

# Technology Ate My Homework

New Faculty Orientation 2023



EAST TENNESSEE STATE  
UNIVERSITY

# Information Technology Services

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Help Desk Manager

Information Technology Services

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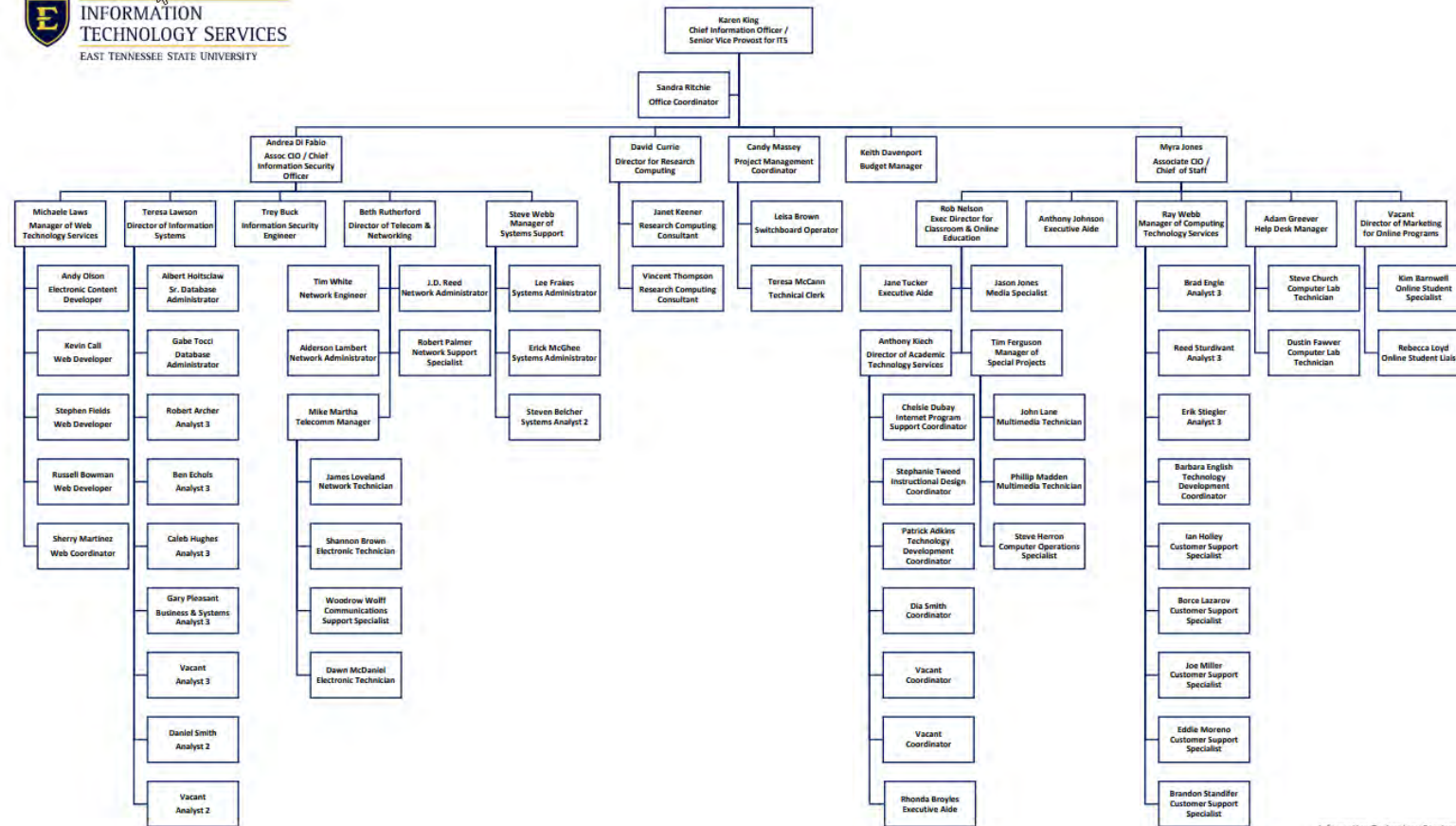
Information Technology Services

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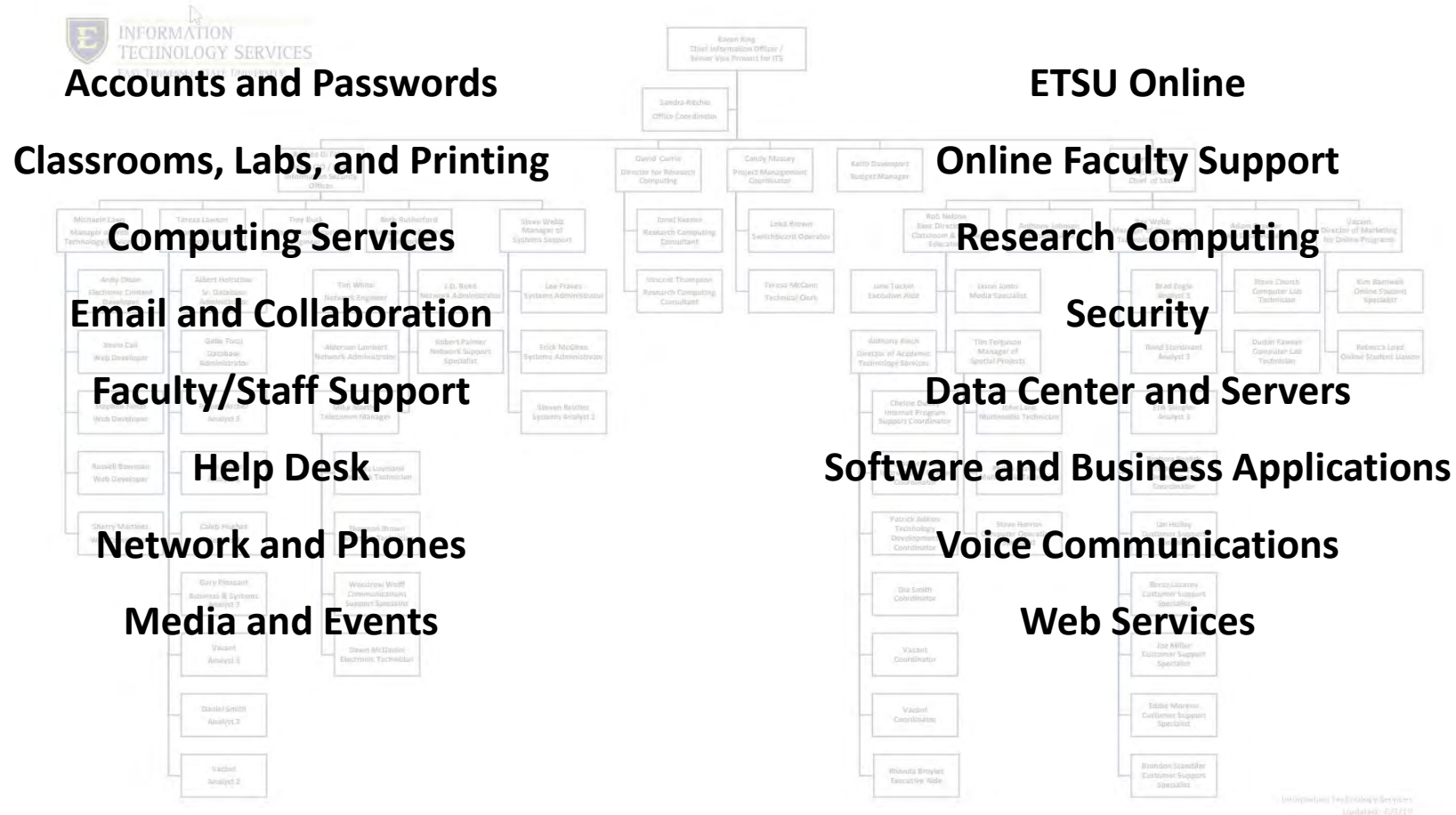
# Information Technology Services



Information Technology Services  
Updated: 6/3/19



# Information Technology Services



# Your Toolbelt



Really Important Stuff

# Your ETSU Account

- @etsu.edu
  - Password Requirements
    - 12 Characters Long
    - Must contain characters from 3 of the 4 categories
      - Uppercase letters
      - Lowercase letters
      - Numbers
      - Symbols
    - Cannot contain your username, first, middle, or last name.
    - Cannot be one of the last 10 passwords you've used
    - No longer needs to be reset every 90 days!
- Password Reset – <https://www.etsu.edu/activate>



# Account Activation & Password Reset

- Quickly and securely update your domain, D2L, and email passwords.
- Requires two factor authentication – Use GoldLink to keep your personal phone number or email address up to date in Banner.
  - If the number you have listed for authentication is old or incorrect, the Help Desk can assist in adding a new temporary number. Once logged into Goldlink, the contact number can be updated.

<https://www.etsu.edu/activate>





# Office 365

- Email – <https://webmail.etsu.edu>
  - Uses ETSU Domain username and password
  - Will have to setup 2FA the first time you enter
  - Access to email as well as many other Office 365 services
    - Download of Office 365 – Install on up to 5 PCs or Macs
    - 50Gb of email storage
    - OneDrive – 1 TB of Cloud Storage
    - Help Desk can assist with resetting 2FA information if needed.



# Two Factor Authentication (2FA)

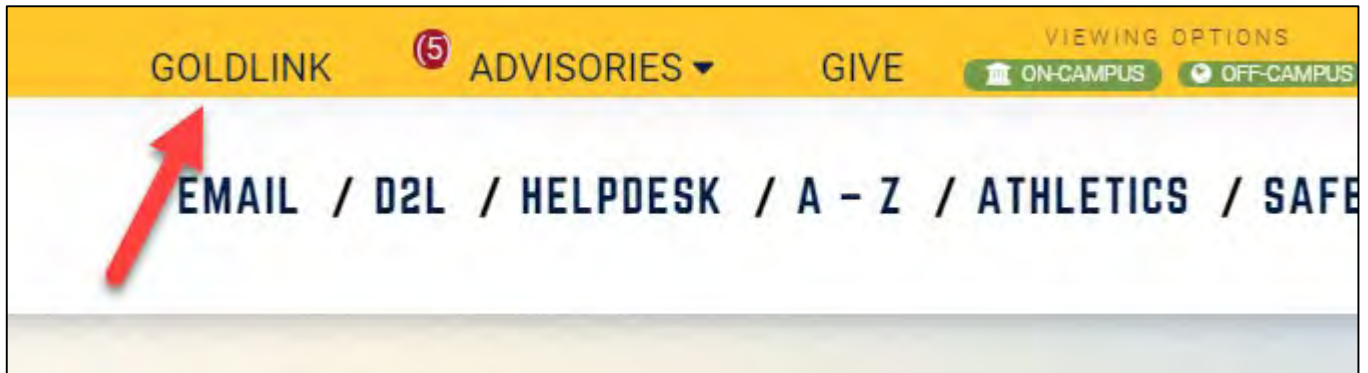
- Setup Office 365 2FA the first time you access webmail
  - Can be setup to call or text your cellphone a code or use Microsoft Authenticator app
  - Option to remember computer for 60 days when logging in to webmail
- Remote Access does require 2 Factor Authentication. More information about configuration and settings can be found at: <https://www.etsu.edu/2fa>



# Goldlink - Banner

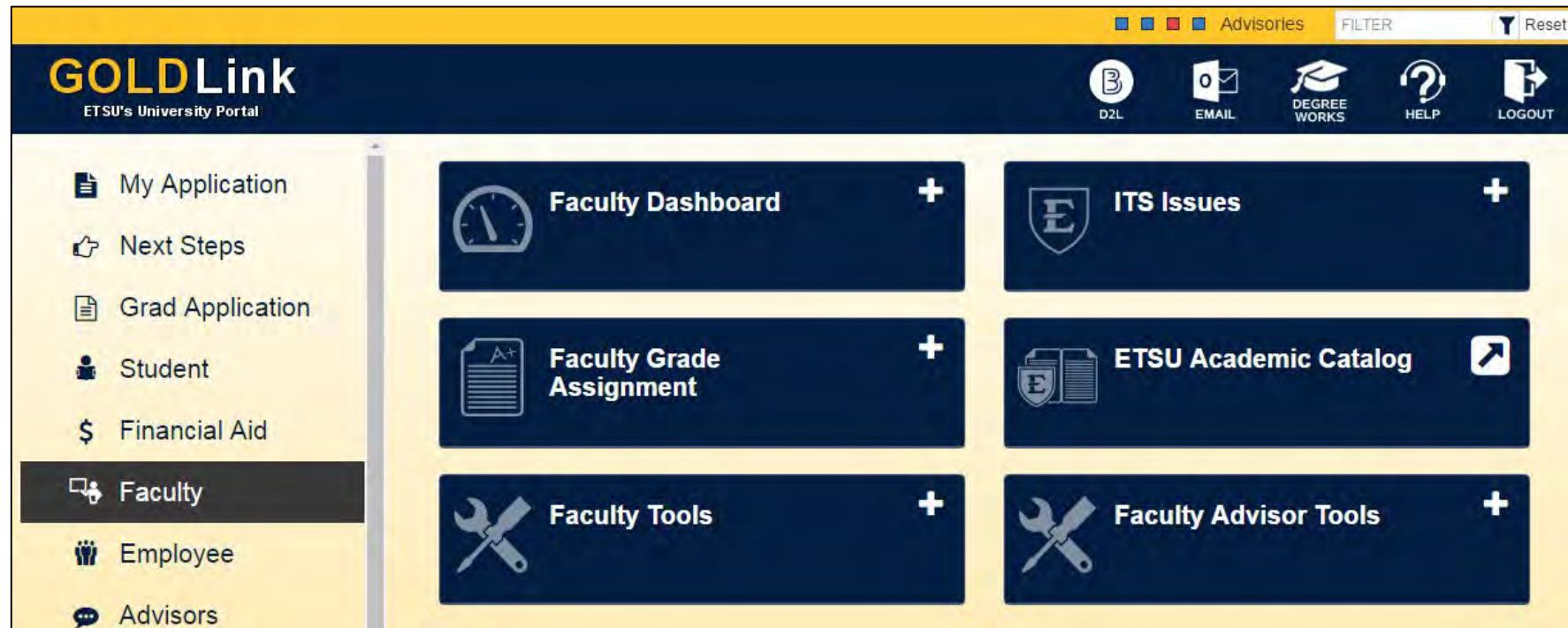
GoldLink – University Portal (<http://www.etsu.edu/>)

- Class rosters
- Enter Attendance
- Enter Grades
- Advising
- Benefits



# Goldlink - Banner

- Tabs on the side for different roles
- Easy to use
- Mobile friendly



# Self Service Portal

- The Information Technology Services Self Service Portal can be accessed at: <https://service.etsu.edu>
  - Submit various request forms
    - S:\ drive access, departmental accounts, guest accounts, Listserv, etc...
  - Check status of Incidents and request form submissions
  - Supervisors able to approve requests
  - Check knowledgebase articles and submit a help ticket



# Remote Access

Request form available to request Remote Access permissions.

- Utilizes the VPN to establish a connection to the ETSU network.
- Use Remote Desktop to connect and use your computer on campus.
- Requires yearly renewal.

Directions can be found at: <https://www.etsu.edu/its/remote-delivery>

Request form available at: <https://www.etsu.edu/its/forms.php>



# Information Security

# Email phishing and malicious websites

- Lots of security is in place to protect you from malicious websites and phishing attempts but many still get thru.
- The main successful attack vector on campus.
- Phishing uses social engineering together with scare tactics, the principles of urgency, or authority to have your reveal confidential or personal information that can be used for fraudulent purposes.





# Phishing Tips

- Watch for the [EXTERNAL] tag in emails.
  - *The [EXTERNAL] tag in the subject line identifies emails that do NOT originate from an ETSU person or service. Please exercise caution when handling emails from external sources.*
- Check the senders email address. They will often try creating accounts with the same username to trick staff in the same department.
- Links to external sites requesting your username/password
- Poor grammar or english



# Phishing Examples

From: Tom Kwasigroch <[dsternberg15@gmail.com](mailto:dsternberg15@gmail.com)>

Sent: Monday, July 8, 2019 8:54 AM

To:

Subject: [EXTERNAL] Request

Hello,

I need a favor from you right now kindly email me back as soon as possible.

Regards,

Tom Kwasigroch

Associate Dean for Student Affairs

Sent from my iPad

*The [EXTERNAL] tag in the subject line identifies emails that do NOT originate from an ETSU person or service. Please exercise caution when handling emails from external sources. Any email that is unsolicited and requires you to take immediate action, appears to be forged or is PHISHING for information can be verified by emailing the ITS Help Desk.*



# Phishing Examples

**From:** Zach Lehner <[ztlehner7689@eagle.fgcu.edu](mailto:ztlehner7689@eagle.fgcu.edu)>  
**Sent:** Wednesday, August 7, 2019 10:48 AM  
**Subject:** [EXTERNAL] [ETSU: Action Required]: Payroll Direct Deposit Account Verification



As a security measure, you are required to kindly verify and confirm your payroll direct deposit account information before the next pay date.

It takes just 3 steps:

1. Go to the [GoldLink](#) portal.
2. Navigate to the pay section.
3. Select "Direct deposit" to view and confirm your current direct deposit account information.

No further action will be required after this.

To ensure full payment, please view and confirm your Direct Deposit account information is correct and up to date before the next pay date.

Business and Finance  
201 Burgin Dossett Hall | PO Box 70601  
Johnson City, TN 37614  
Phone: (423) 439-5884 | Fax: (423) 439-4620  
[vpfa@etsu.edu](mailto:vpfa@etsu.edu)



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# Phishing Examples

From: Update <[tricialk@tpg.com.au](mailto:tricialk@tpg.com.au)>  
Sent: Tuesday, June 11, 2019 11:02 AM  
To: [REDACTED]  
Subject: [EXTERNAL] Ticket # 8373

Hello [REDACTED]

A request to deactivate your mailbox has been received and if this request was made in an error click [HERE](#) to cancel.

Mailbox will be deactivated if ignored.

Regards,  
System Admin

*The [EXTERNAL] tag in the subject line identifies emails that do NOT originate from an ETSU person or service. Please exercise caution when handling emails from external sources. Any email that is unsolicited and requires you to take immediate action, appears to be forged or is PHISHING for information can be verified by emailing the ITS Help Desk.*



# Phishing Examples

**From:** Brain E Noland <[presidentethan.edu@my.com](mailto:presidentethan.edu@my.com)>  
**Sent:** Tuesday, July 16, 2019 6:04 PM  
**To:** [REDACTED]  
**Subject:** [EXTERNAL] URGENT REQUEST

Are you available?

--

Best Regards,

Brain E Noland  
[presidentethan.edu@my.com](mailto:presidentethan.edu@my.com)

*The [EXTERNAL] tag in the subject line identifies emails that do NOT originate from an ETSU person or service. Please exercise caution when handling emails from external sources. Any email that is unsolicited and requires you to take immediate action, appears to be forged or is PHISHING for information can be verified by emailing the ITS Help Desk.*



# Information Security

Good Morning

Are y  
meet

Than

I am.

I'm in  
an er  
you c

**I don't mind running to the store for you, are you going to email me what you need or text me? And can you tell me what it is for so I will know if I use the procurement card? Let me know when you need it by.**

I need iTunes gift cards to  
some today? Will want you  
advise certain product and

Thanks.

**That may be a problem. I  
using a procurement card.  
don't want to tell you yes and then find out I can't. I'm calling procurement now.**

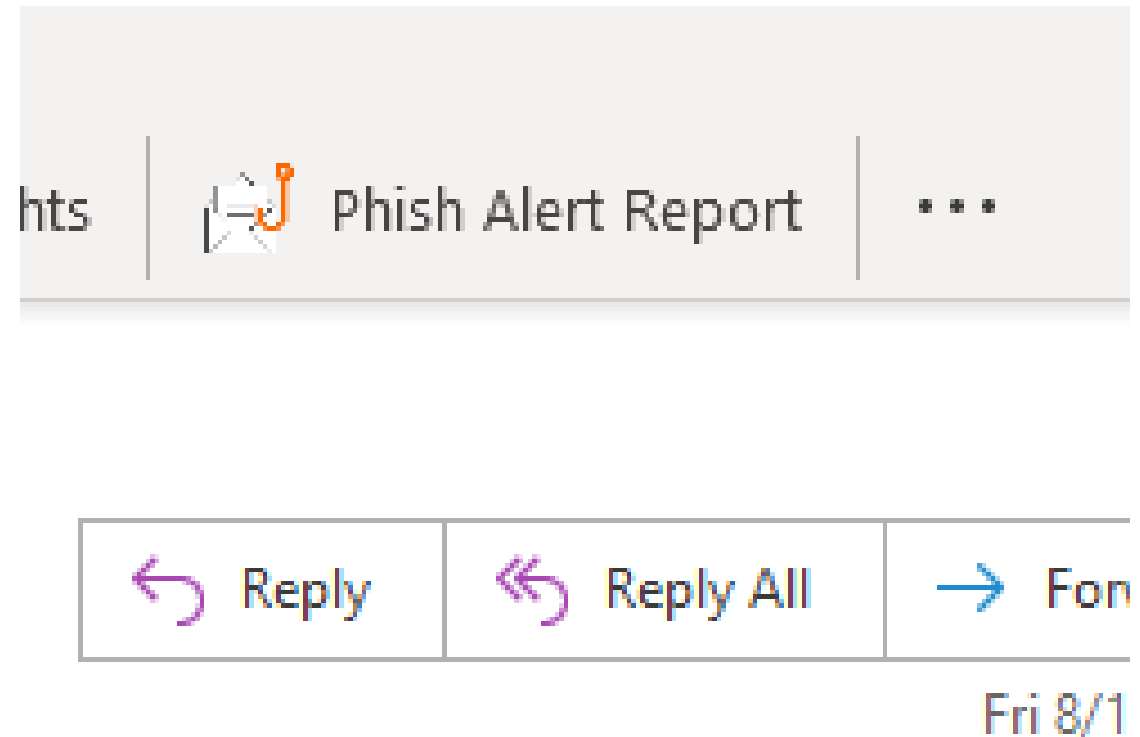
**I'm sorry but we can't purchase any gift cards using the procurement card. And procurement said on order to purchase a gift for anyone, it depends on who it's for, what it's for and what account it is coming out of on if we can purchase a gift at all. Can you tell me who it's for, what it's for and what account would you be expecting the funds to come from to pay for the gift cards and I'll pass it on to procurement?**

Do you have any cash on you right now?



# Reporting Phishing Emails

If you suspect an email is phishing for credentials or to go to a malicious website, report it using the "Phish Alert" button in Outlook!



# Desktop Administrative Access

Universities are increasingly targeted by scams that attempt to steal user data and infiltrate security systems. Information Technology Services (ITS) continues to work toward improving the security of ETSU services and systems to prevent such attacks. One step toward achieving this is to only use administrator access on a computer when it is necessary for the task being performed.

ETSU uses an Administrative Access Control application that allows faculty and staff to elevate their ETSU user account to an administrator account for a limited time on their ETSU assigned computer. This can be used when needed to install software or other tasks that may require elevated permissions. After 10 minutes, the account will return to its standard access permissions, helping to prevent the accidental launch of malicious software or ransomware.

- Most applications run without administrative privileges
- If you need help installing an application and have issues, please contact the ITS Help Desk.





# Cyber Security Training

The training covers important information needed to identify tactics that cyber-criminals use to gain access to your accounts - you'll learn the early warning signs of an attack and how to protect yourself and ETSU.

- Use Strong Passwords
- Recognize and Report Phishing
- Update Your Software



# Cybersecurity Awareness Month

- October is Cybersecurity Awareness Month
  - This year's themes are Enable Multi-Factor Authentication
- ETSU's Annual Cybersecurity training will begin on Oct. 1
- Online training module takes, on average, 22 mins to complete.
- Training is mandated and audited by the state - please complete!
- <https://www.etsu.edu/its/security/training.php>

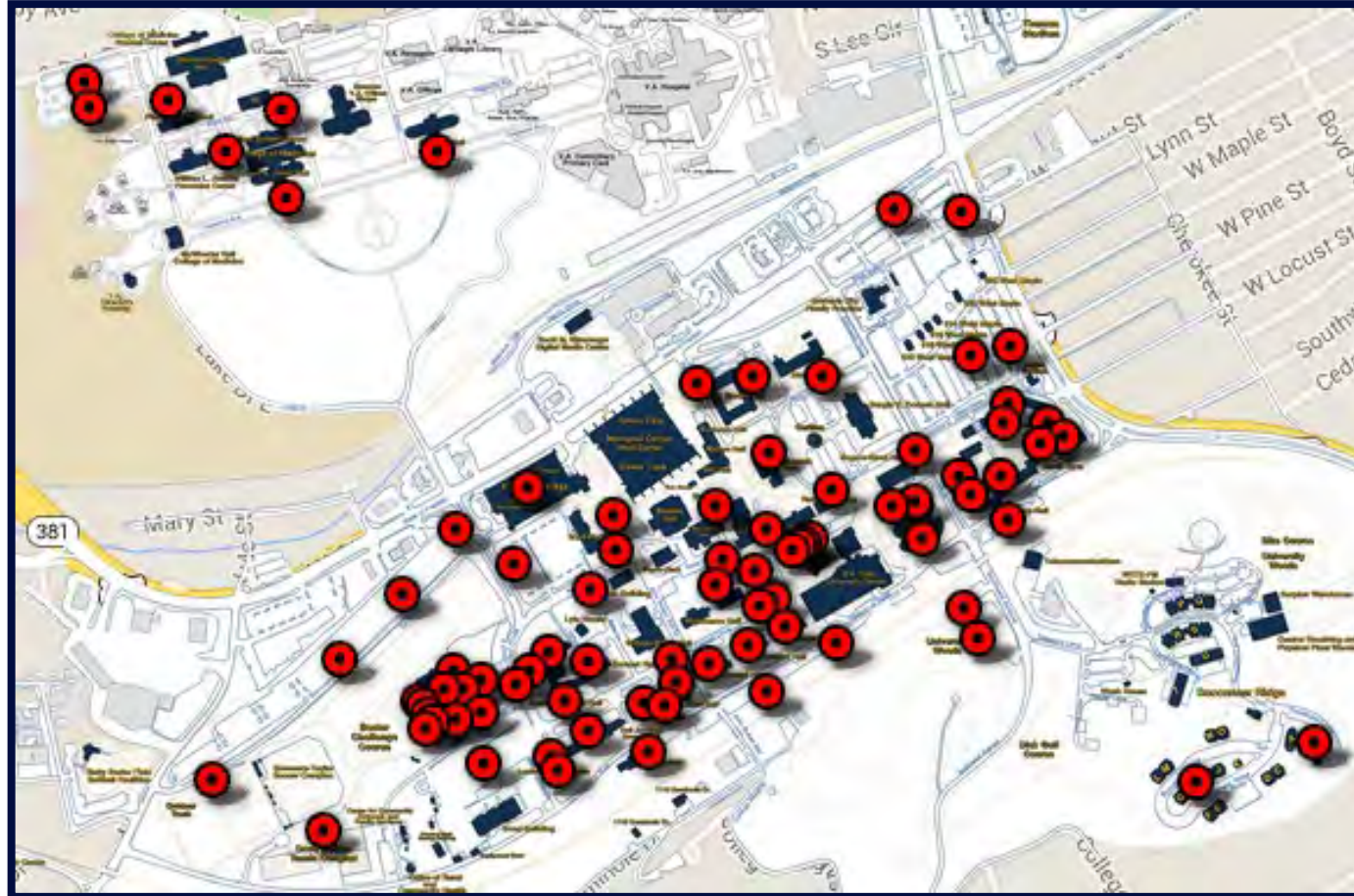


# Emergency Communications

- ETSU App
  - App notifications
  - <https://www.etsu.edu/umc/webtech/apps.php>
  - ETSU to 237233 to receive emergency text alerts.
- App Armor
  - On all university computers – desktop notifications
  - Emergency messages immediately displayed
- Emergency Phones
  - Over 200 emergency phones
  - <http://www.etsu.edu/maps> (accessibility)



# Emergency Phone Map



# Classrooms

## On Campus, Web-Enhanced and Virtual

# Classroom Technology

## Technology Access Fee (TAF)

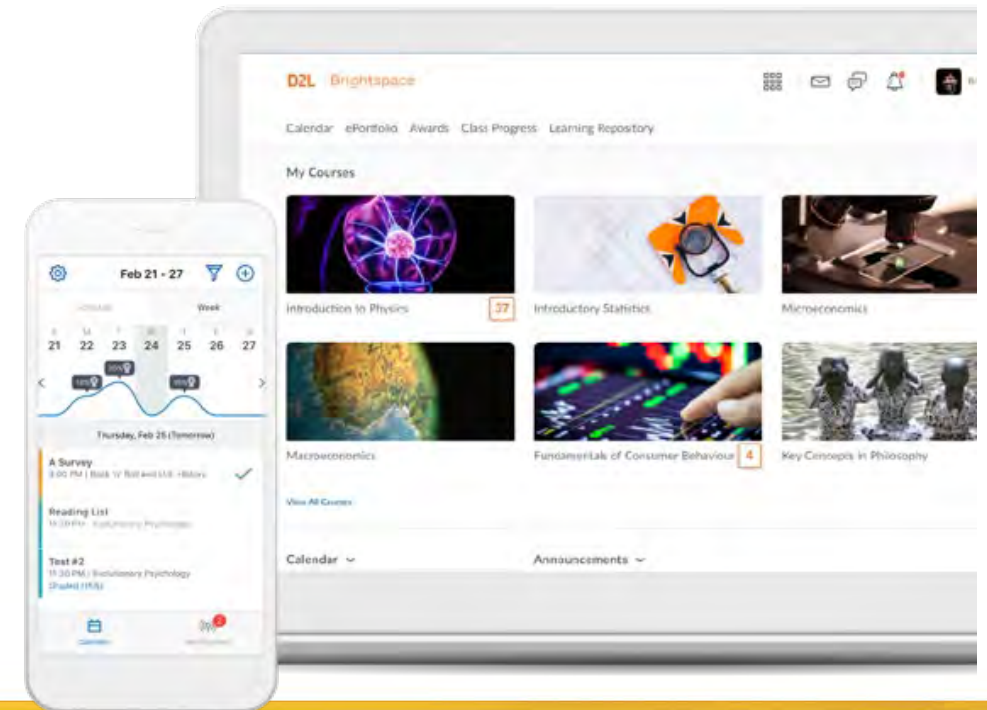
### 200+ Multimedia Classrooms

- Standard equipment
  - Projector, Smart board or large display monitor
  - Document Camera
  - DVD Player
  - Crestron control panel
- Majority Mic/Camera Classrooms
  - Web Conference-ready rooms
  - Single-camera / Multi-camera
  - Ceiling microphones with echo cancellation
- Lecture Capture Available
  - Panopto
  - Available through D2L



# Learning Management System

- D2L Brightspace by Desire2Learn - <http://elearn.etsu.edu>
- Enrollments and courses synced with GoldLink
- Training
  - Open workshops for faculty
  - [www.etsu.edu/d2l](http://www.etsu.edu/d2l) for students and faculty
    - [Guides and Resources](#)
    - [Interactive "Intro to D2L" course](#)
- Support
  - Call: 439-8611
  - Email: [d2lhelp@etsu.edu](mailto:d2lhelp@etsu.edu)
  - Live chat with us! [www.etsu.edu/ats](http://www.etsu.edu/ats)



# Zoom Web Conferencing

- Collaborate from anywhere with audio, video, screen-share, chat, etc. Meetings can be recorded and shared.
- **Recordings stored in Panopto**
- Pro account for all faculty, staff, and students
- Integrated into D2L
- [www.etsu.edu/zoom](http://www.etsu.edu/zoom)





# Panopto Video Platform

- Record, host, search and share video from anywhere in high definition. Add interaction, detailed analytics.
- Hosts Zoom recordings
- Pro account for all faculty, staff, and students
- Integrated into D2L
- [www.etsu.edu/panopto](http://www.etsu.edu/panopto)



# Online Courses and Development

# Online Course Development

- New or existing online course
- Asynchronous or Synchronous courses
- One-on-one development assistance
  - Beginning to end partnership with content matter expert
  - Faculty stipend for new courses
- Program Development
- Digital Media Services
- Online Marketing
- Online course review
- [www.etsu.edu/ats](http://www.etsu.edu/ats)



# Workshops

- Registered workshops
- Departmental workshops
- Live webinars
- Archived for asynchronous viewing
- One-on-one training

## **Instructional Design**

- Introduction to D2L for New and Adjunct Faculty
- Ensuring a Successful Semester Start
- Creating and Embedding Interactive Content
- Gamification In Your Online Course
- Introduction to Online Teaching
- Cheating and Generative A.I.
- Creating Meaningful Learning Experiences in D2L
- Increasing Instructor Presence in your Online Course
- Optimizing your D2L Gradebook
- Assignment Diversification in D2L
- ATS Help Sessions for Remote Teaching
- Flexible Course Delivery

## **Technology**

- Adobe Creative Cloud
- Poll Everywhere
- Document Accessibility
- Zoom
- Turnitin
- Camtasia
- Panopto (Fundamentals and Advanced Editing)
- OneDrive
- Power Automate
- Microsoft Teams
- And More



# Storage and Requesting Access

# Network Storage

- S Drive
  - Check with department to see if you need any access.
- Q Drive -> In planning stages to migrate Faculty/Staff to Onedrive.
- Z Drive -> Students have been migrated to Onedrive.
- More practical – Onedrive 1TB



# Requesting Access

- Computer Account Request Form
  - S Drive Access
  - Remote Access
  - Redcap
- Telecommunications Requisition Form
  - New phone line
  - Cloud phone (Jabber)
- Departmental
  - Shared Mailbox
  - Name Change
  - Banner Request Forms

<https://service.etsu.edu> - Self Service Portal

<https://www.etsu.edu/its/forms.php>



# Student Services

- Labs – Main computer lab located in the Sherrod Library. 63 Departmental labs all over campus.
- Printing - Pharos
- Printing funds - \$50 per semester
- Appstream– Used to access many software packages including statistical software, business software, health sciences software, and more...
- Help Desk services for students





# Help Desk Services

- Phone support: 439-4648
- Email support: [itshelp@etsu.edu](mailto:itshelp@etsu.edu)
- Walk-in support: Sherrod Library, Room 105
- Live chat, information and tutorials: [www.etsu.edu/helpdesk](http://www.etsu.edu/helpdesk)
- Self-Service Portal for online tickets
  - <https://service.etsu.edu>



# Remote Support

The Help Desk can provide remote support with a tool called Beyond Trust. On an ETSU computer you will see a client called a Jump Client installed that supports this connection.

Remote support also available to students on their personal equipment.

Help Desk will ask you to go to <https://support.etsu.edu> in order to start a remote support session.



# Help Desk Hours

- Monday – Friday 7:30 am – 10 pm
- Saturday 12 pm – 6 pm
- Sunday 12 pm – 8 pm

After hours and holiday support!



# Desktop and Laptop Support

- Analysts and Specialists by Zone
- Desktop / Laptop / Printer Standards
  - Found within the Dell and Apple Punchout on eBucs
- Hardware and Software Support
- Hardware and Software Discounts
  - Software – [etsu.onthehub.com](https://etsu.onthehub.com)
  - Dell – [www.dell.com/etsu](https://www.dell.com/etsu)
  - Apple – [www.apple.com/education](https://www.apple.com/education)
  - HP – [www.hpdirect.com/academy/etsuniv](https://www.hpdirect.com/academy/etsuniv)



# Questions?

[www.etsu.edu/helpdesk](http://www.etsu.edu/helpdesk)

[www.etsu.edu/ats](http://www.etsu.edu/ats)