

Eastern Shore Community College

Employee
Information
Technology
Handbook

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ESCC Network Account Quick Facts

Overview

Eastern Shore Community College's local area network (LAN) is attached to the Virginia Community College System's wide area network (WAN) via a fast, always-live Internet connection. Depending on your position, you will have access to one or more of the systems available on the LAN and the WAN.

What is my login name and password?

For ESCC employees, your LAN login name is usually your first initial and last name. You will be informed if your name is an exception to this rule.

Your temporary password will be provided to you in your New Employee Information Packet.

This user name and password combination is the one you will use to get into the personal computer in your office or other workspace. In most cases, you can use your LAN user name and password to get into any computer on ESCC's campus. There are instructions in this handbook that illustrate how to log in for the first time.

The first time you log in on the ESCC LAN, you will be forced to change your password to one that you select. You will also be forced to change your password every 60 days. You cannot reuse an old password for a very long time, and you cannot change your password more often than once every three days. This is to keep you from changing your password over and over until you get back to an old one you want to keep.

What happens if I forget my password?

The best advice is to write your password down (without your login name) and keep it in a secure location, such as a locked file cabinet if you think you will not be able to remember it. Treat it as you would your Social Security or bank account number. If you forget your password, you will have to contact the IT office to reset it. You may be expected to provide proof of your identity.

You will get five tries within a five minute period to log in correctly. If you fail to log in correctly within five attempts, your account will lock you out automatically. After five minutes, your account will unlock itself. If you've locked yourself out because you forgot your password, however, you will have to follow the procedures listed above to have the IT staff reset your password.

How long does it take to get access to a computer?

LAN accounts may take one to two business days to create from the time the request is submitted because the work is performed locally. Generation of other accounts may take longer, if the request has to be processed by another office within the VCCS. You or your supervisor will be notified when your account(s) is (are) ready.

Which computers may I use?

Most full-time employees have personal computers assigned to them in their workspace. In addition, ESCC has three computer labs available for college-related student and employee use, numbered A34, A66, and A69. Since these rooms are also used for classroom instruction and other functions, they are not always available. Please take a minute to refer to the schedules posted outside the rooms to find out when you can use the machines. *Never interrupt a class to gain access to a computer!*

It is not possible to access the college's network from outside the college.

What can I do with my account?

Your ESCC account gives you access to email, Internet Explorer, Microsoft Office Professional, and many other applications, depending upon the department in which you are employed. Some departments may use specialized features or software that is not generally available to all employees.

Many software features have been disabled in order to protect the college's resources from intentional or accidental damage and misuse. For example, student accounts are not allowed to access the computer's C:> drive or to save anything from the Internet. If there is a feature you do not have and for which you have a valid need, you must have your supervisor submit a written request for exemption to the IT Department.

You will be granted a small amount of storage space on a network computer. You can attach to your personal folder by following the instructions to attach to a network share in this handbook. The folder is only accessible by you or your designees (to the IT Department, in writing) and is a good place to backup your critical files.

You will receive a warning before you run out of storage space, at which time, you may need to delete files to free some space. If you need more storage space, submit a written request to chodges@es.vccs.edu or put it in Cindy Hodges's mailbox at the front desk.

What software can I use?

Currently, we are licensed to install Windows, Microsoft Office, FrontPage and antivirus software on your college-owned computer. If you are interested in other applications, you may check the current VCCS software list at <http://helpnet.utility.vccs.edu/csc/FTP/ftpfilelist.htm>. Some of the applications are limited to specific users, but many are available for download by any VCCS employee. Please

ask about any particular products in which you are interested and we will do our best to find out if you can install and use it.

Please complete the attached Request for Software Installation form if you require any software installed on your machine.

Other software not listed must be purchased by the individual department before it can be installed. Installation of your personal copies of software is discouraged and the IT Department reserves the right to remove personally-owned software at any time from college computers without notice to the user of the machine.

Can I install any of the software at home?

Some of the Microsoft software is covered by a faculty and staff Work At Home Agreement. You must bring your computer to the IT office and sign a Work At Home Agreement form, after which the IT department will install the software. There are many caveats that accompany the agreement, so you should read the form before you take any software home to install it.

How do I access my email?

New accounts are usually set up using the first initial + last name of the employee, followed by the @es.vccs.edu domain information. So Joe Blowe's email address would be jblowe@es.vccs.edu. That is also Joe's user name if he decides to install an email package for himself.

To access your email off-campus, go to <http://fsemail.vccs.edu> and enter your full email address for the username.

It is advisable to change your temporary email password to something more secure that you select yourself. The option to change your password can be found on the left side of the page under "options." Additionally, other settings and preferences can be found under "preferences."

How can I get help or more information?

Please contact the IT Help Desk. The IT Department is located in room A50, which is at the end of a small hallway across from lab A66.

You can contact Jay Welch at fwelch@es.vccs.edu or by phone at 757 789 1788. Jay is the primary IT support person for all faculty and staff. In addition, the college's web site <http://es.vccs.edu> has helpful information for employees.

If you need assistance in the computer labs, please contact Malcolm White at 757 789 1771 or mwhite@es.vccs.edu.

For assistance, or problems regarding the phone system, please contact Cindy Hodges at chodges@es.vccs.edu or at 757 789 1770.

The IT office is open from 8 am to 7 pm on Monday, Tuesday and Thursday and from 8 am to 5pm on Wednesday and Friday. If there is something you need outside of our office hours, please call or email us to make other arrangements. You may also fill out a Request for Assistance form, a copy of which is attached to this document.

Can anyone else use my account?

NO. You are not allowed to share your account with anyone else. It is considered a security violation to share your account password, intentionally or otherwise. You may have your account privileges restricted or revoked if you violate any aspect of the Information Technology Employee Acceptable Use Agreement. Allowing students or non-employees to use your computer is also considered a violation of said agreement.

IT staff may examine logs and other files stored on workstations and servers to track illegal or abusive account behaviors.

How long will my computer access be valid?

Your account should remain active for as long as you are an ESCC employee.

How do I report errors in my network account setup?

The IT Department welcomes your input regarding your network access. Please report any problems you encounter to the IT staff either in person, or via email at fwelch@es.vccs.edu.

Notes

How to Log Into MOAT Security Awareness Training

MOAT Security Awareness Training is **required to be completed within 30 days of receiving access to any local college or VCCS systems** and completion will be required annually after that. The MOAT Training Tool is available at <https://sat.vita.virginia.gov/>.

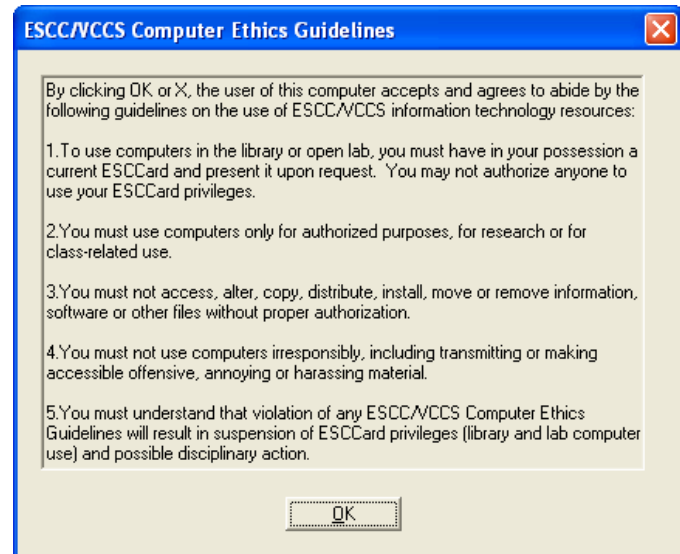
The login ID will be your college email address and the password will be provided to you in your New Employee Information Packet.

On first logging in, you will be taken to a page giving you detailed instructions on how to use the MOAT Security Awareness Training Tool.



How to Log Into the ESCC Network

1. Press the power button on both the monitor and the system unit.
2. After a few seconds, you should see the Windows XP startup information, followed by a dialog box similar to the one shown at right.
3. After you click the OK or close button, the Windows login screen should appear.



4. Type your User name in the box labeled "User Name" and press <tab> or click the mouse to move to the password box.

Tips

- Don't forget that the password checker is case sensitive! You must use an uppercase E and a lowercase S.
- If you use the numbers on the keypad on the right side of the keyboard, check to make sure the <NumLock> key is on.
- When creating a new password, use tricks like using a digit zero in place of the letter "o" or the digit three instead of an "e" in a word or phrase you can remember.

5. In the box labeled "Password", enter your password. You will not see the characters as you type, only dots that hide your password from other users, so type carefully. If this is the first time you have logged in, put in the temporary password you were assigned.
6. Enter your new password when prompted. You must enter exactly the same thing in both boxes to verify that you typed what you think you typed. You will be required to use a strong password (one that is not easily hacked). Your new password must be at least 8 characters long, and must contain a mixture of at least three of the following: uppercase letters, lowercase letters, digits, special symbols (like !, @, #). Here are examples of acceptable passwords: Joe's1stpasswd, mYd0gspoT.
7. You will see a dialog box when your password has been changed. Don't forget what you entered for your password!
8. After a few seconds, your account should be ready to use.

How to Connect to a Network Share

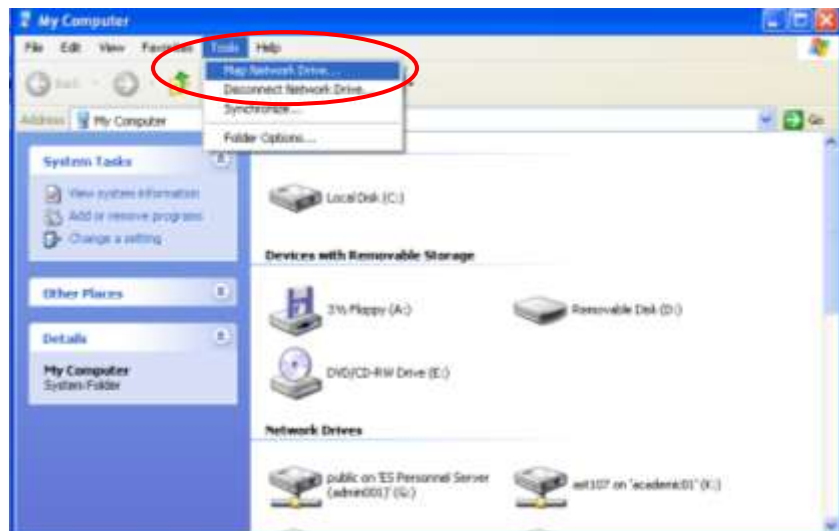
A network share is a folder on a server that has been designated as accessible by one or more users of the network. Some shares are available to everyone, and others are restricted to particular users or groups. Here is a list of some of the shares currently available to the users at ESCC:

Share	Contents	Drive mapping	Who can use
Users	Folders belonging to individual network users	\\admin001\users\yourusername	The individual to whom the folder belongs
Public	Folders containing publicly available programs and files	\\admin001\public	ESCC employees

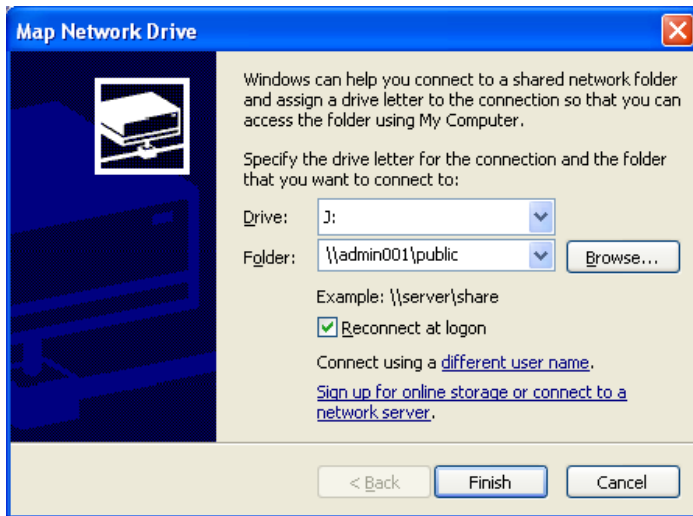
There are many other drive shares in use by academic programs. If you have any questions about setting up or using a share in your department or program, please come by and see the IT Coordinator in room A50.

Connecting to a network share is like adding a new hard drive to your machine, except that you don't have to open the case. The instructions follow.

1. Open a "My Computer" window. From the "My Computer" window, select "Tools", then "Map Network Drive", as shown here.



2. In the top drop-down box, select the letter of the drive you want to use. In most cases, it does not matter what letter you select.



3. Type the path to the share to which you want to connect in the text box labeled “folder.” In this example, the path is the public folder on the admin001 server.

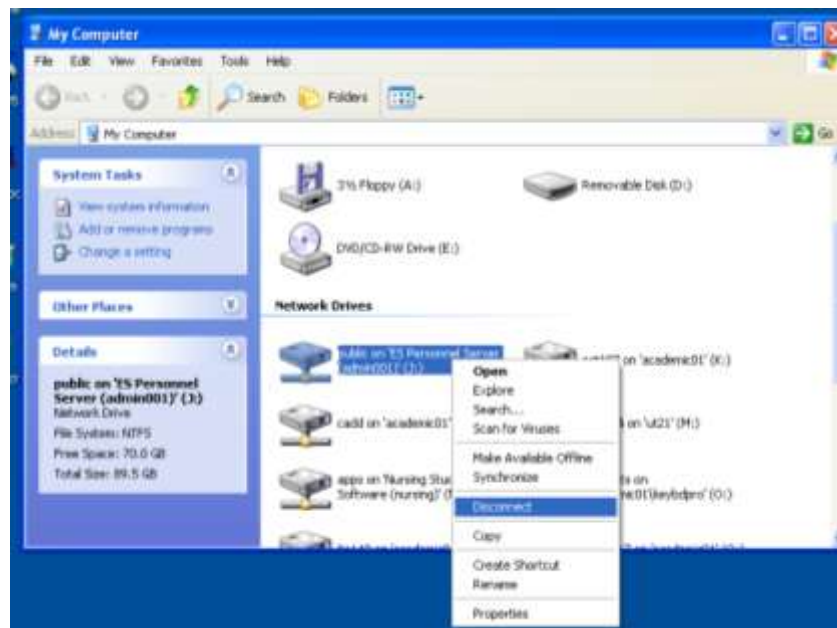
4. Leave the “Reconnect at logon” box checked if you always want this drive to show up on your computer. If you only want to attach this time, uncheck the box.

See the example at left.

5. After you click the “Finish” button, the drive should show as another drive attached to your machine. Use it like you would any other disk drive. What you are allowed to do (e.g. read or write files) depends on your group membership on the network and which folder you are in.

To Disconnect a Network Drive

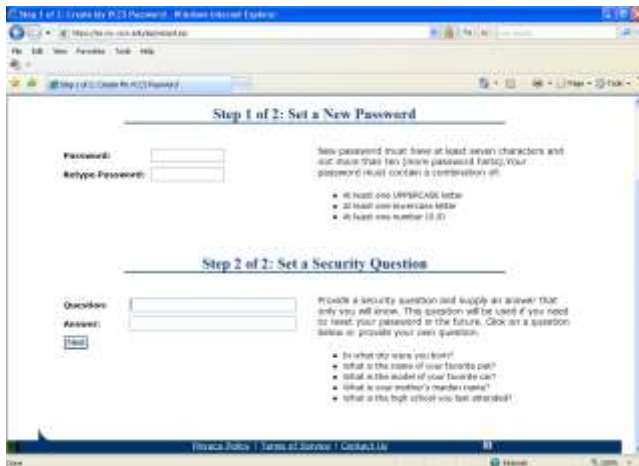
The easiest way to disconnect a network drive is to open a “My Computer” window, right-click the drive icon, and select “Disconnect” as shown here.



How to Log Into ESCConnect

In order to access VCCS systems like Blackboard and PeopleSoft, you will need to log into ESCConnect at <http://es.my.vccs.edu>. You can also access ESCConnect on the college's homepage from the menu on the left hand side of the page.

1. Click on the link at the bottom of the page to “look up your username and set your password” and follow the instructions provided.
2. Fill in the requested information, First Name, Last Name, Date of Birth (six digits) and Social Security Number.



3. Next you will be asked to set a password and a security question. The password must be between 7 and 10 characters and contain at least one uppercase letter, one lowercase letter and a number. The security question can be one of your own choosing, or you can click on one of the questions provided.

4. Once you have completed the steps above, you can go back

to the main screen and log in with the password that you just created. Please note that it can take up to 10 minutes for your password change to be applied to PeopleSoft and Blackboard.