

OIR RESOURCES FOR EMPLOYEES

For new faculty and staff members of Philadelphia University

REQUIREMENTS

A Philadelphia University network account and password. If you do not have a network username and password, please contact your School's Administrative Assistant in order to request one.

OVERVIEW

The Office of Information Resources would like to welcome you to Philadelphia University, and inform you that all Philadelphia University employees have access to the following OIR-supported resources below.

If you have any questions regarding these services, please feel free to contact the Technology Help Desk, located on the 2nd Floor of Search Hall. You may also send e-mail to HelpDesk@PhilaU.edu or call the Technology Help Desk at 215-951-4648.

NETWORK RESOURCES:

- **Atomic Learning:**
Atomic learning provides thousands of short, easy-to-understand web-based software tutorial movies for Philadelphia University staff, faculty and students. Please access Atomic Learning by directing your browser to <http://www.philau.edu/oit/helpdesk/atomic.htm>.
- **CampusCard Access:**
Deposit money to your Philadelphia University Campus Card. Your campus card can be used at all Dining Services locations, most vending machines on campus, and in the Campus Store. The online interface is available at <http://campuscard.philau.edu>.
- **Datatel Account:**
Datatel offers computerized resources for the entire University Community including registration, degree audit, student billing, etc. NOTE: Please request access by contacting the Technology Help Desk with the type of access permissions needed for the account.

- **E-Mail Account:**
With your network account, you will automatically receive a mailbox on our Microsoft Exchange server. You can access your mail with Microsoft Outlook client software (in your office or the labs) or with Outlook Web Access, which requires only access to the web. Outlook Web Access is available at <http://mail.philau.edu>.
NOTE: Faculty and staff mailboxes on the server have a quota, or limit, of 75MB of data. If your mailbox contains more than 75MB of data, you will receive a message every evening from the server, warning you to delete some mail. If your mailbox reaches 85MB, you will not be able to send any mail until you delete items from your mailbox.
- **Faculty Blackboard Account:**
Blackboard is Philadelphia University's online, web-based learning platform. It is accessed online at <http://bb.philau.edu>. NOTE: Staff members needing a Blackboard account must contact the Technology Help Desk to place an account creation request.
- **Help Desk Self Service Account:**
The Help Desk Self Service website gives you the "one-stop-shopping" convenience of accessing many of your online tools in one location (e.g. submitting work orders, reviewing status of work orders, accessing Blackboard, placing funds on your CampusCard, accessing Atomic Learning, etc.) Visiting our Help Desk Self Service site is a breeze. Simply open any browser and type <http://helpdesk.philau.edu>. Once there you will be presented with a login screen, at which point you will input your Philadelphia University network name and password.



Technology Help Desk/Office of Information Resources

Phone: 215-951-4648 • Fax: 215-951-2138 • Email: helpdesk@PhilaU.edu • Web: www.PhilaU.edu

- **Informer:**

Informer is a web-based reporting tool that allows users to view Colleague data in a report format. Informer can be found at <http://info.philau.edu>. NOTE: Please request access by contacting the Technology Help Desk.

- **Web Account:**

If you are interested in creating and maintaining your own web home page, you may request a directory on our University web server by contacting the Technology Help Desk to place a request, or filling out the online request form at <http://www.philau.edu/oit/forms/webreg.htm>.

- **WebAdvisor Account:**

WebAdvisor is a web-based information management tool that allows students, faculty and staff to access numerous online academic resources. It is located at <http://www.philau.edu/webadvisor>.

SERVER RESOURCES:

- **Artemis Server:**

Artemis is the server which houses all departmental shared folders (e.g. Midwifery, Architecture, Public Relations, etc.) To access your department's folder, please contact the Technology Help Desk to place a work order for permission to be granted to the server.

- **Juno Server:**

Space is provided for academic file storage on our Juno file server in the form of your "home directory." This directory enables you to maintain copies of files on the server, which you may access at any time from a networked or home (internet connected) computer.

ADDITIONAL RESOURCES:

- **Computer Purchase Program:**

The University offers a computer purchase program through payroll deduction. This program offers no-interest loans to employees for the acquisition of computers. This program allows for one computer, monitor and/or printer to be financed at one time through the loan program. Purchases can be made through the following approved vendors: Apple, Dell and Gateway. Please see "Benefits" section of Human Resources website, <http://www.philau.edu/humanresources>, for more details.

- **Discounted Computer Pricing Program:**

The Office of Information Resources is pleased to announce that three major suppliers of computing hardware, Dell, Gateway and Apple, have agreed to extend higher education discount pricing to Philadelphia University students, staff, and faculty. Faculty and staff will be required to provide proof of affiliation with a valid Philadelphia University ID. Please visit <http://www.philau.edu/oit/helpdesk/compurchase.htm> for additional details.

- **Discounted Software/Peripheral Pricing Program:**

The Office of Information Resources has an agreement with Journey Education Marketing to sell to members of the Philadelphia University community various software packages and peripherals at a discount. Faculty and staff will be required to provide proof of affiliation with a valid Philadelphia University ID or recent pay stub. Please visit Journey Education's site at <http://www.journeyed.com> for more details.



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- **Parking Permit:**

To register for a parking permit faculty and staff must complete an online registration process. You will need to obtain your Colleague ID, a number that you will later need to order your permit. Please visit <http://www.philau.edu/security/parking/> to be taken through the registration process and to obtain your Colleague ID number.

- **Verizon Phone Plan:**

Employees of Philadelphia University will receive an 18% Discount on monthly Verizon Wireless service charges if you switch from another carrier to Verizon Wireless. If you are an existing Verizon Wireless customer, you can apply the 18% discount to your monthly invoice. For additional information, please contact David Wertz, Philadelphia University's Verizon Wireless Sales representative. He can be reached at 609-668-8326 (phone), 215-604-6427 (fax), or via e-mail at David.Wertz@verizonwireless.com.

- **Voicemail:**

Please contact the Technology Help Desk to request a voice-mail box setup and caller ID listing update. NOTE: Adjunct faculty members do not have a telephone number assigned to them. However, they are eligible to receive a voice mailbox upon request.

INSTRUCTION GUIDE CHECKLIST

The guides included in this packet will instruct you on how to use many of the technology resources offered by the Office of Information Resources.

A full list of our instruction guides can be viewed by going to the link below:

<http://www.philau.edu/oit/guides/index.htm>

- Accessing WebAdvisor for Faculty logging onto WebAdvisor for the first time.
- Outlook Configuration for Faculty (PC) who want to use the full-version of Microsoft Outlook as their personal computer e-mail client. NOTE: VPN must be installed, and connected, prior to configuration.
- Outlook Personal Folders for Faculty (PC) who want to access their Microsoft Outlook personal folders from home. VPN must be installed. NOTE: VPN must be installed, and connected, prior to configuration.
- Using Outlook Web Access to remotely connect to your Philadelphia University E-Mail. (PC and Mac)
- Using the Media Classroom Podiums for instruction in your classroom.
- Voicemail Quick Reference Guide to record your greeting and retrieve voicemail messages.
- VPN Instructions (for Faculty and Staff) to remotely access your home directory from your personal computer (PC or MAC.)



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ADDITIONAL INFORMATION – SUGGESTED LINKS

At your convenience, we suggest you also visit the suggested websites below for important information that will help you better utilize our technology resources.

- **Administrative Computing**

Includes instructions guides for using Datatel, WebAdvisor, Informer, Colleague and QueryBuilder.

<https://www.philau.edu/oit/admincomp/admincomplinks/documentation.htm>

- **Atomic Learning**

Provides thousands of short, easy-to-understand web-based software tutorial movies for Philadelphia University staff, faculty and students.

<http://www.philau.edu/oit/helpdesk/atomic.htm>

- **The Office of Information Resources**

Allows users to reset their e-mail/WebAdvisor passwords, and provides important information about account quotas, instructions guides, and other available OIR resources.

<http://www.philau.edu/oit/>

- **Technology Help Desk Self-Service**

Allows users to submit and review the status of OIR work orders, search the Help Desk Solutions database, access Blackboard, e-mail, and WebAdvisor.

<http://helpdesk.philau.edu>

- **Instructional Technology**

Provides support and resources for faculty interested in using Blackboard, ERes, and Podcasts.

<http://www.philau.edu/ITS/>

- **The Office of Human Resources**

Allows user to view benefit information, download forms, and obtain information on the University's Computer Purchase Program.

<http://www.philau.edu/humanresources/benefits.html>

FINDING HELP

You can find additional help and information by browsing to our Technology Help Desk Self-Service site at <http://helpdesk.philau.edu> at any time. Your network password is required, and your password must be changed from the default password in order to access this site.

CONTACTING THE TECHNOLOGY HELP DESK

If you have any comments or questions, please feel free to contact the Technology Help Desk, located on the 2nd Floor of Search Hall. You may also send e-mail to HelpDesk@PhilaU.edu or call the Technology Help Desk at 215-951-4648.



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