BIG NEWS!

SSU ITS
INFORMATION TECHNOLOGY SERVICES

- Customers are always first
- We do it right the first time
- Quick and accurate service
- Innovative, data driven & customer-focused

INTEGRATING TECHNOLOGY

The Department of Information Technology Services (ITS) designs, develops, acquires, maintains and provides the technical computer and telecommunications infrastructure for the campus, both academic and administrative, provides support to campus personnel in its use, and orchestrates the development of policies for its effective utilization.

SAVANNAH STATE UNIVERSITY

912-358 (HELP) 4357
helpdesk@savannahstate.edu
Information Technology Services

http://www.savannahstate.edu/faculty-staff/computer-services/

Hammond Hall

Box 20387
3219 College Street
Savannah, GA 31404

358-HELP (4357)
helpdesk@savannahstate.edu

Student and Faculty/Staff Tech Support (Powell Hall)

Student and Faculty/Staff Loaner Program (Powell Hall)

CIO 358 - 4400
Hammond Hall

W.R. Hammond Hall is one of the structures contributing to the historic fabric of Savannah State University. Built in 1915 in somewhat Italianate style, it was designed by faculty and constructed by students. It was originally a Home Economics Building for women and possibly shoe repair / making facility for men, but now serves as the computer services facility for the campus. The building has undergone several renovations; rear addition (1952); renovated (1996); partial renovation (2007).

<table>
<thead>
<tr>
<th>Name</th>
<th>Bldg.</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Moore, Mable</td>
<td>Hammond Hall</td>
<td><a href="mailto:mooremj@savannahstate.edu">mooremj@savannahstate.edu</a></td>
</tr>
<tr>
<td>Chief Information Officer &amp; Special Assistant to the President</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sheila Johnson</td>
<td>Hammond Hall</td>
<td><a href="mailto:johnsonsh@savannahstate.edu">johnsonsh@savannahstate.edu</a></td>
</tr>
<tr>
<td>Administrative Assistant</td>
<td></td>
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</tr>
<tr>
<td>Baloch, Shammah</td>
<td>Hammond Hall</td>
<td><a href="mailto:balochs@savannahstate.edu">balochs@savannahstate.edu</a></td>
</tr>
<tr>
<td>Enterprise Director Network, Telecom &amp; Systems</td>
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<tr>
<td>Ogden, Patricia</td>
<td>Powell Hall</td>
<td><a href="mailto:ogdenp@savannahstate.edu">ogdenp@savannahstate.edu</a></td>
</tr>
<tr>
<td>Director Technology Support Services</td>
<td></td>
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</tr>
<tr>
<td>Singleton, Naomi</td>
<td>Powell Hall</td>
<td><a href="mailto:singletonn@savannahstate.edu">singletonn@savannahstate.edu</a></td>
</tr>
<tr>
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<td></td>
<td></td>
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<td>Bart Hunter</td>
<td>Hammond Hall</td>
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</tr>
<tr>
<td>Information Security Officer</td>
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</tbody>
</table>
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Welcome To Information Technology Services (ITS)

We in the Information Technology Services (ITS) department at SSU understand the necessary and important role technology plays in the teaching and learning experience. Our purpose is to identify and fulfill the technology needs of the college and community through superior service, enabling SSU to function and compete as a leading and innovative institution. Our vision is that by 2018, ITS is renowned across Savannah State University and our peer schools as one of the most customer-focused and innovative IT teams in the University System of Georgia.

ITS is excited about the technologies, support, and services we offer the university and community and we are always researching new technology offerings and identifying ways in which technology can assist faculty, staff, and students.

Mission

The mission of Information Technology Services (ITS) is to provide an innovative, customer-focused, and robust foundation for information technology (IT) solutions that enable Savannah State University community to pursue excellence in research, education, and public service. ITS, seeks to establish trust with clients through professionalism, honest and open dialogue, high quality customer service, and a commitment to partnership and collaboration.
Values

The ITS commitment as a service organization is to support the university’s education, research, and service mission. ITS conducts business based on the following values:

- **Deliver High Quality Services** – Provide high quality good services that address the needs of the campus customers
- **Foster Customer Partnerships** – Partner with local units to share the responsibility and accountability for reliable, customer-focused services
- **Establish Understanding, Trust, and Accountability** – Clarify and understand customer expectations, establish and meet timeframes, and provide a consistent and responsive approach to customer requests and feedback as prioritized by the ITS governance structure
- **Make Data Driven, Innovative, and Customer Focused Decisions** – Continuously evaluate and improve the efficiency of service support, response, and decision-making within the organization.
- **Facilitate Collaboration, Cooperation, and Communication** – Collaborate among ITS and various customer constituencies, encourage cooperation with customers, partners, and colleagues within ITS and facilitate two-way communications with faculty, students, and staff

Beliefs

- We will always remember that our customer comes first.
- We strive to do it right the first time.
- We will work in a timely and accurate manner.
- We will keep trying and learn from our mistakes.
- We will do what is right for the customer, not what is easiest for us.
- We will never say no without first investigating alternatives.
- We will continue to grow personally and professionally
# ITS Office Directory

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Building</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barber, Dwan</td>
<td>Computer Support Specialist</td>
<td>Powell</td>
<td><a href="mailto:barberd@savannahstate.edu">barberd@savannahstate.edu</a></td>
</tr>
<tr>
<td>Bracy, Burnard</td>
<td>Computer Support Specialist II</td>
<td>Powell</td>
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<tr>
<td>Major, Donald, Jr.</td>
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<td>West, Aziza</td>
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</tr>
<tr>
<td>Vacant</td>
<td>Network Support Specialist II</td>
<td>Hammond</td>
<td></td>
</tr>
<tr>
<td>Cherry, Bobby</td>
<td>Technology Support Specialist II</td>
<td>Powell</td>
<td><a href="mailto:cherryb@savannahstate.edu">cherryb@savannahstate.edu</a></td>
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<tr>
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<tr>
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</tr>
<tr>
<td>Vacant</td>
<td>Helpdesk Coordinator</td>
<td>Powell</td>
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<tr>
<td>Meier, Rick</td>
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</table>

Main Number: 912-358-4400

Help Desk: 912-358-HELP (4357)  
helpdesk@savannahstate.edu

Fax: 912-358-4884
Access to Systems

ADP

ADP, the HR and Payroll system hosted by the University System of Georgia (USG) Shared Services Center, provides a Manager Self-Service (MSS) and Employee Self-Service (ESS) Portal for position management (e.g., hiring, promotions, transfers) and entering employee data (e.g., contact information, e-Time, benefits).

The ADP ID is required before access can be granted to any other system. To create your ADP ID, complete the ADP Self-Service Registration at https://portal.adp.com. To receive ADP notifications (e.g., employee leave requests, Open Enrollment, W-2s) enter your e-mail address during the self-registration process. To use the self-service password reset utilities, setup your security questions and answers during the self-registration process.

Contact Human Resources for assistance with registering for ADP Employee Self-Service and setting up e-Time. Contact the Comptroller’s office in the Division of Business and Financial Affairs for assistance with setting up Manager Self-Service for e-Time approval and position management. For a guided tour of the ADP Employee and Manager Self-Service Portal, access the ADP Shared Services link from the Human Resources homepage.
Active Directory (Email/Network)

Savannah State University’s network requires that every user be authenticated. In other words, it is impossible to use a computer on the network or print without a valid username and password. Your Active Directory account is your main user account to login to computers. At the same time you receive your Active Directory account your email account is created. Email for SSU is cloud-based email, meaning there are no servers on campus and you can get to your email from anywhere in the world. Your computer will have Microsoft Outlook configured so that you can use the Outlook software at work for emails, calendars, tasks, etc. When traveling or at home you can get to your SSU email by going to www.outlook.com and logging in with your Active Directory password.
**Banner Student Information System (SIS)**

The Banner Student Information System is a database of student records used by faculty, staff and students to conduct official transactions and obtain personal and academic information. Banner is most commonly accessed by functional staff via the Internet Native Banner (INB) web interface.

To request Banner access, complete the Banner Access Request Form on the ITS homepage under Forms. The requester must agree to and sign the Acknowledgement of Confidentiality and Appropriate Use of Account form and submit a Banner Request form with the appropriate signatures (i.e., supervisor, data owners).

Banner access is authorized by the data owner (Admissions, Financial Aid, Registrar, Accounts Receivable and Housing). Submit the completed Banner Access Request form with the required signatures to the Help Desk. Contact the data owner for assistance with requesting access to specific Banner forms.

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**Access Banner Reports** from the Banner Online Query Tool at https://simba.savannahstate.edu/query tool/

Access Banner via http://www.savannahstate.edu/banner.

Banner can only be accessed from an internal network address. For remote access, request a VPN account. The normal maintenance window for Banner is every other Friday from 10:00 pm - 7:00 am Saturday. The Banner system will be unavailable during this time period.
**Personal Access Web Service (PAWS)**

The Banner Student Information System is a database of student records used by faculty, staff and students to conduct official transactions and obtain personal and academic information. Banner is most commonly accessed by faculty and students via PAWS – the Banner Self-Service web interface.

To request Banner access, complete the [Banner Access Request Form](#) on the ITS homepage under Forms. The requester must agree to and sign the Acknowledgement of Confidentiality and Appropriate Use of Account form and submit a Banner Request form with the appropriate signatures (i.e., supervisor, vice president for Academic Affairs).

PAWS access is authorized by the vice president for Academic Affairs. Submit the completed Banner Access Request form with the required signatures to the Help Desk.

Access [PAWS](#) via the Faculty & Staff link from the SSU homepage. PAWS can only be accessed from an internal network address. For remote access, request a VPN account. The normal maintenance window for PAWS is every other Friday from 10:00 pm - 7:00 am Saturday. PAWS will be unavailable during this time period.
PeopleSoft Financials

The PeopleSoft Financials system is used to administer the following services: general accounting, accounts payable, purchasing, grants & contract management, budget reporting and e-Procurement.

Non-Business and Financial Affairs staff most commonly access PeopleSoft Financials for e-Procurement (for the creation and approval of requisitions) and budget reporting. Additional permissions and user preferences are available for Business and Financial Affairs staff.

To request a PeopleSoft account, complete the PeopleSoft Security Access Request Form on the Business and Financial Affairs homepage under Business and Financial Affairs Forms. Select the appropriate PeopleSoft Security Access Request form based on job role: “Faculty & Staff” or “Business & Financial Affairs Staff Only”.

e-Procurement training must be completed before PeopleSoft access is granted; e-Procurement training options include online, instructor-led training and one-on-one training. Contact Business and Financial Affairs for e-Procurement training information.

When completing the PeopleSoft Security Access Request form, ensure that the following information is populated:

- Employee ID number
- Accounting defaults (Fund, Department, Program, Class, Project/Grant)
  - Account defaults are required when setting up a user as a Requester or an Approver
  - If you purchase from or approve for more than one department/project, your accounting default should be the one used most often
  - Contact Accounting to obtain your accounting defaults
  - Contact Grants and Contracts to obtain your accounting defaults for grants/projects
- Type of access requested (Requester, Approver, Budget Manager for Budget Reports)
- System Administrator/Trainer signature (signifying e-Procurement training has been completed)

Submit the completed PeopleSoft Security Access Request form with the required signatures to the Help-Desk. Access PeopleSoft Financials via the Procurement link from the Business and Financial Affairs homepage. PeopleSoft Financials can only be accessed from an internal network address. For remote access, request a VPN account.
Virtual Private Network (VPN)

The VPN service provides users with a secure remote connection to university resources while a device is connected to an un-trusted network (e.g., home network). The VPN is a "user managed" service, i.e., the user is responsible for selecting an Internet Service Provider, coordinating the installation of required software and paying associated fees.

To request VPN access, complete the VPN Access Request form on the ITS homepage, under Forms, and submit it to the Helpdesk. The VPN can be accessed through the Web Portal or the Cisco AnyConnect client.

To connect to the VPN via the Web Portal:

- From off campus:
  - Browse to webvpn.savannahstate.edu and login with your network username and password
- From on campus:
  - Connect to the student wireless network (SSU Student), browse to webvpn.savannahstate.edu and login with your network username and password
- Once connected to the VPN Web Portal:
  - Click the arrow in the dropdown box on the Address bar and select “rdp2”
  - Enter the workstation’s IP address* in the Address bar and select “Browse”
  - Allow any Active X or Java applets to be loaded
  - Click “Trust” to authorize the VPN certificate
  - A new page will be opened displaying the desktop, login using your network username and password

To connect to VPN via Cisco AnyConnect:

- Browse to webvpn.savannahstate.edu and login with your network username and password
- Click the “Start AnyConnect” icon to install the AnyConnect client
- Follow the prompts to install the AnyConnect client
- Once installed, close the browser and launch the AnyConnect client
- From the AnyConnect dialog box, enter webvpn.savannahstate.edu in the Connection field and enter “SSU” as the Group
- You will be prompted to login, enter your network username and password
- Once connected, launch the Remote Desktop and enter the workstation’s IP address*

* To obtain your IP address, open a Command Prompt on the workstation and type, “ipconfig”.

ITS 2016-2017
Astra Schedule

Astra Schedule – a space request system powered by Ad Astra - allows users to submit an online request to reserve a room in one of our buildings. This centralized scheduling system is available for students, faculty, staff, and external users. The online system will optimize space for academic sections and events to improve space utilization.

A short tutorial and a list of space approvers is available for reference. For scheduling questions, contact the Office of Events at 912-358-3040 or events@savannahstate.edu. For account questions, contact the Scheduling Coordinator at 912-358-4164 or scheduling@savannahstate.edu.
EAB Student Success Collaborative (SSC)

The Education Advisory Board (EAB) provides best practice research and practical advice to leaders of academic affairs, business affairs, student affairs, advancement, continuing, online, and professional education, and community colleges across North America. Borrowing from the most innovative in-and-out of industry ideas, the Student Success Collaborative (SSC) combines technology, research and predictive analytics to help institutions positively inflect outcomes with at-risk and off-path students. Recognizing that most institutions have amassed a wealth of untapped academic data, we endeavor to partner with progressive institutions to deploy analytical rigor uncovering hidden insights about the patterns of academic success (and failure) and to deliver this actionable intelligence to the advisors and retention specialists on the front lines of student engagement. At the core of the initiative is an innovative software platform representing a data-driven paradigm shift in how advisors:

- **Identify and prioritize students** needing extra assistance in critical foundational coursework
- **Pull forward difficult conversations** with students who may be at-risk in their chosen degree
- **Simplify intervention** by aggregating previously disparate data into a 360-view of student health
- **Evaluate and compare alternative major decisions** based on predicted academic performance

As a service to members, EAB houses a wealth of information at the Education Advisory Board website located at [www.eab.com](http://www.eab.com). As a Savannah State member, any faculty or staff can obtain a username and password at this website.

If you are advising students, please contact Academic Affairs for more information.
Unprecedented Visibility Into Risk Across Colleges and Programs

Dashboards Deliver Focused Intelligence on Potential Areas for Targeted Improvement

- A predictive analytics engine calculates the likelihood of graduation for every student on campus based on their academic history as compared to past students.
- Students are sorted by college to provide administrators with a snapshot overview of which academic units are most in need of assistance.
- Results provide provosts and vice presidents with the tools necessary to make data-driven decisions about new investments in student success efforts.
Brightspace Desire2Learn (D2L)

Desire2Learn is a learning management system used by faculty and students for online and blended courses. Desire2Learn provides a core suite of LMS products with capabilities for course design, reporting, assessment, and mobile and collaboration options.

Visit the Office of Online Education for e-Learning for Desire2Learn User’s Guides. Contact Office of Online Education at 358-4126 for account information and other questions regarding Desire2Learn.
Blackboard Analytics

Blackboard Analytics is a suite of data warehouse and analytics reporting applications designed to build analytics data models, key metrics and reports to create business intelligence for administrators, faculty, and staff use.

Contact Institutional Research, Planning and Assessment at 358-4172 for account information and other questions regarding Blackboard Analytics.
DegreeWorks

DegreeWorks is a student tracking system to improve the integration of student progress and academic success with course scheduling. DegreeWorks is used by students and advisors to monitor progress toward degree completion. DegreeWorks looks at the degree requirements and the coursework completed to produce an easy-to-read audit. The audit evaluates how courses taken (or proposed) count toward degree requirements.

Contact the Registrar’s Office at 358-4153 for account information and other questions regarding DegreeWorks.
Digital Measures

Digital Measures is a fully customizable online information management system designed to organize and report on teaching, research, and service activities. Digital Measures manages critical information for accreditation and personnel management. Customized reports such as personnel review procedures for promotion and tenure can be generated once activity data have been entered in the system.

Contact Institutional Research, Planning and Assessment at 358-4172 for account information and other questions regarding Digital Measures.
IT Services

Helpdesk – 912-358-HELP (4357)

The Helpdesk is located in Powell Hall on the Felix Circle to assist all SSU faculty and staff with their information technology needs. Our Goal is to provide prompt hardware and software support in the pursuit of academic excellence.

The Helpdesk provides end user support for all SSU faculty, staff and students. We specialize in hardware/software upgrades, repair and troubleshooting, including PC’s, Mac’s, Laptops, Printers and other various technologies. We also provide software installation and assistance for the many different pieces of software used throughout the campus, including but not limited to Office 2010, Internet browsers, and antivirus.

Faculty and staff of the university can create and track requests for assistance using our online system or email helpdesk@savannahstate.edu.

IT Work Order Request system.

HOW TO SUBMIT WORK ORDER

From the main menu select “Add New Work Order”
How to submit work order, (Con’t)

Complete the following:

**Summary** (Brief description of Issue)

Select “Description” – provide more detailed information about issue

Click “Save” when complete
Instructional Services

ITS, provides excellent learning environments for SSU faculty and students to facilitate instructional opportunities both in and out of the classroom. We have roughly support 90 SMART Classrooms that are located throughout the campus. ITS works yearly to make sure all classrooms are upgrade to the standardized model.

SSU classroom computers are equipped with specialty software in addition to the standard SSU computer software. SSU classrooms are equipped with advanced instructional technology tools to enhance instruction.

Standard Classroom Hardware:

- Classroom Computer
- LCD Projector
- Sympodium
- DVD/VCR player
- Speaker System
- Laptop Connection
- Desktop/Wall Panel Switch
- Wireless Access for students
Classroom Labs

There are 25 computer classrooms located throughout the campus. Specialized software installations are based on needs provided by faculty.

<table>
<thead>
<tr>
<th>Jordan Hall – Room 128 / 129 / 214 / 206</th>
<th>Morgan Hall – Room 104</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSB – Room 106 / 220</td>
<td>Herty – Room 111/212</td>
</tr>
<tr>
<td>Hubert – Rooms B211/D410/D418/D421</td>
<td>Kennedy – Room 139/141/200A</td>
</tr>
<tr>
<td>Drew Griffith – Room 222</td>
<td>Payne Hall – Room 201 / 209</td>
</tr>
<tr>
<td>Whiting Hall – Rom 123/125/132</td>
<td>NROTC 141</td>
</tr>
</tbody>
</table>

Computer Labs

There are five (5) general purpose computer labs and five (5) residential hall labs available for all students managed by the University. Computer workstation access is "first come, first serve." During times of heavy use such as when homework and projects are due, plan to arrive early to ensure a seat.

ITS employs student workers, who are able to assist with questions regarding the use of the computer labs.

General Purpose labs are located in the following locations:

<table>
<thead>
<tr>
<th>Jordan Hall – Room 208</th>
<th>Payne Hall – Room 113</th>
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</thead>
<tbody>
<tr>
<td>Adams Hall</td>
<td>SSB – Room 253</td>
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</tbody>
</table>

Residential Hall Labs

<table>
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<tr>
<th>Bowen Smith</th>
<th>Bostic Hall</th>
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<tbody>
<tr>
<td>FLLC</td>
<td>University Commons</td>
</tr>
<tr>
<td>University Village</td>
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</tbody>
</table>
Software

Microsoft Office 2013 Professional Plus (Word, Excel, PowerPoint, and Access) is available for installation on all university desktops/laptops.

Faculty/Staff/Students can download Microsoft Office 365 Pro Plus on 5 personal desktops/laptops and 5 mobile devices at no charge. You must be employed or a registered student. (Note: This software should not be installed on university own systems)

Hardware

ITS, provides support, installation, and maintenance of desktop computer systems for faculty and staff. In order to request assistance, please report problems via online, please provide description of the problem.

Hardware/Software Purchases

ITS works with the campus community to make recommendations for; hardware/software purchases. Please submit request for quotes on standard desktops/laptops/iPads. The campus standard vendor for desktops/laptops is Dell.

If you have specific hardware/software project needs, please contact the Helpdesk for further assistance.

Printers

Basic support is provided for desktop printers. The Helpdesk provides the first level of support for printer problems; however, Departmental staff should be familiar with basic printer operation (i.e. how to power the printer down/up, how to clear paper jams, etc.).

If the Help Desk cannot resolve the problem, procuring an outside vendor will be needed to make the repairs. However, for some older printers, extensive repairs may not be justified and replacement of the printer will be recommended. If considering such a purchase, the department should consult with the Help Desk for recommendations.
Telecommunication Service

SSU uses Voice over IP (Voice over Internet Protocol or "VoIP") technology to convert voice calls from analog to digital to be sent over digital data networks or the Internet. This allows the university to use its existing data network (which includes fiber and copper wiring between and within buildings, and Cisco routers and switches) to also transport telephone service throughout the campus. By offering VoIP, SSU is moving toward a converged network, where voice, data, and video all travel along the SSU gigabit network.

Phone Manual; SSU uses different model phones on campus based on cost and functionality. Your phone model is indicated on the phone in the upper right corner and the manual can be located here: https://simba.savannahstate.edu/voip/manuals.aspx

The Voice over IP Technology was upgraded last summer (June 2013) and now provides the following New Features;

- Basic paging features will be available between phones, groups or zones.

- Voicemail to Microsoft Outlook Inbox. Messages are sent to your Inbox as a .WAV file. These messages can be opened and retrieved in outlook. If speakers are available the messages can be listened to from Microsoft Outlook Inbox.
Setting Up Voicemail / Default Password

When you first access voicemail, you will be asked to initialize your mailbox. Pre-recorded prompts will guide you through the initialization process, which includes recording your name, recording a greeting, and changing the default password to a password (PIN) of your choice. The default password is 1890. This password will remain in effect until you have completed the initialization process and your mailbox is ready for use.

Accessing VoiceMail
From your office phone:
1. Press the Messages button.
2. Enter your password (PIN) followed by the # key when prompted.
   o Press 1 to listen to new messages.
   o Press 2 to send a message.
   o Press 3 to review old messages.
   o Press 4 to access Setup options.

While out of the office:
1. Dial your number (XXX-XXX-XXXX) to directly access the voicemail system and go to Step 4.
2. If you do not have the voicemail phone number with you, dial your direct line and wait for voicemail.
3. When voicemail answers, press * key.
4. Enter your 4-digit mailbox ID, which is your extension, followed by the # key.
5. Enter your password (PIN) followed by the # key.

Recording Greetings

During enrollment, you record an initial greeting. To change the saved greeting:
1. Access your own mailbox.
2. Press 4 for Setup options.
3. Press 1 for Greetings.
4. Press 1 to change greetings.

If you are going to be on vacation or out of the office for any reason, you can record an alternate greeting. The alternate greeting lets callers know that you are out of the office and can offer them other options for assistance until you return, such as someone else’s extension or email. You can set the alternate greeting to expire on a certain date at a certain time, and it will automatically revert to your standard greeting. You may also choose not to set expiration and switch back to the standard greeting manually.

To record an alternate greeting:
1. Access your own mailbox.
2. Press 4 for Setup options.
Interactive Videos Phone Features
SSU provides users with tutorial videos on how to use the phone. The videos are located here:

https://simba.savannahstate.edu/voip/videos.aspx
Quick Reference Guide

Placing a call:
- Lift the handset and dial number or
- Press the NewCall soft key and dial number or
- Press the Speaker button and dial number

Answering a call:
- Lift the handset or
- Press the Answer soft key or
- Press the Speaker button

Ending a call:
- Hang up the handset or
- Press the EndCall soft key or
- Press the Speaker button

Putting a call on hold:
- While on a call, press the Hold soft key
- To return, press the Resume soft key

Transferring a call:
- During a call, press the Transfer soft key
- Dial the number to which you want to transfer the call
- When you hear ringing, press Transfer again (blind transfer), or when the party answers, announce the call and press Transfer (screened transfer)
- If the party refuses the call, press the EndCall soft key, then the Resume soft key to return to original call

Forwarding a call:
- Press the CFwdAll soft key
- Enter the number to which you want to forward all your calls (to forward to voicemail press the Messages button)
- To cancel forwarding, press the CFwdAll soft key

Conference calls:
- During a call, press the More key, then the ConFrm soft key
- Dial the number of another person
- When call connects, press ConFrm again to add this person to the conference
- Repeat above steps to add more people (max 5)
- If you miss dial, press the EndCall soft key, then the Resume soft key to return to original call

Pickup Group:
- If you are in a pickup group, you hear the line ringing, first get a dial tone and press the Pickup soft key
- The line should now ring on your phone, press Answer

Campus Directory:
- Press the Directories button
- Use the Scroll button to select the Corporate Directory option on the menu.
- Press the Select soft key to display the directory search options
- Use the Scroll key to select the search option: First Name, Last Name or Number
- Use the numbers corresponding to the letters on the dialing pad. It is not necessary to enter a complete query to conduct a search.
- Press the Search soft key to display all names that begin with the letters you choose.
- If more than one name appears, use the Scroll key to highlight the number you wish to reach
- Press the Dial soft key to speed dial your selected name and number

View Call History:
- Press the Directories button.
- Scroll to history list.
- Press 1 for Missed Calls.
- Press 2 for Received Calls.
- Press 3 for Placed Calls.

Ringer Volume:
- While phone is idle press the -/+ volume button
- During ringing press the -/+ volume button
- Press Settings and the Save softkey

Dial Plans
- Campus to Campus Extension .......... 4 digit extension
- Local Call ................................... 9 + 7 digit number
- Long Distance .............................. 9 + 1 + 10 digit number

General Numbers
- Campus Police ......................... 350-3911
- CSE Help Desk ......................... 350-4237

HTTPS://SIMBA.SAVANNAHSTATE.EDU/VOIP

ITS 2016-2017
Video Surveillance

ITS maintains infrastructure for the University’s main surveillance camera system, including storage system, server systems, and backups. Surveillance cameras are installed in situations and places where the security of either property or people would be enhanced. Where appropriate, cameras are placed campus-wide, inside and outside of buildings. Cameras will be used in a professional, ethical, and legal manner consistent with all existing SSU policies. Camera use will be limited to situations that do not violate the reasonable expectation of privacy as defined by law.

The SSU Chief of Police functions as the Surveillance Camera Coordinator and manages activities related to the viewing of information, location of cameras and the request for new cameras.
Network Wired

SSU has a robust network that is 100% Cisco equipment. All buildings are connected by 1GB fiber optic connections to the Data Center. The Students Internet connection is 1Gb and the Faculty/Staff is 225 Mbs. There is over 4500 connections on the wired network.

Network Wireless

With the increased use of online learning resources and social networking among students, faculty and staff, as well as the popularity of mobile applications, Savannah State has a great demand for access to information from anywhere. The campus wide wireless network consists of over 400 access points covering 200 acres indoor and outdoor. The University’s wireless network will provide public Internet access for students, faculty, staff and guests and carry University Internet traffic.
Network Access Control (NAC)

Safe-Connect Network Access Control (NAC) is a system deployed at Savannah State University in an effort to bring real-time visibility of who is on our network at all times. It will ensure that our institutional computing resources are protected from unauthorized access. When connecting to the SSU network, you will benefit in knowing your computer is properly configured by meeting best-practice standards. Safe-Connect NAC provides user authentication using your network username and password.

General Wireless Configuration Settings for Faculty and Staff:

- Connect to Network name (SSID): **SSU Faculty-Staff**
- Download the Safe-Connect Policy key if applicable to your system (Windows and MACs only)
- Open your favorite web browser and surf to a non-cached web site if this is your first time signing on;
- Type in your Network username and password.
IT Security Policies

The SSU IT Security Plan provides a framework for the efficient and effective governance and management of information and information systems. Users have the responsibility to employ prudent policies, standards, and practices to protect against a wide spectrum of risks and threats.

IT security policies – core strategies for protecting IT assets – are the basis for the IT Security Plan, while compliance to information security relies upon the attitude and judgment of the university community. The IT Security Plan’s primary responsibility is to effectively protect IT assets, while allowing users to access and appropriately share information.

All IT security policies are available on the ITS homepage under Security and Policy Tech – a document management system for university policies.

The Board of Regents Information Technology Handbook contains the IT requirements and recommendations that establish acceptable IT practices for all USG institutions.

<table>
<thead>
<tr>
<th>Security Policies</th>
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<tbody>
<tr>
<td>Please read and annually review the SSU Security Policies</td>
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<tr>
<td>Savannah State University Security Plan</td>
</tr>
<tr>
<td>10_1 Appropriate Use Policy</td>
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<tr>
<td>10_3 Information Security Awareness Policy</td>
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<td>10_5 Password Policy</td>
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<td>10_7 Wireless Security Policy</td>
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<td>10_9 Media Disposal Policy</td>
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<td>10_11 Account Management Policy</td>
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<td>10_13 Backup Policy</td>
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<tr>
<td>10_15 Intrusion Prevention Policy</td>
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<tr>
<td>10_17 Data Encryption Policy</td>
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<tr>
<td>10_19 Server Security Policy</td>
</tr>
<tr>
<td>10_21 P2P File Sharing Policy</td>
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</table>
Information Security Awareness Training

Information security awareness training provides practical and simple guidance to reinforce appropriate conduct as it relates to a user’s role in information security. Security Awareness Training must be completed annually per USG and SSU policy.

SECURITY AWARENESS TRAINING FOR ALL FACULTY AND STAFF IS MANDATORY! NON-COMPLIANCE WILL CAUSE YOUR NETWORK ACCOUNT TO BECOME LOCKED, SO PLEASE ADHERE ACCORDINGLY!

Users are responsible for the following:
- Read and understand the IT Security Plan and associated IT security policies
- Complete Information Security Awareness training annually
- Report all security incidents or violations to the CIO or a designee

Review the Information Security Awareness Policy from the ITS Services homepage under Security. Contact the Helpdesk for information regarding Information Security Awareness training. SSU is utilizing the ‘SANS Securing the Human’ Program – an online video courseware system hosting various end-user security awareness training modules. The link to access the courseware is accessed at this link:

https://vle.securingthehuman.org/auth/login.php
Network User Access Responsibilities

Use of information system resources is a privilege. As a network user, you are responsible for the security and use of your system account. Violation of university policies may include loss of network privileges and other disciplinary actions in accordance with applicable university policies and state or federal laws.

E-mail serves as an official mode of communication. E-mail is not a secure form of communication; privacy and confidentiality are not guaranteed. The university may permit the inspection, monitoring, or disclosure of e-mail when required by law such as Georgia Public Records law or with the submission of any appropriately-issued subpoena or court order.

E-mail users have a responsibility to conduct e-mail exchanges with professionalism and courtesy and manage their e-mail responsibly. Examples of inappropriate use include, but are not limited to:

- Sensitive information should not be sent through e-mail unless it is encrypted.
- Following an email link from an unknown sender may execute malicious code.
- E-mail users must comply with all applicable federal, state and local laws regarding slander, privacy, copyright, trademark, obscenity and child pornography.

University Website Policy

Savannah State’s web presence is used to create and post web content for educational, research, student activities and community activities. SSU Web pages must not include advertising or other materials relating to commercial activities.

Official university web pages must be hosted on university Web servers managed within the department of Computer Services and Information Technology under the www.savannahstate.edu domain.

All university web pages (except Athletics and Foundation) are managed within a web content management system defining the page structure, required information, information architecture, accessibility and usability.

To protect the privacy of individuals, personally-identifiable information must not be posted on public web pages.
Student Services

ITS, provides a Student Support Helpdesk where we assist students with their computer needs while attending Savannah State University. This service is offered as a part of the Technology Fee paid by students.

Our primary goal is to assist the students in whatever way is possible. Over the phone and in the office, we aid students in cleaning viruses and spyware, updating their machines for protection, and diagnosing other issues, removing and installing hardware.

**Hours of Operation:** Monday – Friday 8 am – 5 pm  
**Location:** Powell Hall  
**Phone:** 358-HELP (4357) option 1

Software

Students can download Microsoft Office 365 Pro Plus on 5 personal desktops/laptops and 5 mobile devices at no charge. You must be employed or a registered student. (*Note: This software should not be installed on university own systems*)

Electronic Computing Device Program (ECD)

To further enhance the student’s educational pursuits, student loaner laptops and other devices, are available for checkout to any currently enrolled Savannah State University student in good standing. ECDs are made available to the student on a first come first served basis. Checkout and Return times are only available between the hours 8:00 a.m. to 5:00 p.m. Monday through Friday. SLL computers will be available for checkout for a maximum period of 45 days to SSU students in good standing with the university. For more information please visit the ECD website.

Computer Labs

There are four (4) general purpose computer labs and (5) Residential labs available for all students managed by the University. Computer workstation access is "first come, first serve." During times of heavy use such as when homework and projects are due, plan to arrive early to ensure a seat.

ITS employs student workers, who are able to assist with questions regarding the use of the computer labs.
General Purpose labs are located in the following locations:

<table>
<thead>
<tr>
<th>Jordan Hall – Room 208</th>
<th>Payne Hall – Room 111</th>
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<tbody>
<tr>
<td>Adams Hall</td>
<td>SSB – Room 253</td>
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</table>

Residential Hall Labs

<table>
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<tr>
<th>Bowen Smith</th>
<th>Bostic Hall</th>
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<tbody>
<tr>
<td>FLLC</td>
<td>University Commons</td>
</tr>
<tr>
<td></td>
<td>University Village</td>
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</table>

HELPFUL LINKS

Professional Development

The ITS Technology Training Center develops faculty and staff with applicable skill sets to effectively use current and upcoming technologies through technology course offerings for specialized applications and services. Technology training activities are administered via a variety of modes (i.e., Live (face-to-face), On-Demand (WebEx or Wimba or Online)).
Software Applications Training

Building a Better U2

Building a Better U2 (BBU2) is an online learning portal with a comprehensive catalog of more than 3,500 free non-credit business and technical professional development courses, simulations and access to a full library of resources 24x7 available for use anytime through an Internet connection. BBU2 enables learners to create customized learning plans to address individual and departmental professional development goals as well as earn continuing professional education credits from recognized professional associations and agencies.

For questions regarding BBU2, contact Human Resources at 912-358-4194. To access BBU2, visit the Human Resources web page and click the BBU2 link.
Banner/PAWS Training

The Ellucian On-Demand Subscription Library provides online technical and functional training for Banner modules and PAWS. To create an account:

- Click the link to access the On-Demand Subscription Library: https://udca.sungardhe.com/cp/home/displaylogin
- Click the “Click Here” link in the bottom left under the message “Need access restored or need new access established to the On-Demand Subscription Library?”
- An email will be created to edcenter@ellucian.com. Provide the following information:
  o Subject: Request for Access to On-Demand Subscription Library
  o First Name
  o Last Name
  o Institution
- Within about 24 hours, you will receive a confirmation email from Ellucian with your login information.

For Banner documentation and other resources visit http://www.usg.edu/georgia_best/.

Please contact the Helpdesk for the login.
Personal Network Drives
The personal network drive is an excellent resource for staff and faculty. It is accessible from any computer on campus and can be used to store any files. Backups of your files are automatically made each evening. No one has access to your personal drive so the information is secure. You can copy a presentation to your network drive from your office and access it from a podium computer in a classroom or any other location on campus.

SSU Mobile Application
SSU is continuing to improve the student experience at SSU. With the SSU Mobile application you can access information from your phones, tablets and other mobile devices. For staff, alumni or just plain Tiger fans you can access sports, news, maps, orientation, radio station and other information. For students in addition you can access course schedules, pay balances, view grades, view holds, view books, check print credits, view meal balances and a host of other features. For more information about downloading the app to your phone go here: http://m.savannahstate.edu/

In addition, the new SSU website is a responsive web design. What is responsive web design? Visitors are accessing SSU’s website with an ever increasing array of devices and browsers from desktop computers and laptops to netbooks and tablets, and, of course, mobile phones. By using programming code we are able to tell the size of your screen you are using and “respond” back to the screen with the appropriate size text and menu items for you to use.
Academic Calendar
https://www.savannahstate.edu/academic-affairs/calendars.shtml

Campus Map
http://www.savannahstate.edu/map/

Directory
https://simba.savannahstate.edu/directory/
Emergency Notification

The SSU Alert System, Blackboard Connect, allows campus administrators to quickly communicate emergency messages with students, faculty and staff such as class cancellations, campus closings, security incidents or severe weather. This urgent news and information is rapidly delivered via telephone and e-mail messages.

The notification system relies on the contact information provided by students, faculty and staff. All members of the SSU community are urged to keep their information updated in the system to ensure delivery of emergency messages.

To self-register for the service, click the Emergency Notification link under Faculty & Staff, from the homepage. Enter your network username and password to register for the service.

Maintaining the privacy of this information is a priority. Data will be preserved and will not be shared with third parties for commercial purposes or purposes other than this notification system. Data collection occurs daily, and testing is performed periodically throughout the year.
Password Resets by System

Network/Email

- Contact the Helpdesk to reset your network/email password.
- The network password expires every 6 months
- The network account is used for the VPN, NAC, SSU Alert and Blackboard Analytics systems

ADP

- Contact the Shared Services Center at 855-214-6500 or helpdesk@ssc.usg.edu to reset your ADP password or use the “Forgot Password” link on the ADP Portal login page.
- The ADP password expires every 2 months

Banner

- Contact the Helpdesk to reset your Banner password.
- The Banner password expires every 3 months

PAWS

- Contact the Registrar’s Office to reset your PAWS pin
- The PAWS pin expires every 6 months
- The PAWS pin is used for the DegreeWorks system

PeopleSoft

- Contact the Helpdesk to reset your PeopleSoft Financials (e-Procurement) password.
- The PeopleSoft password expires every 6 months

Desire2Learn

- Use the “Forgot Password” link on the Desire2Learn login page or contact the Office of Online Education to reset your Desire2Learn password
- The Desire2Learn password expires every 6 months

Blackboard Analytics

- Contact the Helpdesk to reset your Blackboard Analytics password.
- The Blackboard Analytics password expires every 6 months

DegreeWorks

- Contact the Registrar’s Office to reset your DegreeWorks password.
- The DegreeWorks password expires every 6 months

Digital Measures

- Contact Institutional Research, Planning and Assessment to reset your Digital Measures password.
INFORMATION TECHNOLOGY SERVICES (ITS) Homepage

http://www.savannahstate.edu/faculty-staff/computer-services/
Frequently Asked Questions (FAQs)

Faculty and Staff

Q: I am a new employee, how do I get my account?
A: New hires are required to complete a Network/Email request form and fax to 912-358-4884 or email to helpdesk@savannahstate.edu. After the accounts are created the ITS department will notify the requestor and forward the credentials. New accounts and mailboxes are created using the SSU standard of “last name-first initial@savannahstate.edu”
Example: smithj@savannahstate.edu. All accounts are created with a default password. This password is not sent by email, the user must contact the Helpdesk (x4357) to obtain the password. Active Directory forces all new users to change the default password upon their first logon

ADP ISSUES

Q. I forgot my login information to ADP, can you reset it?
A: USG Shared Services is responsible for resetting passwords. They can be reached at 855-214-2644 or helpdesk@scc.usg.edu

Password Requirements for Network Account

1 Uppercase letter/ number sequence of at least 8 characters in length.

Login and Passwords:

Q: How do I request access a Network Account
A: Faculty and Staff Request for access forms can be found online at the Savannah State Website; computer services – Forms –Request for Access. Complete this form and bring it to Hammond Hall on Alex Circle or fax it to 358-4903

Q: How can I change my Savannah State password?
A: Once you have logged into the system press Ctrl, Alt and Delete and click change password and follow the instruction prompts.

Q: I FORGOT my Savannah State password?
A: Faculty and Staff
Click here to reset the password to your SSU computer account. (Your SSU computer account is the primary account you use to access services such as the SSU domain/network and email.
Students
Use this link: (https://simba.savannahstate.edu/students/login.aspx) to reset the password to your SSU computer account. Your SSU computer account is the primary account you use to access services such as the SSU domain/ email and printing.
Q: I can’t log onto the computers on campus; what’s my Tigerworld login information?
A:
Student - Use this link: (https://simba.savannahstate.edu/students/login.aspx) to find your network username.
You must be:
Registered for the current term
Provide your 915 numbers and PAWS Pin

Q: How can I change my Savannah State password?
A:
Once you have logged into the system press Ctrl, Alt and Delete and click change password and follow the instruction prompts.

Q: Can you help me with my PAWS accounts?
A:
Contact the Registrar’s office at 912-358-4153 for assistance with your PAWS account.

Telephones

Q: My office telephone is not working. Who do I need to talk to?
A:
Place an IT Work Order Request (http://footprints-sc2/MRcgi/MRentrancePage.pl) for assistance with repair or call the HelpDesk @ 912-358-4357 or send email to helpdesk@savannahstate.edu.

Q: How do I setup my voicemail?
A:
Use this link (https://simba.savannahstate.edu/voip/) for assistance with setup.

Q: How do I slow down my voicemail playback if it goes too fast for me to understand?
A:
While listening to your playback press #6 for fast playback or the #4 for slow playback.

E-mail:

Q: How do I send email to all users?
A:
Only authorized access is granted to designated individuals to send mail to the distribution list for faculty/staff and students.

Q: How do I reset my password?
A:
Your network login password (Active Directory) is the same as your email password. Users can reset their password by typing CTRL-ALT-DEL (simultaneously) this takes you to the Windows main screen, and selecting the “Change Password” button. Users can also contact the Helpdesk (x4357) if any problems are encountered.
Q: Does the University provide institutional e-mail accounts for all students, faculty and staff, and use e-mail as an official medium of communication?
A: Yes: SSU currently offers institutional e-mail accounts to all students, faculty and staff. It is the official medium of communications.

Q: Does the campus provide wireless network coverage? If so, how much of the campus has wireless connectivity?
A: Wireless connectivity is available throughout the entire SSU campus approximately 200 acres. There is wireless inside all buildings and also outside in all common areas.

Q: Why isn’t the wireless network as fast as the wired network?
A: The SSU wireless network supports 802.11a, 802.11b, and 802.11g, standards with the maximum bandwidth shared among the wireless users connected to each access point. The 802.11ab standard has a maximum bandwidth of 11 million bits per second (Mbps), the 802.11g standard has a maximum bandwidth of 54 Mbps. The wired network provides ports with a dedicated bandwidth of 100 Mbps per connected user. As more wireless devices utilize the wireless network more heavily, performance degrades even further.

**Desktop/Laptop:**

Q: Can I buy my SSU issued PC/Laptop when I end my employment?
A: No, it must be surplused.

Q: Why can’t I buy what I want with my own money?
A: Compatibility, reasonableness issues

Q: Can ITS work on my personal desktop/laptop?
A: No, ITS does not work on personal systems for faculty and staff.

Q: Can I purchase MS Office Suite for my personal system?
A: As a university employee, MS Office Suite can be downloaded for free on 5 desktops/laptops and 5 mobile devices.
Security Awareness:

Q. What site is the training located?
A. Surf to this site: https://www.savannahstate.edu/faculty-staff/computer-services/cybersecurity-links.shtml OR https://vle.securingthehuman.org/auth/login.php

Q. What is my user ID to sign onto the training?
A. Your full email account/address is your user ID to sign onto the system (xxx@savannahstate.edu).

Q. What is my password? How come my network password is not working to login?
A. SANS is hosted outside the campus and does not use your network login password. You have to create a separate password for that site. Click on ‘Forgot your password? Click Here’ to receive an email to change your password for this site.

Q. I didn’t receive an email with my login credentials.
A. You are either not in the system or you need to check your Junk E-Mail OR Clutter folder. Be sure to email me to add you into the system.

Q. I’m really busy, can I do some and come back to the rest or do I have to take them all at once?
A. You can do some and come back to the rest. The system remembers where you stopped and resume at that point when you log back in.

Q. What will happen if I/a user do not complete the training before the proposed deadline?
A. You will have your network login account locked, preventing access to email, etc. and your direct report will be notified that you are non-compliant with USG and ITS policy. It will be reported in our audit findings as well.

Q. I work part-time or I’m a contractor, not an employee of SSU. Am I exempt from taking the training?
A. No, you are not exempt. If you were issued an SSU email account and/or use SSU resources (computers, etc.) you must take the training.

Q. Will I receive anything for completing my training?
A. Yes, you should get an automatic follow up email that will give you instructions on how to print out a certificate of completion for your records. If not, please email me.

Q. I have already completed security awareness last year. Am I exempt?
A. No, security awareness must be done on a yearly basis.