Welcome – COAH IT – QUICK START GUIDE
This document is intended to allow easy familiarization with COAH IT required policies and practices at a base level. Please keep this document as you may often refer to it.

COAH IT Contacts: Contact us if you need help!

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New to the College of Allied Health? Here’s what to do FIRST!

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 at 405-271-2203. You can reset your password or unlock your account here: https://ouhsc.edu/password

2. Register your personal devices and configured them to meet our security standards if you will be using them for university business. If the device is a laptop, please see the “Mydesk Virtual Desktop” section below for access to college resources. Personal laptops are no longer allowed for use with the university.
   a. Register your personal device to the COAH Personal Device Inventory here (only available on campus or the VPN connection. More information on this initiative here).
      i. What do I need to do with the device I just registered? See this flowchart.

3. Sign up for PingID Two factor authentication.
   i. More Information and Sign-up information here.
   ii. This two-factor authentication system is used as a extra security layer for access to our university resources.

3a. Sign up for DUO Two factor authentication (to be phased out late 2022) here.

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!

5. Any software or hardware that interacts with our computing environment must has a Security Risk Profile completed before use and/or purchase. To start a Security Risk Consultation please start here or view the COAH Security Consultation Guide here. To see if your product has been approved at a university level see the GRC list here. (Use the download Security Risk Profile for purchasing).
   a. College of Allied Health Computer

Explanations of Network Shares used at COAH.
The network shares that you have access to will show up on your university owned desktop or laptop automatically after logging in to the computer and the Pulse Secure software while on campus. These network shares are where you will save all your work-related data! Do not store any documents, files, or data 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, 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.
- Protected Share (P & S) drives – File share for research projects and labs.

### Printing –

Any printers you have access to will be automatically added to your account whenever you login to a computer while on campus. The printers you have access to are based off your department or area you work in.

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

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.

**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](https://pwhelp.ouhsc.edu)
2. Click “Unlock Account”
3. Enter your username
4. Authenticate with Duo.
5. Unlock account.

**How to connect to COAH resources when you are off campus.**

Two Options: MYdesk or Global Protect VPN.

**Mydesk Virtual Desktop**
This option allows you to connect to a pre-built encrypted windows desktop that runs in your web browser. It has the basic productivity apps like Microsoft Office including Outlook, 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.

Global Protect VPN

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. Note: DUO will be replaced by the PingID two factor authentication app soon (Late 2022).

Missing your network shares icons? Here’s how to manually make shortcut icons to AH network shares.
1. Connect to the VPN or be on campus.
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!
The following policy is to be implemented for provision of office computers for both faculty and staff until further notice, phased in as existing computer equipment is replaced:

- The College will provide one computer to be used for daily work for each faculty and staff and certain department and lab spaces.
- Departments have the flexibility to provide a second computer to faculty or staff at their expense, if not prohibited by campus policy.
- Departments have the flexibility to provide computers needed by research faculty to collect field data at their expense or charged to research grants.
- Laptop computers (“Windows standard issue devices by campus IT policy”) with a docking station, two monitors, keyboard and mouse will be provided by the College to the following groups:
  a. Full-time faculty
  b. Full-time staff
- Desktop computers (“Windows standard issue by campus IT policy”) with one monitor will be provided by the College to the following groups:
  a. Teaching labs
  b. Classrooms
  c. Clinic Work Rooms
  d. Department Shared Machines
  e. Research labs (these will not be new computers, but “re-purposed” as in the past)
- Two monitors will be provided to each faculty and staff unless they specifically request only one.
- Departments have the flexibility to pay the extra amount to upgrade any of the computer equipment provided by the College (such as Precision laptops, extra or different monitors, etc).
- The College will replace computer equipment on a roughly 5-year basis. Some items, such as monitors, may be kept in use for a longer period at the discretion of COAH CIS (IT) Staff. COAH CIS (IT) staff may also judge some computer equipment to no longer be acceptable for office use, but may still be useful in other areas, such as labs, and will cascade that equipment accordingly.
- Additional computer equipment such as cameras, special keyboards, special mice, microphones, software (beyond Microsoft Office) not provided by campus, and other items can be purchased by departments.
- Rare exceptions to this policy may be made on a case-by-case basis at the discretion of the Dean's Office.