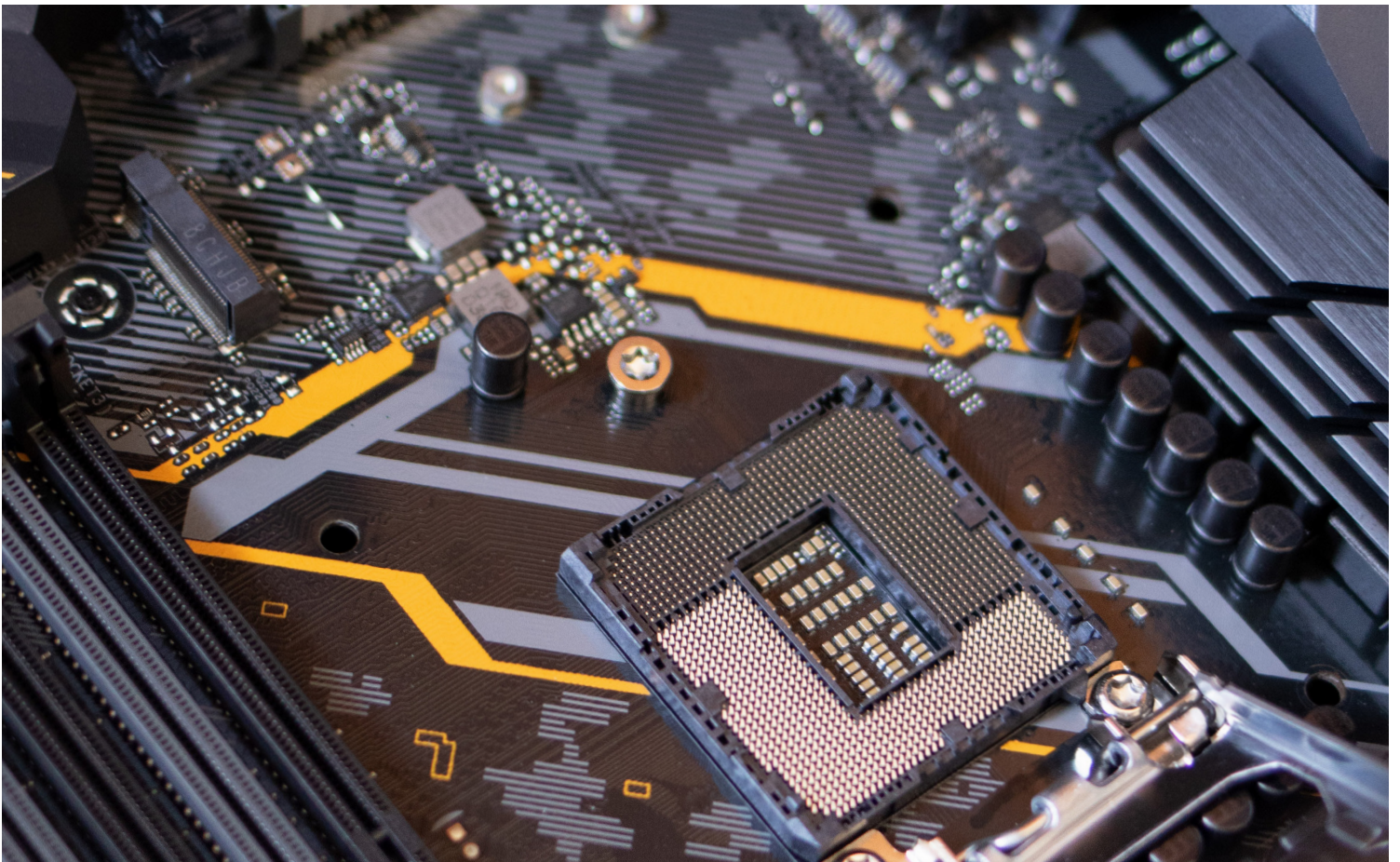


# Technology Quickstart Guide



# Helpdesk Information

## - AH290 -

### Helpdesk Hours

Fall, Winter, Spring

**Monday- Friday: 7:00am - 10:00pm**

**Saturday : 12:00pm - 6:00pm**

**Sunday: 12:00pm - 8:00pm**

Summer

**Monday- Friday: 8:00am - 5:00pm**

**Saturday-Sunday: Closed**

### How To Get Help

**WALK-UP** to our Helpdesk in the computer lab on the second floor

**(AH290) DROP-IN** to our back office Austin 244

**EMAIL** us at [helpdesk@bus.oregonstate.edu](mailto:helpdesk@bus.oregonstate.edu)

**CALL** our Helpdesk at **(541) 737-0947**

### Bernard A. Newcomb Digital Commons Computer Labs

The Bernard A. Newcomb Digital Commons computer labs are open to **all OSU students and faculty** and are located on the 2nd floor of Austin Hall; rooms 200 (46 PCs) and 290 (49 PCs). **Austin Hall 290** is the collaborative space while **Austin Hall 200** is the quiet space and also features a teaching console and full instructional technology. If you want to reserve a room for academic use, email [Carrie.Stampe@oregonstate.edu](mailto:Carrie.Stampe@oregonstate.edu) with your requested date(s) and time(s). If you need to reserve a classroom with computer capabilities like the Austin computer labs, Austin Hall 260 is available with individual computers for up to 49 students.

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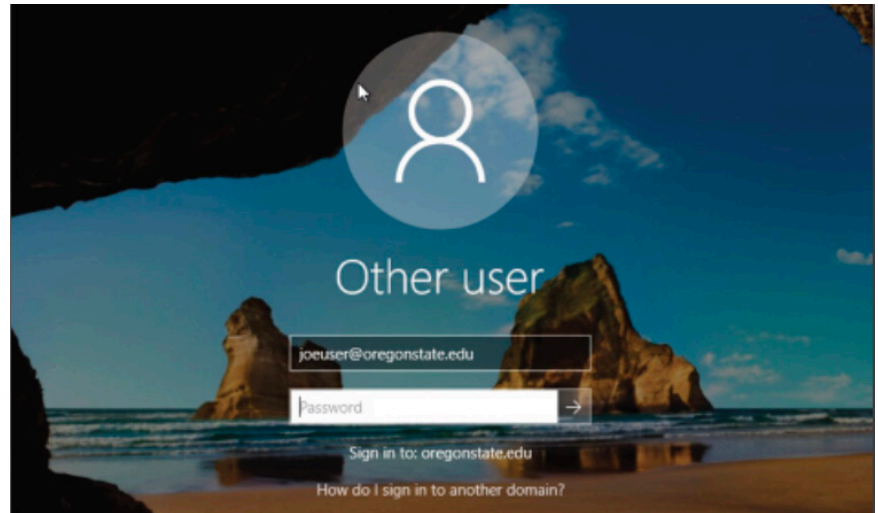
49

50

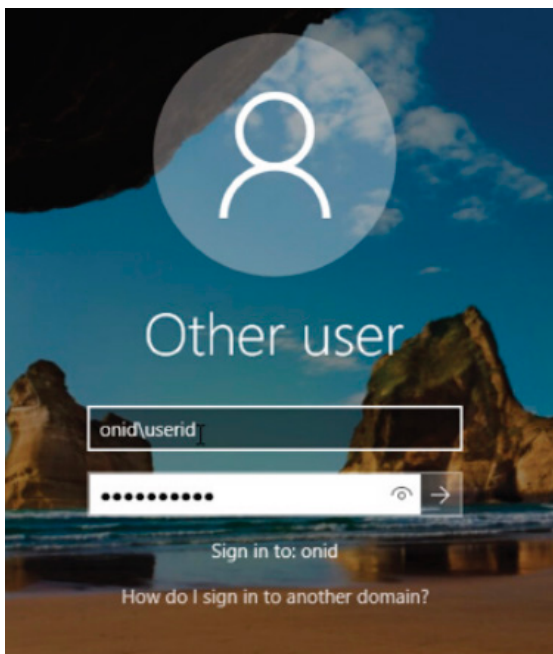
# Logging In

## Windows

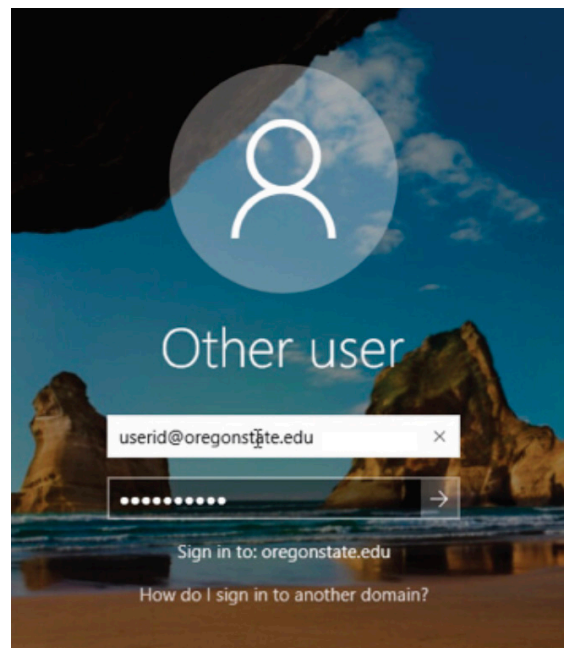
1. Press **Ctrl-Alt-Delete** on the Windows login screen.



2. Login using your ONID username by typing **ONID\username**. Make sure to use your ONID username.



3. You can also login in by typing **username@oregonstate.edu** and your **ONID password**. This is called your **UPN** or universal principal name.



# ONID Email vs. Oregon State Email

OSU provides an ONID account for **all students, faculty, staff, and university associates**. All students, student employees, faculty, and staff use Microsoft 365/Exchange Online for email via the web or with the outlook client. Faculty, staff, and student employees will have a first.last@oregonstate.edu alias created in conjunction with their ONID email address.

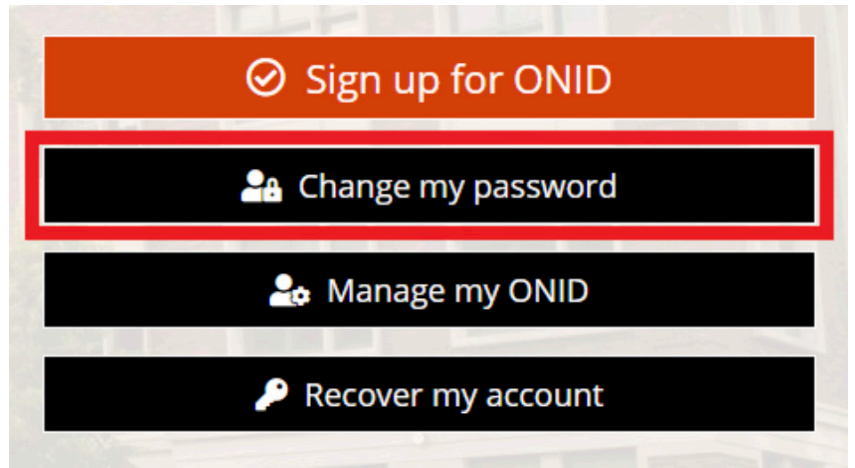
# ONID Password Changes

## Known Password

1. Go to <http://onid.oregonstate.edu/>.

---

2. Click on “Change My Password”.



3. Log in with your **current ONID username and password**.

- You will need to perform a Duo Authentication on the next page, if you are correctly enrolled.

---

4. Click “Change Password” in the left hand column.

5. Follow the steps to change your password.

---

## Expired Password

1-3. Repeat steps from “Known Password” instructions above.

---

4. If the password was correct, you will be prompted to **change your expired password**.

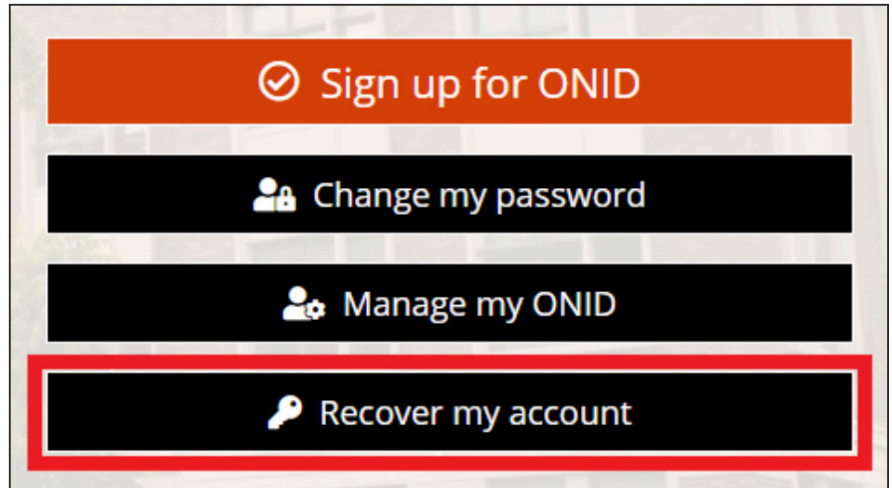
5. If this does not work, proceed with the steps under “Forgotten Password”.

# Forgotten Password

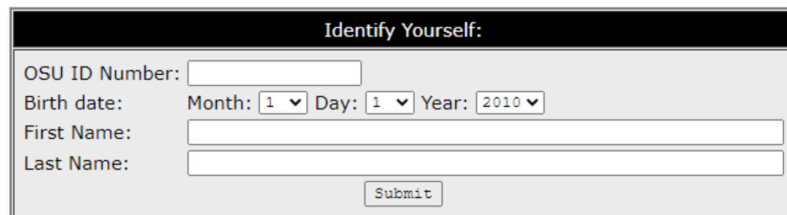
1. Go to <http://onid.oregonstate.edu/>.

---

2. Click on “Recover my account”.



3. Fill in the corresponding information in the “Identify Yourself:” box.

A screenshot of the 'Identify Yourself:' form. It contains the following fields: 'OSU ID Number:' with a text input box; 'Birth date:' with dropdown menus for 'Month: 1', 'Day: 1', and 'Year: 2010'; 'First Name:' with a text input box; and 'Last Name:' with a text input box. A 'Submit' button is located at the bottom right of the form.

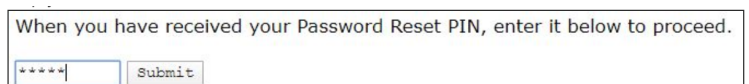
4. You will be prompted to send a password **reset PIN** to your alternate contact email and/or phone.

**4a.** If your alternate contact info is correct, click the button to “Send Password Reset PIN”.

**4b.** If your alternate contact info is missing or incorrect, you will need to **call to request a password reset PIN.**

- **Students:** contact the Registrar’s Office at 541-737-4331.
  - **All others:** contact the Service Desk at 541-737-8787.
- 


5. When you receive the reset PIN via your alternate contact (or by calling in for assistance), **enter the PIN** in the empty box on the screen and click “**Submit**”.

A screenshot of the PIN entry form. It contains a text input box with six asterisks (\*\*\*\*\*) and a 'Submit' button. Above the input box is the text: 'When you have received your Password Reset PIN, enter it below to proceed.'



6. When prompted, enter your new password twice and click “Set Password”.

- Refer to the restrictions listed on-screen.



Setting ONID password for testh (Test, Helpdesk Person)

New Password: ..... **Strongest**

New Password (again): .....

Set Password

7. When successful, you will see the message “Your password has been successfully changed”.

---

## Former Student or Employee

After you leave OSU, your ONID account is **deactivated**. Once deactivated, you can no longer change your password.

# ONID Alternate Contact Information

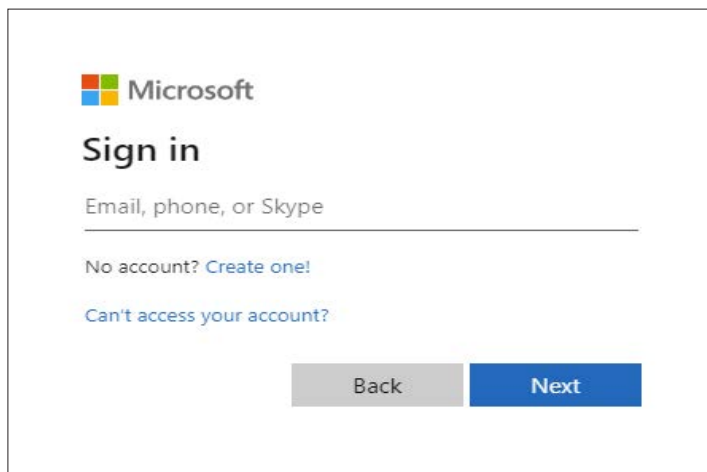
1. Go to <http://onid.oregonstate.edu> in your web browser. Click 'Login to ONID'.  
-----
2. Click 'Alternate Contact Info.'  
-----
3. Enter your **Alternate Contact Information** (don't use your @oregonstate email address).  
-----
4. Click 'Manage Mail.' If you don't regularly check your ONID email, forward it to your **primary email account**.

# Microsoft 365/Office 365

## Sign In Via Web Browser

1. Go to <https://www.office.com/>. Select 'Sign in'.

2. Enter your **ONIDusername@oregonstate.edu** or **first.last@oregonstate.edu** (Student Employee account) and click **Next**.



The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. Underneath, there is a text input field labeled "Email, phone, or Skype". Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom of the form are two buttons: a grey "Back" button and a blue "Next" button.



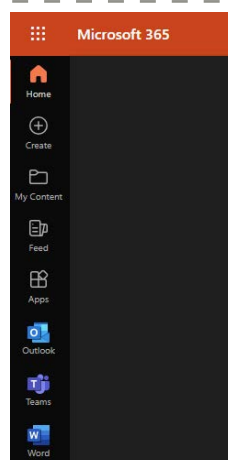
3. You will be taken to an OSU-based login page. Enter your **ONIDusername@oregonstate.edu** or **first.last@oregonstate.edu** again, and enter your password.



The screenshot shows the Oregon State University login page. At the top left is the Oregon State University logo. Below it, there is a text input field containing a redacted email address followed by "@oregonstate.edu". Below the input field is the text "Enter password". Underneath that is another text input field labeled "Password". Below the password field are two links: "Forgot my password" and "Use a certificate or smart card". At the bottom right of the form is a blue "Sign in" button.

4. If this is your first time logging in, you may be asked if you would like to stay signed in, along with your time zone preferences. Select the options you're most comfortable with.

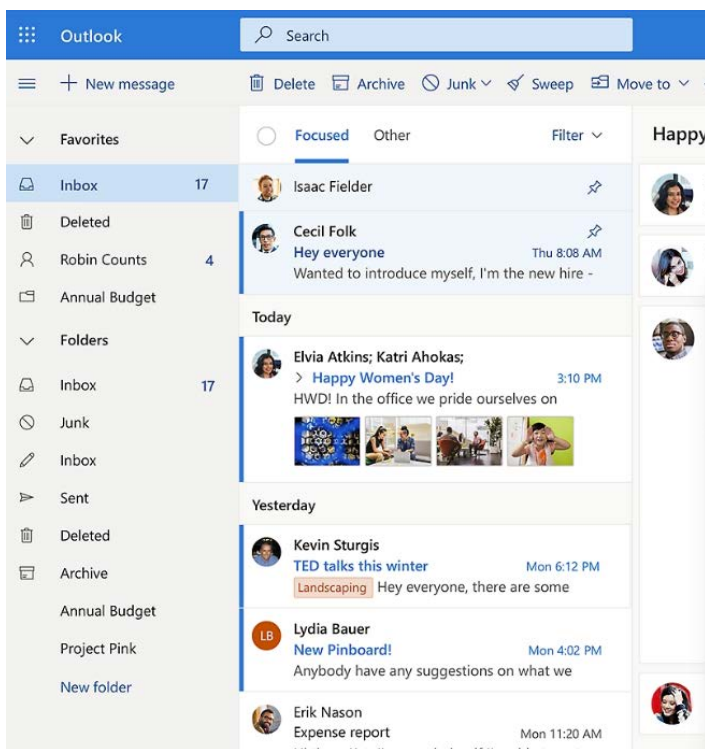
5. You will be directed to your **Microsoft 365 Home Page**.



# Microsoft 365/Office 365

## Outlook 365 - How to Access

With Microsoft 365 all your office apps are available from the Microsoft 365 home page. To access Outlook simply click the outlook icon on the left-hand side of the home page. A separate tab will open with your mailbox.



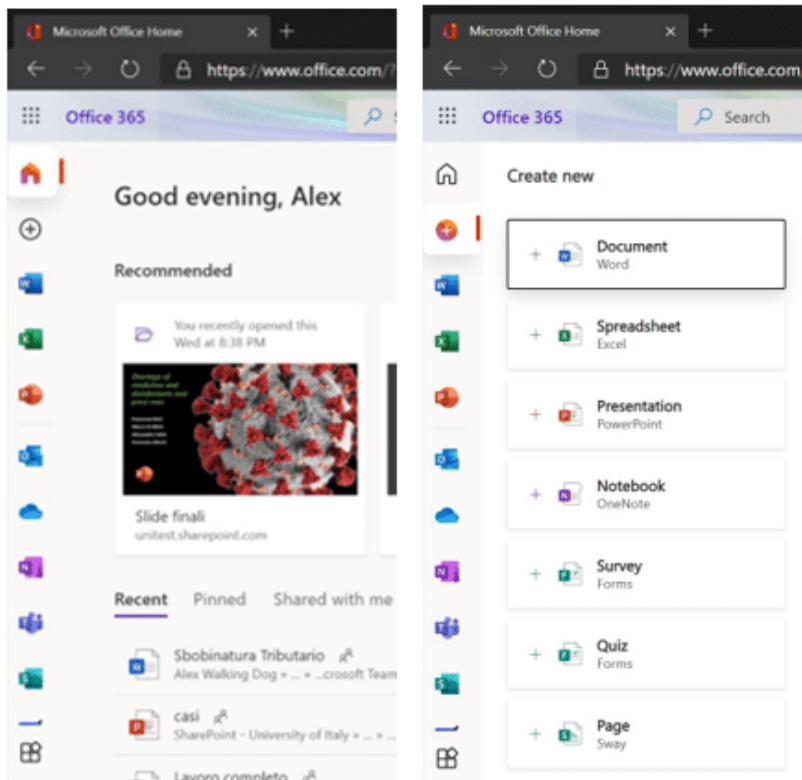
All College of Business faculty, staff and students have free access to a Microsoft Office 365 Education Pro Plus account. With a total of seven apps that can be installed on up to 10 separate devices, it's easier than ever to collaborate with co-workers and classmates.

No matter whether it's a PC, Mac, tablet or phone, you're able to work across devices, from anywhere, and have a consistent, clean and fast experience doing it. Office 365 gives you access to everything you need—documents, email, calendars, contacts and team sites. Your settings roam with you too, so your files are up-to-date and ready for you to pick up right where you left off.



## Microsoft Office Applications

- Faculty/staff/students may install on up to five devices at no cost.
- Available for Windows, Mac, iOS, and Android.



Office 365 is the same Office you already know and use every day. Because Office 365 is powered by the cloud, you can get to your applications and files from virtually anywhere- PC, Mac and tablets- and they're always up-to-date. The same goes for updates to features- you get them automatically.

- Download and install Office applications (iOS, Android) on up to five devices per user at no cost.
- Create and collaborate using Microsoft OneDrive, Office Online and SharePoint Online at no cost.
- If you have a computer that already has Office installed, you'll be able to use it with OneDrive and other Office 365 applications.

# Your Data is Protected!

## Backup System at the College of Business

At the College of Business, we have implemented a data backup system that backs up all data on our **network storage system every six hours**. We retain the backed up data for **four months** (one academic term). Please keep in mind that any files stored in the cloud or on your computer's hard drive are not backed up.

If you need a file restored, please contact the **COB IS Helpdesk**.

# VPN- When to Use

If you are handling **sensitive or confidential data**, use of the VPN from off-campus is recommended to secure your connection and protect the data you access. In some cases, use of an OSU-owned computer is also required.

If you are **not** handling sensitive or confidential data, you may not need to use the VPN. The VPN is a limited resource, so it is better not to use it when you don't need to. There are several alternatives to the VPN, depending on your usage. See: **VPN - Troubleshooting**.

Please note that connecting to the VPN will slow your performance for some services, such as video conferencing. If you are doing video conferencing, **disconnect from the VPN first**. If you need to be connected to the VPN while doing video conferencing, the split tunnel connection type is recommended over full tunnel.

## Services That Do or Do Not Require VPN

The following is a list of commonly used services. Note that many of these **do not require VPN** to access.

Service	Requires VPN	Service	Requires VPN
<b>Appworx, AWA</b>	<b>Yes</b>	Kaltura, MediaSpace	No
Acquia Dev	<b>Yes</b> , full tunnel only	MyDegrees	No, but advisors should use VPN
Banner	VPN is strongly recommended for remote access to Banner	<u>MyOSU and OSU Online Services</u>	No, but some links within MyOSU require VPN
<u>BennyBuy</u>	No	<u>MyOregonState online dashboard</u>	No, but some links within MyOregonState require VPN
<u>Box</u>	No	<u>Microsoft Office 365</u>	No
<u>Canvas</u>	No	<u>Microsoft Teams</u>	No
<u>Citrix Apps</u>	No	<u>MyCN</u>	No
<b>CORE</b>	No, but VPN required for Tableau, Jaspersoft and strongly recommended when accessing PII/PHI/Confidential Data	<b>Nolij</b>	<b>Yes</b> , but web-based Hyland does not require VPN
<b>CN-Share, CN-Home</b>	<b>Yes</b> , but <u>MyCN</u> allows access to CN-Share and CN-Home without VPN	<u>OSU Events Calendar (Localist)</u>	No
<u>DocuSign</u>	No	<u>Qualtrics</u>	No
Email (Exchange or Gmail)	No	<u>SalesForce</u>	No
<u>EmpCenter</u>	No	<b>Site Licensed Software Server</b>	<b>Yes</b>
<b>GRS (Grant Reporting System)</b>	<b>Yes</b>	TRES (Travel and Expense Reporting)	No
Hyland Onbase	Web-based: No <b>Hyland Client: Yes</b>	<u>Voicemail - Web Phone Manager</u>	No
JasperSoft (within CORE)	<b>Yes</b>	<u>Zoom</u>	No

# VPN- Full Tunnel vs. Split Tunnel

## VPN Connection Types

OSU has two types of VPN connections available:

+ **Full Tunnel (Default)** - Routes and encrypts ALL requests through the VPN to OSU, regardless of where the service is hosted. Note that when connected via full tunnel, it is not possible to access local network resources. Full tunnel is generally recommended because it is more secure.

+ **Split Tunnel** - Routes and encrypts all OSU-bound requests over the VPN. Traffic destined to sites on the Internet (including Zoom, Canvas, Office 365, and Google) does not go through the VPN server in split tunnel mode.

For either connection type, use of **Duo two-step login** is required for all ONID account holders.

## When do I use Split Tunnel vs. Full Tunnel?

OSU has two types of VPN connections available:

**Full tunnel** is the better option if you handle confidential data. It is also better to use full tunnel if you are connecting from a network you do not trust, such as in a coffee shop or hotel.

**Split tunnel** may be necessary if you need to access both local resources and OSU resources at the same time, but it is less secure.

If you are connecting to video conferencing services via Zoom, Teams or others, it is generally recommended that you **disconnect from the VPN first** to improve performance.



# VPN- Who is Eligible for VPN Access?

**The OSU VPN server is available to the following groups:**

- Students who are enrolled in a course in the current term or future term
- Students who are eligible to register for a course
- Non-terminated employees
- Current associates
- Current sponsored account holders
- External users who have been granted an exception by the Office of Information Security (OIS)

**Duo two-step login is required to access the VPN for all ONID account users.**

# VPN- Setup for Windows

## Install Cisco AnyConnect Client

1. Navigate to <https://oregonstate.box.com/v/cisco-vpn-clients>.

---

2. Download the version that corresponds to your system:

- “Windows - Cisco AnyConnect 4.8.02042.msi” - for most Windows PC and laptops (x86 and x64 CPUs).

- “Windows ARM64” - designed for mobile devices/tablets using specialty ARM64 processor.

---

3. Run the downloaded MSI installer.

---

4. Enter your local administrator username and password when prompted.

5. The installer may prompt for a reboot after the installation is finished.

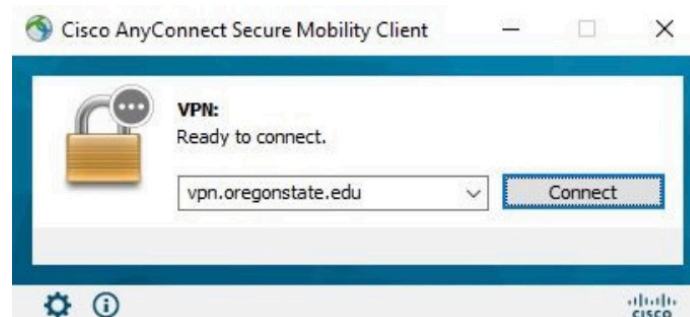
---

## Connect to the VPN:

1. Open Cisco AnyConnect VPN software.

---

2. Enter [vpn.oregonstate.edu](https://vpn.oregonstate.edu) in the blank white-space and click Connect.

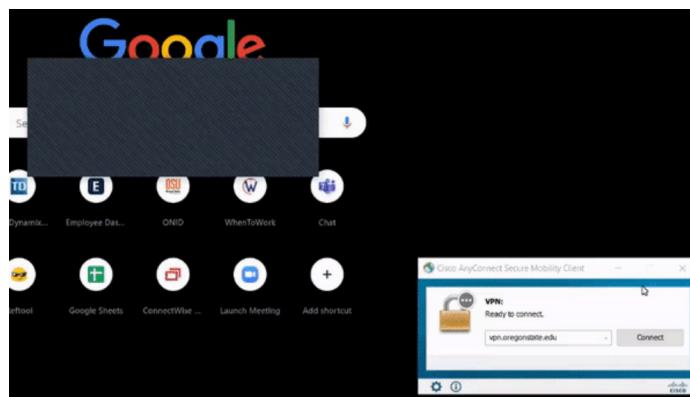


3. A Cisco AnyConnect Login screen will appear with a connection type window behind it.

- Full tunnel vs. Split Tunnel selection: Hidden behind the login screen will be another window labeled “Cisco AnyConnect | vpn.oregonstate.edu” where you can select your connection type.



- If you can't see the connection type window, click and drag the login window out of the way.



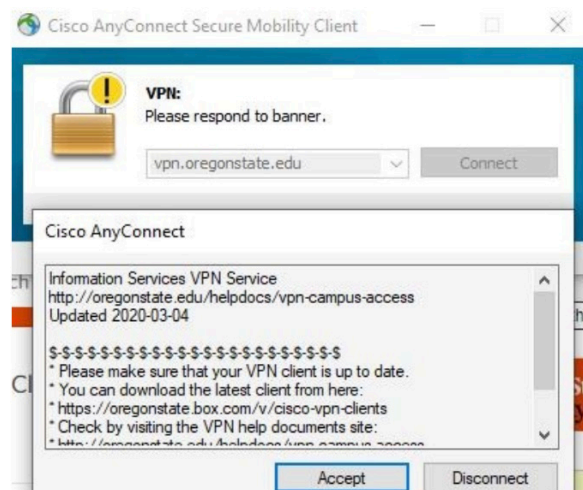
- Full tunnel is the initial default for most users. If you switch from full tunnel to split tunnel, the split tunnel option will remain selected in future. For details about which to use, see: [VPN - Full Tunnel vs. Split Tunnel](#).

4. Enter your OSU username and password in the login window and click “Login”. You will be prompted to do Duo two-step login.

6. You are now connected to the VPN. An icon in the system tray with a closed padlock shows that you are connected. You can right-click this icon and choose to disconnect or quit the VPN connection.



5. A Cisco AnyConnect window will appear; select “Accept” to connect.



# VPN- Setup for Mac

## Install Cisco AnyConnect Client

1. Navigate to <https://oregonstate.app.box.com/v/cisco-vpn-clients>.

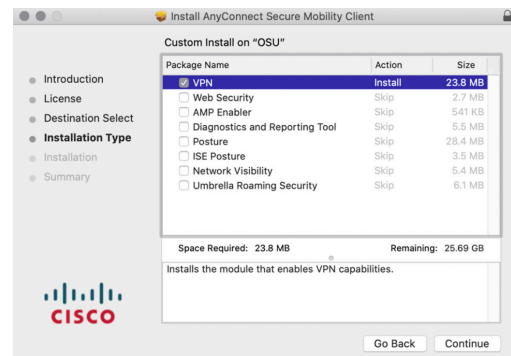
2. Download the AnyConnect file for MacOS.

3. Open the DMG file and double click on AnyConnect.pkg.

4. Accept the license agreement and complete the installation.

5. Only the VPN needs to be installed. The other add-ons can be unchecked (currently not used by OSU).

6. **Note:** If all of the installation options are grayed out, try uninstalling previous versions of Cisco AnyConnect first.



## Connect to the VPN:

1. Open the Cisco AnyConnect Secure Mobility Client.

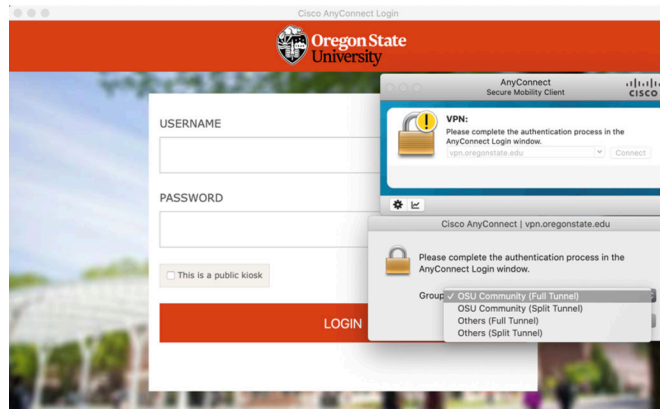
2. Enter [vpn.oregonstate.edu](https://vpn.oregonstate.edu) and click “Connect”.

3. A Cisco AnyConnect Login screen will appear with a connection type window behind it.

**3a. Full tunnel vs. Split Tunnel selection:** Hidden behind the login screen will be another window labeled “Cisco AnyConnect | [vpn.oregonstate.edu](https://vpn.oregonstate.edu)” with a drop-down menu to select your connection type.

3b. Full tunnel is the initial default for most users. If you switch from full tunnel to split tunnel, the split tunnel option will remain selected in future. For details about which to use, see: [VPN - Full Tunnel vs. Split Tunnel](#).

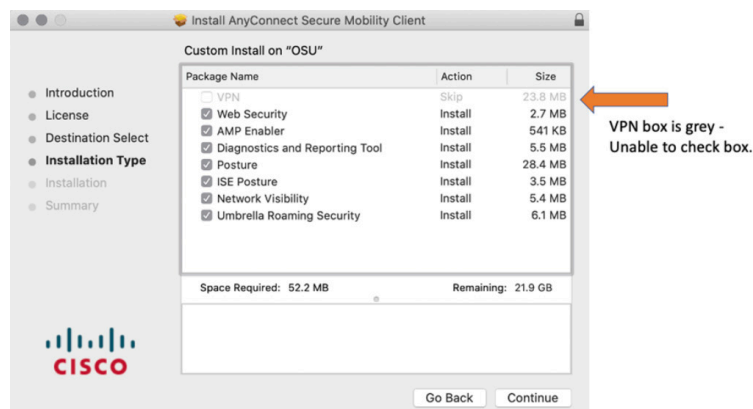
3c. Enter your OSU username and password in the login window and click “Login”. You will be prompted to do Duo two-step login.



## Troubleshooting

**VPN checkbox is greyed out and cannot be checked.**

1. If the VPN checkbox is greyed out when installing AnyConnect, the Mac had an incomplete install/removal of VPN client.



2. [Click Command + space bar] and type “Terminal” in Spotlight search.

3. A Terminal window will appear. Copy the following command within the box below and Paste into the Terminal window, then press “Enter”.

```
sudo pkgutil --forget com.cisco.pkg.anyconnect.vpn
```

**4. Enter your Mac password and press “Enter”.**

**NOTE:** The password field does not move/scroll as you type.

---

**5. If the current Mac login account has Admin rights, the command will successfully bypass the (corrupt) installed Cisco VPN. If the current Mac login does not have administrator rights, then an admin user/password must be entered to complete this step.**

**6. Retry the installation.**

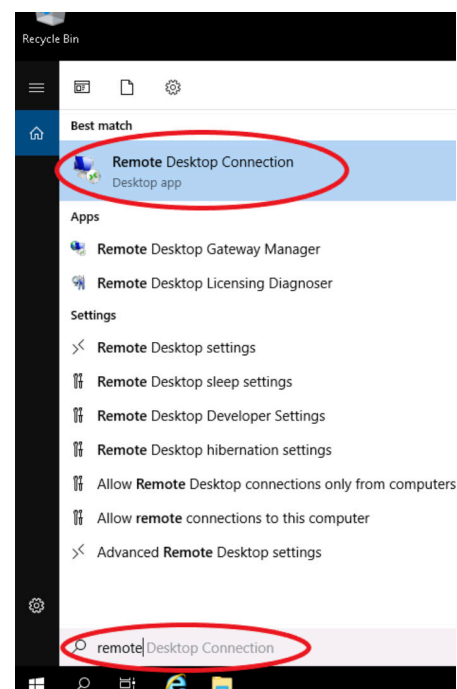
# Remote Desktop

## Important Notes

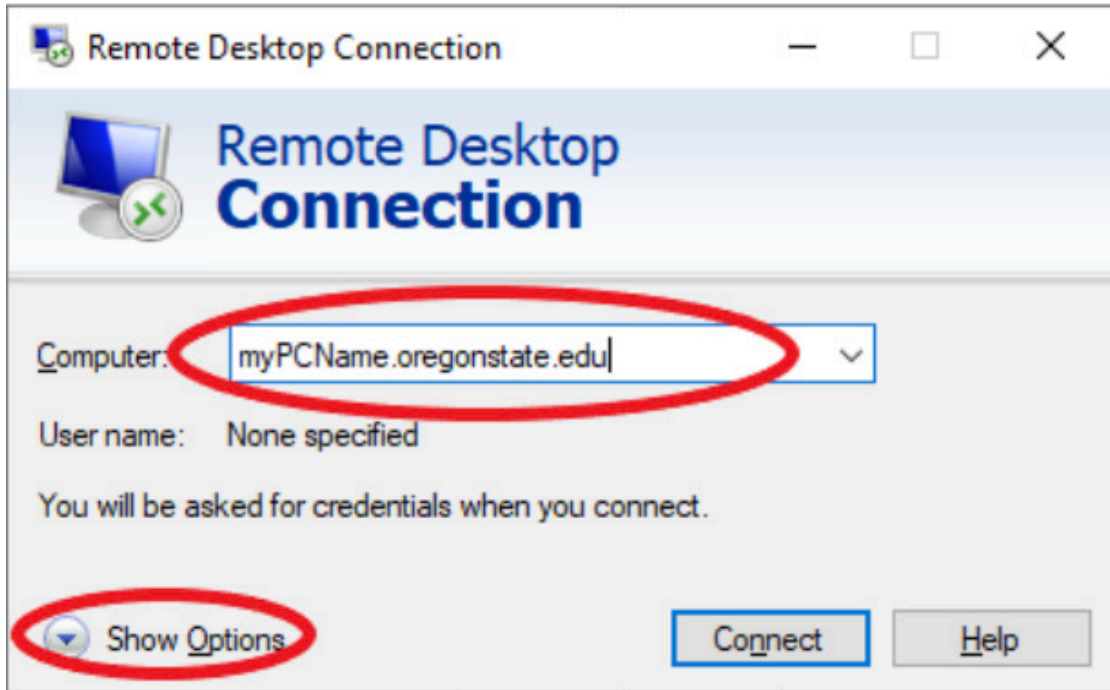
- You will need to know the workstation name of the PC you want to connect to before starting. Please contact the College of Business Information Services and they can help you find this information.
- If you use RDP over a slow connection, you will notice lag between your mouse/keyboard operations on the off-site computer and the display from the office computer. Even if you have a high-speed Internet connection at your home, if it's shared with others who are making heavy demands on the network (e.g. streaming HD movies) RDP may act as though you are on a slow connection.
- If you work with confidential or personally-identifiable information (PII), make sure to explain this to the COB IS team so they can advise you on safe methods to do your work remotely.
- When you are connected to your work computer using RDP, anyone who looks at your work computer's display will see a login prompt -- they will not see the documents or applications you have open.
- The PC in the office **MUST** be powered ON (not sleeping or hibernating) and connected to an active Ethernet port. Setting Power Setting for computer to never sleep is highly recommended.

## Windows Users

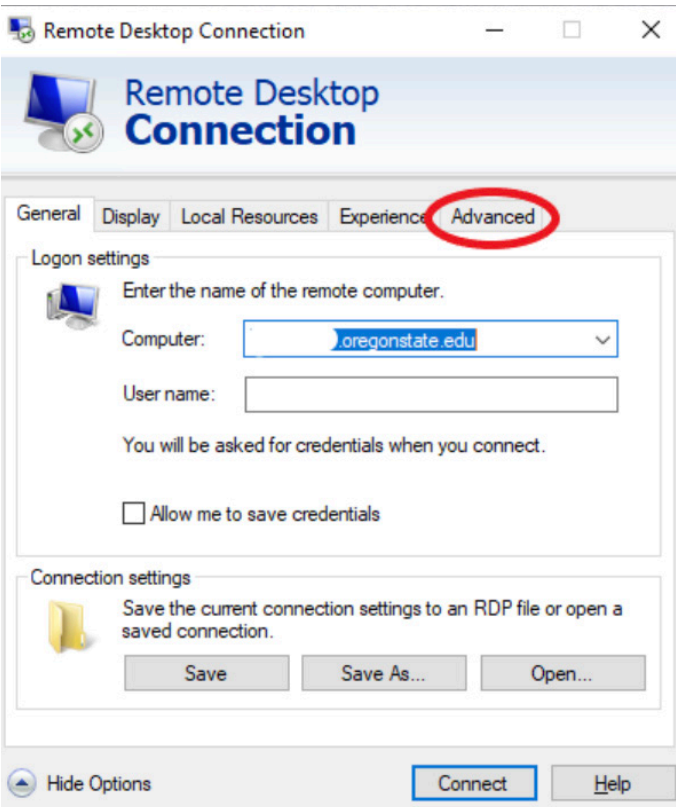
1. Launch Windows **Remote Desktop Connection** app. The easiest way is to click on the search icon and type "remote" into the search bar. Click on "**Remote Desktop Connect**" to launch.



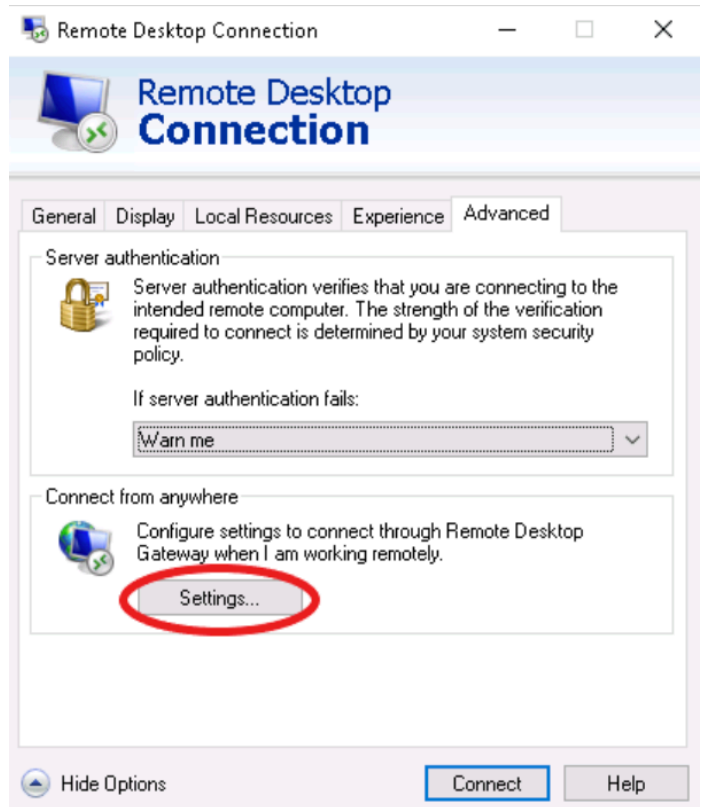
2. Enter the fully qualified domain name (FQDN) or IP address of the Windows PC that you want to connect to then click “Show Options”.



3. Click on the Advanced tab.

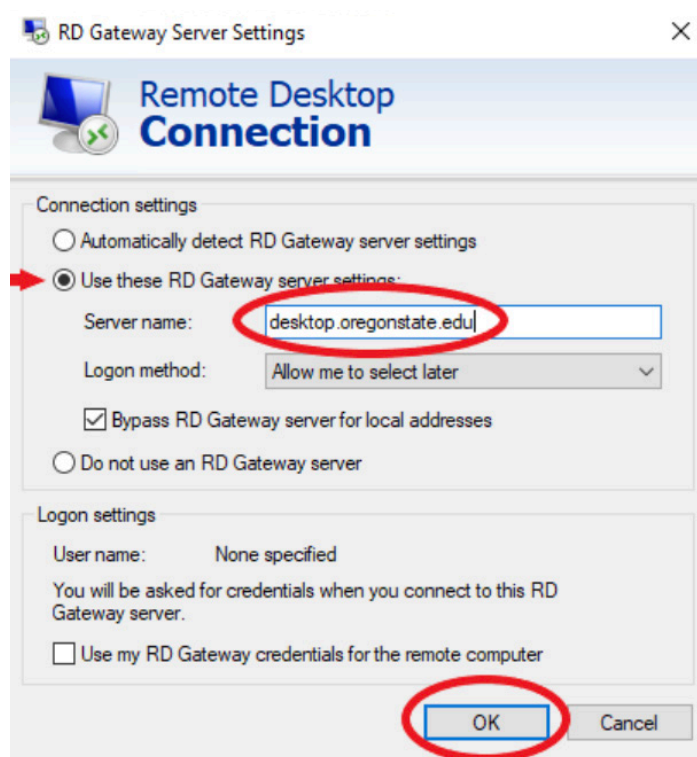


4. Click on the “Settings” button.

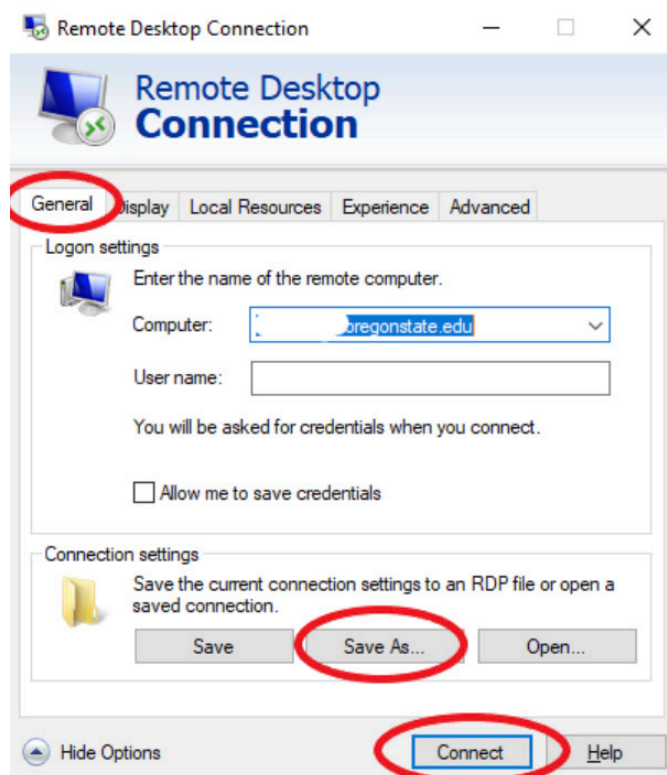




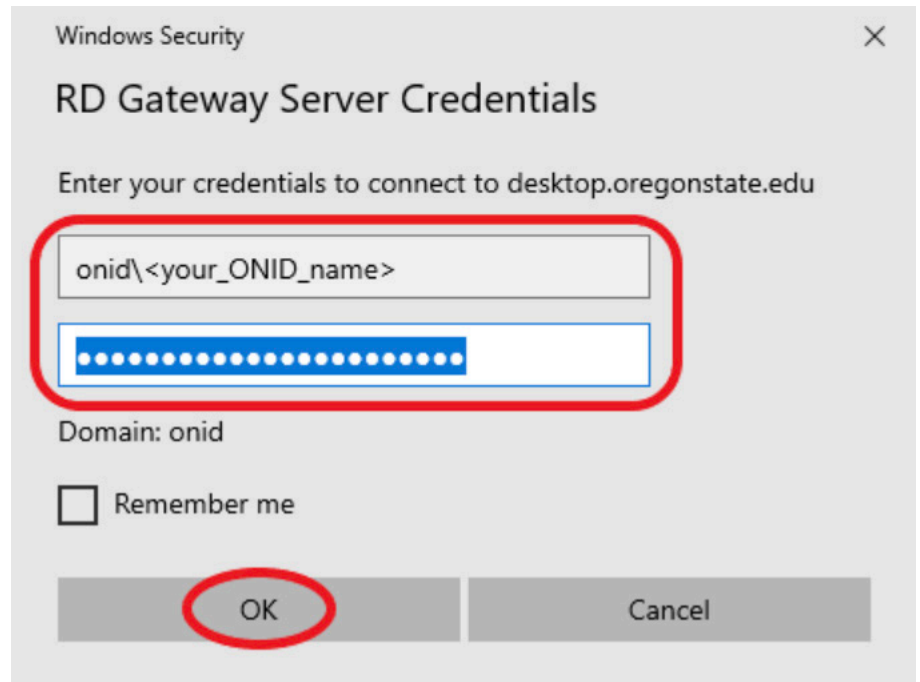
5. Click on the “Use the RD Gateway server settings” and enter “desktop.oregonstate.edu” for the server name. Click “OK”.



6. Click on the **General** tab, then click “Save As” and save the configuration. By default it will be saved in your Documents folder, but you can choose another location (such as the Desktop). Future connections can be made by clicking on this saved configuration. Click “Connect”.



7. Enter your **ONID** username and **password**, then click **OK**.

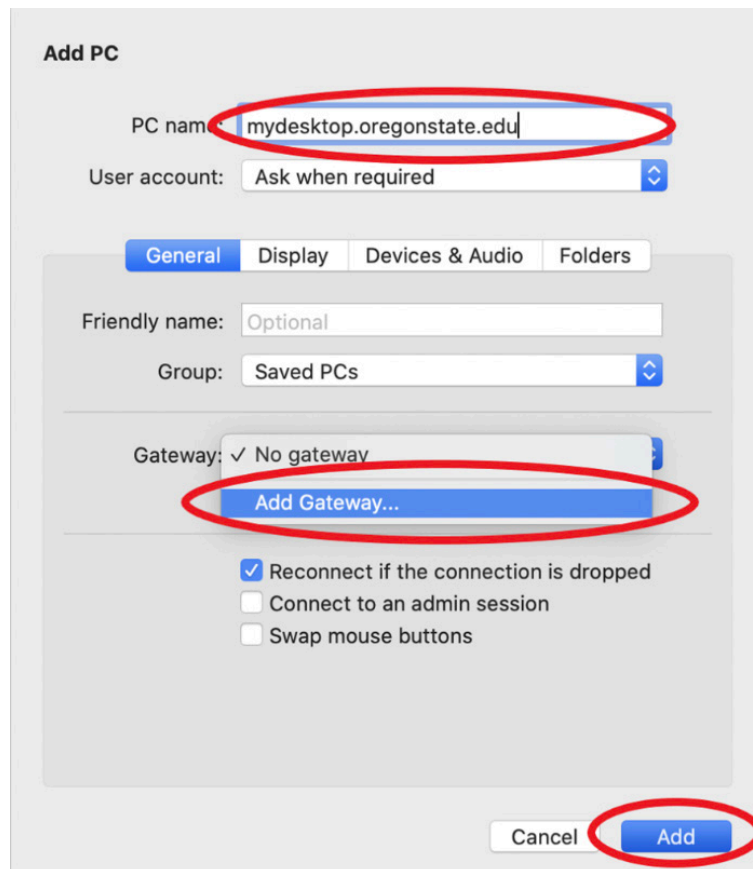


# MacOS Users

1. Download the **Microsoft Remote Desktop** client from the Mac App Store, then launch Microsoft Remote Desktop.



2. From the Connections menu, select **“Add PC”** and enter the **fully qualified domain name (FQDN)** or **IP address** of the Windows PC you want to connect to. On the Gateway pulldown menu, select **“Add Gateway”**.



3. The “Add a Gateway” window will pop up, enter a Gateway name of **desktop.oregonstate.edu**, enter a friendly name of “**OSU RD gateway**”, and in the User Account pulldown menu, select “**Add User Account**”.

**Add a Gateway**

Gateway name: desktop.oregonstate.edu

Friendly name: OSU RD Gateway

User account: Use PC User Account  
Add User Account...

Cancel Add

4. The “Add a User Account” window will pop up, enter your ONID account in the form **ONID\<your\_onid\_username>** and your **ONID password**. Click “**Add**”.

**Add a User Account**

Username: ONID\<your\_onid\_name>

Password: .....

Show password

Friendly name: Optional

Cancel Add

5. Click “**Add**” in the “Add a Gateway” window.

**Add a Gateway**

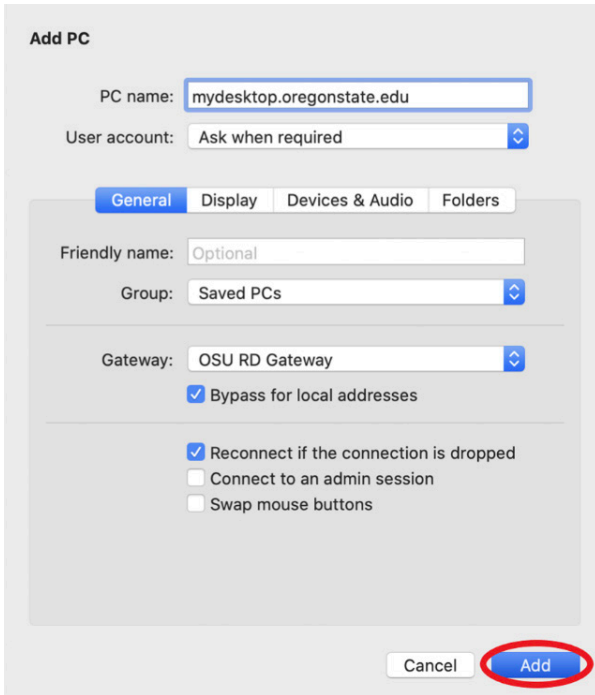
Gateway name: desktop.oregonstate.edu

Friendly name: OSU RD Gateway

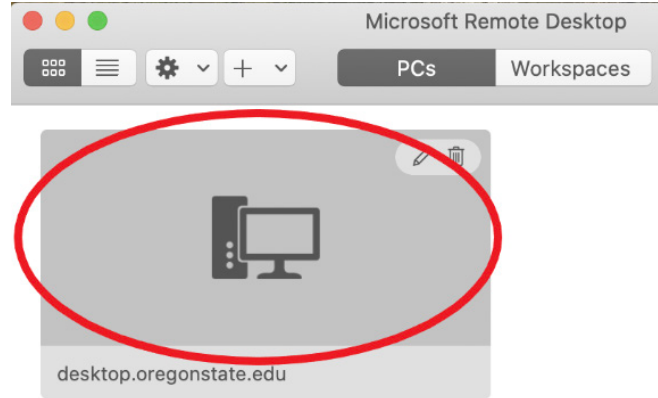
User account: ONID\<your\_onid\_username>

Cancel Add

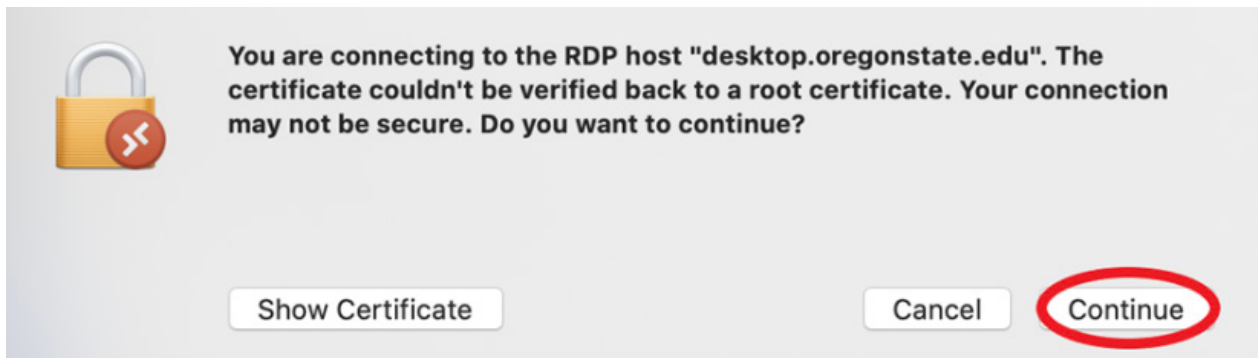
6. Click “Add” in the “Add a PC” window.



7. Double-click on the newly created entry in your list of PCs, and enter your **ONID username and password** when prompted.



8. You will most likely have a popup window that says that the certificate can't be verified and if you want to continue or not. Click “Continue”. If an error occurs at this point, go back to step 2 and change the device name to the devices IP address.

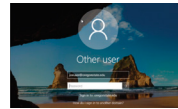
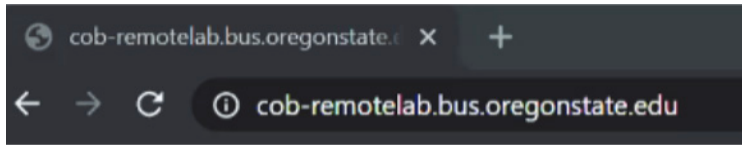


9. You should now be remotely connected to your Windows PC. To end the remote session, move your mouse to the top of your screen and you'll have access to your Mac menus again where you can quit, minimize, etc.

\* For future connections, you can skip steps 1-6 and just start with step 7 since the previous configuration will have been saved.

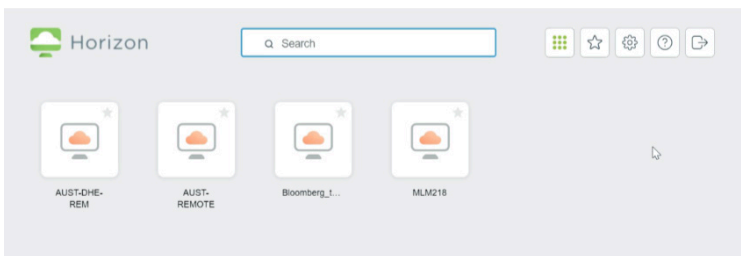
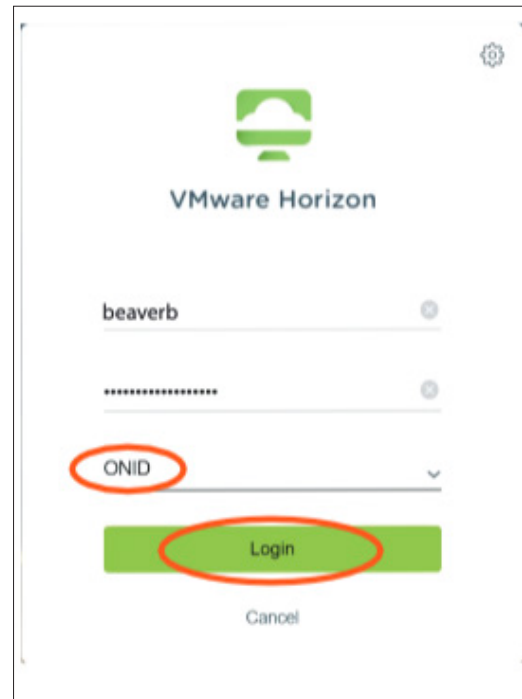
# Remote Access- Virtual Labs

1. Open a web browser and navigate to 'cob-remotelab.bus.oregonstate.edu'.



2. Make sure you have 'ONID' selected, then log in using your ONID username and password.

3. Depending on your classes, select the desktop to access: 'AUST-DHE-REM' has software specifically for design students, 'AUST-REMOTE' is accessible by all business students.



4. You are now connected to a virtual desktop.



# Printing at the College of Business

The College of Business has printers throughout the building. Ricoh printers have a variety of functions including collating, hole-punching and stapling. The printing closets are in **Austin Hall 302, 357, 419a and 469c**. These closets are locked, and you need your Oregon State ID card to enter the printing closets.

Based on a security group your printers will be installed automatically on your local workstation or laptop. This depends on the location of your office. If you don't receive any printers, please let us know.



AH102 - HP Color LaserJet Pro MFP M477 PCL



AH122C - Ricoh MPC4504 PCL



AH122C - Ricoh MPC4504 PCL Enhanced



AH122C - Ricoh MPC4504 PS



AH174 - HP Color LJ M452 PCL



AH200 - HP Laserjet M806 PCL



AH244 - HP Officejet Pro X476dw PCL



AH244 - HP Officejet Pro X476dw PS



AH250 - Ricoh MP 3555 PCL



AH250 - Ricoh MP 3555 PCL Enhanced



AH250 - Ricoh MP 3555 PS



AH290 - Ricoh MPC2504 PCL

# Where to Store your Stuff



At the College of Business, we support a variety of ways to store your files. OSU offers several cloud storage options including **OneDrive, SharePoint, and Box**. Cloud storage supports easy access from anywhere, version control, and collaboration. We also offer very fast network storage with a **robust backup system** that supports any file size and can be tailored for use with statistical programs and research databases.

Please come see us if you have any questions about **where to store your data** or if you have unique data needs.

## Storing Data

All College of Business users have a **'home' drive**. This is mapped usually as a P: Drive on a Windows computer. This is an area on one of the college's servers where you can **store your documents and other data**. It's backed up and can be accessed at work and remotely. There are **multiple remote access options**. Contact the College of Business Helpdesk for assistance.

On your Windows workstation, your home drive is **automatically mapped to the P: drive** as seen in the example below. Also, **'My Documents'** on your Windows computer is **directed to your P: drive**, so anything you store in 'My Documents' will be saved on the network drive.

It's very important that you **save all your data in the P: drive**. This way, the data is backed up, and you have access to previous versions.

We have implemented shadow copy services, called **Previous Versions**, for your P: drive as well as other data on the server. **Previous Versions automatically saves copies of files**. You can restore these backups on your own by following the instructions in the next section **'Previous Versions.'**

## Previous Versions

Previous Versions enables you to:

- Recover files you may have permanently deleted.
- View or restore a version of a file which you have saved over.
- Compare current and/or previous versions of a file side by side.

You need to have the proper rights to the folders or files that you want to access with Previous Versions.



File snapshots are taken every six hours at approximately 6 a.m., noon, 6 p.m. and midnight. If a file is changed or deleted between these times, it can't be restored.

## Examples

1. You're working on a file at 11:50 a.m. You accidentally delete it from your P: drive at 12:30 p.m. **It is possible to recover** the file from a Previous Versions snapshot taken at 12 p.m., using the following instructions.
2. You're working on a file at 8:30 a.m. and accidentally delete it at 10 a.m. Since this time frame falls between the 6 a.m. and noon Previous Versions snapshots of the file **can't be recovered**.

## Recovering Individual Files

1. To recover a previous version of the file, right-click on the file and select the **'Restore Previous Versions'** menu option.
- 

2. In the **'Previous Versions'** tab of the file's properties dialog, you see all of the previous versions (or snapshots) of this file that have been captured. **Select the version you want to view or restore from.**

- Clicking the **'Open'** button will open the selected copy in the default program. This is the file at the time the snapshot was taken.
  - Clicking the **'Copy'** button will prompt you for the location where you want to create a copy of the selected version.
- 

3. If a file has been **renamed or deleted**, you have to view the previous version of the file-containing folder. You do this by right-clicking on the **parent folder** and selecting the **'Properties'** option.
- 

4. In the **'Previous Versions'** tab, you can see snapshots made of the folder as a whole.
- 

5. By **double-clicking the folder** in the list or clicking the **'Open'** button, you can view the contents of the folder at the time the snapshot was taken. From here you can **view or copy** the respective file versions.

# Box

Box for Oregon State University provides our community with:

- Unlimited data storage
- Simple, secure collaboration
- Access anytime, anywhere, on any device

In Box for OSU you can upload an unlimited number of files (15 GB maximum per file) and easily share your files with any Box user.



Box does not replace our other data storage solutions including Google Drive, Microsoft OneDrive and on-campus data servers, but offers us an additional solution for storing and sharing our data. Box even allows you to create Microsoft Office files within the Box environment.

## Getting Started

1. Sign in at <http://box.oregonstate.edu>. As with all university-level services, you sign in to Box using your **ONID username and password**.
2. Click the 'Continue' button to access the ONID login screen.

## Box for Instruction

Faculty and instructors can use Box to facilitate project collaboration and data sharing. You may create class-designated folders, then click the 'Invite People' button to share the folder and its contents with your students.

When you invite students to be collaborators, you need to set their permissions for accessing and editing the content in your folder. For example, if you don't want to grant students the ability to delete files in your folder, set their '**Invited Permission**' level to be '**Viewer Uploader**.'

## Box for Instruction

We strongly encourage researchers to use Box, since it provides unlimited, secure, cloud-based data storage that's accessible anytime, anywhere, from any device. Box adds to the OSU universe of sharing and collaboration services, while our community may continue to use Google Drive, Microsoft's OneDrive, and the on-campus storage solutions provided by IT departments across campus.

## Approved Apps for Box

All apps created for Box, including those developed by Box and by third-party developers, are available for your use with Box at Oregon State University:

### Desktop Apps

- Box Edit
- Box Excel Online Previewer
- Box for Office: Edit and share Word, Excel, and PowerPoint files easily (Windows).
- Box for Office Online: Edit and share Word, Excel, and PowerPoint files easily
- Box for Outlook: Send files using sharing links and save attachments
- Box for Windows 10/11: allows you to access and share your content anywhere, anytime, on any Windows device.
- Box FTP Server: Official Box FTP server: Requires FTP (SSL) connection
- Box WebDav: Official Box WebDav
- Box Sync for Mac & Windows: Sync desktop files to Box
- Kumo Oregonstate: Cloud integration
- Gmail
- Google Docs

### Tablet Apps

- Box for iPad: Access, manage and share all of your content while on the go.
- Box for Android Tablet: Access, manage and share all of your content while on the go.
- Box for Android EMM: Access all your Box content directly from your phone, keeping you connected.
- Gmail
- Google Docs

### Cell Phone Apps

- Office: Box for Office iOS integration
- Office for Android: Box for Office Android integration
- Box Capture: Capture helps mobile workers quickly snap photos, videos or document scans and then upload and securely share them with Box

- Box for iPhone: View, upload and share your files while you are on the go.
- Box for Android: Access, manage and share all of your content while on the go.
- Box for Windows Phone: Access, view, share and pin your content from anywhere.

To install these apps in your Box account go to [cloud.app.box.com/apps](https://cloud.app.box.com/apps). For more information about Box apps check out the “What are Box Apps” on our FAQ page.

### Are other apps available?

**Yes**, there are hundreds of apps available through Box’s App marketplace. You may use any app you wish with your personal data. Apps listed in the approved apps list can be used with institutional data not classified as protected. However, before using any app not listed as approved it is important that you read and understand the following:

- You’re responsible for data sent or stored on computers, devices and services you use.
- Before using any third-party apps be sure you understand and comply with OSU’s Information Security Data Classification policies.
- Third-party applications that work with Box may take the data out of the protected Box environment and onto that company’s application servers. OSU’s contract with Box does not extend to those companies or applications, so their use for sensitive or protected institutional data is not permitted.
- Third-party applications may also store data unencrypted on their servers.
- Any app using web integration is required to use secure (SSL) connections.
- Some apps require licensing and fees. Any fees charged for third-party apps are the responsibility of the requesting user or department unless specifically funded by OSU.
- Apps not in the list of approved apps are not supported by OSU’s Service Desk. Support requests need to be sent to the app vendor.

# Zoom

Zoom is Oregon State University's official video conferencing platform, and is the recommended client for use during campus closures. Students, faculty and staff are encouraged to use Zoom to create and host high-quality online meetings, classes and events, and leverage Zoom's video, chat, breakout rooms, screen-sharing and whiteboard capabilities.



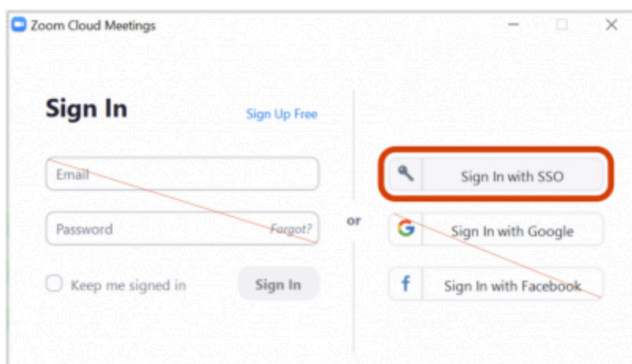
## Getting Started

To use Zoom, you'll need to install an app on your computer or mobile device and login via SSO using your OSU Login. We recommend doing this before you host or join your first meeting.

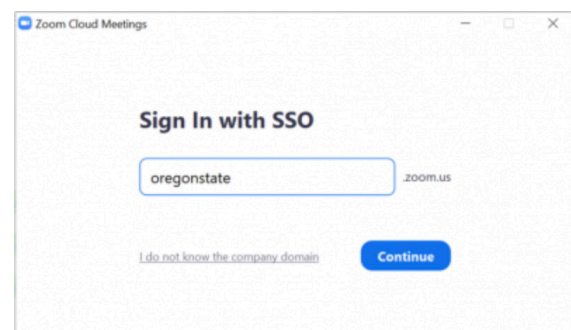
## Install Zoom on Your Computer and Sign-in Via SSO

1. Download the app at <https://zoom.us/support/download>. After installing the app, you will see a sign-in window.

2. Click "Sign in with SSO".



3. When prompted for a domain, type: "oregonstate".



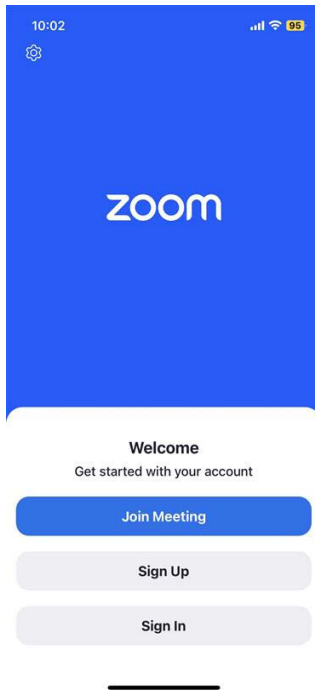
4. The OSU login will display. Enter your ONID login information and click "Login". Complete DUO authentication if required.

- If you have already authenticated through the OSU login, you will bypass this step.

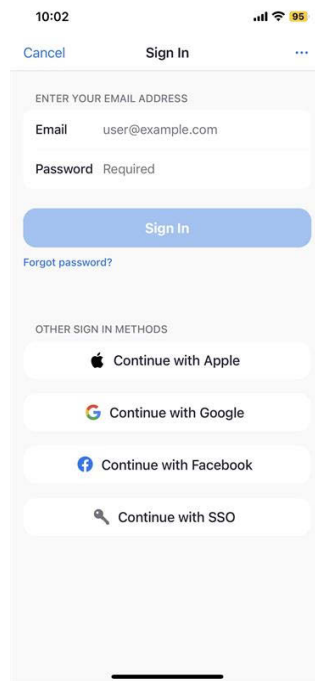
# Install Zoom on a Mobile Device and Sign-in Via SSO

1. Install the app at one of these links: iOS ([itunes.apple.com](https://itunes.apple.com)) | Android ([play.google.com](https://play.google.com)).

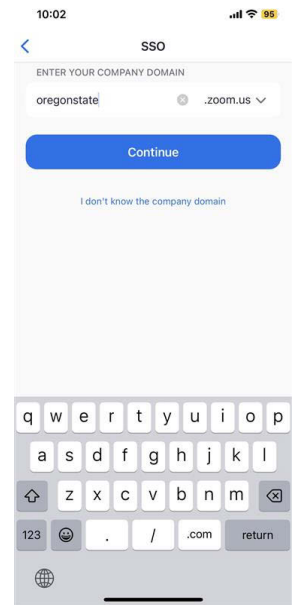
2. Tap “Sign In”.



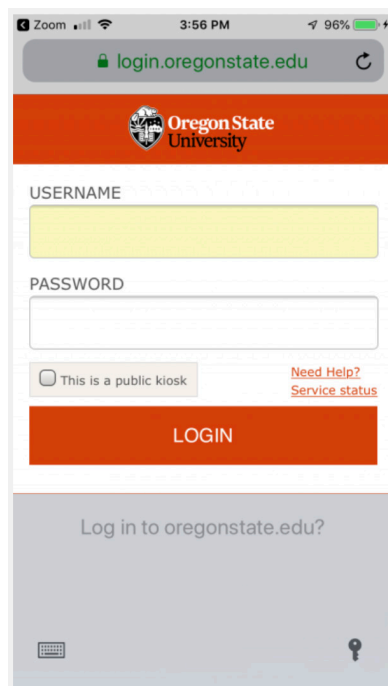
3. Tap the SSO option.



4. When prompted to enter your company domain, enter: “oregonstate”



5. A browser window will open to the OSU login page. Enter your ONID login information and click “Login”. Complete DUO authentication if required.



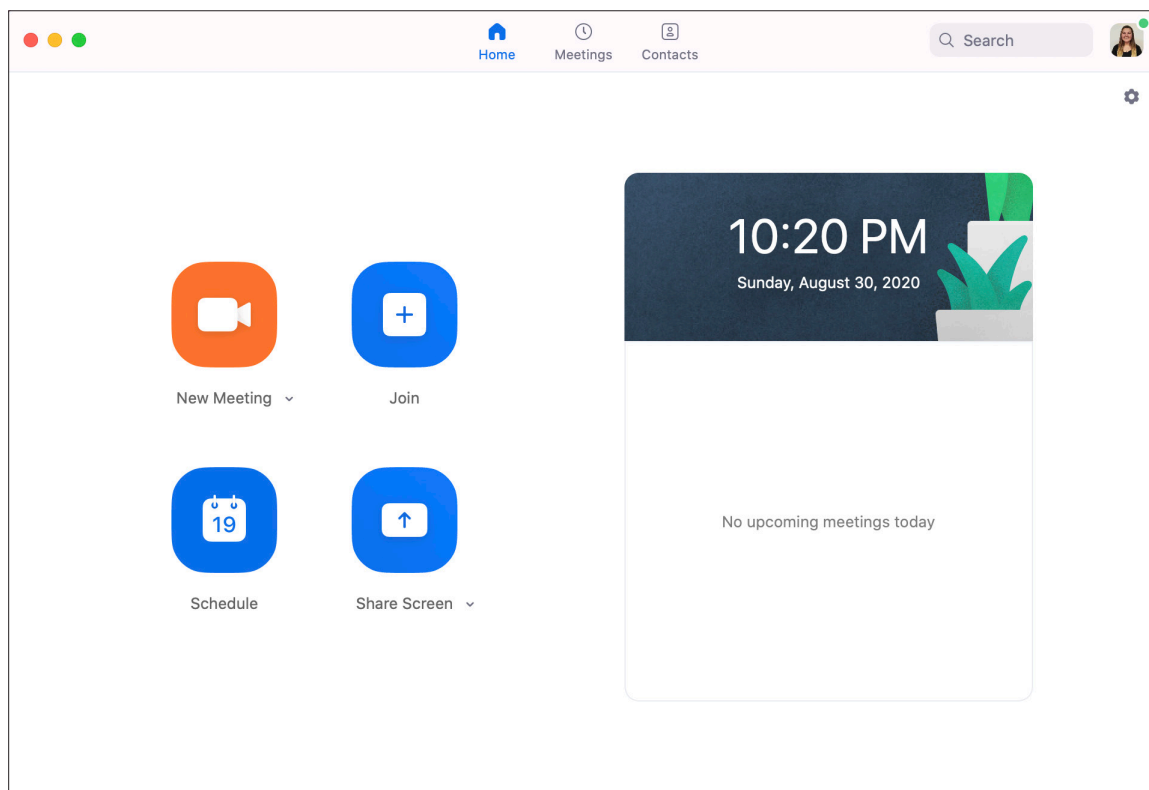
## Access Zoom from a Web Browser

You need to install the app as described above to join or host a meeting. If you're **scheduling a meeting or changing your account preferences**, you can do so from any web browser.

1. Visit [zoom.oregonstate.edu](https://zoom.us) and click "Log In".
  2. Log in with your ONID Login.
- 

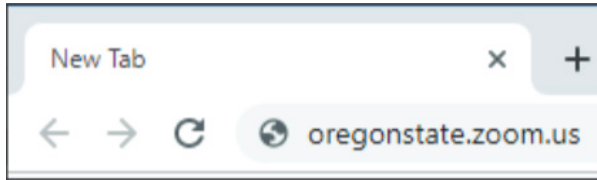
## Using Zoom

Buttons in the Zoom app will allow you to easily **start, schedule, or join meetings**.



# Remote Classroom Technology

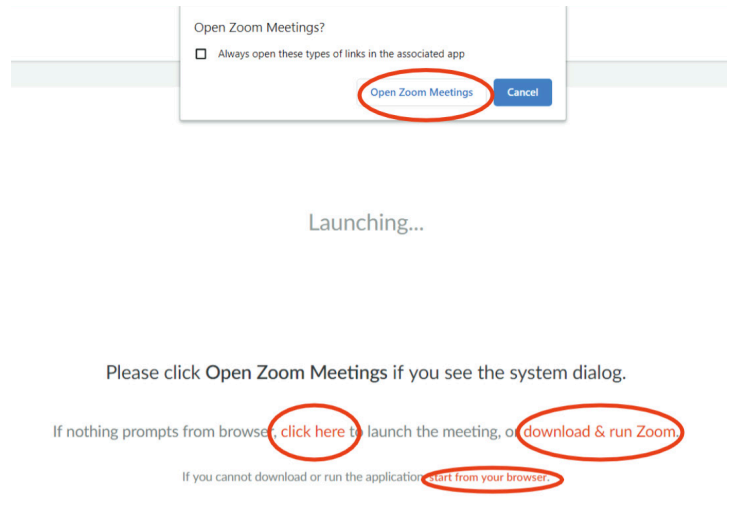
1. Open a web browser and navigate to “oregonstate.zoom.us” then click “Sign In”.



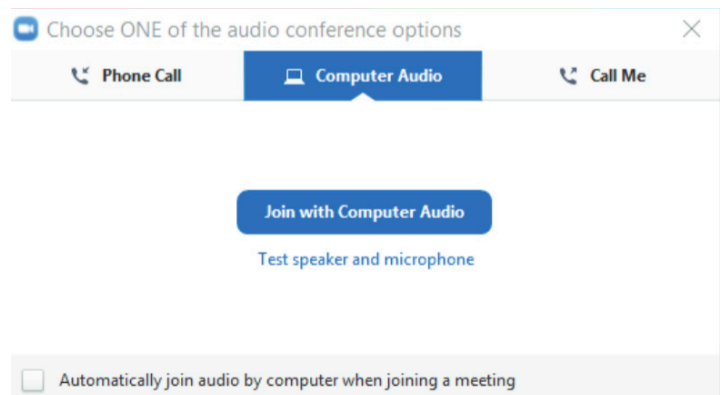
2. Click “Host” to start your meeting, “Join” to join a meeting or “Sign in” to adjust your account settings.



3. Choose any of the available options to launch Zoom.



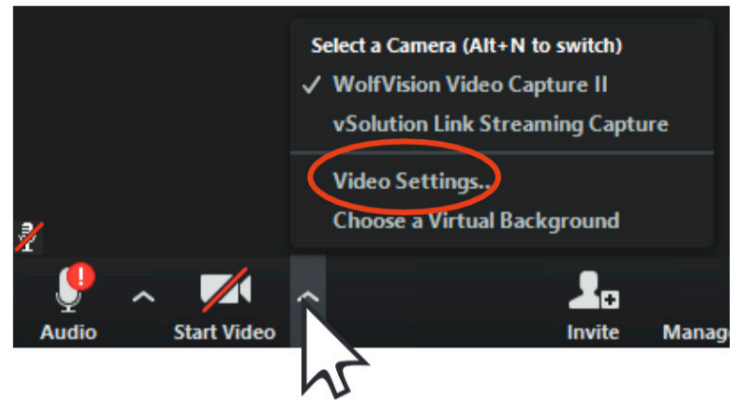
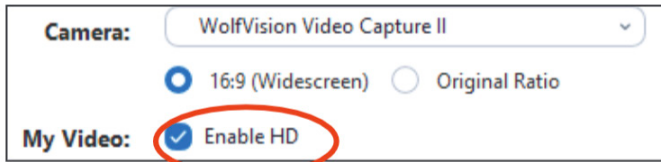
4. Click on the “Join with Computer Audio” button to connect your audio inputs and outputs.





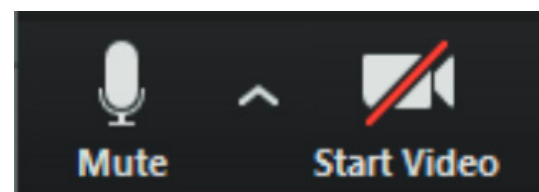
5. Make sure your video quality is correct by navigating to video settings.

and checking the “Enable HD” box.

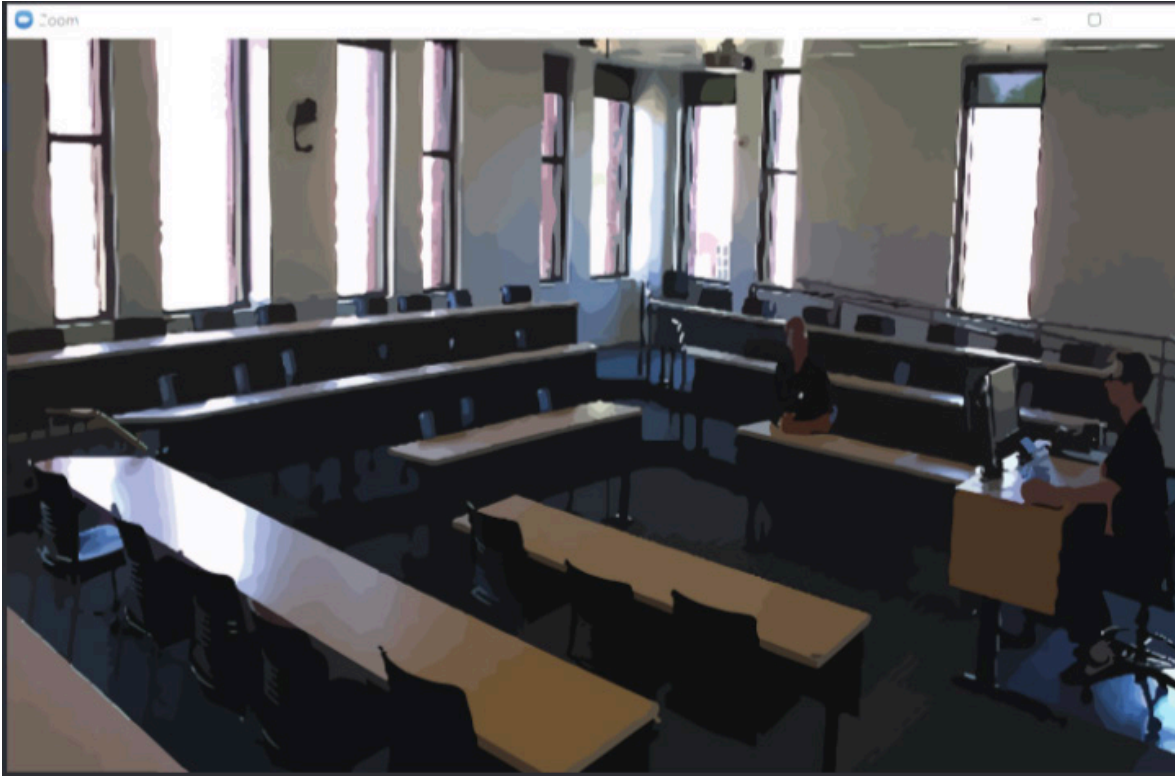


Select one of the three camera preset buttons at the top to activate video in Zoom.

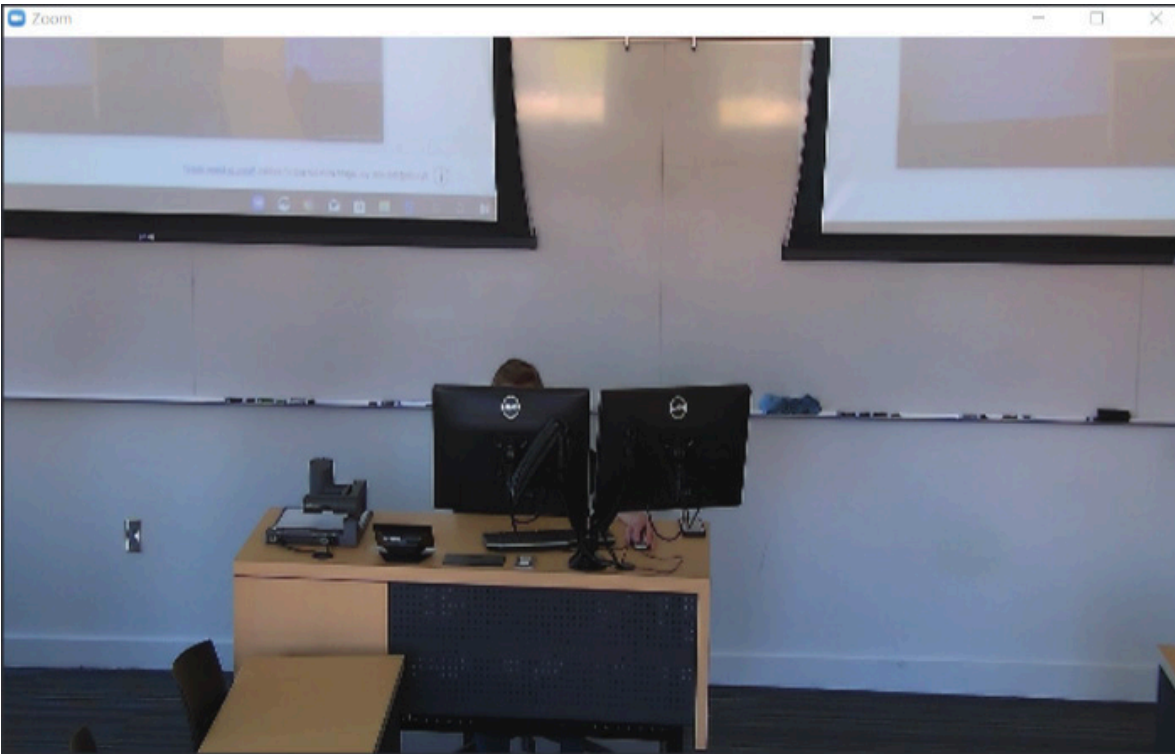
**NOTE:** You may need to click the 'Start Video' button to connect video before choosing a camera.



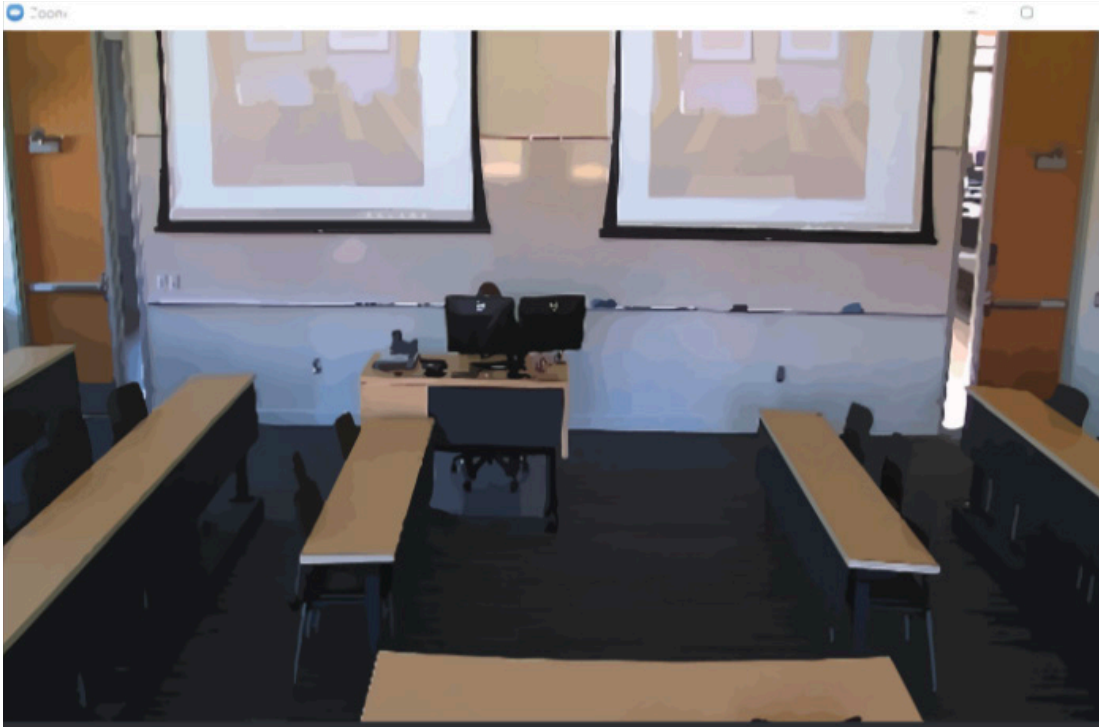
This is the 'Class (Wide)' preset. It shows a widescreen of the students.



This is the 'Instructor (Close)' preset. It shows a closer view of the instructor.

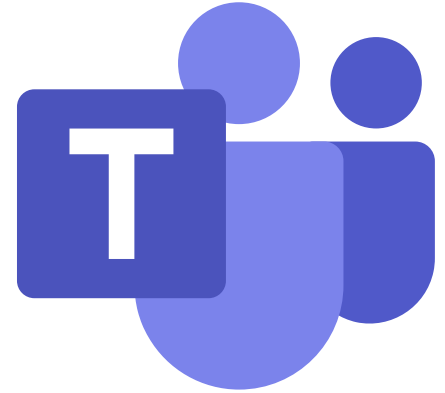


This is the 'Instructor (Wide)' preset. It shows a widescreen of the instructor and the front of the class.



# Microsoft Teams

Microsoft Teams is the official chat platform for OSU. Collaborate with your colleagues quickly and securely with integrations to other Office 365 tools like Word, Excel and PowerPoint.



## Chat



Share your opinion, and your personality. Send gifs, stickers, and emojis in a group chat or in one-to-one messages.

## Meet



Instantly go from group chat to video conference with the touch of a button. Teams of 10 or 10,000 can meet in one place, no matter how many places they're in.

## Collaborate



Never do that frantic, searching-for-files thing ever again. In Teams you can access, share, and edit Word docs, PowerPoint, and Excel files in real time.

# Microsoft SharePoint

SharePoint is a web-based collaborative platform that integrates natively with Microsoft 365. SharePoint in Microsoft 365 empowers teamwork with dynamic and productive team sites for every project team, department, and division. Share files, data, news, and resources. Customize your site to streamline your team's work. Collaborate effortlessly and securely with team members inside and outside your organization, across PCs, Macs, and mobile devices.

SharePoint

Search this site

COB - IS and Operations - Faculty Services <sup>ff</sup>  
Private channel

Home + New Send to Page details Analytics

COB IS and Operations

**FACULTY SERVICES**

Documents

Name	Modified
Faculty Services	March 25, 2020

Oregon State University | College of Business

# Qualtrics

Qualtrics is a leading web-based survey system. It provides a robust capability for building and distributing surveys and supports sophisticated data analysis tools.



## Features

- Wizards with point and click interface to help build surveys
- Library of surveys and questions to customize
- Powerful survey mailer to track, remind and thank respondents
- The ability to pipe text and embed data
- Triggers, quotas, quizzing
- Branching and logics
- Integrated graphics and statistical tools and ability to export data into Excel, SPSS, PDF, PowerPoint or Word
- Collaboration and sharing surveys among users

## Login

OSU Qualtrics has been enabled with **single sign-on capability**. To log in, go to [oregonstate.edu/main/online-services/qualtrics](http://oregonstate.edu/main/online-services/qualtrics). Click on 'Qualtrics Login', or go directly to [oregonstate.qualtrics.com](http://oregonstate.qualtrics.com).

If you use a Windows PC, Qualtrics login will default to the OSU username and password you logged in to your computer with. If you are prompted for a username and password, use your **primary domain login and password**. You may have to type in your domain followed by a **backslash and your username** (e.g., 'ONID\beaverosu' or 'CN\john.beaver' or 'FSMAIL\marybeaver').

If you're unsure of your login and password or have problems, contact your DCA. Be aware that you need to use this same login and password every time you log in to Qualtrics in order to access your surveys.

# Akindi

AKINDI is a web-based assessment solution available to all COB faculty that serves as an alternative to the Scantron grading system. It is a bubble sheet scoring application that talks directly to Canvas, and requires nothing more than regular paper and a regular scanner for all paper-based exams, and also provides a paperless, online testing option, which is optimal for remote delivery. While the traditional Scantron option remains available, we invite you to learn about AKINDI and see how your exam scoring can be simplified.



To learn how AKINDI works, see our instructional **AKINDI PowerPoint presentation** (<https://beav.es/oxm>). You must be signed into box.com before going to the link.

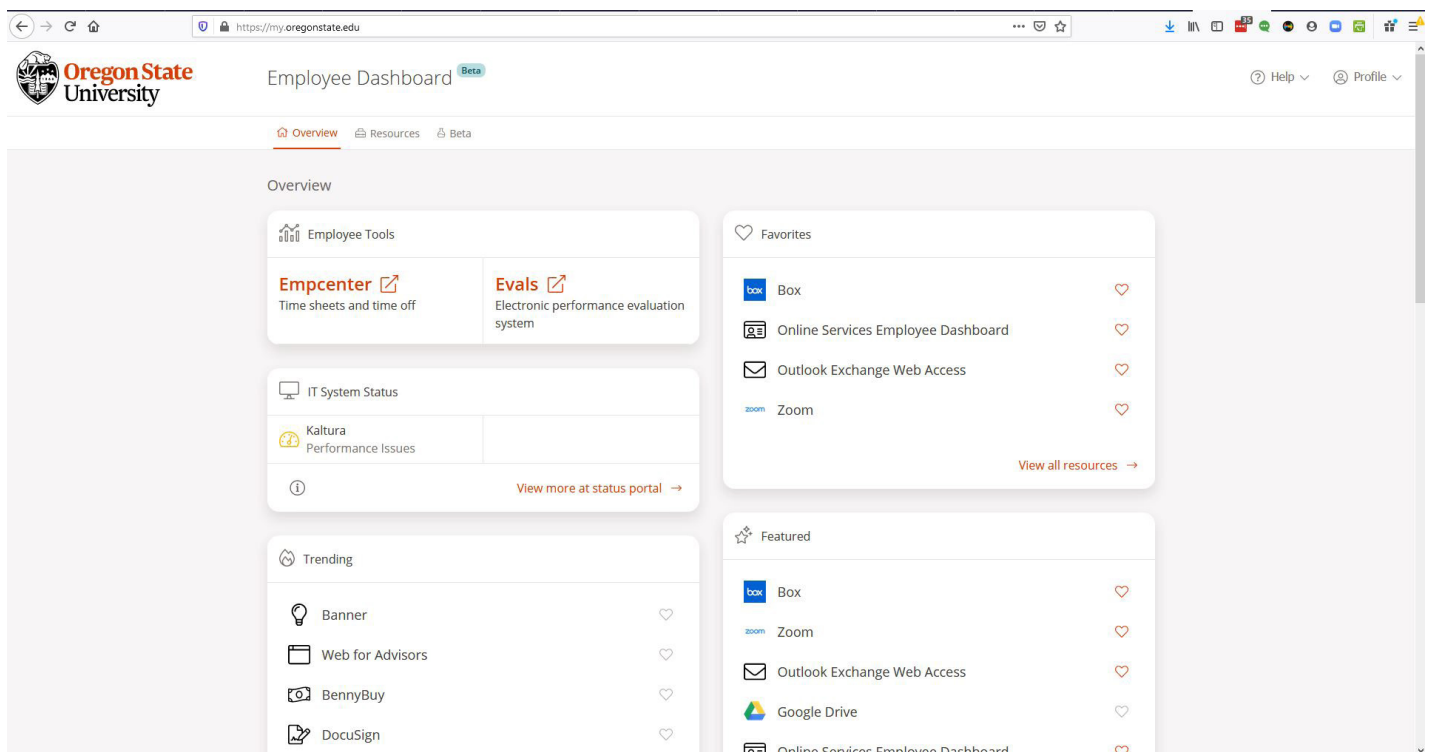
If you have more questions, or would like to give AKINDI a try, please contact **Faculty Services** at the College of Business.

# MyOregonState

## Meet Your Dashboard

**MyOregonState** is a dashboard for employees, with a clean, modern and intuitive interface that makes it easy to find all of the information you want and need – in one place. Built by Oregon State’s Web and Mobile Services team in collaboration with partners and stakeholders from across the university, MyOregonState brings a personalized experience that provides you with what you need to know, when you need to know it.

Can’t remember where your lecture is? **MyOregonState** will show you exactly where it is on the campus map. Looking for your employee tax information? That’s one click away with **MyOregonState**. MyOregonState is here to help you navigate your digital campus life.





# Faculty Bios

## Online Faculty Directory

All faculty and staff have a Bio/Profile page that is part of the **COB online faculty directory** (<https://business.oregonstate.edu/directory>). Profile pages are created with basic information, such as position title, office number and office phone number. However, as a faculty or staff member, you have the ability to login to your own profile page and add information to enhance the profile. Some of the topics available include research and career interests, employment, professional affiliations, and your biography. To access and edit your profile, follow the **directions found here** (<https://beav.es/oxs>). For additional information and guidance, please contact **Faculty Services** at the College of Business.

# Digital Measures



**Digital Measures**

A web based database organized around the faculty curriculum vita. Report once and have your data used many times. Enter your activities so that administrators can leverage them for multiple reports.

[Login to OSU Digital Measures](#)

## Why Digital Measures?

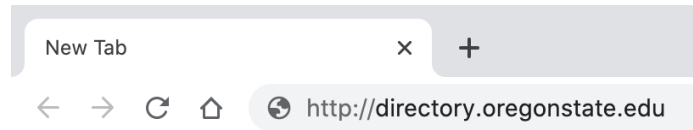
- Used by over 60% of US AACSB business schools
- Supports AACSB reporting requirements
  - Student credit hours by discipline/location
  - Faculty qualifications and sufficiency
  - Research impact of Intellectual contributions
- Student Evaluation of Teaching scores
- Source for research articles that appear on COB website under “My Publications”
- Annual faculty reporting evaluations
- OSU Promotion & Tenure CV template
- Track COB EDI activities
- Single sign-on using ONID credentials/Duo

<https://digitalmeasures.oregonstate.edu/>

<https://business.oregonstate.edu/myCOB>

# Directory Information

1. In your web browser go to <http://directory.oregonstate.edu>.



2. Search for your name and review your information.

A screenshot of the Oregon State University Online Directory search page. The page features the Oregon State University logo and name at the top. Below the logo is a black header with the text "Online Directory". The main content area is white and contains a search form with a text input field and a "Name Search" button. Below the input field is a link for "Advanced Search".

3. If there are errors in the field, click on 'How do I correct errors in my directory information?'

## Common Questions

[How do I update my directory information?](#)

[How do I use the OSU Online Directory as an address book in my email client?](#)

# Other Software and Tools

## TurnItIn

TurnItIn is a plagiarism prevention service in Canvas that detects unoriginal content in student papers. In addition to acting as a plagiarism deterrent, it also has features to help educate students about plagiarism and the importance of proper attribution of sources.



## Impero Classroom Management Software

Impero Classroom Management is a suite of tools allowing instructors to take control of the learning environment in a computerized classroom such as Austin Hall 260. From remote monitoring to locking down Internet browsing, Impero has all the tools required to keep students focused and on task.



## COB Reservation System

The College of Business Reservation System makes it easy to reserve conference rooms, classrooms, project rooms and more. Faculty, staff and students can reserve and request these spaces through a website. All confirmed reservations are shown outside the space on a touchscreen display so there is never any question of who holds the room. **Your OSU ID is your key** into any door you have access to in Austin Hall, whether you have reserved it or not. Tap your ID card on the door lock to get in and, if the room is free, the system automatically creates a one-hour reservation for you. To reserve rooms, go to <https://reservations.bus.oregonstate.edu>.

## Event Attendance System

The College of Business has an electronic event attendance system that you can use to track attendance at events, in classes, at club meetings, etc. The system generates and emails attendance files and specialized attendance reports to you. Many First-Year Engagement and Fridays at Austin events are already being tracked through the system.

**Please see the College of Business IS department for assistance with any of these tools.**

# Quick Reference

## Laptop Check-Outs

The College of Business has laptops available to check out for faculty and staff. Contact the **Helpdesk** to request a laptop.

## Video Tutorials

OSU provides technical training videos on a variety of subjects. These can be found at <https://beav.es/oxe>.

## Microsoft Developer Network- Academic Alliance

The College of Business subscribes to the Microsoft Developer Network Academic Alliance which provides access to a variety of software including SQL Server and Windows operating systems. Go to <https://beav.es/oxe>. If you have difficulty gaining access, contact the College of Business Helpdesk.

## Managing Class Email Lists

By default only ONID email accounts receive emails from class mailing lists. To add your College of Business email account to a class mailing list, go to <http://business.oregonstate.edu/sites/default/files/ManagingClassEmailLists.pdf>.

## Computer Help Documents

The computer help documents site provides documentation for many of the technology services and software used on campus. <https://beav.es/oxe>

## R:Drive

We offer specialized storage for research projects that include large sets of data. Please see the **COB IS department staff** if you will be using large data sets.

## Web Conferencing Kits

If you need to host or attend online meetings such as Zoom or Microsoft Teams, we have web conferencing kits that include a camera and a microphone. Please see **COB-IS** for more information.

## Canvas LMS Support

Canvas is the learning management system used by Oregon State University. Support can be reached at **1-844-329-3084**. If you're unable to log into Canvas, contact the OSU Central IS Services Desk at **541-737-8787**.

# OSU Network Usage

## Acceptable Use of University Computing Resources

*Source: General University Policies Manual*

Oregon State University supports an environment of learning and the sharing of information through the acquisition and maintenance of computers, computer systems, networks, and associated computing resources and infrastructure. University computing resources are intended to support the university's missions, administrative operations and activities, student and campus life activities and the free exchange of ideas and information between the university and the greater community in which it operates locally, nationally and internationally. Computing resources and facilities of Oregon State University are the property of the university and shall be used for legitimate university instructional, research, administrative, public service, and approved contract purposes. Personal use of computing resources may be permitted if it does not interfere with the university's or the employee's ability to carry out university business, and does not violate the terms of this policy. The use of university computing resources is subject to the generally accepted tenets of legal and ethical behavior within the university community. The computing resources system shall not be used for material or activities that reasonably could be considered harassing, obscene, or threatening by the recipient or another viewer.

This policy applies to all users of university computing resources, whether affiliated with the university or not, and whether on campus or from remote locations. Additional policies may apply to computing resources provided or operated by individual units of the university or to uses within specific units.

### **All users of university computing resources must:**

- Comply with all federal, state and other applicable laws; all generally applicable and university rules and policies; and all applicable contracts and licenses. Users are responsible for ascertaining, understanding and complying with the laws, rules, policies, contracts and licenses applicable to their particular uses.
- Use only those computing resources that they are authorized to use and only in the manner and to the extent authorized. Accounts and passwords may not, under any circumstances, be shared with or used by persons other than the individual(s) to whom they have been assigned by the university.

- Refrain from unauthorized attempts to circumvent the security mechanisms of any university system.
- Refrain from attempts to degrade system performance or capability, or attempts to damage systems, software or intellectual property of others.
- Refrain from using university computing resources for commercial purposes, except as specifically authorized by the university in written approval of a request for approval of outside employment. Any such approval shall include full detail of the employee's financial obligation and the charge for such use, if any.
- When using university computing resources to access non-university resources, observe the acceptable use policies of those non-university organizations.
- Refrain from unauthorized viewing or use of another person's computer files, programs, accounts and data.
- Refrain from sharing a password or using another person's password. Access to such information does not imply permission to view or use it. Users are responsible for ascertaining what authorizations are necessary and for obtaining them before proceeding.
- Refrain from using electronic mail systems for "broadcasting" of unsolicited mail or for any purpose prohibited by state or federal laws. Broadcast email is defined in "Guidelines for Release of Email Addresses," available at <http://oregonstate.edu/registrar/emailpolicy.html>
- Abide by federal copyright laws when using university computing resources for the use of or the copying of copyrighted material. The unauthorized publishing or use of copyrighted material on a university server is prohibited and users are personally liable for the consequences of such unauthorized use.
- Abide by his/her supervisor's direction regarding personal use of university computing resources.

Users should be aware that their uses of university computing resources are not completely private. It is the policy of the university not to monitor individual usage of computing resources unless there is a legitimate business reason to do so. However, the university reserves the right to monitor and record the usage of all computing resources as necessary to evaluate and maintain system efficiency, and may further monitor and record the usage of individuals, including the disclosure of individual files:

- if it has reason to believe that activities are taking place contrary to this policy, or state or federal law or policy
- to respond to an administrative court or judicial court order

- if it has reason to believe that activities are taking place contrary to this policy, or state or federal law or policy
- to respond to an administrative court or judicial court order
- to respond to a request for discovery in the course of litigation
- to respond to a request for files which are deemed public records under public records laws
- for a legitimate business reason

The university may use information gained in this manner in disciplinary or criminal proceedings. In addition, state or federal law may require disclosure of individual computer files that are deemed public records under public records laws. Communications made by means of university computing resources are also generally subject to Oregon's public records law to the same extent as they would be if made on paper.

## **Enforcement**

Users who violate this policy may be denied access to university computing resources and may be subject to disciplinary actions and/or criminal and civil penalties. Violations will normally be handled through the university disciplinary procedures applicable to the relevant user and may include referring suspected violations of applicable law to appropriate law enforcement agencies. However, the university may immediately suspend or block access to an account, prior to the initiation or completion of such procedures, when it appears necessary to do so in order to protect the integrity, security or functionality of university or other computing resources or to protect the university from liability.

## **Scope**

This policy is the university's complete acceptable use policy and replaces the Department of Administrative Services Statewide IT Policy 1.3, Acceptable Use of Information Related Technology.

## **Acceptable Use of University Information**

This policy explains how we share OSU-specific information, and the obligations held by individuals with this information to use and secure it appropriately. It relates to all OSU-specific information, including student, employee and financial records, received by individuals through the performance of their duties, provision of services, or participation in programs. Every individual who has access to OSU-specific information is expected to adhere to this policy regardless of how the information was received or the format in which it was received. Non-OSU employees must read and sign this policy as a condition of access to and use of university information.



Security and access to OSU-specific information is determined by a ‘record custodian.’ Record custodians are responsible for compliance with all legal obligations related to information, and in that capacity have final authority for the use, access and release of data under their jurisdiction. In some instances there are multiple custodians for various sets of data. Individuals using OSU-specific information shall do so only as authorized by the appropriate record custodian and in compliance with applicable laws, policies and collective bargaining agreements.

To the right is a listing of the most broadly used OSU-specific information and the associated record custodians. Not all information or record custodians are listed and individuals are advised to seek information regarding the security and access of OSU-specific information not listed below by contacting Information Services. OSU employees in positions requiring access to the Banner database or data warehouses will find the access request procedure at [oregonstate.edu/dept/computing/banner/access.html](http://oregonstate.edu/dept/computing/banner/access.html).

## Use and Release of Information

- Individuals may request and use information needed to perform the scope of their responsibilities to the university. Individuals may not use information for a task that is not within the direct scope of their responsibilities without the prior approval of the appropriate record custodian.
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Student	Record Custodian
Course catalog	Registrar
Class Schedule	Registrar
Recruitment	Admissions
Admissions	Admissions
General Student	Registrar
Registration	Registrar
Accounts Receivable	Business Affairs
Academic History	Registrar
Curriculum, Advising & Program Planning	Registrar

Finance	Record Custodian
Accounts Payable	Business Affairs
Accounts Receivable	Business Affairs
Budget	Budget & Fiscal Planning
Payroll	Business Affairs
Fixed Assets	Business Affairs
FOAPAL Elements	Joint Ownership: Business Affairs and Budget & Fiscal Planning
Financial Aid	Financial Aid

Employee	Record Custodian
Payroll	Business Affairs
All other	Human Resources

record custodian.

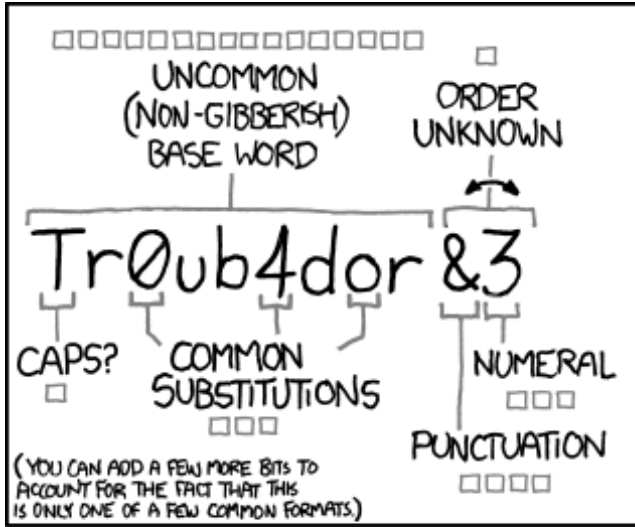
- Release of student data must follow the guidelines as available at [oregonstate.edu/registrar/GuidelinesforReleaseofStudentRecords.html](http://oregonstate.edu/registrar/GuidelinesforReleaseofStudentRecords.html). Release of employee data must follow the guidelines as available at [oregonstate.edu/admin/hr/records\\_resources.pdf](http://oregonstate.edu/admin/hr/records_resources.pdf). All requests for records coming from outside the university are to be reviewed by the appropriate record custodian prior to release. The record custodian will consult with the General Counsel's office as appropriate for compliance with public records law.
- Aggregate (summary data, not person-specific) information, extracted from information systems or reports may be released internally or externally if it has already been publicly released with the approval of the records custodian. Aggregate data that has not been published by the university may be released only with the prior approval of the appropriate record custodian.
- Subpoenas or other requests from law enforcement authorities for student or employee records should be referred to the Office of the Registrar for students or the Office of Human Resources for employees.

## **Expectations for Responsible Use of Information**

- Respect electronic computing resources and systems and your impact upon them.
- Information is available for your use in your official role at OSU only. No additional uses of information or sharing of information may be made without appropriate authorization.
- Removal of the official record copy of documents from the office where they are maintained is permissible only when authorized and in the performance of official duties.
- Keep all passwords and access codes confidential and out of sight of others.
- Keep all confidential information and records, however maintained or stored, safeguarded against inappropriate use or access by others.
- Report any infractions in the use or release of information to the appropriate records custodian.

## **Violations**

Users who violate this policy may be subject to disciplinary actions and/or criminal and civil penalties and may be denied access to university computing resources. Such actions will be taken as determined appropriate in consideration of the severity and frequency of the violation(s). Violations will be handled through the university disciplinary procedures applicable to the relevant user and may include referring suspected violations of applicable law to appropriate law enforcement agencies.



~28 BITS OF ENTROPY

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$2^{28} = 3 \text{ DAYS AT } 1000 \text{ GUESSES/SEC}$

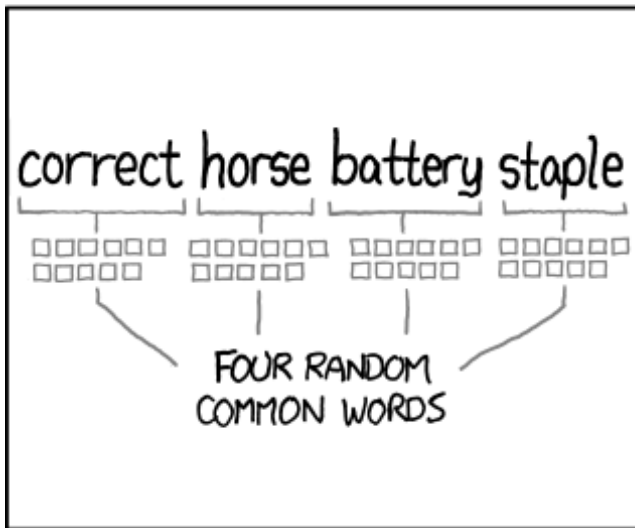
(PLAUSIBLE ATTACK ON A WEAK REMOTE WEB SERVICE. YES, CRACKING A STOLEN HASH IS FASTER, BUT IT'S NOT WHAT THE AVERAGE USER SHOULD WORRY ABOUT.)

DIFFICULTY TO GUESS: **EASY**

WAS IT TROMBONE? NO, TROUBADOR. AND ONE OF THE 0s WAS A ZERO?

AND THERE WAS SOME SYMBOL...

DIFFICULTY TO REMEMBER: **HARD**



~44 BITS OF ENTROPY

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$2^{44} = 550 \text{ YEARS AT } 1000 \text{ GUESSES/SEC}$

DIFFICULTY TO GUESS: **HARD**

THAT'S A BATTERY STAPLE.

CORRECT!

DIFFICULTY TO REMEMBER: YOU'VE ALREADY MEMORIZED IT

THROUGH 20 YEARS OF EFFORT, WE'VE SUCCESSFULLY TRAINED EVERYONE TO USE PASSWORDS THAT ARE HARD FOR HUMANS TO REMEMBER, BUT EASY FOR COMPUTERS TO GUESS.