

## COAH IT – QUICK START GUIDE

This document is intended to allow easy familiarization with COAH IT required [policies](#) and “COAH Computing” practices at an introductory level. Please keep this document as you may often refer back to it. We also have a full COAH computing policies and procedures document available upon request.

### Support Contacts

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<b>For OUHSC Account Questions:</b> → <i>Like you have locked yourself out, having DUO mobile problems, etc.. please use the Account Self Help site or call the service desk.</i>	<b>Account Self Help Site:</b>  <a href="https://pwhelp.ouhsc.edu">https://pwhelp.ouhsc.edu</a>	<b>Service Desk:</b> <i>Contact for Account problems!</i>  OKC - 405-271-2203 TUKSA – 918-660-3550

### New to the College? Start Here:

1. Make sure your OUHSC computer account has been created and you know your username and password. If you have forgotten your account username or password please contact the service desk.
2. If you will be using a personally owned smartphone or laptop for university business you must register and configure the device to meet our security standards. Register your personal device to the COAH Personal Device Inventory [here](#) (only available on campus, VPN connection or Mydesk Virtual Desktop). If you are wanting to use a personal laptop please see the “Mydesk Virtual Desktop” section below.
3. [Sign up](#) for Duo Two-Factor Authentication.
  - i. [What is Duo Two-Factor Authentication?](#)
  - ii. [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. Remember it needs to be added to our Personal Device Inventory if you add your email!
5. Complete IT Security training sent to you via email.

### Basic COAH computing

All instructions in this document are written for Microsoft Windows computers.

#### Email

Your OUHSC email can be accessed via Outlook, smartphone, Webmail (<https://webmail.ouhsc.edu>) or the Outlook client within your Mydesk Virtual Desktop.

#### *[Secure Email]*

Secure email can be used to send sensitive email communications to individuals outside our organization. How to:

1. Put the word "[**secure**]" enclosed within brackets in the **Subject-line of the message**.

This works using the Outlook client, Web Mail, or any other e-mail client connected to the OUHSC Exchange email service. For more information: <https://it.ouhsc.edu/services/infosecurity/SecureEmail.asp>

## [Secure File Transfer \(Large File Transfer\) – https://sft.ouhsc.edu](https://sft.ouhsc.edu)

Secure File Transfer allows HSC Faculty, Staff and our Affiliates (with HSC accounts) to securely send or receive files that exceed the 50 MB attachment size limitations of the campus email system. When using Secure File Transfer, the attachments CANNOT be larger than 10GB.

For more information:

[https://ouitservices.service-now.com/kb\\_view.do?sysparm\\_article=KB0010958](https://ouitservices.service-now.com/kb_view.do?sysparm_article=KB0010958)

## Network Shares used at COAH.


The network shares that you have access to will create automatically on any college computer the first time you login to the device and also authenticate to the Pulse Secure software. The network share shortcut icons are created on your desktop. The network shares are where you will be creating, editing and saving data and documents. Make sure to save your work on these network shares and not locally on your computer! Our network shares are backed up multiple times a day for data redundancy. If your computer encounters a severe problem and you were saving your files locally to your desktop or documents folders you MAY lose all of your work!

### Common College of Allied Health Network Shares Descriptions:

- My Files (K Drive) – Your own **personal** network share that no one has access to but you! **Do Store** your personal work documents, files and data 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. Departmental folders.
- Protected Share (P & S) drives – File share for research projects and labs.

## [Connecting to the COAH Network Shares](#)

To connect to the COAH network shares a connection must be established within “Pulse Secure” after logging on to a computer. This software allows your computer through the secure data center’s firewall to our college’s server resources. Without connecting to Pulse Secure you will not be able to access any COAH server resources such as network shares or clinic applications. Pulse Secure will automatically prompt you to login as soon as your login to any COAH computer on campus or connect to the VPN connection. Pulse secure is not required on the Mydesk Virtual Desktop.

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 enter your credentials in every time. If Pulse Secure requests an upgrade please proceed.
2. When logging into a computer for the first time your Network Share Shortcut Icons (My Files (K Drive), CAHSHARE, etc...) will take about 30-60 seconds to create after the pulse connection is made. If they do not appear after a minute or two, please log out of your account and back in.
3. When logging into your computer make sure to allow Pulse Secure to connect before opening Outlook. 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: 

## Printing

All printers that you have access to will be automatically added to your computer whenever you login to a COAH computer on campus. The printers you have access to are based off of your department or area you work in.

## How to manually add COAH printers if they are not showing up automatically.

1. Click this link ([\\ahprint\](#)) 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: [\\ahprint\](#)
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.

Additional printer help is available here while on campus: <https://ahrealm.hsc.net.ou.edu/printers>

**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.*

## Zoom Video Conferencing

All Faculty and Staff members are automatically afforded a Zoom Pro account. For complete information on setting up your Zoom account please refer to the COAH IT Zoom help site at: <https://ahv.ouhsc.edu/zoom/>

## Faculty Zoom Training Video

## Software

All COAH computers are setup to have the basic productivity software installed like Microsoft Office, Web browsers, Adobe Reader, etc.... The campus has additional software available on request such as Adobe Acrobat Pro, IBM SPSS & SAS. Some software may require payment. If you require specialized software or hardware that interacts with any COAH computer or university network **you must complete** an IT Security RISK Assessment for the software or system before purchasing.

*Product Reviews - IT Security – RISK Assessments for software.*

All information system resources receiving, storing and/or transmitting *University* data must have a Product Review completed by OUHSC IT to identify risks and necessary regulatory controls **before purchasing**. [InformationSecurity Risk Assessment Policy](#)

This policy applies to:

- Implementation of a new or upgraded multi-user Information System
- Solutions requiring an interface to an existing Information System
- **Contracting with a third-party service for software or technology service**
- Implementing a solution interacting with regulated data (ePHI, PCI, FERPA, PII)
- **Software not covered by OUHSC Site or Volume licenses**
- Multi-function or Network Printers
- Purchase of servers and network equipment
- Purchase of digital signage and classroom audio/visual equipment not maintained by Academic Technology
- Purchase of cloud, networked or removable storage
- Medical/Research Devices
- Software not covered by OUHSC Site or Volume licenses

This policy does not apply to:

- Desktops and laptops
- Computer accessories, peripherals, and supplies
- DVDs, CDs and videotapes
- Software covered by OUHSC Site or Volume licenses
- Desktop (non-networked) printers and toner cartridges
- Backup tapes
- Camcorders, digital cameras, DVD players
- Non-networked Smart TVs
- Smart Phones
- Headsets
- Keyboards
- Microphones
- Wired or Wireless Mouse
- Power Cords/Adapters
- Presenter pointer/clicker
- Projector accessories
- UPS Power Supply, battery backup
- Webcams

**To start a product review please go to:**

1. Browse to: <https://help.ouhsc.edu>
2. Request Service
3. OUHSC
4. Information Services Risk Assessment
5. Fill out form to the best of your ability.



## How to connect to COAH network shares and resources from off campus.

### Option 1: Mydesk Virtual Desktop

This option offers absolutely the EASIEST way to connect to your OUHSC email and file shares from off campus. This option allows you to connect to a pre-built encrypted windows desktop that runs in your web browser or install the fuller featured application “VMware Horizon Client” in which you connect to your “virtual desktop”. The virtual desktop has the basic productivity apps like Microsoft Office, Adobe Reader and the Google Chrome browser.

**This method is recommended for everyone but also including those connecting with a personal device that has not been encrypted by COAH IT. This method offers an encrypted environment.**

You must your smartphone registered and setup with DUO for this option. 405-271-2203 / <https://duo.ouhsc.edu> for duo questions and info.

[Please see this section for information and complete instructions for setting up your Mydesk virtual desktop.](#)

## Option 2: Global Protect VPN and Pulse Secure.

This connection method allows you to directly connect to the College's Network Shares and applications directly from your laptop and access everything just like you're at the office.

Connect to the "connect2.ouhsc.edu" portal with the Global Protect software.

Login with your username and password.

Accept the automatic DUO push notification on your DUO registered phone or tablet.

Wait for the Pulse Secure "HSC Autoconnect" connection to automatically connect if available or manually connect to any other "gate.net.ou.edu" connection within pulse secure.

Don't have a "HSC-Connect" or "HSC-Autoconnect" option? Or your HSC-AutoConnect is not connecting automatically upon the Global Protect connection being 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.

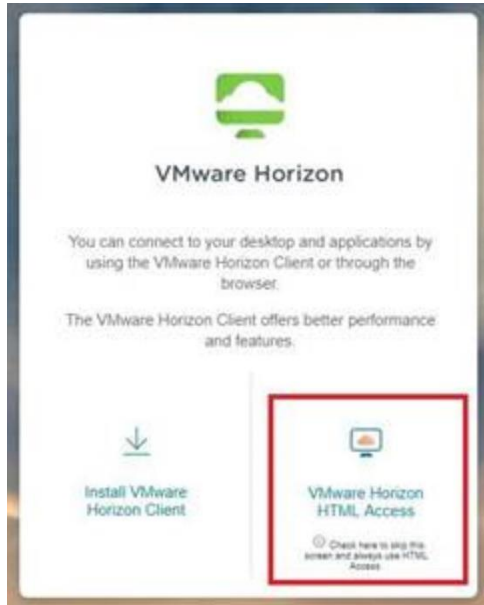
1. Connect to the VPN and HSC-Connect or HSC-AutoConnect within Pulse.
2. Right Click on your desktop background at your desktop
3. Mouse over New and Click "Shortcut"
4. In the location enter **ONE** of the following paths "after the –"
  - a. My Files (K drive) - [\\ah\users\\$\yourusername](#)
  - 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!**

## Mydesk Virtual Desktop Instructions:

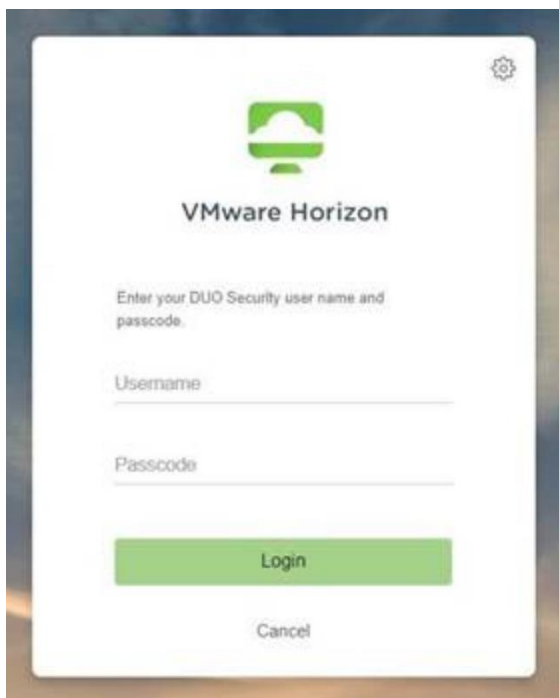
For advanced use please install the VMware Horizon client. The url you need to enter is mydesk.ou.edu.

### Option 1 Instructions - How to connect to your mydesk “VDI” virtual machine through your webbrowser.

1. In either the Firefox or Chrome. Browse to <https://mydesk.ou.edu>
2. Click to “VMWare Horizon HTML ACCESS”



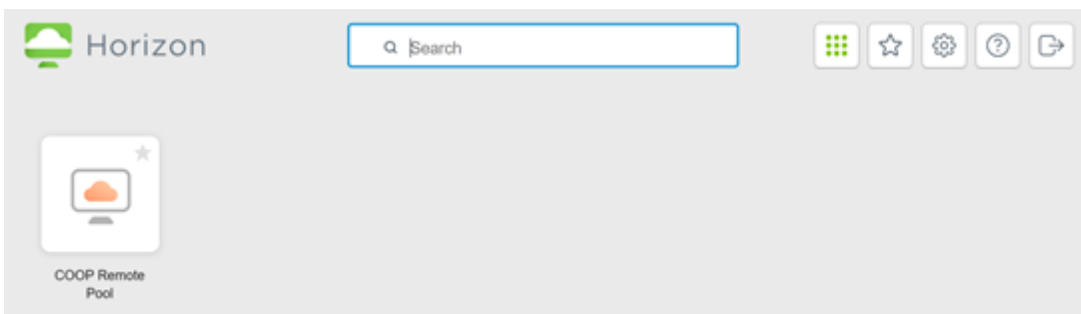
3. Login with your ouhsc credentials.



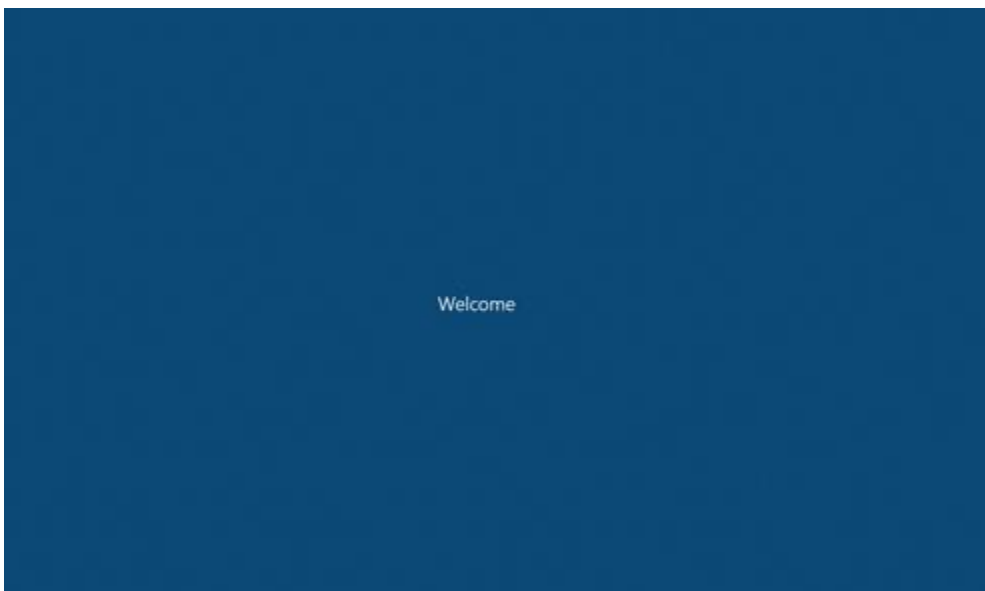
4. You will be prompted for a Duo Push notification on your device using the Duo mobile app . Accept it.
  1. \*Note: If you are not enrolled in Duo, please visit this article to learn more and sign up: HSC Duo



5. Once logged in, Select "COOP Remote Pool" from the list of available virtual desktops.



5. Wait for your desktop to load.

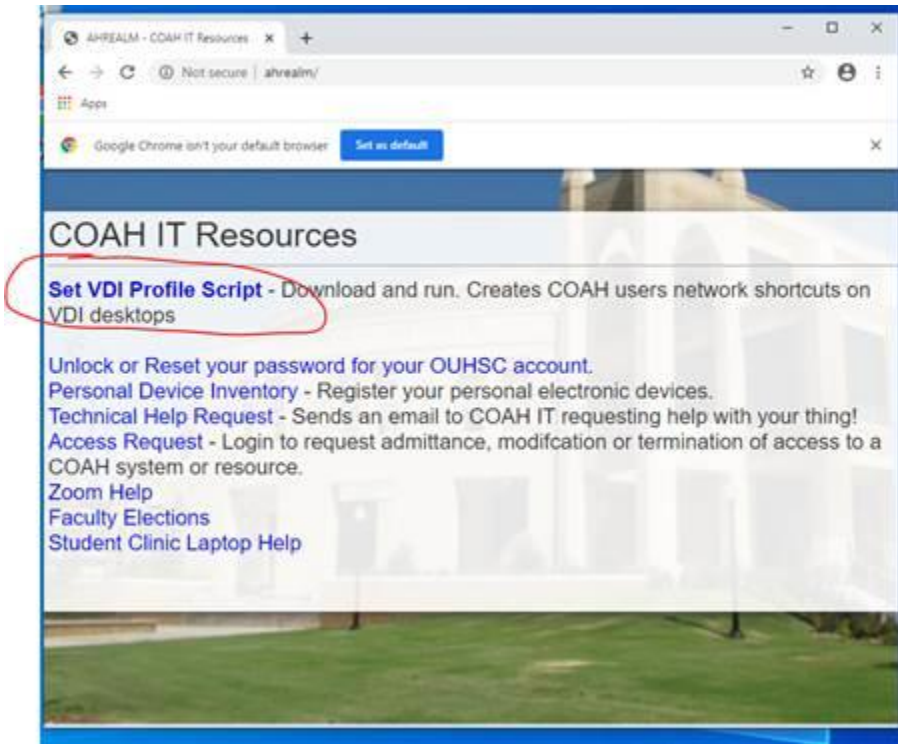


Your connected to your virtual machine! Now completed the rest of the first-time setup:

7. Once your desktop loads, open the “Google Chrome” Web Browser within your virtual machine’s desktop.

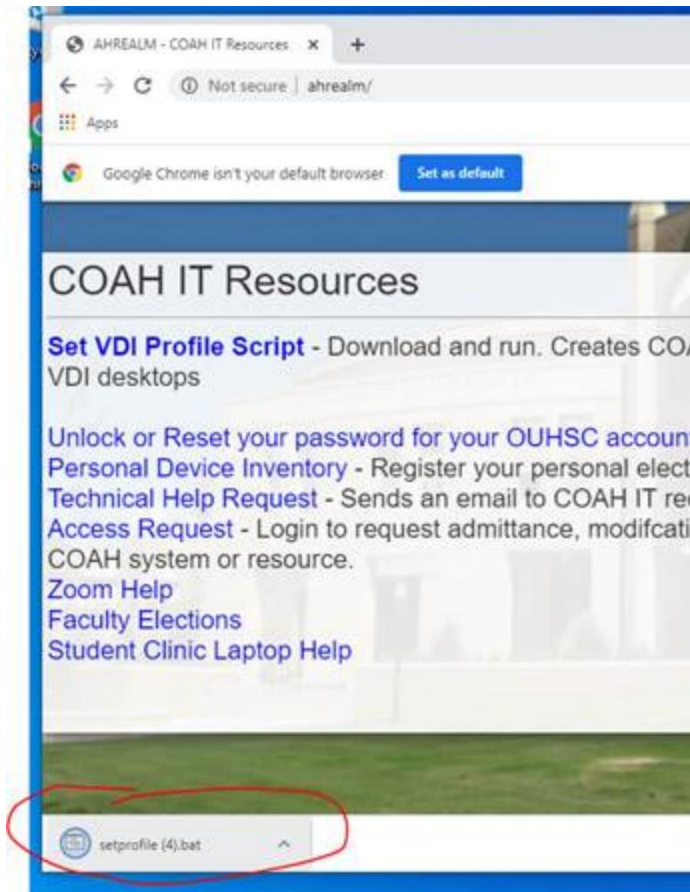
8. Browse to the <http://ahrealm/> website COAH IT has created.

9. Click to Download the “Set VDI Profile Script”.



10. Click to run the “setprofile.bat” in the bottom-left hand corner of the chrome window.

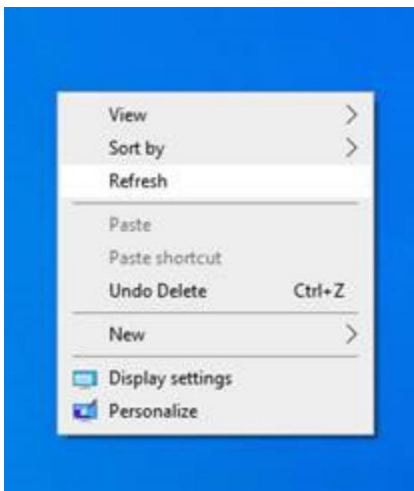




11. After a few seconds your network shares will appear on your desktop.

12. Close Google Chrome.

13. Finally, after that - Right click anywhere in the blue desktop background of your virtual desktop and choose "refresh".



You will now see your Microsoft Office icons!



Enjoy your Virtual Desktop! Open Outlook to get your email. Access your files on your network shares, etc...

**If your network icons do not appear on your Mydesk virtual desktop after following the instructions above please use these instructions:**

8. Connect to the Virtual Desktop as instructed above. Stop at step 8 and then use these instructions.
9. Right click anywhere in the blue desktop background of your virtual desktop and mouse over "New" and Click "Shortcut".
10. 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\\$](#)
11. Click Next
12. Give it a name (whatever you like)
13. **Finished!**