Computer Information for New Employees

READ THIS IN ITS ENTIRETY

1. Save your work related files in your "Documents" folder or shared drive folders. These files are backed up daily.

2. Files saved to any location other than the Documents folder or shared drive folders are NOT backed up!

    Saving files to these locations is at your own RISK and may result in loss of data. ex: Don't save to Desktop, local hard drive, thumb drive, etc.

3. If you need computer/technology assistance, enter a Work Order Ticket by simply emailing *ithelp@etbu.edu*

4. If you have computer issues while in class (contact the IT office at 903.923.2021 or ext 2021 for immediate assistance)

    For A/V assistance call 903-923-2025 or ext. 2025. This phone # is on classroom computers as well.

5. ALL department computer/technology related purchases (hardware, software, etc) must be approved by your Dean or Dept Chair and the IT Director and purchased through I.T. Items purchased on your own will not be reimbursed by the university or installed on university equipment. NO Exceptions.

6. Connecting personal computer equipment to the university's network/equipment:

    a.   It is the official policy of ETBU that personally owned computers, peripherals and technology equipment shall not be connected or attached to any ETBU owned equipment at any time.

    b.   Exceptions: USB pen drives and peripherals*, digital cameras*, usb printers*,cell phones

    (* these devices can be used as long as they do not require any software/files to be installed on the university equipment in order to use them)

7. Use of Personal software on ETBU computers:

    a.   It is the official policy of ETBU that only software owned by the university can be installed on ETBU computers and equipment.

8. To have additional software installed on your ETBU computer use the *Request for New Software* form located at

    https://www.etbu.edu/it/forms/

9. **DO NOT reply to any emails requesting your username or password**. These are phishing/spam emails sent by hackers. Please note: your account does not expire at ETBU until you leave. If we need your password information, we will contact you directly via phone.

10. **You can change your ETBU password anytime** by using the **"**Change My Password" link on the bottom of the ETBU homepage.

Additional Information:

- Your ETBU account includes 1 TB of cloud storage on OneDrive This app is located on your computer and onedrive.com

- Accessing your email from off-campus: Use TigerMail link on the ETBU homepage

- Accessing your voicemail from off-campus: 903.927.4460 , * ,extension, * , security code

- Wireless internet is available throughout most of the campus. Connect to: TigerNet

- Employee Software and computer Discounts: go to   www.etbu.edu/it   click on Discounts link.

- Cell phone discounts (phones/rate plans/accessories) with Verizon. Contact Chris Crawford in President's office for details

- For questions about any of these items, please contact I.T. @ 903-923-2021 or ext. 2021