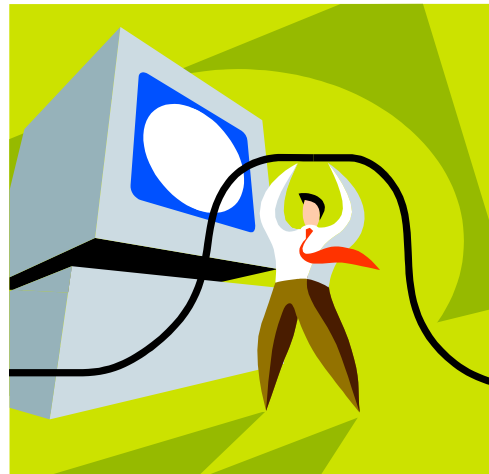

Information Technology Guide for Employees

Office of Information Technology

Marywood University



Office of Information Technology

All technology resources at Marywood University are housed in the Office of Information Technology, headed by Chief Information Officer, Anthony Spinillo. OIT consists of four offices:

1. **Application Services**—provides programming expertise and support for the iSeries, Datatel Colleague, MarywoodYOU and other systems.
2. **Network and System Administration Services**—concentrates on providing and maintaining the wide variety of networks and servers throughout campus. This division also includes phone services and field support.
3. **User Support Services**—responsible for technology training via workshops, one-on-one support, a Help Desk service, multimedia training and support, and innovative classroom tools and technologies such as Moodle.
4. **Web Development**—responsible for the organization and maintenance of the Marywood University homepage and the major navigational pages and selected areas of the website. In addition, this office provides support to all areas of the university regarding the creation and maintenance of their websites.

Help Desk



Contact the Help Desk with technology questions and needs. Send an e-mail to helpdesk@marywood.edu, submit an online form, or dial extension 6070. The problem will be solved or ticketed and sent to the staff member best suited to assist you. Please see the Help Desk Web site (www.marywood.edu/helpdesk) which contains helpful documentation, lists of frequently asked questions by application, and other helpful links.

User Name and Password

All new full-time employees who will use a computer are assigned a six-character User Name and Password. This user name and password is used to log on to their PC as well as the administrative systems at Marywood (iSeries, Colleague, MarywoodYOU Portal). This information will be issued by the Network Services department. If you are a new employee and will NOT be using technology, a User Name and Password will be assigned to you in order to sign on to the Portal only.

NOTE: Please contact the Help Desk if a new employee will be starting in your department to request the needed technology.

Backing Up Files

Every file that is created and saved to a PC should be backed up regularly. Each user at Marywood has a network folder for this purpose. If your computer crashes, experiences a hard drive failure, or becomes infected with a virus, files can be lost. There may be no way to retrieve the files unless they were backed up and saved to the network. Back up files at least once a month.

Refer to documentation entitled “Back Up Your Files” on the Help Desk’s Documentation page (<http://www.marywood.edu/helpdesk/iseries-documentation.html>) to learn this process.


The Marywood University Web Page

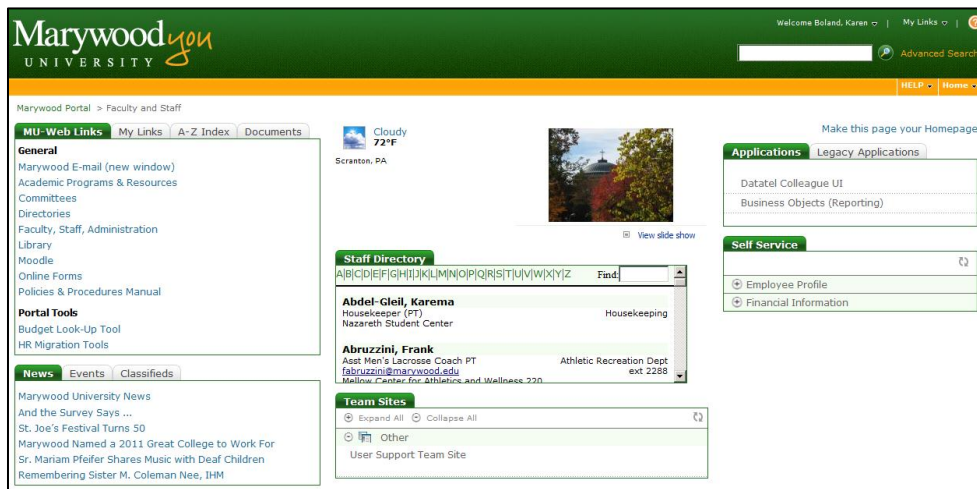


The Marywood University Web page can be found at <http://www.marywood.edu>. Each department is responsible for the content found on their pages. Web content editors are those individuals designated by their respective department heads to create and maintain these pages. If you were named by your supervisor as the department web content editor, workshops are available to get started (<http://www.marywood.edu/oit/user-support/cms.html>).

The MarywoodYOU Portal

The MarywoodYOU Portal is our internal web site. Faculty and staff can look up relevant information (budgets, employee information) on the portal.

Enter the portal by following the  link at the bottom of the Marywood University Web page. When prompted, enter your Username and Password.



Campus Notification System



Marywood University is a member of e2Campus, which enables security officials and other administrators to send important campus information via a cell phone, email account, pager, or other electronic means. This is extremely important should a major disaster or emergency strike. All employees are highly encouraged to sign up.

From the Marywood University Web page, click on **Faculty, Staff & Administration**. Click the **E2Campus System** link in the navigation bar. Then, click on the link to **Create a new account**. Follow the directions to set up an account and choose the mode of receiving messages (cell phone, email, etc.). Save this sign on information in a safe place. You will need to **Login** to e2Campus at a later date to re-subscribe (every two years), change any settings, or re-read recent messages.

Online Forms

A wide variety of forms are available on the Web for your convenience. Please look on this page for an online version of a form before contacting an office for a paper copy.

The forms library is available on the **Faculty, Staff & Administration** page. In the navigation bar, select **Online Forms**.

Wireless Networks on Campus




Employees who wish to use wireless devices (laptops, iPads, smart phones, etc.) on campus need a separate wireless username and password. Wi-Fi spots are available throughout the campus. (The names of these networks are preceded by the letters "MU".) Contact the Help Desk and they will forward your request to Network Services who will create this wireless username and password.

NOTE: The wireless username and password can also be set to match the one needed to access the Library's databases from off campus—by request.

Marywood Email Account

Supervisors of new employees must request a Marywood email (Google Apps) account by contacting the Help Desk. Network Services will issue them a Username and *temporary* Password. Gmail can be accessed through any Web browser. This email account is the property of Marywood University and all users are asked to act in a responsible manner when using it.

To access the email account, go to the Marywood University Web page and click on  at the bottom of the page. Go to **Faculty & Staff Email** to access the sign-in page. Enter the *Username* and *Password*. Go directly to the sign-in page (if the Marywood Web page is ever down) by typing <http://staff.marywood.edu> in the browser's address bar.

Users are encouraged to take advantage of Gmail's Calendar, Documents, Sites, and Surveys features. Workshops are available on all of these Google applications (<http://www.marywood.edu/oit/user-support/google-apps.html>).

Please see the Gmail Documentation Web page (<http://www.marywood.edu/helpdesk/gmail-documentation.html>) for more detailed instructions and tips on using your Marywood Google Apps account.

The iSeries (Administrative Computing)



The Application Services Department of OIT designs, programs, and implements this administrative system (the iSeries). Its primary goal is to address the specific needs of students, faculty, and staff at Marywood University.

Each user is set up with specific permissions and access to relevant jobs on the system, based on their area, department and job function. All new employees can be trained to access, utilize and run these jobs.

Basic training consists of navigating the various menus, submitting jobs/reports, and releasing, viewing, sending, deleting, or printing these jobs/reports. See "Use the iSeries (Administrative Computing)" found on the Help Desk Web page (<http://www.marywood.edu/helpdesk/iseries-documentation.html>). In some cases, it would be more beneficial to have a job or report imported into Excel rather than to simply print it. In that instance, Compleo Explorer would be used to format and import the job into Excel. Once you master the steps, Compleo becomes a very valuable tool. For step-by-step directions in using Compleo, see "Use Compleo."

When there is no job/report on the system that displays the exact information you are looking for, another option would be to write a query. The Marywood database contains thousands of files which can be queried to obtain the needed information. Writing queries can make the average iSeries user a "power" user. Please see "Write Queries" for instruction on writing a basic query.

Datatel Colleague

We are pleased to announce that Marywood University has begun transitioning to a new ERP (Enterprise Resource Planning) system—Datatel Colleague. The Colleague platform will provide the University with the tools to more accurately and efficiently serve the needs of all our constituents. The goals and objectives of the implementation are:

- To improve services to internal and external users
- To provide students, faculty, and staff with direct access to accurate, reliable, and timely data
- To investigate and improve all processes affected by the Datatel project.
- To meet state and federal reporting requirements
- To enhance decision-making and planning capabilities

Colleague workshops have begun across campus. View the current list here:

<http://www.marywood.edu/oit/user-support/colleague.html>.

Please see the ERP Web site for additional information: <http://www.marywood.edu/erp/>.

Faculty Technologies

Technology Classrooms

Many classrooms across campus are categorized as “technology rooms.” These classrooms are equipped with LCD projectors, computers, VCR/DVD Players, Cable TV, laptop hookups, Smart Boards, Document Cameras, and Sympodium monitors.

Effectively operating and utilizing this equipment will help faculty enhance the teaching and learning process. See “Use a Technology Classroom” on the Help Desk Web site for basic operating procedures.

(<http://www.marywood.edu/helpdesk/technology-rooms.html>)

To see a complete list of technology classrooms across campus, go to the following web page: <http://www.marywood.edu/oit/user-support/technology-ready-classrooms.html>



Moodle

Moodle is a learning management system, designed using sound pedagogical principles to help educators create effective online learning communities. Many faculty at Marywood University use Moodle to supplement their on campus class meetings. If you feel this tool may fit into the design and delivery of one or more of your classes, please contact an Academic Computing professional for additional information. Workshops are offered throughout the semester introducing Moodle.

Access the Marywood University Moodle page at <http://moodle.marywood.edu>. Or, from the main Marywood Web Page, choose **Faculty, Staff & Administration** and the link for **Moodle**. Set up a Moodle account before using it.

WARNING: This courses listed here include copyrighted works. The making of a copy may be subject to the United States Copyright Law (Title 17 United States Code). Do not further distribute copyrighted works included in these courses.

For technical assistance please call 570-340-6070 or email helpdesk@marywood.edu (Emailing from Moodle uses the email service set up on the computer. If you do not have an email service set up on your computer, please copy and paste the help desk email into the email system that you usually use)

Marywood University
2300 Adams Ave
Scranton PA 18509
disted_info@marywood.edu

The Marywood Phone System

Network Services staff are readily available if help is needed operating a phone system. They can help with placing calls on hold, transferring calls to another extension, or participating in conference calls.

Each phone extension on campus is connected to an audix voice mail system. As a new employee, network services can personally walk you through the steps to record a voice greeting, set a password, and retrieve any new voice messages.



To learn how to use the audix system in greater detail, see the Audix Documentation page (<http://www.marywood.edu/helpdesk/audix-documentation.html>).

