over the phone.

Visit fbi.gov/scams-safety/e-scams for additional information.