

The University of Oklahoma Health Sciences Center
College of Allied Health
2016-2017 Student Computing Policies and Procedures
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1. Introduction

This policy manual defines policies, procedures and practices regarding computing and computer usage in the College of Allied Health. **By following these directives, each user reduces the likelihood of data or property loss and contributes to a safe and productive working environment.** This document supercedes all other such College documents. Questions regarding these policies and procedures and requests for technical assistance should be directed to Gaylon Bright, Director, College Information Systems (DCIS), (405) 271-2288 or (405) 271-8001 ext. 43410 (gaylon-bright@ouhsc.edu) or Kari Boyce, Associate Dean, College of Allied Health, (405) 271-8001 ext. 43402 (kari-boyce@ouhsc.edu).

2. The Basics

2.1. Standard Software, Software Licensing and Software Installation

All College of Allied Health students admitted for the academic year 2016-2017 shall possess a laptop computer for access to a wide variety of educational materials and resources. Educational pricing for computers and software is available through HSC IT Support Services at (405) 271-8664 (Ask for Jeff McCanlies, or Leslie Sausins) or you may inquire at the Student Union computer service desk, (405) 271-2203 or toll-free (888) 435-7486.

2.2. Network Access

All COAH students have OUHSC domain accounts and therefore have access to a variety of campus computing resources. Any student who does not have an OUHSC domain account should have one created by completing a New User Account Request form. This form can be printed from the IT service desk web site (<http://it.ouhsc.edu/forms/ITSecurity.pdf>). Fill out the form and submit it to the Office of Academic and Student Services (OKC AHB 1009; Tulsa 2J12) for account sponsor signature and forwarding to Information Technology. A new OUHSC domain user account will be created with a pre-expired password and will be forwarded to the account sponsor and/or IT service desk in 24-72 hours. A pre-expired password is one that will expire after being used the first time. The student will be presented with a screen to change their password. Passwords must conform to password complexity rules as outlined in section 3.1.

2.3. Email

The University's electronic mail system allows faculty, staff and students to write, send and receive email communications. The email system is owned by the University and maintained to facilitate business communications. **Students should keep in mind that personal views, opinions, and philosophies expressed in personal email should be identified as such to avoid the perception they are speaking on behalf of the University.** It is not proper use of general or mass mailings to send messages with content that is political, religious, commercial, chain letters, hoaxes, editorials, poetry, etc.... **for example, just as it is prohibited for a University employee or student to use University facilities, equipment or letterhead to engage in political activities, it is equally improper and strictly prohibited to use the campus email**

system for political purposes. Communication of unauthorized, confidential or copyrighted material is also strictly prohibited without prior approval. For additional information please review the document entitled "Acceptable Use of Information Systems at The University of Oklahoma Health Sciences Center" at <http://it.ouhsc.edu/policies/AcceptableUse.asp>.

To avoid a possible security breach and downloading of computer viruses or worms, **the OUHSC Exchange email system is the only supported email platform for the campus network** (use Outlook and/or the HSC webmail interface ONLY <http://www.ouhsc.edu/webmail/>). The Exchange email system provides necessary antivirus capabilities that may not be present through third party e-mails providers (yahoo, gmail, hotmail, etc). **Therefore, do not use third party email providers when you are using a computer on campus OR from your home computer when connected to the campus network.**

Refrain from using “wallpaper” or decorative images on email messages. This unnecessarily increases the size of the file, appears as an attachment and often reduces the legibility of the overlying text message.

Please be advised that monitoring of your computer system, email accounts, domains and servers may be necessary to detect, prevent and eradicate illegal or otherwise damaging use by internal and external users of the University computer network in order to protect the security and integrity of the University computer system. Such monitoring efforts could lead to the imposition of criminal and civil penalties to those users whose actions are illegal, unlawful, damaging, or threatening to the University computer systems. If you need additional information on OU's security efforts/policies, please visit the Information Technology website at <http://security.ou.edu/> .

2.4. Remote Network Access

Users needing to access OU services, such as file servers (does not apply to HSC Webmail), from off campus are required to enter the University network through the VPN. Each time you want to use secured OU services from off campus, you must connect to your Internet Service Provider and then start and authenticate through the VPN client.

All PC's connecting to the university network (including home computers attaching through VPN) are required to:

- Install and use antivirus protection.
- Set all “auto updates” (security patches and antivirus updates) to occur daily while the PC is on and actively connected to the Internet.
- Enable the firewall that comes with the operating system.

To use the VPN go to *Connect.ouhsc.edu* which provides secure access to university content, applications, resources, and services by enabling off-campus access to resources that require on-campus authentication. *Connect.ouhsc.edu* does not replace the university website, but enables you to perform additional tasks through a secure connection. **Remember that you should only**

be using OUHSC Exchange email when connected to the campus network via VPN. You could spread a computer virus to the campus network by opening an infected email message through a 3rd party email provider. General guidelines for using this service can be found here:

- [What is connect.ouhsc.edu?](https://ouhsc.service-now.com/kb_view.do?sys_kb_id=4a037ac146556457007cbfe4473516cb&sysparm_nameofstack=)
(https://ouhsc.service-now.com/kb_view.do?sys_kb_id=4a037ac146556457007cbfe4473516cb&sysparm_nameofstack=)
- [Connect.ouhsc.edu Setup and Configuration](https://ouhsc.service-now.com/kb_view.do?sysparm_article=KB10394)
(https://ouhsc.service-now.com/kb_view.do?sysparm_article=KB10394)
- [Connect.ouhsc.edu Files](https://ouhsc.service-now.com/kb_view.do?sysparm_article=KB10396)
(https://ouhsc.service-now.com/kb_view.do?sysparm_article=KB10396)
- [Connect.ouhsc.edu Client Applications](https://ouhsc.service-now.com/kb_view.do?sysparm_article=KB10397)
(https://ouhsc.service-now.com/kb_view.do?sysparm_article=KB10397)
- [Connect.ouhsc.edu Web-based VPN User Guide](https://ouhsc.service-now.com/kb_view.do?sysparm_article=KB10401)
(https://ouhsc.service-now.com/kb_view.do?sysparm_article=KB10401)

3. Functional Software Expectations for Allied Health Students 2016-2017

Students come to the College of Allied Health with varying degrees of depth and breadth of computing knowledge, abilities, and experience. Given this, we ask that you as a new member of the College familiarize yourself with our functional software expectations and assure that you meet or exceed our minimal standards. Moreover, please recognize that technology in its various forms is a powerful tool that can both enhance and detract from your learning. As such, please consider the professional responsibility you have to your academic success by using technology in thoughtful and positive ways. Just as you will grow as a practitioner in your chosen profession, so should your use of computing technology reflect this maturation process.

Following is a checklist for student self-evaluation. All items in Part I should initially be completed before your first semester and then continue to be maintained. You should complete Part II by the end of your first semester. If you need help learning to perform any of these tasks, we suggest you use resources in the following sequence:

1. Use program specific “Help”.
2. Search the Internet for assistance. We suggest using “function name + tutorial” in the search box.
3. Contact ouhsc.edu IT Service Desk at 405.271.2203 (OKC), 918.660.3550 (Tulsa) or 888.435.7486 (toll-free) Monday-Friday 8am-5pm.

Part I

- Verify installation & version number of all required software
- Verify proper configuration of wireless connectivity on-campus to HSCSTUDENT.
- Schedule & verify auto-updates of all required software. **Schedule for daily updates.**
- Activate “update now” feature in antivirus software
- Open & use all required software
- Save, rename & delete files
- Reinstall “Lockdown Browser” software prior to each semester & additionally as directed

- Verify proper operation of “Lockdown Browser” software prior to each online exam or quiz
- Access & use ouhsc.edu webmail, including the following:
 - Open, read, close & delete email messages
 - Open, read & save incoming email attachments
 - Attach & send outgoing email attachments
 - Create & reply to an appointment or meeting request
 - Create a new contact & a distribution list
 - Add an appropriate and professional e-mail signature
 - Create, activate & deactivate an auto-reply in the “out-of-office” assistant option
- When using MS Word & MS PowerPoint
 - Insert symbols, images, graphics, shapes, arrows, text boxes, charts & video clips
 - Arrange, rotate, crop, resize & change attributes on text boxes, shapes & graphics
 - Insert pages or slides from a different file of the same type
 - Insert & remove website URLs
 - Verify / test inserted URLs and video clips
 - Demonstrate the ability to use the following commands & features
 - Copy, cut & paste text, using menu & keyboard shortcuts
 - Modify font theme, size, color, superscript & subscript
 - Modify page setup, margins, indents, tabs & bullets
 - Add, modify & delete page numbers, headers & footers
 - Use select all, find, replace, undo & redo
 - Turn ruler & gridlines on/off
 - Create, format, modify & delete tables
 - Use spell checker, grammar checker & thesaurus
 - Change document views, zoom in & out on document
 - Track, accept & decline changes (Track changes to document in MS Word)
 - Use navigation pane in MS Word, including copy, paste & move pages
 - In MS PowerPoint
 - Change slide design, background color & hide background graphics
 - Setup and activate Slide Show in MS PowerPoint
 - Use slide sorter in MS PowerPoint, including copy, paste & move slides
- When using browser
 - Successfully use basic internet search tools (Google, Bing, etc)
 - Clear history, cache and/or cookies
 - Differentiate between search engines, opinion websites, patient education websites & primary research-based websites and their content
 - Recognize features that contribute to website content credibility
 - Accurately cut & paste website URLs

- Other
 - Zip, open & unzip files
 - Connect your computer, tablet or Smartphone to a wireless network
 - Access and use Proofpoint Secure File Transfer website for transferring large or multiple files
 - <http://it.ouhsc.edu/services/SecureFileTransfer.asp>

Part II You will be expected to develop the following competencies early in your program of study. Becoming familiar with these tools and resources prior to beginning your program or during your first semester will be beneficial and improve your efficiency when using these tools to complete course assignments:

- Successfully access and use Library search tools and e-resources
 - Access from both on-campus and off-campus computers (use “Proxy server page” when off-campus)
 - Identify, search, refine searches & retrieve citation references from OVID, EBSCO & public databases, including using Boolean logic (operators) in your search strategies
 - CINAHL
 - ERIC
 - MEDLINE
 - PUBMED
 - Google Scholar
 - Retrieve electronic versions or photocopies of full-text reference articles from
 - E-resources
 - Print references (shelved in libraries)
 - Document Delivery
 - Interlibrary loan
 - Create an ILLiad account so when you need it, you are ready “to go”
 - Identify & access evidence-based practice e-resources
 - EBM Review: Cochrane Database of Systematic Reviews
 - Dynamed
 - UpToDate
 - Natural Standard
 - Identify & access online textbook & reference collections
 - AccessMedicine
 - Books@OVID
 - STAT!Ref
 - Merck Manual
 - Manage full-text references and citations
 - Select a tool available for free through the library

- Ref Works, a web-based account, very user friendly
- EndNote, more robust & appropriate for theses or dissertation tracks
- Reference Manager, more robust & appropriate for theses or dissertation tracks

4. Computer Requirements for Students Entering the College of Allied Health 2016-2017

All College of Allied Health students admitted for the academic year 2016-2017 shall possess a laptop computer for access to a wide variety of educational materials and resources.

4.1 Rationale for computer requirements

The trend in health care is more computer usage in daily practice and the trend in education is to require more computer and technology usage in instruction and in the classroom. The need for proficiency in the use of computers in research is well established. Demands of the clinician, educator and researcher brought about by the explosion in technology and information of the 1990's necessitates computer literacy to increase the personal and professional effectiveness of the College of Allied Health graduates. **Effective starting the fall 2007 semester, the College instituted a laptop computer requirement upon admission.**

Our campus provides a broad distribution of wireless network coverage for campus users and guests compatible with **802.11b/g/n protocols** which work with standard integrated internal or PCMCIA external wireless network cards. Therefore, students **should not use** an internal or external **mobile** broadband card (these devices act like cell phones and require an activation plan) to establish a wireless connection. In fact, broadband wireless cards interfere with microphones in our videoconferencing classrooms. Therefore they must be turned off during class, just like cell phones.

Some students entering the College may already have a laptop computer. There may be an instance where a laptop may be too old to accommodate required software. If a student finds some software runs too slowly or not at all, a new laptop purchase should be considered.

4.2 Optional peripheral devices to consider:

- Printer/scanner
- Surge protection power strip (UL 1449 rating, 330-400v suppression, Protection LED indicator)
- External USB drive (primarily for data backup)
- USB Flash drive
- External DVD burner (if the computer does not have one built in)

4.3 Recommendations for selecting a vendor.

You need to be careful about what and where you purchase. We encourage you to stay with major brands from reputable vendors. If you are interested in obtaining educational pricing for computer hardware and/or software, please contact our campus IT Support Services at 405/271-8664 (ask for Jeff McCanlies, or Leslie Sausins) or you may inquire at the IT Service Desk at 405/271-2203 (OKC), 918.660.3550 (Tulsa) or 888.435.7486 (toll-free).

You might also consider making your initial purchase using a major credit card, if your card policy provides a warranty extension at no additional cost.

Monthly reviews are published in computer magazines such as PC World and also on their companion on-line websites (go to <http://www.pcworld.com> and follow the Reviews or Editor's Picks Link).

For students who are awarded financial aid, \$2,500 has been built into the budget for the first year to cover computer hardware and software purchases. The money is divided and distributed into equal awards totaling \$1,250 for the fall and spring semesters. \$1,500 has been recommended for subsequent years for new purchases, upgrades and peripheral devices.

If you wish to have Internet access at home, check with Cox Communications (<http://cox.com>) or AT&T DSL (<http://www.att.com/dsl/>).

Additional instructions, account usernames, and passwords will be distributed prior to Orientation.

4.4 Required Software

Students entering the College will need certain software installed and functioning on their computers in order to satisfy requirements of their respective programs.

Some educational programs required additional specific software programs such as SAS (a statistical analysis program). SAS does not run on a Mac computer, but can be loaded if virtual-PC software is installed on a Mac. Regardless of your computer hardware, each student needs to realize that they may need to purchase and install additional software during their educational program. The IT Service Desk is available to assist with software installation and configuration, but is not staffed to provide “instant” service. Wireless network configuration, software installation or other services may require you to leave your computer for a minimum of 2 business days.

The following table lists required software for both Macintosh and PC computers:

Mac (Operating System 10.7 or higher)	PC (Operating System 7 or higher)
<p>Desire2Learn course management software: https://learn.ouhsc.edu Click on the “Test your Browser” (located right under the login). This test will check all required components and optional components for your computer. Visit this link for a direct testing of your browser https://learn.ouhsc.edu/d2l/systemCheck</p> <p>Recommended browser for D2L: Firefox 37 or higher http://www.mozilla.org/en-US/firefox/new/ Safari for Mac http://www.apple.com/safari/</p>	<p>Desire2Learn course management software: https://learn.ouhsc.edu Click on the “Test your Browser” (located right under the login). This test will check all required components and optional components for your computer. Visit this link for a direct testing of your browser https://learn.ouhsc.edu/d2l/systemCheck</p> <p>Recommended browser for D2L: Firefox 37 or higher http://www.mozilla.org/en-US/firefox/new/</p>
<p>Apple Computer supplies their own version of Java. Use the Software Update feature (available on the Apple menu) to check that you have the most up-to-date version of Java for your Mac. (If you have OS 10.9, you will have to download Java updates from http://java.com/en/)</p>	<p>The latest version of Java Download latest version: http://www.java.com/en/download/index.jsp</p>
<p>VLC Media Player http://download.cnet.com/VLC-Media-Player/3000-2139_4-10210434.html</p>	<p>VLC Media Player http://download.cnet.com/VLC-Media-Player/3000-13632_4-10267151.html</p>
<p>Wondershare and MPlayerX: available in the App store</p>	

<p>Adobe PDF Reader Review PDF documents http://get.adobe.com/reader/ - latest version</p>	<p>Adobe PDF Reader Review PDF documents http://get.adobe.com/reader/ - latest version</p>
<p>Apple Computer supplies their own software updates Use the Software Update feature (available on the Apple menu) to check that you have the most up-to-date version of software.</p>	<p>Make sure you have installed all windows updates. This will ensure that your computer is running the necessary components needed for all required programs. http://update.microsoft.com/microsoftupdate/v6/default.aspx?ln=en-us</p>
<p>Anti-Virus software If you are not currently running anti-virus software you can download a free copy http://it.ouhsc.edu/services/desktopmgmnt/antivirussoftware.asp. If you currently have an anti-virus software package you will need to uninstall it in order to use this free version.</p>	<p>Anti-Virus software If you are not currently running anti-virus software you can download a free copy http://it.ouhsc.edu/services/desktopmgmnt/antivirussoftware.asp. If you currently have an anti-virus software package you will need to uninstall it in order to use this free version.</p>
<p>LockDown Browser for online exams – this must be checked prior to exams and reinstalled if necessary Click on the download link: http://www.respondus.com/lockdown/information.pl?ID=933136577</p> <p>Installing the software:</p> <ul style="list-style-type: none"> • Under the Terms & Conditions select “Install Now” • The browser will begin the download • Download should automatically start. If it doesn’t select the “click the link” to download manually. • Open the dialog box to run software • Select Run from the dialog box • Select install software <ul style="list-style-type: none"> ○ Accept License agreement • Software is now downloaded • Select Finish from Respondus window • Close browser window • You should now see the lockdown browser icon on your desktop • Open Respondus LockDown Browser and test your access to D2L courses. Take an example test again if one is available to you. • Trouble Shooting Suggestion: If Respondus LockDown Browser is not working properly with your D2L, completely uninstall the software, restart your computer, and try installing it again. <p>If you need more assistance, please contact the ISS Dept. (Office room number AHB 2053) Note: Please check Lockdown Browser before each exam to make sure software is working correctly.</p>	<p>LockDown Browser for online exams – this must be checked prior to exams and reinstalled if necessary Click on the download link: http://www.respondus.com/lockdown/information.pl?ID=933136577</p> <p>Installing the software:</p> <ul style="list-style-type: none"> • Under the Terms & Conditions select “Install Now” • The browser will begin the download • Download should automatically start. If it doesn’t select the “click the link” to download manually. • Open the dialog box to run software • Select Run from the dialog box • Select install software <ul style="list-style-type: none"> ○ Accept License agreement • Software is now downloaded • Select Finish from Respondus window • Close browser window • You should now see the lockdown browser icon on your desktop • Open Respondus LockDown Browser and test your access to D2L courses. Take an example test again if one is available to you. • Trouble Shooting Suggestion: If Respondus LockDown Browser is not working properly with your D2L, completely uninstall the software, restart your computer, and try installing it again. <p>If you need more assistance, please contact the ISS Dept. (Office room number AHB 2053) Note: Please check Lockdown Browser before each exam to make sure software is working correctly.</p>
<p>Office 2011 or Office 2016 You can obtain a free version at: https://it.ouhsc.edu/msoftware/ - for assistance visit the IT Service Desk located in Rm 105 of the Student Union, 405.271.2203 (OKC), 918.660.3550 (Tulsa) or 888.435.7486 (toll-free) Monday-Friday 8am-5pm.</p>	<p>Office 2010 or Office 2013 or Office 2016 You can obtain a free version at: https://it.ouhsc.edu/msoftware/ - for assistance visit the IT Service Desk located in Rm 105 of the Student Union, 405.271.2203 (OKC), 918.660.3550 (Tulsa) or 888.435.7486 (toll-free) Monday-Friday 8am-5pm.</p>

5. File Storage, Backup and Security

5.1. File Storage and Passwords

All student users authenticate to the OUHSC domain for access to network resources (i.e. printers, file servers). Proper user names and passwords are required for this access. OUHSC domain passwords expire every 90 days and require the user to change their password at that time. The user will automatically be notified at least 14 days prior to password expiration. You may also change your password more frequently. **Passwords must be at least 8 characters in length and must contain a combination of uppercase and lowercase letters, numbers, and special characters** such as `!@#$%^&*(+)-~`{ } [; : '] ? > < .` For more information about changing your password go to < <http://www.ouhsc.edu/password/> >. **Do not share passwords with anyone. If you think someone knows your password, change your password immediately.**

Files created by users should be stored on portable storage medium (disk, CD, USB drive, etc.) or by using OU Sync & Share service. See Appendix IV for information on signing up and using OU Sync & Share. Files are not to be stored on the local hard drive of College or campus computers. The only exception is temporary storage of PowerPoint or image files for use during a classroom presentation. **Do not store PHI from patients on portable storage media or on your personal computer.**

More information about mapping network drives is provided in Appendix II.

5.2. Server Data Backup

All mission critical servers are designed with power and hard drive redundancy to prevent serious failures. The servers are backed up every workday.

5.3. Daily Security Procedures for Users

In addition to following the procedures for complex passwords and other security measures discussed in this manual, users should adhere to the following on a daily basis.

All notebook computers should be set to use password-enabled screen savers (only system or other approved screen saver). This feature will reduce the risk of file tampering and file theft when the student is away from their computer.

Computer printed material that is of a sensitive or confidential nature should be removed from printers immediately after printing and should be stored in a lockable, secure area such as a locked desk drawer or a locked file cabinet. **If the printed material becomes outdated or otherwise obsolete, it should be destroyed in a manner sufficient to render it illegible.**

Contact your department to determine if shredders are available for student use.

6. Printing

Students may choose to use any available printing services. To save on printing costs, here are some suggestions for more efficient or alternative printing solutions:

- 2-up printing - Two pages side by side on 8.5” x 11” page
- 4-up printing - Four pages on 8.5” x 11” page
- Canceling print jobs at PaperCut release station, Go-Print kiosk or at desktop
- Print only what you need
- Printing at home

6.1. College PaperCut Printing Services in Oklahoma City

The “PaperCut” system (similar to the system in use in the Student Union) is the printing solution in AHB 2040. This pay-to-print system offers only monochrome (black and white) printing. Specific printing instructions are provided at the PaperCut release station (AHB 2040). **Students will be required to pay for print jobs at \$.05 per page.** Printing is available via the web. This web interface also allows for adding funds to your PaperCut account. To print via the web, follow these steps:

1. Connect to the HSCSTUDENT Wi-Fi network.
2. Browse to <http://papercut.ouhsc.edu:9191>
3. Login with your OUHSC credentials.
4. Select Web Print from the left hand menu.
5. Select “AHB2040-Dell5210n_papercut ” printer.
6. Click next to choose how many copies. Then click Next.
7. Select your document and click Upload & Complete!
8. Go to the Papercut release station in room 2040 to login and release your documents to print.

6.2. Library Go-Print Services in Oklahoma City

The Library Go-Print service is not the same as the PaperCut printing service. Go to Library, 3rd floor reference desk to activate or add value to a “Library Go-Print card”. This system is different to accommodate use of printers and copiers by non-OUHSC Library clients.

6.3. Printing Services at OU-Tulsa

Printers in the OU-Tulsa Student Computing Lab, room 1C65, are available for use by students.

7. Virus Protection

7.1. Virus Protection Software and Operation

All workstations must have approved virus protection software installed and running at all times. The virus protection software checks the hard drive boot sector and system critical files at boot-up. This software checks removable media (diskettes, CD's, flash drives) upon their insertion and opening of files. The software also automatically checks files as they are downloaded from the Internet.

Virus definition files should be automatically updated daily and each hard drive should automatically be scanned weekly. This is accomplished using the "scheduler" feature of the virus protection software (set by user).

The CIS staff or IT Service Desk should be contacted immediately when any of the following occur (as listed in Appendix V):

- If a virus is detected by the computer,
- If a user suspects their computer is infected with a virus,
- If the computer is demonstrating odd, erratic or strange behavior, or
- Whenever a user receives a virus alert via email from non-OUHSC entity.

The CIS staff also recommends the use of Malwarebytes (<http://www.malwarebytes.org/>) product in the free or full-feature version (cost ~ \$49.99), as additional protection for your computer.

7.2. Determining if a Virus is Real or a Hoax

Many email virus alerts are actually hoaxes. Responding to or forwarding these email messages wastes time and resources. **If the DCIS is not available, the user should check the Threat Explorer at Symantec's web site at http://www.symantec.com/security_response/index.jsp to determine if the alert refers to an actual virus or a virus hoax.** All credible virus alerts should be forwarded to the DCIS gaylon-bright@ouhsc.edu and campus network security randy-moore@ouhsc.edu immediately. Hoax alerts should not be forwarded, but instead deleted from your email inbox.

8. Special Equipment Resources

8.1. Specialized Equipment Location and Availability

Specialized audio-visual and computer equipment in AHB and OU-Tulsa classrooms are shared among the Programs and Colleges. Computer equipment, DVD/VCR's, TV monitors, desktop presenters, and video-data projectors are available in AHB & OU-Tulsa classrooms. Full-motion videoconferencing equipment is integrated with the audio-visual systems in several classrooms on both campuses.

9. Training and Support

9.1. Expectations

Students are expected to learn to use software applicable to their program of study. The College provides some user-education seminars and computer-related periodicals. User education seminars are available on campus each semester, some are free and others are fee-based. Some departments also have user manuals available for a variety of software. Students are expected to utilize on-line help resources provided with applications whenever possible. All College computers have Internet access to accommodate searches for specific problem resolution. If a student suspects a malfunction or misconfiguration in any software, they should immediately contact the system administrator Gaylon Bright at 405.271.2288, 405.271.8001 ext. 43410 or gaylon-bright@ouhsc.edu. The University maintains an IT Service Desk available to all users to answer many questions relating to the specific operation of most major office software. The IT Service Desk phone number in OKC is 405.271.2203. Toll-free number for the IT Service Desk is 888.435.7486. Please refer to the IT Service Desk webpage for hours of operation.

9.2. Course Management Systems

Campus faculty, staff and students, are increasingly using course management systems. Each College has personnel assigned to provide faculty, staff and students with assistance getting started using course management systems (as listed in Appendix V):

- The web address for OUHSC Desire2Learn is <<https://learn.ouhsc.edu>>.
- The web address for College of Medicine Hippocrates is <<http://hippocrates.ouhsc.edu/>>

10. Disaster Recovery

Disasters, which can threaten property and data, include but are not limited to fire, flood, vandalism, theft, hardware failure, software failure, electrical surges and power outages. This section defines additional features of the Colleges computer network that minimize the loss of data in the event of such a disaster. No disaster recovery plan can account for every situation that may arise. Common sense plays an important role in this regard. **The most critical part of disaster recovery is not the physical machine but the data created by the user.** Machines and associated hardware can be replaced assuming availability of funds or spare components on-hand. Data that is lost is lost forever and cannot be replaced unless there is a plan in place to account for recovery of data. This is why it is imperative that students back up their data on external devices (i.e. flash drive, external hard drive, etc.)

11. Summary

Due to the myriad of circumstances no single policy document may account for every aspect of computer usage. **These policies and procedures are designed to assist the student in maintaining a consistent degree of productivity in the use of computers as a tool in meeting their needs and responsibilities.** They also serve to minimize financial loss in time and materials to the University. Through compliance, each user reduces the likelihood of data or property loss and contributes to a safe and productive working environment.

Please Note:

Windows XP will no longer be supported by Microsoft starting in April 2014. This means that no security patches will be available after that date and will leave your computer vulnerable to viruses and other attacks. After the end-of-support date, any Windows XP computer will be blocked from the HSC campus network.

The University has partnered with Microsoft and developed a program that allows University faculty, staff, and students to upgrade to support Windows operating systems. With a current OUHSC login, these upgrades are free to students and are available for a minimal fee to faculty and staff (for home systems). Additional information regarding the program can be found by following the link below:

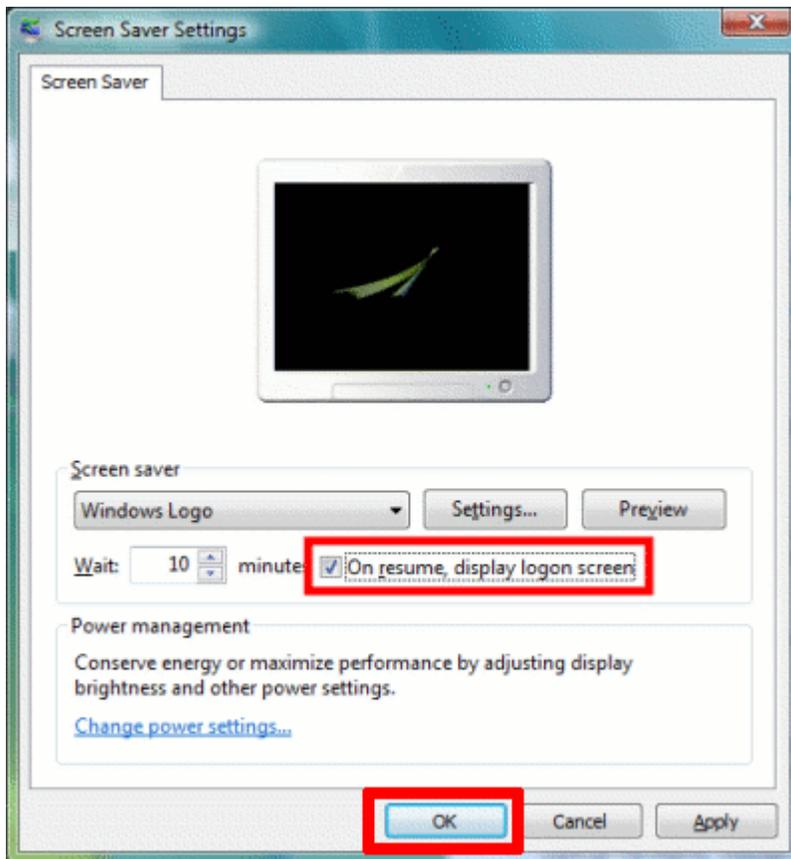
<https://it.ouhsc.edu/msssoftware/>

(Rev. 8/16/16)

Appendix I

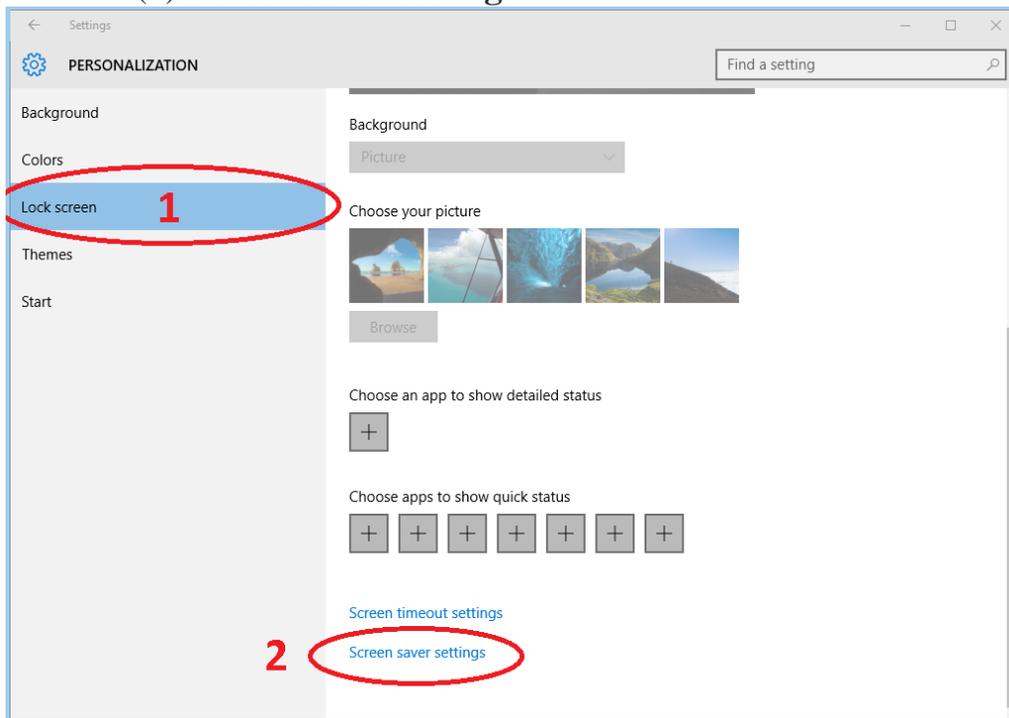
Setting Screen Saver Password for Windows 7 & 8

1. Right-click on the desktop of your computer. **Click Personalize.**
2. Click **Screen Saver.**
3. Select the screen saver you would like to use from the drop down menu. Then select the wait time. We recommend 10 minutes. That is, after 10 minutes of inactivity, your computer's screensaver will start, and to use your computer again, you will have to enter your password. Select **On resume, display logon screen.** Click **OK.**



Setting Screen Saver Password for Windows 10

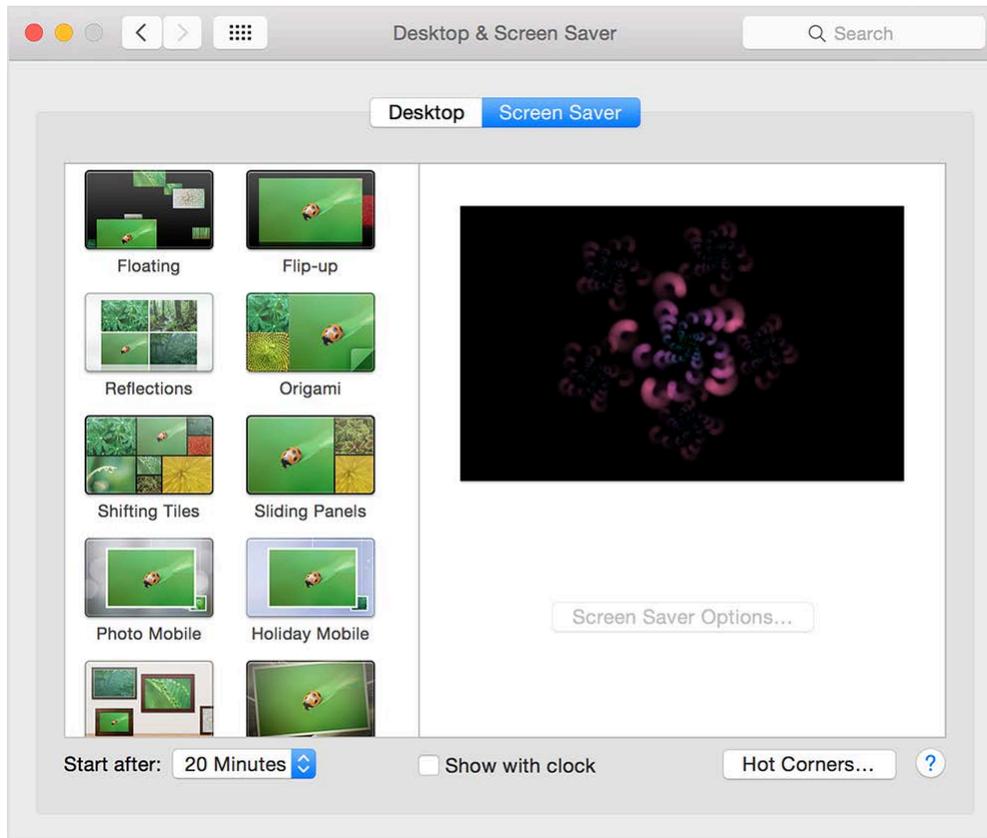
1. Right-click on the desktop of your computer. **Click Personalize.**
2. Left-click on (1) **Lock Screen** then **scroll to the bottom of the page** and click on (2) **Screen saver settings.**



3. Select the screen saver you would like to use from the drop down menu. Then select the wait time. We recommend 10 minutes. That is, after 10 minutes of inactivity, your computer's screensaver will start, and to use your computer again, you will have to enter your password. Select **On resume, display logon screen**. Click **OK**. (See figure on page 16 for a visual)

Setting Screen Saver Password for Mac OS X

OS X comes with several screen savers that display photos, messages, artwork from your iTunes library or photo library, and more.



To set your preferred screen saver:

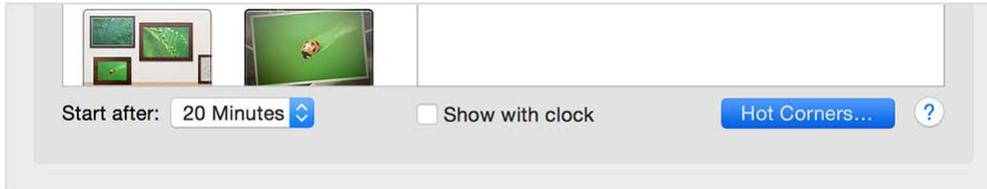
1. From the Apple menu, choose System Preferences.
2. From the View menu, choose Desktop & Screen Saver.
3. Click the Screen Saver tab. Available screen savers appear in the left side of the window and a preview of the selected screen saver appears on the right.
4. Select one of the screen savers in the left pane. To see a full-screen preview, move your cursor over the right pane and click the Preview button.

To create a slideshow screen saver, do one of the following:

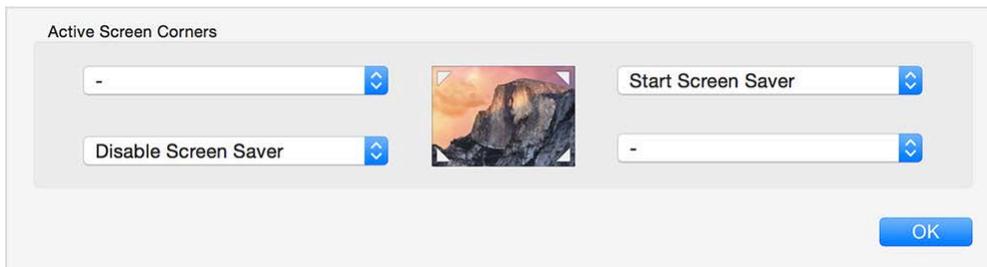
1. In the preferences window, select a slideshow choice like Floating, Reflections, Origami, or Shifting Tiles.
2. Change the source for your slideshow. OS X comes with collections like as National Geographic, Aerial, Cosmos, and Nature Patterns. You can also choose a folder of images on your computer or an event from your photo library.

Set your preferences

You can tell OS X when to activate the screen saver by choosing an idle time from the "Start after:" menu at the bottom of the preferences window. For example, if you don't touch your mouse, keyboard or trackpad for 20 minutes, the screen saver activates.

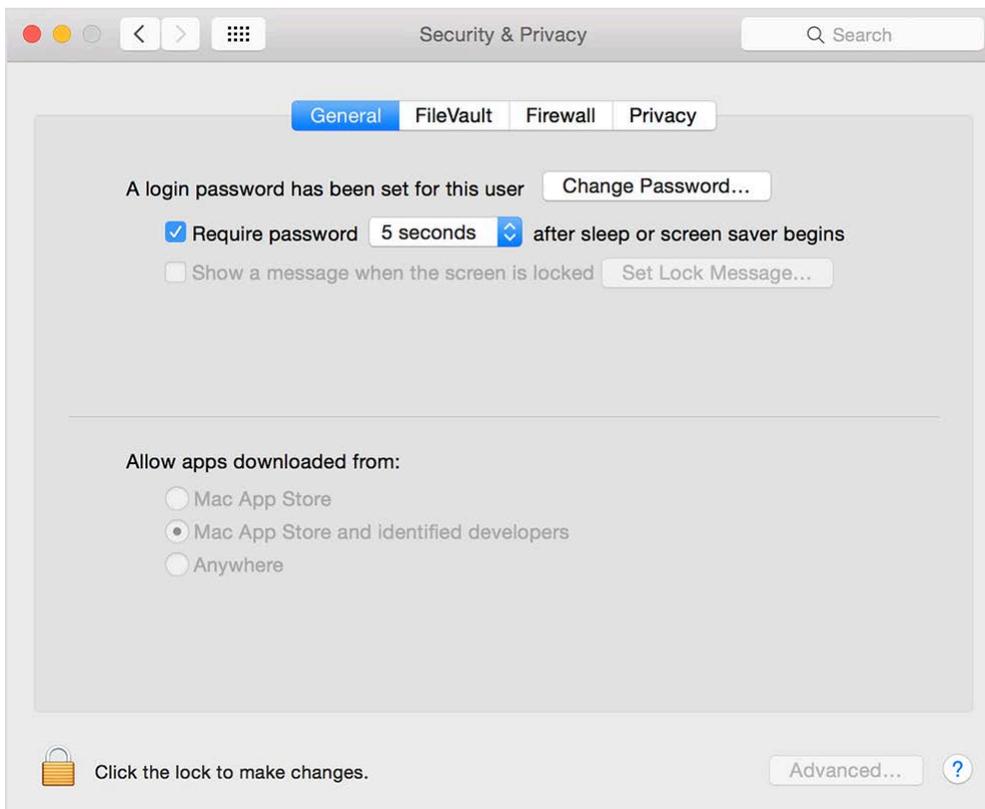


Clicking the Hot Corners button gives you options to activate or disable the screen saver when you move your pointer to one of the corners of the screen. Choose an option from the pop-up menu that corresponds to a specific corner.



Lock your screen

If you want to require a password to unlock your screen after the screen saver activates, you can set this option from Security & Privacy preferences.

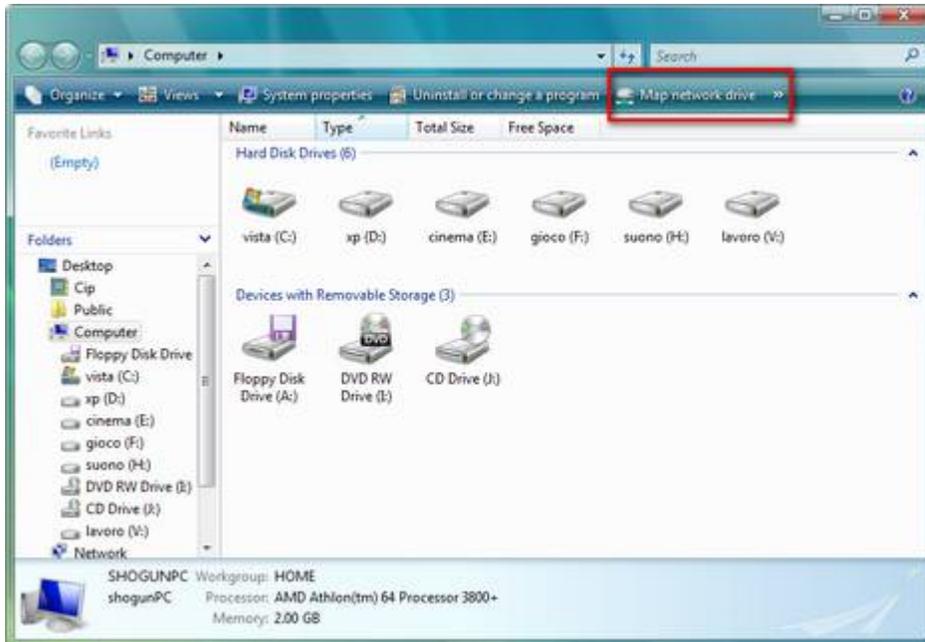


1. Choose System Preferences from the Apple menu.
2. Click the Security & Privacy icon in the System Preferences window.
3. Click the General tab.
4. Choose an option from the menu "Require a password after sleep or screen saver begins."

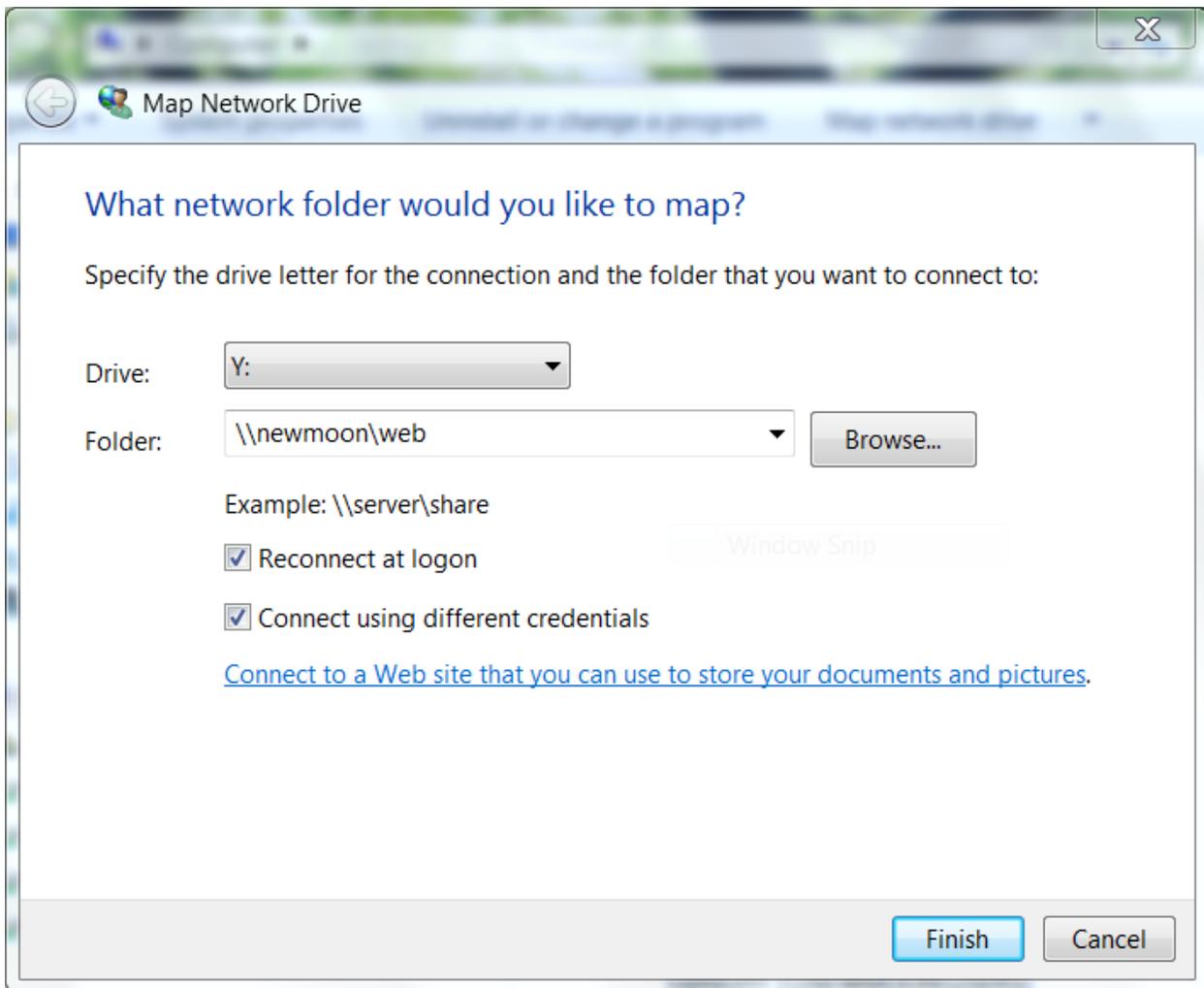
Appendix II

Mapping Network Drives Windows 7

First, click on the *Computer* shortcut from your desktop or from the Start Menu. In the toolbar you will find several buttons, including one called *Map network drive*.

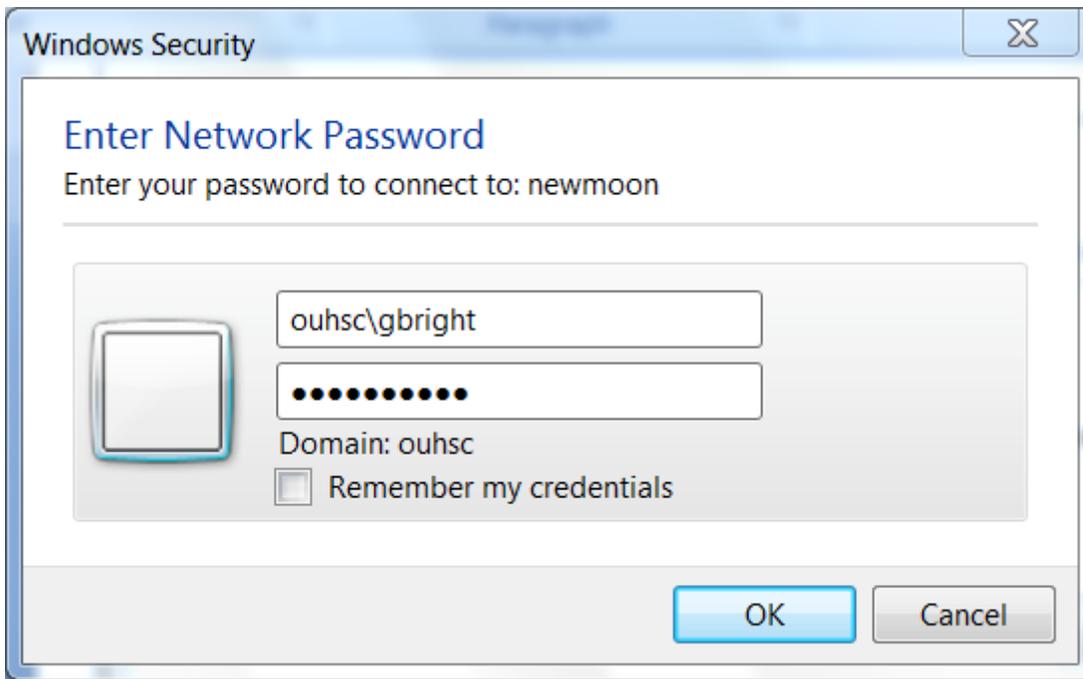


Click on it and the *Map Network Drive* window will open. First, you need to assign a drive letter for the connection and then type the drive or the folder you want to connect to.



If you want to connect to a remote computer just type "\\\" followed by the computer name or the IP address and then "\" followed by the location of the folder you want to connect to.

Sometimes, when you create a drive mapping, you might need to use your username and password that allows you to connect to it. In this case, click on the *Connect using different credentials* box. Click on *Finish* and the security dialogue box will appear where you can enter your username (preceded by ouhsc\) and your password.



Click on *OK* and the drive mapping will be created.

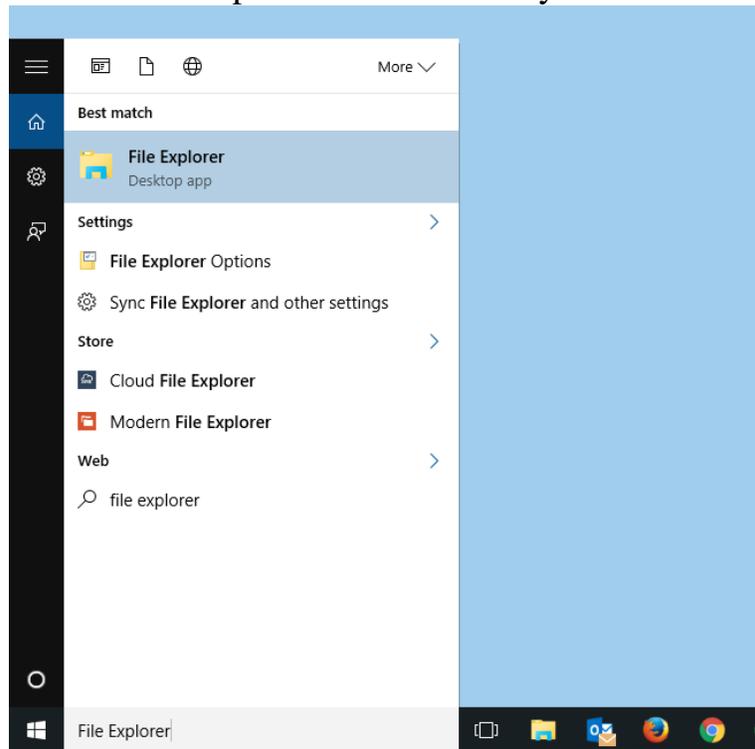
Mapping Network Drives Windows 8 & 10

Step 1 (Windows 8): Enter the Modern/Metro UI, type “File Explorer” and select it from the list of results that appear on the right side of the screen.



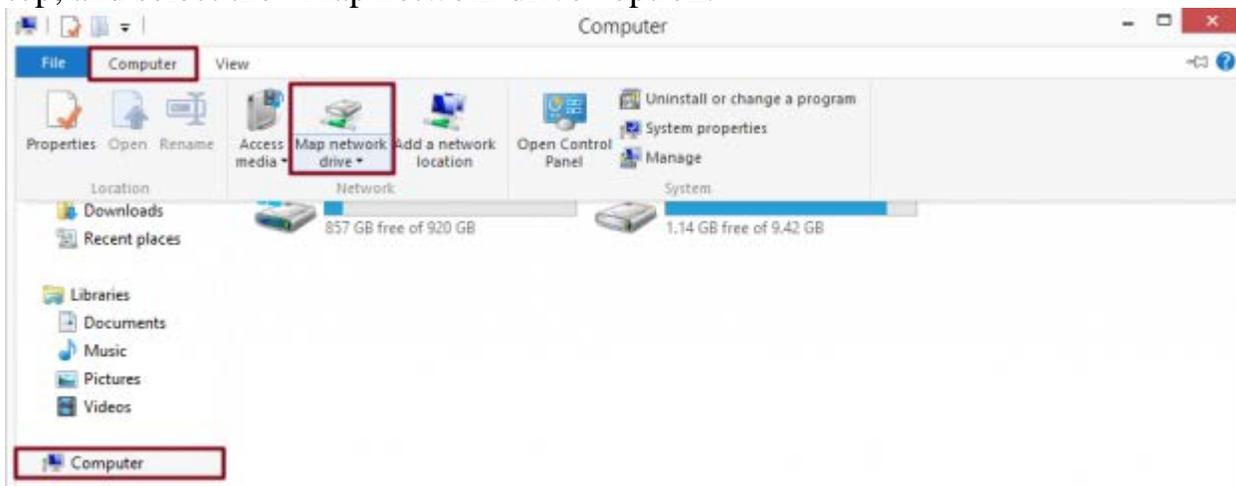
Windows 8 – Step 1 Drive Mapping

Step 1 (Windows 10): Search for “File Explorer” from the Windows 10 Taskbar Search Box or click the File Explorer icon located by default in the taskbar.

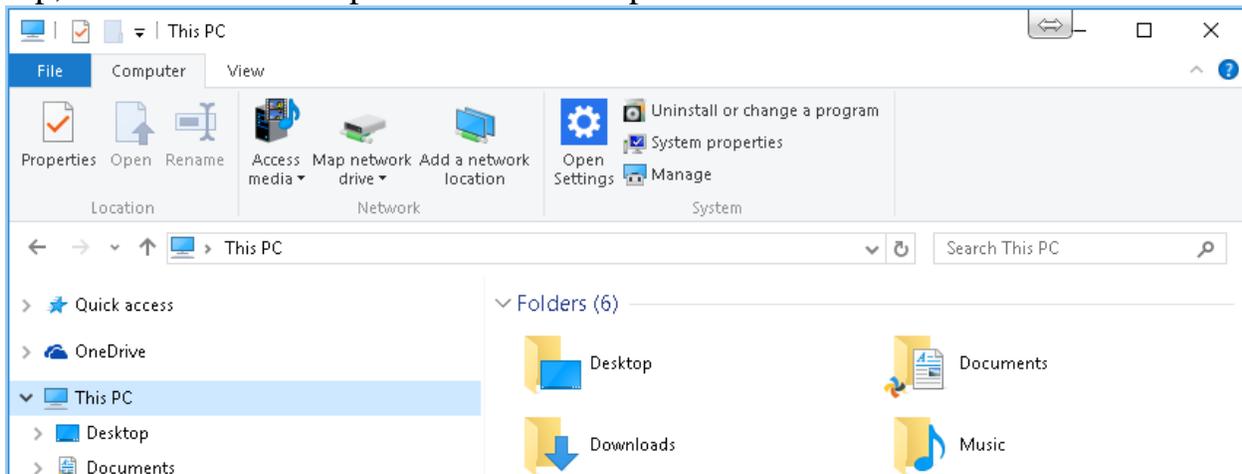


Windows 10 – Step 1 Drive Mapping

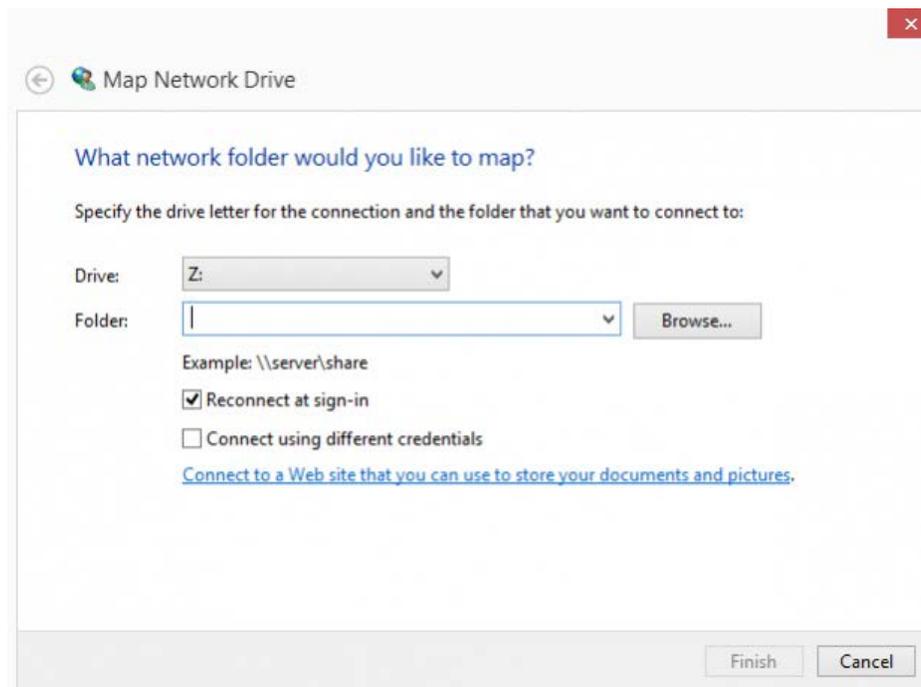
Step 2 (Windows 8): Once File Explorer is open, select the “Computer” section located on the left-hand side of the window, click the “Computer” tab at the top, and select the “Map network drive” option.



Step 2 (Windows 10): Once File Explorer is open, select the “This PC” section located on the left-hand side of the window, click the “Computer” tab at the top, and select the “Map network drive” option.



Step 3 (Windows 8 & 10): The resulting setup wizard provides options for both manually specifying the network address, or browsing for it among systems on your network. Click the check box directly to the left of “Reconnect at login” if you wish to automatically re-establish the connection every time you start your computer. If the networked drive requires log-in credentials other than those used for your computer, check the “Connect using different credentials” box below and enter your credentials when prompted. Click Finished in the bottom-right corner when done.



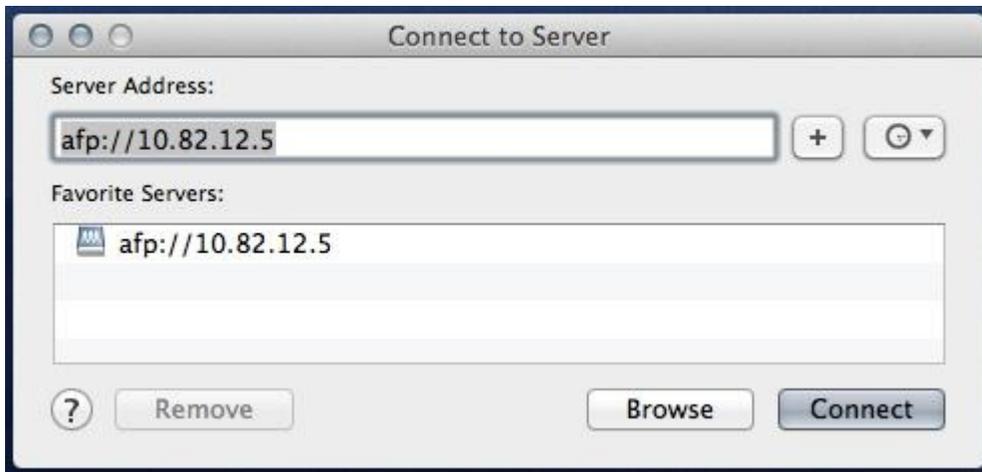
Mapping Network Drives Mac OS X

In Mac OS X, there is a shortcut that makes it easy to map and access network drives without any extra software.

Step 1: Make the Finder utility active, hold the Command key and press the “K” button to bring up the appropriate server connections. If Finder is not active, click the blue face icon within the Mac OS X Dock before entering the keyboard command.



Step 2: The resulting window provides options for both manually specifying the network address, or browsing for it among systems on your network. Select the appropriate server and click the “Connect” button in the bottom-right corner of the window when finished.



Appendix III

The College offers pay-to-print services (\$.05/page-monochrome) in the following locations:

Location	Print Service
AHB 2040	PaperCut

To use a PaperCut release station, students will be required to pay for print jobs at \$.05 per page. If you need to add additional funds to your account, you will need to browse to <http://papercut.ouhsc.edu:9191> (make sure you are on the HSCSTUDENT WIFI network first). This will take you to the PaperCut website where you can login to your account (using your OUHSC credentials). By clicking on **Add Credit**, you will be sent to our Touchnet site where you can add funds by entering in your charge card information. Discover, MasterCard and Visa are accepted.

The campus offers pay-to-print services (\$.05/page-monochrome) in these locations:

Location	Print Service
Bird Lib	Go-Print
Student Union	PaperCut

Specific printing instructions are provided at each PaperCut release station, Go-Print kiosk or printer.

Wireless Networks

While on campus, students may have a need to connect to the wireless network. There are three wireless networks on campus. One is **OUguest**, **HSCSTUDENT** and **HSCACCESS**. **OUguest** is the common advertised network that allows users to access the internet only. **HSCSTUDENT** is a secure network that allows for internet access and online testing. **HSCSTUDENT is required for ALL online testing.** **HSCACCESS** may be required for some students to access network file shares. **HSCACCESS** will require laptops to be registered with central IT and encrypted along with McAfee antivirus, McAfee agent and Pulse Secure VPN software installed. For assistance in accessing wireless networks, see College Information Systems in room 2071 or 2073. For online testing that requires wireless connections see Instructional Support Services in room 2053. In Tulsa, see the IT Helpdesk.

Appendix IV

OU Sync & Share

IT Shared Services has implemented a file sync and share service, similar to Dropbox, called OU Sync & Share. This service uses a product called "Syncplicity" which enables users to securely sync/share files across devices and with other users.

This service is available free of charge for the first 15GB to OUHSC Staff/Faculty/Students. An additional 15GB can be requested at a cost of \$3.50 per month.

Important Links

- [Sign Up for OU Sync & Share](#)
- [Login Page](#)
 - Use your OUHSC Email address and click next
 - On the following page enter your OU Login Credentials and password
- [Comprehensive Knowledge Base](#)
- [Quick Start Videos](#)

Easy to Use

- Access & sync files from your desktop (PC & Mac), Mobile devices or File Shares
- Convenient access from all devices
- Share & collaborate on files with unique tools

Safe to Use

- "Cloud" experience with on-premise storage
- OU Login integration
- Data encryption in transit and at rest
- Remote wipe of lost devices

Compatibility

- Standard web browsers, including Firefox, Safari, Internet Explorer and Google Chrome
- Application available for [iOS, Android & Window's Phone](#)
- Application available for [Windows](#) and [Mac](#) computers

Appendix V OKC Classroom Technology Resources

Room Type	Seats	DE/ non-DE	AHB Room #'s	Proj	Flat Panel	AV control	Lectern
Seminar							
	11	Non-DE	2056		1	Extron Box	No
	8 15	Non-DE	3129, 3132		1	Extron Box	No
Traditional Classroom (flat floor)	32	Non-DE	2039	1		Extron Box	Yes
	38 40	Non-DE	2045, 2046	1		Extron Box	Yes
	48	DE	2050	2		Touch Panel	Yes
	48 52	DE	2060, 2065	2	1	Touch Panel	Yes
	50 60	Non-DE	2038, 2049	2		Extron Box	Yes
	68 68	DE	2058, 2059	2	1	Touch Panel	Yes
Tiered Classroom	145	DE	1117	2	0	Touch Panel	Yes
	95	DE	1047	2	0	Touch Panel	Yes
	87	DE (No student Microphones)	1046	2	0	Touch Panel	Yes
Room Type	Seats	DE/ non-DE	Room #'s	Proj	Flat Panel	AV control	Podium
Patient Care Class lab	up to 50	Ceiling cam	2019	0	2	Wall switch remote	Yes
Anatomy Class lab	Up to 50	DE	2035	0	1	Touch Panel	No

Appendix VI

Quick Reference

OUHSC Oklahoma City Campus	Resources	OU-Tulsa Schusterman Center
405.271.2203	IT Service Desk	918.660.3550
405.271.8001, ext. 43410 or gaylon-bright@ouhsc.edu	System Administrator, Gaylon Bright , Director of College Information Systems aka DCIS	405.271.8001,ext. 43410 or gaylon-bright@ouhsc.edu
derek-teague@ouhsc.edu Office 405.271.8001, ext. 43412 joey-rodriguez@ouhsc.edu Office 405.271.8001, ext. 43463	CIS Technical Team Derek Teague , LAN Specialist Jeremy (JJ) Bejcek Joey Rodriguez , Multimedia Education Specialist	jeremy-bejcek@ouhsc.edu 918.660.3569 joey-rodriguez@ouhsc.edu 405.271.8001, ext. 43463
405.271.8001, ext. 43402 or kari-boyce@ouhsc.edu	Associate Dean, COAH Dr. Kari Boyce	405.271.8001, ext. 43402 or kari-boyce@ouhsc.edu
Student Union and Library	College Computer Labs	Shared campus lab = 1C65 Additional computers located in the Library Computer classroom = 3110
AHB 1046, 1047, 1117 2038, 2039, 2045, 2046, 2049, 2050, 2050 ,2056, 2058, 2059 , 2060, 2065 , 3029, 3132	Shared Classrooms (DE classrooms in bold)	Learning Center. Founders Hall, Auditorium/115, 135-145, 220-231; Bldg 1. 1D04, 1D18, 1D28, 2C33, 2D34, 2E29, 1F15, 1G13, 1H02; Bldg 3. 3100, 3102, 3104, 3106, 3108;3109 Bldg 4. 4201, 4211, 4216, 4314, 4320
Allied Health Joey Rodriguez 405.229.0413 Derek Teague 405.409.7754 Gaylon Bright 405.409.7756	DE and Non-DE Classroom Trouble Call Contact (Direct Cell Phone)	Tulsa AV Tech 918.830.1027 Jeremy (JJ) Bejcek 918.660.3569
Allied Health 405.271.8001 Pam Farmer (office), ext 47112 pam-farmer@ouhsc.edu Gina Vile (office), ext 41171 gina-vile@ouhsc.edu	On-line Instructional Support, D2L & College Webpages	Allied Health Tulsa 405.271.8001 Pam Farmer(office), ext 47112 pam-farmer@ouhsc.edu Gina Vile (office), ext 41171 gina-vile@ouhsc.edu

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