

Texas Christian University
Onboarding Guide

— An all-inclusive Information Technology resource for staff and faculty. —

WELCOME TO TCU!

The Information Technology team's goal is to provide the TCU campus with superior technology and a robust infrastructure that will meet the needs of a growing student and employee population. In this Onboarding Guide, you will find resources to assist with getting started at TCU. If you encounter any issues that you are unable to resolve, contact us using the information within this guide.

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ONBOARDING CHECKLIST

Getting set up in a new job can involve a lot of moving parts. Here's a short checklist to help you think through all the different components you might need. The pages following this checklist include more detailed steps and information to complete these items.

These first few items you can do on your own.

- Create your username, password, and email
- Enroll in Okta MFA
- Connect your personal devices on the wireless network
- Set up Outlook to check your TCU email

Your supervisor will need to put in an IT ticket if these items are needed for your job.

- Computer equipment (if needed)
 - If there is an existing computer to use, your supervisor will need to ask for you to be made admin of the computer and updated as the owner in inventory
 - If there is not an existing computer, your supervisor will need to put in a request to buy or deploy one
- Phone (if needed)
 - If there is an existing phone to use, your supervisor will need to ask for you to be made admin of the phone and updated as owner in the inventory
 - If there is not an existing phone, your supervisor will need to put in a request to buy or deploy one
 - Note: once your extension has been assigned to you, log into my.tcu.edu to update your phone number
- Request access to departmental Commonfile shares needed
- Request Papercut access for a Xerox device and include budget codes to be used
 - Once access is granted,
 - * follow these printer instructions**
- Request access to departmental HP printers
 - Please include printer queue name(s) in ticket
- Request access for specific PeopleSoft roles (if needed)
- Request access to be added to email distribution lists (DLs)
- Request access to generic mailboxes (if needed)

* indicates = website link to learn more

HELP DESK CONTACT

Phone: 817-257-HELP (4357)

Chat: it.tcu.edu/chat

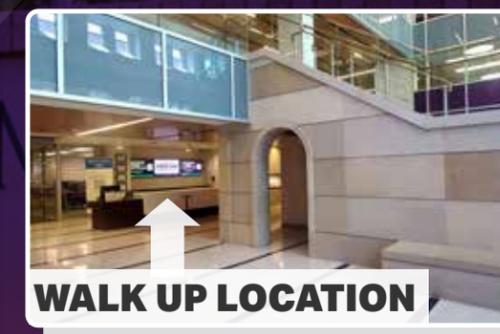
Walk-Up Location: IT Support FrogPad

Enter the Library on the first floor (East entrance facing Rees-Jones Hall) and walk behind the large staircase. You can walk-up during *** business hours** or *** reserve an appointment time**.

Self-service Tickets:

Visit it.tcu.edu and click on *Self Help*. Learn how to create a ticket with *** this video tutorial**.

* indicates = website link to learn more



★
WE ARE HERE
TO HELP YOU BE
SUCCESSFUL.
**WELCOME
TO TCU!**

GETTING STARTED

Username and Password

Create your TCU username and password at: newuser.tcu.edu (if you have not created one yet). You will need your TCU ID number. This will also create your corresponding email address.

Your username and email are related, but used for different purposes. See the example below.

Username: superfrog
Email Address: superfrog@tcu.edu

When logging into TCU websites, you will use your username (e.g., superfrog) and password. Notice that your email may have a period in the part before the @ symbol. Your username will not have any punctuation. Accidentally trying to log into a website with your full email instead of your username will not work and may lock your account.

Passwords expire every 365 days, but we encourage you to change it before the last day to avoid being locked out. You will receive an email 14 days prior to it expiring to remind you to change it.

If you get locked out of your account, forget your password, or need to change your password, visit password.tcu.edu to reset it or unlock it.

**Note: if you have locked your account, wait 5 minutes for it to unlock before trying to change your password.*

Please see the * [Network and Computer Usage Policy](#) for detailed information and responsibilities of TCU account ownership.

* **indicates** = *website link to learn more*

Okta Multifactor Authentication (MFA)

Enroll in Okta, TCU's multifactor authentication (MFA) system, which helps protect your accounts. You will need to be on a computer and have your mobile device ready. Enroll with your username, password, and phone at: it.tcu.edu/okta. Watch the * [overview video](#), then click on Begin Enrollment. When enrolling, please complete all three factor options: push notification, code, and text message.

Getting Online with Your Personal Devices

When you get to campus, you can add your phone and personal devices to TCU's wireless network called eduroam. Learn how at: it.tcu.edu/eduroam.

Email and Calendar

Email accounts are provided for all TCU faculty, staff, and students. Your Outlook mailbox quota is 50GB. Log in to your email at: email.tcu.edu.



ADDITIONAL RESOURCES

TCU-owned Computers

If your position requires a computer, your supervisor will work with you and IT to request one. When requesting your computer, check with your department to ensure that you are listed as an admin and the owner of your computer.

TCU-owned primary computers are replaced every four years with the standard specifications. Your department will have to fund upgrades beyond the standard option. TCU will provide software and hardware support for all TCU-owned computers.

Our consultants have experience with all of the standard software that comes on our campus computers and will be able to provide assistance with software that we have campus licenses for. Keep in mind that we do not have experience with every third-party application that you can download to your machine, and we may refer you to the vendor for assistance.

Getting Online with TCU-Owned Devices

IT provides full support for all TCU-owned devices that need to connect to the network. You will use **TCU Faculty Staff** for wireless devices (ex: department-issued laptop) and the blue ethernet ports in your office for wired devices (ex: desktop computer).

If you have a TCU-owned laptop and are having trouble logging in, plug it into a blue ethernet port in your office and restart your device to resync with the TCU network.

Phones and Voicemail

If your position requires a phone, your supervisor will work with you and IT to request one. Once your phone has been delivered and assigned, learn more about RingCentral, TCU's phone system, at: it.tcu.edu/ringcentral.

With RingCentral, you can configure call answering preferences, have voicemails sent to your email, and use your smartphone, tablet, and computer to answer calls if you are away from your desk phone.



File Sharing and Storage

TCU provides faculty and staff with two different types of file storage options: 1) TCU network storage and 2) cloud-based storage. Read about each of them below so you can choose where to store your data and files.

TCU Network Storage

There are two different network storage options that you can use for different purposes, and you may hear them referred to as your "shares." These are regularly backed up by TCU's servers. Learn more about Network Shares at: it.tcu.edu/shares.

A. HomeFile

HomeFile shares are designed for individual use and are private to your account to store TCU business data. You may hear this referred to as your *M: Drive* or *personal share*.

B. CommonFile

CommonFile shares are designed to share data within departments or specific groups of people. Every department has a shared CommonFile drive to be able to share data and is named accordingly. Since this can be seen by others, it is important to be careful what you put in this share. Discuss how CommonFiles are used with your supervisor.

Cloud-based Storage

TCU also has two cloud-based storage solutions through Box and OneDrive (from Microsoft). Discuss with your supervisor if there is a preferred option in your department.

A. Box

Using Box, files can be securely stored and accessed easily from any device online and is similar to Dropbox. Share large files securely with anyone — even if they are not TCU employees or students. Visit our Box page to learn more: it.tcu.edu/box.

B. OneDrive

OneDrive is similar to Box in features, but it also integrates more directly with other Microsoft products and Teams, so some departments prefer using this option. Visit our OneDrive page to learn more: it.tcu.edu/facstaffemail/onedrive.

Off-campus Access (VPN)

If you are off campus but need remote access to an on-campus computer, you can use a VPN (Virtual Private Network) and Remote Desktop. To learn more, visit keepworking.tcu.edu.



Frog Up!

Our universal sign for showing Frog Spirit is one of a kind!

**Printing and Copying****Printing Options**

There are two types of printing devices on campus in a department: Xerox and HP.

A. Xerox: To print to a Xerox, have your supervisor put in an IT ticket with budget codes to be added to the Papercut system.

B. HP: To print to an HP, put in an IT ticket with the printer's queue name from the label on the printer. (Ex: \\tcuprintsrv01\IT_HP4200_LIB1130)

Discuss with your supervisor what kind of printer access you will need and who to report physical printing problems (e.g., printer jam) to if they occur.

Learn more about printing at: it.tcu.edu/printing.

Printing Supplies

Paper and toner for **Xerox** devices are covered under contract and can be requested from IT.

Paper and toner for **HP** devices are covered by the department and should be ordered as office supplies.

Purchasing Additional Equipment

IT's Purchasing department guides technology standards and purchasing at TCU. Work with your supervisor to submit a purchasing ticket through it.tcu.edu.

COMMON APPLICATIONS

There are many applications and online tools you'll have access to at TCU. Here's a reference list of some of the most common ones you may hear about or use while at TCU. Make sure you've set up your Okta MFA account so you can access them.

Most can also be found in the central Okta portal: tcu.okta.com/app/UserHome.

Adobe Creative Cloud

Ex: Illustrator, InDesign, Photoshop, etc.

* Learn how to get access at the link below

it.tcu.edu/adobe

Email

Outlook by Microsoft O365

email.tcu.edu

Employee Account Resources

MyTCU

Ex: payroll, vacation, benefits

my.tcu.edu

Employee Talent Management Platform

PageUp

pageup.tcu.edu

Event Calendar

Localist

calendar.tcu.edu

External Contract Management

Jaggaer

jaggaer.tcu.edu

IT Help Ticket

Cherwell

it.tcu.edu/self-service

Learning Management System (LMS)

TCU Online by Desire to Learn (D2L)

d2l.tcu.edu

Listings from TCU Community

TCU Announce

Ex: items for sale, rooms for rent

tcuannounce.tcu.edu

Microsoft Office Tools

Microsoft 365

office.tcu.edu

Professional Development

LinkedIn Learning

linkedin.com/learning

*Free access across many topics

Phones & Voicemail

RingCentral

ringcentral.tcu.edu

Surveys

Qualtrics

qualtrics.tcu.edu

Teleconferencing

Zoom

zoom.tcu.edu

Time Clocks for Hourly Employees

TimeClock Plus

* Access via my.tcu.edu

Travel Planning & Reimbursements

SAP Concur

concur.tcu.edu

Video Recording, Storage & Sharing

Panopto

tcu.hosted.panopto.com

WHO DO YOU CONTACT FOR HELP?

Service Process

The most helpful resource for answers to your questions about technology is our website at it.tcu.edu. There you can find information about creating HelpDesk tickets, what technology apps are available, and much more.

Escalation Teams

Media Services:

cis.tcu.edu/default.asp?p=media-production

Labs

labaccess.tcu.edu/maps

CLASSROOM TECHNOLOGY & AV SUPPORT

Center for Instructional Services (CIS)

CIS provides TCU faculty, staff, students, and guests with a wide range of instructional technology and support for classroom instruction, presentations, and special events. CIS offers classroom AV support before, during, and after class.

If you are experiencing a problem while teaching, call 817-257-7121 for immediate help, and they will send someone to assist you.

The following pages provide overviews of some AV options you will find in classrooms. CIS also offers technology orientations in one-to-one or group sessions, as well as loaning equipment to faculty and staff. Schedule training or reserve equipment at: cis.tcu.edu.



WANT TO SEE YOUR CLASSROOM?
Explore our Virtual Classroom guide to find photos and the technology your room has. You'll also find some videos to learn how to use the classroom controls. Learn more at it.tcu.edu/virtualclassroom.

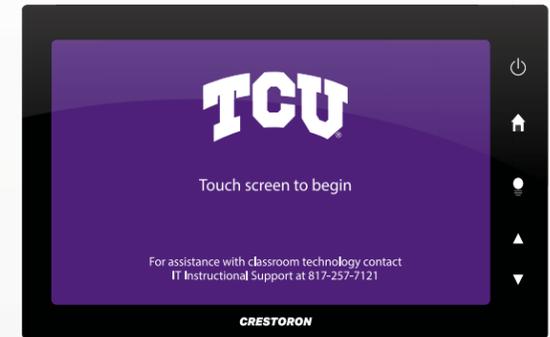


Standard Classroom AV

Every classroom is equipped a little differently, so your settings and menu options may vary a bit between classrooms. Most classrooms have a Crestron system that allows you to control a desktop computer, AirMedia (for mobile screen sharing), document camera, Bluray, and the ability to plug in your laptop via an HDMI cable. **Below are some basic how-to steps to get started, but you can schedule training at: cis.tcu.edu.**

A. Turning on the System

- Step 1:** Touch the Crestron system to wake it up if the screen is black in sleep mode.
- Step 2:** Follow the onscreen instructions and touch the screen again to begin.
** See item A.*
- Step 3:** Press the Source Icon you want, and it will turn on the projector or display screen. See the following for information about sources.



B. Using the Computer

- Step 1:** Press the Computer icon on the Crestron system.
- Step 2:** Use the keyboard and mouse to enter your TCU username and password to log into the computer, as the projector or screen shows the computer image.
- Step 3:** When you are finished, log off the computer before you turn off the Crestron system. Just turning off the Crestron and not logging off the computer will leave you logged in and your account/data available for anyone to see or use.



** If you're using a wireless keyboard, make sure that it is turned on before attempting to login. If it doesn't appear to be working, verify the power switch on the top edge is green.*

13:1
Student-to-Faculty
Ratio



More than
Half our Classes
have fewer than
30 students

Over
500
Classrooms
and Labs

C. Using AirMedia

AirMedia allows people to screen share from wireless devices (such as laptops, and iOS and Android tablets, and phones) to the front projector or display screen in a classroom. To use this option, you will need to download the app on the device you want to connect with from our website first: tcu.edu/airmedia.

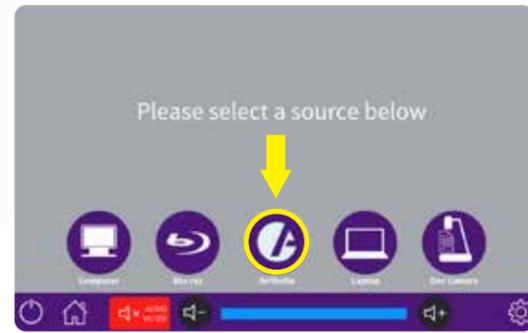
Step 1: Select the AirMedia icon on the Crestron system, which will display a unique IP address and access code for this room.

Step 2: Open the AirMedia app on the device you want to use (e.g., laptop).

Step 3: On your device in the app, enter the **IP Address** and **Access Code**, then confirm to share your screen.

Step 4: Log off AirMedia on your device when you are finished sharing your screen.

Step 5: Turn off the Crestron system using the Power button.



C



C



C

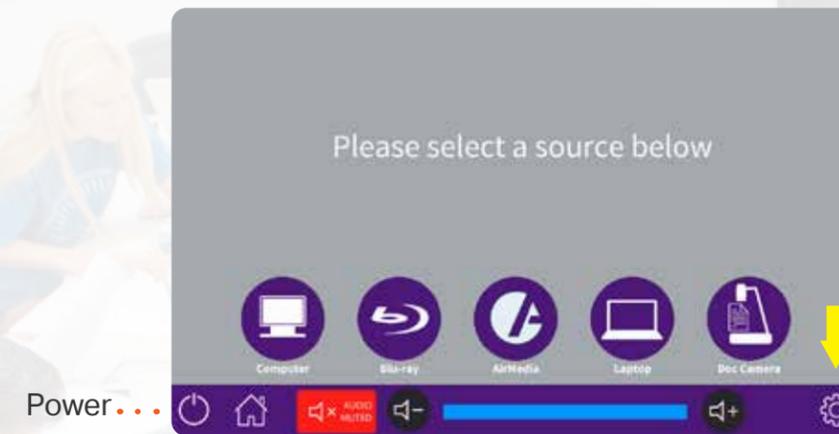
** Classroom AirMedia screen**

SHOWING VIDEO TIP!

For playing video, it is recommended that you use the classroom computer or the laptop input to get the best image and audio quality.



D. Advanced Settings



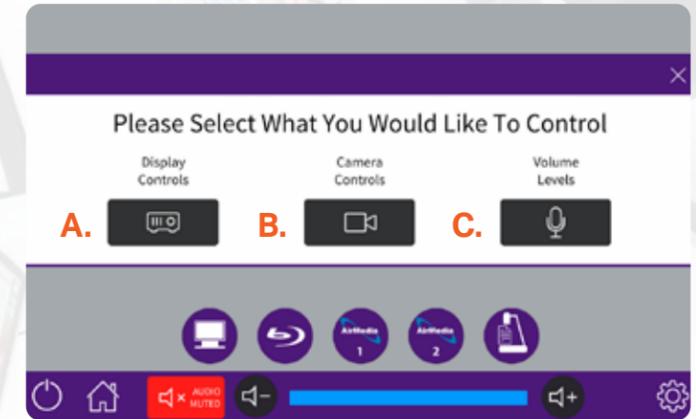
D

Home ... Mute ... Volume Control ... Settings

D

A. Display Control

This turns the image display on the projector or display screen on or off. If your classroom has two displays, you can use this function to have two different sources showing. For example, slides on the computer and the document camera.



B. Camera Control

This controls the cameras' directions, zooming in or out, and autofocus.

C. Volume Control

This controls the wireless microphone volume. It may also control assisted listening wireless volume if your classroom has over 50 student seats.

Turning Off the System

When you are finished, turn off the Crestron system by pressing the Power (I) and then confirming "Yes" on the display screen. This will turn off the projector or display screen to conserve power and reset for the next user.

Newline TruTouch

The Newline TruTouch display is a touchscreen display that includes a built-in Windows computer, a built-in interactive white board, and the ability to connect your own device (e.g., laptop). This device also has its own camera and microphone, as well as a keyboard and trackpad if needed.

Here are a few basic steps to help you get started, but please feel free to request a training session from CIS by visiting their website: cis.tcu.edu.

Start Here

The power button is on the front of the device, located on the left side of the black bar.

-  **Red = Off**
If the power button is red, it is off. Press the power button to turn on the device.
-  **White = On**
It is on, but the screen may be black and in standby mode. Touch the screen to wake it up.



Interactive Whiteboard

On the homepage, touch the "Discussion" option to open the interactive whiteboard. Here you can draw, type, and add images to interact with. You can save these as images to your own USB drive by opening the front bottom left-hand corner of the TruTouch.



Connecting Your Own Device

You can connect devices, such as laptops, via the HDMI cable to the port on the front bottom left-hand corner of the TruTouch. There is a hinge that swings down from the left side. You will need to bring your own HDMI cord.

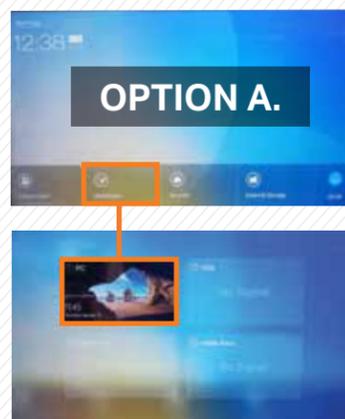


Ending Your Session

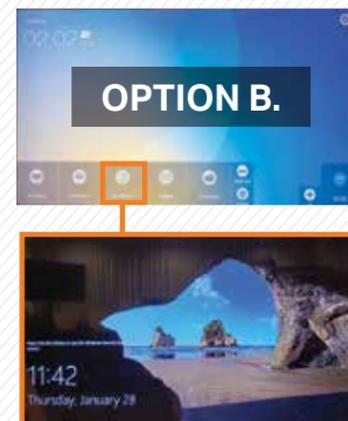
When you are finished with the TruTouch, press the "Home" button on the front of the display. Then on the bottom right-hand corner of the screen, touch "End." This will pull up the following message: "Ending the meeting will permanently delete all screenshots. Ensure you save your information prior to ending your meeting." Make sure to save to your own USB before choosing "Confirm" on this message to end your session.

Using the Windows Computer

The power button is on the front of the device, located on the left side of the black bar.



Option A: If you are on the homepage, touch the "Windows" option from the sources at the bottom of the menu list. Log into the computer with your TCU username and password.



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INFORMATION
TECHNOLOGY