Welcome – COAH IT – QUICK START GUIDE

This document is intended to allow easy familiarization with COAH IT required policies and practices. Please keep this document as you may often refer back to it.

COAH IT Contacts: Contact us if you need help!

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What to do FIRST!

1. Register your personal devices and configured them to meet our security standards if you will be using them for university business. Register your personal device to the COAH Personal Device Inventory here. More information on this initiative here.
2. What do I need to do with the device I just registered? See this flowchat.
   1. What is Duo Two-Factor Authentication?
   2. How do I sign up?
4. If you desire to check your university email on your smartphone: See these instructions on how to add your OUHSC email to your phone: iPhones or Androids instructions.

Explanations of Network Shares used at COAH.

The shares that you have access to will show up on your university owned desktop or laptop automatically after logging in to the computer and Pulse Secure. These network shares is where you will save all of your data! Do not store documents on your local computer. Our network shares are backed up multiple times a day for data redundancy.

- My Files (K Drive) – Your own personal network share. Do Store your personal work documents here. Do not store personal data such as pictures, videos, music that are not work related on any COAH network share.
- Keys Clinic (X Drive) – Files and Folders relating to clinic operations.
- CAHSHARE (L Drive) – A catchall file share for the college.
- Protected Share (P & S) drives – File share for research projects and labs.

Pulse Secure: A Primer & How to.

The Pulse Secure connection is a required to access all AH server resources. This software allows your computer through the secure data center’s firewall. Without connecting to Pulse Secure you will not be able to access any COAH server resources such as: printers, network shares or clinic applications. Pulse Secure will automatically prompt you to login as soon as your login to any COAH computer.

1. When signing into a computer you must complete the Pulse Connection (HSC-Autoconnect aka the “gate” connection) by signing in with your credentials. Make sure to click “Save Settings‘ so you will not have to do it every time. If Pulse Secure requests an upgrade please proceed.
2. When logging into a computer for the first time your Network Shortcut Icons (My Files (K Drive), CAHSHARE, etc...) will take about 30-45 seconds to appear after the pulse connection is made. If they do not appear after a minute or two, please log out and back in one more time.
3. When logging into your computer make sure to allow Pulse Secure to connect before opening Outlook if you use Personal Folders within outlook to store emails (.pst files). You can verify that Pulse is connected by looking at
your taskbar located near your clock (bottom-right corner of your screen), when connected the Icon will look like this:

- A problem occurs if you open Outlook before the Pulse Secure client is connected. Your Personal Email Archive Folders (PST files) will show as offline and may need to be remapped. To remap your PST files, we have video and written instructions available here - See the Outlook PST Files: How to reconnect portion of the page.

**How to add COAH network printers within your department.**

You must be connected to the Pulse Secure "HSC-AutoConnect" or other "gate" connection to connect to COAH printers.

1. Click this link (\ah) or do the following two steps.
   i. Press the Windows Key & R at the same time to bring up the "run" dialog box. Or get to the windows start menu search box and type the following.
   ii. Type: \ah
2. Enter Key or Click "ok"
3. Find the printer you want by room number and name.
4. Right-Click and then click “Install”.
5. Accept any driver install prompts.
6. Repeat for all printers you need.

**Students**: Clinic and Lab students will only have access to certain printers within their area.

*Also Note*: some printers have PINS that must be entered in order for the print job to submit. Please contact your area manager for these.

**How to unlock your OUHSC account yourself.**

If you mistakenly lock your OUHSC account by missing your password. Follow these steps to unlock your account.

1. Browse to https://pwhelp.ouhsc.edu
2. Click “Unlock Account”
3. Enter your username
4. Authenticate with Duo.
5. Unlock account.

**VPN: How to connect to COAH resources when you’re off campus.**

*Before connecting to the VPN consider the following:*

1st – If you are using a personal laptop. Please bring it to COAH IT for setup. It is campus policy to have your computer encrypted and registered to campus system for compliance. If you are using a department owned laptop please follow the instructions below.

2nd – You connect to the VPN with the Pulse Secure software and the Dual Factor Authentication solution called “Duo”.

3rd – You must be added to the VPN security group before you have access. Please contact COAH IT for access.

4th – You must have a smartphone or other device setup with duo. Register here: https://duo.ouhsc.edu

5th – To be connect to the COAH server resources, two connection profiles with Pulse Secure must be connected the “VPN” connection and the “HSC-AutoConnect” or “HSC-Connect”. The “VPN” Connection gets you to the “Campus” and the HSC-AutoConnect will get you connected to our “AH” server!

**Step by Step (How to Connect to the VPN)**

1. Open the Pulse Secure software by either using a desktop icon, program menu link or by double clicking the Pulse Secure icon within the taskbar.
2. Click the “VPN” connections “connect” button. * Might also be called SA (connect.ouhsc.edu) a. Authenticate with your ouhsc credentials

c. Make sure that your HSC-Autoconnect profile connects successfully. HSC-Autoconnect should connect automatically, you may be asked for your ouhsc credentials again for that connection. Or manually connect to the HSC-Connect profile.
   
   i. If your HSC-AutoConnect is not connecting automatically or you do not have the HSC-AutoConnect connection. See the instructions below to add.

3. Once both the VPN and the HSC-AutoConnect or HSC-Connect profile is connected you should then have access to COAH server resources.

Don’t have the “VPN” connection within Pulse Secure? Please do the following:
Open Pulse Secure application.
1. Click the “+” sign.
2. Choose: Policy Secure (UAC) - Should be default
3. Name type: VPN
4. In the server URL: connect.ouhsc.edu
5. Click add.

Don’t have a “HSC-Connect” or “HSC-Autoconnect” option? Or your HSC-AutoConnect is not connecting automatically upon VPN connection established? Do the following:

Open Pulse Secure application.
1. Click the “+” sign.
2. Choose: Policy Secure (UAC) - Should be default
3. Name type: HSC-Connect
4. In the server URL: gate.net.ou.edu
5. Click add.

You will need to click the “Connect” button on the “HSC-Connect” network after connecting to the VPN connection (connect.ouhsc.edu) as normal.

Missing your network shares? How to manually make shortcut icons to AH network shares.
1. Connect to the VPN and HSC-Connect or HSC-AutoConnect within Pulse.
2. Right Click on your desktop background at your desktop
3. Mouse over New and Click “Shortcut”
4. In the location enter ONE of the following paths “after the – “
   
   a. My Files (K drive) - \ah\users$\yourusername
   b. CAHSHARE (L drive) - \ah\cahshare$
   c. Protected Share (P&S drive) - \ah\phi$
   d. Keys Clinic Share (X drive) - \ah\keysclinic$
5. Click Next
6. Give it a name (whatever you like)
7. Finished!

Add your personal devices you use for university business to the COAH device inventory. This is mandatory.

To comply with HIPAA regulations and University HIPAA and IT policy, COAH IT is required to maintain an inventory of personally-owned electronic devices. This inventory must include all laptops, tablets, flash drives, external (portable)
hard drives, desktops, and smartphones that are **used for University business**, which includes access to servers, D2L, and OU email and/or webmail.

To keep the inventory up-to-date, COAH IT will send quarterly email reminder to all faculty and staff. We know some of you have registered your device with IT in regards to accessing the HSCACCESS wireless network or establishing the DUO two-factor authentication. This COAH IT inventory initiative is a separate process from those systems. The form is short and can be completed quickly. You will need to enter certain information, such as the manufacturer, model number and serial number if available, and location. When answering “Is the Device Encrypted?” on the form, please note, at this time home desktop computers do not require encryption. Please enter your information [here](#) at your earliest convenience. Please note this website can only be accessed on campus (OUHSC-OKC, OU-Tulsa or via the VPN connection). After your initial entry of information, a confirmation email will be sent to you containing a link that will allow you to review devices you have already reported and remove any devices no longer in use.

We realize this requirement may seem burdensome and inconvenient, but compliance is vital to our ongoing challenge in identifying and securing devices that could potentially contain protected health information. Your cooperation not only protects you but also the College and University. We sincerely appreciate your role in helping to secure the University’s information and protecting patient privacy and your diligence in daily practice of data security. Please contact COAH IT if you have any questions or concerns.

**How to install Pulse Secure (Windows).**

Usually this is only used for personal computers or under special circumstances. All COAH computers should have Pulse Secure already installed. Contact COAH IT for assistance should you have problems with your Pulse Secure software. [https://ahv.ouhsc.edu/pulse_installer_536_small.zip](https://ahv.ouhsc.edu/pulse_installer_536_small.zip)

1. Click above link and download.
2. Once downloaded, open downloads folder with windows explorer.
3. Right click on the “pulse_installer_536_small.zip”
4. Choose Extract All
5. Default folder is fine.
6. Once extracted double-click the pulseinstall_quiet.bat program
7. Accept any prompts that come up.
8. Pulse should then be installed.
9. Once connected go ahead and choose to upgrade when prompted.
10. You may need to add the VPN connection. Please see above steps.