



# Technology at Tarleton

## Quick Start Guide for New Staff

Welcome to Tarleton! Information Technology Services offers this guide with best wishes in your new position

### Service & Support

#### Tarleton Accounts

Also known as your NTNET account, this Tarleton account is your key to access Tarleton's information and computing systems. Examples include logging in to your computer, connecting to Wi-Fi, or accessing numerous cloud services such as Canvas, Zoom, and Office 365. Your supervisor and/or Employee Services will provide this login information (username and temporary password). Reset your password to a new 365-day password at <https://www.tarleton.edu/password>

#### Tarleton issued computers

**Hardware:** As a full-time member of Tarleton's staff, you are eligible to receive a periodic computer refresh. You may have "inherited" the computer used by your predecessor. Its refresh cycle will vary based on the age of the device already in use. Newly created staff positions typically receive a new computer which will be refreshed in 4-5 years. Please reach out to Tommy Mosher ([mosher@tarleton.edu](mailto:mosher@tarleton.edu)) to discuss any computer refresh related questions.

**Software:** All Tarleton computers have a variety of pre-installed applications including the Microsoft Office suite. For Adobe Creative Cloud applications, the Creative Cloud desktop application offers a self-service application menu that includes choices such as Photoshop and Illustrator. If you have an application need that is not met by the default applications available on your assigned device, please reach out to IT Services for assistance.

#### Tarleton and TAMU System provided services

The full array of available cloud-services is beyond the scope of this quick start guide, but these are a few of the most used services:

- Microsoft OneDrive (<https://www.office.com>) – 5TB of cloud storage for your documents
- Microsoft Teams (<https://www.office.com>) – create or join Teams with your co-workers or students, organize channels, have threaded conversations, chat, collaborate on files, host or join online meetings, share your screen
- Zoom – (<https://tarleton.zoom.us>) Video and audio collaboration
- Workday (<https://sso.tamus.edu>) Access to your leave and pay information, plus much more
- TrainTraq (<https://sso.tamus.edu>) Complete required training here

## Network

### Wi-Fi

Tarleton offers wireless network access “Tarleton-Wi-Fi” inside campus buildings and in many outside common spaces. Coverage is provided for the convenience of our students, faculty, and staff. Tarleton wireless network access is intended for basic connectivity to the Internet for mobile devices but is not a substitute for the wired Ethernet connection available in your office for your desk phone and computer. You may connect most personal devices, including your cellphone, to Tarleton-Wi-Fi.

If you have visitors from other universities, the “Eduroam” network is available for participating institutions. If you have visitors not affiliated with an Eduroam participating institution, the “Tarleton-Visitors” network is available.

### Phones and voicemail

Tarleton offices are equipped with Cisco VOIP phones. Other phone services include softphones, voicemail, and Cisco Jabber messaging/presence. If your department seeks to purchase a wireless headset, IT Services can advise you on supported devices. For more information about these and other communication services, contact IT Services at 254.968-9885, option 1.

### VPN and Remote Access

If you are working from home on a personal computer and would like to remote into your Tarleton computer, you will need to do some preparation ahead of time. This involves configuration on your Tarleton computer, knowing the “hostname” of your Tarleton computer, and configuration of VPN on your personal computer.

#### Windows instructions

Setup your Tarleton office Windows computer for remote access

<https://services.tarleton.edu/TDClient/57/Portal/KB/ArticleDet?ID=836>

Install Tarleton VPN client on your personal home Windows computer

<https://services.tarleton.edu/TDClient/57/Portal/KB/ArticleDet?ID=842>

#### macOS instructions

Setup your Tarleton office Mac computer for remote access

<https://services.tarleton.edu/TDClient/57/Portal/KB/ArticleDet?ID=1160>

Install Tarleton VPN client on your personal Apple macOS computer

<https://services.tarleton.edu/TDClient/57/Portal/KB/ArticleDet?ID=1159>



## Security

### Self-Service Password Management

In August 2022, Tarleton IT Services made login changes to improve the security of our accounts. As a result of these changes, you may see a message when logging in to Canvas or other systems. The message may read:

“More information required – Your organization needs more information to keep your account secure”

This message is authentic and requires action to secure your account. As you proceed through the “More information required” prompt, you will be asked to provide information needed to regain access to your account in the event of a forgotten password. This is a one-time requirement. Once set, you will not see the “More information required” message again and you will have gained the option for self-service password management.

### Two-Factor Authentication

Two-factor authentication is required for all faculty, staff and student accounts. Duo Security is the two-factor tool selected by the Texas A&M System. Two-factor authentication mitigates the risk of others logging into your account, even if they know your password. Get started with Duo at <https://services.tarleton.edu/TDClient/57/Portal/KB/ArticleDet?ID=719>

### Spam and Email quarantine

Tarleton utilizes Microsoft Office365 for email service. Most spam directed at Tarleton accounts is discarded without ever being delivered. However, some suspected spam messages are moved to quarantine. To review quarantined messages, visit <https://security.microsoft.com> and select Email and Collaboration>Review

If you question the authenticity of an email you have received and wish to report it as a possible phishing attempt, please forward to [phishhelp@tarleton.edu](mailto:phishhelp@tarleton.edu) for analysis.

### Patches and Updates

Keeping our Tarleton computers secure requires routine maintenance. To stay ahead of threat actors, our devices must maintain the latest operating system and software updates. These updates are scheduled during the early morning hours to avoid disruption to your productivity. Most updates require a computer reboot, so you are encouraged to save your work frequently. Please leave your computer powered on if it remains in the office.

### Personal Devices

The use of personal devices such as laptops, tablets and smart phones is supported on Tarleton’s Wi-Fi network. Certain devices that require “passcode” type Wi-Fi connectivity will be isolated from our campus network on the Internet-only Wi-Fi network, “Tarleton-iOT”.



Configuring your Tarleton email account on your personal devices requires “modern authentication”, which Microsoft will begin enforcing on October 1, 2022. The Microsoft Outlook app offered in both the Apple App Store and the Google Play Store supports modern authentication. For iPhone users, if you prefer using the native Mail and Calendar apps in iOS, you must upgrade to at least iOS 15.6 before October 1, 2022.

### Need Assistance?

**Online:** many self-help articles are available in the [Knowledge Base](https://services.tarleton.edu) section at <https://services.tarleton.edu>. Customers may enter a request for service in our online ticket system at <https://services.tarleton.edu>

**In-person:** Our staff and student technicians are available to assist you in person in Stephenville at the Admin Annex 2 building north entrance, 8-5 M-F, and at the Tech Spot in the Dick Smith Library (hours vary). In Fort Worth, please find us in the Rickett Library.

**By phone or email:** Tarleton IT Services offers 24/7/365 phone support at 254.968.9885, option 1. The direct line to Classroom Support is 254.968.1934. Or email us at [helpdesk@tarleton.edu](mailto:helpdesk@tarleton.edu)

### Feedback

As new staff, you have a unique perspective! Was this guide helpful to you? In what ways could this document be improved for the next group of new staff? Please share your feedback with Stephen Wilson ([wilson@tarleton.edu](mailto:wilson@tarleton.edu)) or call 254-968-9391.

