Employee

INFORMATION TECHNOLOGY SERVICES WELCOME GUIDE

The Information Technology Services (ITS) team offers a wide range of services supporting the technology needs of the Luther community. This guide offers a basic introduction to the services you can expect as an employee at Luther. For more information and details, please visit our website: *luther.edu/its*.

HOW CAN I GET HELP FROM ITS?

When you need it, visit our website at *luther.edu/its* or stop by these service points in Preus Library, where our staff can help you with your technology-related questions.

Technology Help Desk
helpdesk@luther.edu, (563) 387-1000, *help.luther.edu*
Get answers for your computer- and technology-related questions.

Circulation Desk
library@luther.edu, (563) 387-1166
Check out books, CDs, DVDs, course materials, digital video cameras, portable hard drives, and more.

Digital Media Center
multimedia@luther.edu, (563) 387-1000, *help.luther.edu*
Use the multimedia lab and studio for class projects.

ENABLE GOOGLE 2-STEP VERIFICATION

All Luther email accounts must have Google 2-Step Verification enabled. Log in to *mail.luther.edu* from a browser to start the process. Instructions for setting up Google 2-Step Verification can be found at *luther.edu/helpdesk/2-step*. After your first login, you have a two-week grace period to set up 2-Step Verification on your email account. If you don't enable 2-Step Verification in time, your account will be suspended and you will need to visit the Technology Help Desk.

ENABLE MULTI-FACTOR AUTHENTICATION (MFA)

Many Luther services are protected by a Multi-Factor Authentication (MFA) sign-in that uses your Norse Key. This is a separate sign-in and multi-factor process than the one for your Norse Apps (e.g., email.) Visit *mfa.luther.edu* to set up or alter your Multi-Factor Authentication settings. Instructions for setting up MFA can be found at *luther.edu/helpdesk/mfa*.

TECHNOLOGY SERVICES

How do I obtain help with technology?

The Technology Help Desk is the front door to Luther's technology services. Technology Help Desk staff are available to assist you with all your Luther-related technology needs. Visit *luther.edu/helpdesk* for hours of operation and more information.

The Digital Media Center (located on the lower level of Preus Library) is available for your multimedia needs. Staff are available to help with media conversion, event recording or streaming, or classroom technology. A lab with high-end computers is available for photo, media, or video editing, and there is a studio with green screen technology and equipment for photo or video shoots. Visit *luther.edu/helpdesk/media-center* for more information.

What accounts do I get at Luther?

Luther offers many online services and most of these need just one login: a Norse Key. Your Norse Key is your username and password to log in to Norse Apps (email, calendar, Hangouts/Meet, collaborative documents, and more), KATIE (our learning management system) and Norse Hub (earning statements, paid time off, and time entry), our library systems, lab computers, and other services.

For network security, Norse Key passwords must be changed every 180 days, and it is a violation of policy to share your password with anyone. Visit *norsekey.luther.edu* for more information. Please read about information safeguarding on Luther's policy page and network use policies on the Luther ITS website.

Luther accounts and assigned computer equipment are primarily for Luther-related work. If you don't already have a personal email account, please create one. Personal files should be stored on personally owned devices or within personally owned accounts.

LUTHER COLLEGE®

How do I change my Norse Key?

If your Norse Key is still valid, visit *norsekey.luther.edu* and follow the instructions. If you have forgotten your Norse Key or if it has expired, call the Technology Help Desk.

> *Luther or ITS staff will NEVER ask for your Norse Key. Such attempts are often scams, and you should report such requests. Contact the Technology Help Desk with any questions regarding your Norse Key.*

LUTHER'S WIRELESS NETWORK

Every personal device that uses Luther's network must complete a short registration process. This includes phones, personal computers, and other devices. Employees should not bring or use their own wireless routers, wireless printers, or other devices that broadcast a wireless signal.

For assistance in registering your phone or other devices, visit *luther.edu/helpdesk/guides/registration* for more information.

ROUTINE MAINTENANCE WINDOW

Routine maintenance and service work on software and network systems occurs early Tuesday and Thursday mornings between 12:00 a.m. and 8:00 a.m. year-round.

During this window, all users must stay logged out of Colleague, Norse Hub, and Business Objects. Other systems may be accessed at the user's risk.

ITS will not warn users about planned network outages and server downtime during this period.

There is an authorized review and approval process for information technology acquisitions in order to manage the information security risk of new technology partnerships and strategically prioritize institutional resources. Refer to the policy at *luther.edu/policies*.

MY COMPUTER

What computing equipment can I expect to use while at Luther?

Specific computing equipment provided to employees depends on the nature and location of their work. Most employees will receive a workstation (either a laptop or desktop) and a standard suite of software provided by Luther. Workstations and software are refreshed every few years.

Any special requests for specific software or equipment should be made to ITS through the software or equipment request forms at *luther.edu/helpdesk/services*.

> Luther workstations, services, and systems are primarily for Luther-related work. Personally owned devices and email accounts are to be used for personal files and messages.

Can I purchase computer hardware or software at an academic discount?

Most hardware and software manufacturers provide discounts for college employees. Your Luther email address will usually suffice as proof of your employment. Visit their online education store for more information.

Apple: *apple.com/edu/luthercollege*
Adobe: *store.collegebuys.org*
Dell: *dell.com/education*
HP: *hp.com/education*
Microsoft: *microsoft.com/education*
General: *academicsuperstore.com*

> For Microsoft Office 365 or Adobe Creative Cloud on personally owned computers, contact the Technology Help Desk.

For other vendors, try adding */education* to their normal website or visit their main page and search for Education or Academic. Luther does not provide purchasing services for students, faculty, or staff, so you will have to make your own arrangements.

BORROWING EQUIPMENT

What technology equipment can I check out?

At the Circulation Desk in Preus Library, employees can check out laptops, iPads, digital video cameras, external hard drives, tablets with detachable keyboards, headphones, webcams, mobile wifi hotspots, LCD projectors, presentation clickers, and computer and phone chargers (for work purposes).

How do I check out technology equipment?

Employees must use their ID cards to check out materials. Check your library account by clicking on the Library Account link on the Preus Library home page at *luther.edu/library*.

NETWORK AND POLICIES

How do I protect my computer and personal information?

The internet and social media present unique risks to both your computer and personal information. Keep the following in mind while on the internet:

Social media: Post and communicate with care. Don't share too much information. This includes Facebook, Twitter, Snapchat, and any site or app that allows you to share personal information.

Think before you click: Anti-virus programs can help protect your computer but aren't a guarantee. Think twice before

downloading. Make certain something is legitimate first or you may be opening yourself up to viruses, malware, or spam.

Phishing: Phishing is a fraudulent attempt to get personal information (username, password, etc.), sometimes using official-looking emails or websites. Please report all phishing attempts to the Technology Help Desk.

Does Luther block or read my internet traffic?

For network security purposes, Luther blocks access to sites that are known to be malicious in nature or that contain viruses or malware. Access to peer-to-peer file sharing is also blocked.

All users are expected to comply with Luther policies as well as local, state, and federal law. It is a violation of Luther policies and federal law to share files for which you do not have a specific legal license to share. Doing so will result in loss of network privileges.

Luther will cooperate with any properly obtained and executed legal action against users on our network. Visit luther.edu/its/about/policies for more information.

How can I back up my files?

Luther encourages all faculty and staff to make regular backups of critical data. External hard drives, flash drives, or cloud-based storage solutions (such as Google Drive) are all recommended.

Visit luther.edu/helpdesk/guides/filemanagement for more information.

What are the policies and rules for using information resources at Luther?

ITS provides a wide range of services and support for the Luther community. As such, employees must follow policies and rules that cover copyright and network use.

Visit *luther.edu/its/policies* to view these policies.

LABS AND PRINTING

What computer labs and classroom equipment are available?

Most classrooms are equipped with audio/visual equipment, including projectors, podium workstations, and sound systems. More than 20 computer labs on campus are available to students, and every residence hall has a lab with a printer.

The Technology Help Desk also maintains an inventory of equipment available for short-term checkout to students, faculty, and staff. Submit a request at help.luther.edu for equipment or event needs.

How can I print and are there limits?

Employees do not have a printing quota. Instead, all printing is billed back to their department on a monthly basis. Visit luther.edu/its/papercut for more information.

Who manages printing and photocopying at Luther?

Luther partners with Ricoh Corporation to provide campus digital output services and support. The agreement includes management and operation of the college's printing and mail centers and the supply, service, and support of copier and laser printers on campus.

Visit *luther.edu/offices/document-center* for more information.

What if I need something printed in color or on a poster?

Your department or office may have a color printer. Color printing is also available in Preus Library or you can visit the Luther College Document Center on the ground floor of Main. The staff there can assist you with large print jobs and many special printing and duplication needs.

Do I need a personal printer?

Luther does not provide support for personal printers for employees. Instead, we focus our resources on workgroup printing solutions that are more cost-effective and provide better quality output.

TELEPHONE

What telephone service does Luther provide?

Telephone service is provided for all faculty and staff through Zoom Phone.

Faculty and staff phone numbers begin with (563) 387-xxxx. Calls on campus only need the last four digits (e.g., 1000, 1111, etc.). To call off campus, dial the full number and press "Dial" on a physical phone, or the blue phone icon on a softphone. Please use your Luther phone for business calls only. Use your personal cell phone for personal calls.

All phone issues or problems should be reported to the Technology Help Desk at x1000, *helpdesk@luther.edu*, or online at help.luther.edu.

How do I manage my voicemail?

- Online through the Zoom portal at luther.zoom.us
- On your physical phone via the voicemail button (next to the 1 key), or by dialing *86 from the keypad
- On your smartphone through the Zoom app
- In your email account with the transcription of the message and an audio file of the actual voicemail

Visit *luther.edu/helpdesk/services/phone* for more information.

MORE ABOUT ITS

Are there online training resources available?

Yes! Luther subscribes to or has access to a number of training materials including LinkedIn Learning (linkedinlearning.luther.edu). These offer a wide variety of web-based software training videos and resources that can be used for personal development or curriculum supplement and are available 24/7.

Contact the Technology Help Desk for more information.

I have a question, comment, or need something. How can I contact you?

We welcome your comments, suggestions, and concerns. Please visit any of the service points in Preus Library or contact us at *helpdesk@luther.edu* or (563) 387-1000.

WHAT ARE NORSE APPS?

Norse Apps are the Luther-branded version of Google Workspace, a free online suite of productivity applications. Your Norse Key grants you access to Norse Apps. Visit luther.edu/helpdesk/norseapps for detailed information.

- Norse Mail (mail.luther.edu): Luther's version of Gmail, a web-based email service that is available anywhere in the world. Use Google search to navigate through old emails.
- Norse Calendar (calendar.luther.edu): Keep track of your own schedule and share it with your colleagues.
- Norse Hangouts/Meet (mail.luther.edu): Integrated into Norse Mail, Hangouts is an instant messaging and video-chat platform that allows you to communicate with anyone on Norse Apps or Gmail.
- Norse Docs (docs.luther.edu): Web-based documents (Docs), spreadsheets (Sheets), and presentations (Slides). Create, share, and collaborate with others in real time.
- Norse Groups (groups.luther.edu): An easy way to set up and manage communications for any group on campus via email or web.

WHAT ABOUT CELLULAR SERVICE IN DECORAH?

Most cell phone providers cover the Decorah area to some degree. Check with your provider to make certain the area is covered in your plan. US Cellular and Verizon have local stores.

It is a good idea to get familiar with your cell phone reception at Luther before counting on it as your main communication source. Some buildings may impede clear connections.

If your phone supports wifi calling, you may find that turning on that feature improves your ability to make and receive calls in many of the buildings on campus. If you're unsure if your phone supports wifi calling, please check with your provider. Remember that to use wifi calling on the Luther wireless networks, you'll need to register your phone for network access.
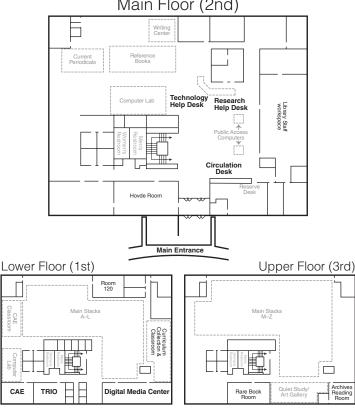
Ask about provider discounts as a Luther employee.

PREUS LIBRARY

Need technology help?

The Technology Help Desk
helpdesk@luther.edu, (563) 387-1000
Get answers to any computer or technology questions or help with any needs you have.

Need help borrowing something?

The Circulation Desk
library@luther.edu, (563) 387-1166
Check out books, DVDs, course materials, digital video cameras, portable hard drives, and much more.

Main Floor (2nd)

- Writing Center
- Current Periodicals
- Reference Books
- Computer Lab
- Technology Help Desk
- Research Help Desk
- Library Staff workspace
- Women's Restroom
- Men's Restroom
- Public Access Computers
- Circulation Desk
- Hovde Room
- Reserve Desk
- Main Entrance

Lower Floor (1st)

- CAE Classroom
- Main Stacks A–L
- Room 120
- Computer Lab
- Women's Restroom
- Men's Restroom
- Curriculum Collection & Classroom
- CAE
- TRIO
- Digital Media Center

Upper Floor (3rd)

- Main Stacks M–Z
- Women's Restroom
- Men's Restroom
- Rare Book Room
- Quiet Study/Art Gallery
- Archives Reading Room

5.2024