

UNOFFICIAL 2016 DOSA GUIDE TO DOIT

VIDEO CONFERENCING



EZUCE VIEWME	Free	Ezuce ViewMe is a high quality video conferencing solution that lets you set up rooms, record sessions, share desktops, and more. Perfect for interviewing and conferences! FAQ at https://wiki.umbc.edu/x/coToAw
GOOGLE HANGOUTS	Free	Google Hangouts provides simple and easy video conferencing with other Google accounts (including UMBC). Login at https://hangouts.google.com/
BLACKBOARD COLLABORATE	Free	Blackboard Collaborate supports creating a set link where you can host a simple video conference. Easy to access or stream from any device. FAQ at https://wiki.umbc.edu/x/CxPSAQ

SECURITY



DUO TWO FACTOR AUTHENTICATION	Free	Duo is the way to add security to your login process -- turning on Duo will prompt you to use your phone on logging into any myUMBC page. FAQ at https://wiki.umbc.edu/x/GIAaAw
VPN	Free	Login to the VPN from any computer at vpn.umbc.edu to establish a secure connection to the UMBC network. Did you know there's even an app for that? Download Pulse Secure in the Android and Apple app stores. FAQ at https://wiki.umbc.edu/x/qQlxAg
OCULARIS VIDEO SURVEILLANCE	Cost	Ocularis is the university video surveillance system. DoIT will install and maintain high quality network video surveillance, with video stored on the campus server. For more information, please file a help ticket in RT.
VIRTUAL SERVERS	Cost	Is there a critical application running on someone desktop as a "server"? DoIT can create a Virtual Server for you in the Data Center. Learn more by filing a help ticket in RT.

COMMUNICATION



MYUMBC GROUPS	Free	myUMBC Groups allow you to create a space for discussion, events, and connecting with students and staff. You can control many various aspects of your group. Request or join a new group by going to http://my.umbc.edu/groups
REQUEST TRACKER (RT)	Free	Request Tracker (RT) is a flexible system to manage tickets and requests within a shared queue, and is used across the university. FAQ at https://wiki.umbc.edu/x/P4FLAQ
QUALTRICS	Free	Qualtrics is a powerful tool that allows you to create surveys to be completed by specific groups or anonymously. FAQ at https://wiki.umbc.edu/x/3QPcAQ
SYMPA MAILING LISTS	Free	UMBC hosts a listserv style mailing list system at lists.umbc.edu. FAQ at https://wiki.umbc.edu/x/ewGYAw .

OTHER THINGS FOR YOUR TOOLBOX



REX GUIDED REPORTS AND PYRAMID ANALYTICS	Free	Report Exchange (REX) is the university data warehouse. REX contains data from most of the university systems in easy to use reports. More at http://rex.umbc.edu . Pyramid replaces ProClarity as an exploratory analytics tool for the university. A variety of academic data points are available in Pyramid, including the ability to drill down and slice.
VDI VIRTUAL COMPUTING	Free	Did you ever need a Windows desktop on the fly or in your web browser? The VDI at http://virtual.umbc.edu/ will load a virtual Lab or Staff desktop right in your browser, or via the Horizon app in all app stores. FAQ at https://wiki.umbc.edu/x/joNOAg .
RISEVISION DIGITAL SIGNAGE	Free	DoIT will assist you with the process of “planning” for Digital Signage and the hardware to support it. To learn more about Digital Signage, please contact Laura Schraven.

PUBLISHING



UMBC SITES	Free	UMBC Sites is a web publishing platform that makes maintaining websites a breeze! Learn more at http://sites.umbc.edu
UMBC FAQs (WIKI)	Free	UMBC FAQs is a shared Wiki that allows you to post common questions and responses. The information is also shown via search in myUMBC. Get started at umbc.edu/go/faq

SOME COMMON QUESTIONS

HOW DO I GET HELP?

- Call the Technology Support Center (TSC) at 410-455-3838
- Walk into the TSC on the first floor of the Albin O. Kuhn Library
- File a ticket by clicking the Help tab on myUMBC

WHY CAN'T I GET ON EDUROAM?

- Make sure to login using your full email, username@umbc.edu. You need to include @umbc.edu for eduroam to login. See the FAQ at <https://wiki.umbc.edu/x/oQIxAg>

WHERE ARE THE PEOPLESOFT (SA, FINANCE, HR) ACCESS FORMS?

- Access forms are available for download and printing from <http://umbc.edu/sa>

HOW DO I REPORT A SUSPICIOUS/PHISHING EMAIL?

- Security concerns can be forwarded/sent to security@umbc.edu.