Holy Family
UNIVERSITY

NEW EMPLOYEE GUIDE TO TECHNOLOGY

How to access and effectively use the information technology resources available to you at Holy Family University

V21.1.1

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Technical Support

The IT Help Desk

The IT Help Desk is the first point of contact for all requests and problems relating to technology services provided at Holy Family University. The Help Desk provides support to students, faculty, and staff on a variety of technology-related topics including, but not limited to:

- Password issues
- Wi-Fi access problems
- ID cards & ID Card replacement
- Software application support
- AV requests for events (must be made one week prior to event date)

To speak with a member of the IT Help Desk call 267-341-3402 (or dial 3402 from on-campus phones). You can also submit a request through Help Desk's online system. A technician will respond to you within one business day. For in-person help on the Philadelphia campus, visit the IT Help Desk Office in the following locations:

Holy Family Hall - Room 25 (Basement)
Monday-Friday 7:00am - 4:00pm

Education & Technology Center - Room 105
Monday-Thursday 2:00pm - 8:00p
Friday 1:00pm - 4:00pm

NE Philadelphia Library
Monday-Friday 8:00am - 1:00pm

After-hours calls to IT Help Desk are automatically forwarded to the Canvas support team. Canvas support has the ability help with both Canvas and some Holy Family-specific issues. Issues affecting individuals accessing their computer, accounts, or the university network will be reviewed and addressed by Holy Family support personnel on the next business day.

For more information, and answers to frequently asked questions, visit the IT Help Desk Website for Knowledgebase and Self-Help documentation.

The following equipment and services are available from the IT Help Desk upon request. Please contact Help Desk at least one week in advance for hardware and equipment requests.

Audio	Video	Requests
Microphone Speakers Sound System Audio Recording Conference Phone	Video Camera Projector Projection Screen Large Monitor Display Video Editing (Final Cut Pro) Video Streaming Video Recording Video Chat (Skype) Document Camera Presentation Remote Adobe Connect Media Conversion	ID Cards Password Resets Software Downloading Hardware Upgrades Printing Assistance Hardware/Software Consultation Loaner Laptop & LCD Projector

Canvas Support Hotline

Canvas support live chat and the Canvas Support Hotline are available twenty-four hours a day to assist you with all of your Canvas needs. These options can be accessed through the Help menu in Canvas. Or you can call the Canvas Support Hotline at 844-243-8404.

Accounts Setup

Email address

As a new employee, Holy Family will assign you an email address and a temporary password. You can log in to your email account at www.gmail.com. You will be prompted to change your password after logging in for the first time. Your email address will follow this format: username@holyfamily.edu.

User Name & Password

Your user name and password will allow you to log in to your desktop computer and several other campus systems.

Depending on the system you are trying to access, your user name may be your full Holy Family email address (e.g., jdoe1000@holyfamily.edu), or just the first half of your email address (e.g., jdoe1000). Your password will be your Holy family ID number (found on your ID card) with an added 0 in front.

Please refer to the following lists to determine which user name to use when logging in to Holy Family software systems.

Systems that Require User Name Only	Systems that Require Your Full Email Address
HFU Provided Desktop/Laptop	Canvas
SelfService	Office 365
Tiger Wi-Fi	Gmail
PC Login	Visa Intellink*
ADP*	
myADP*	
AdAstra*	
RaisersEdge	
CRM Advise	
Colleague	

*Note: These systems use their own authentication method and do not automatically update if you change your HFU password

If you're not sure what your user name is, you can find it online by clicking What's my User ID? in WebAdvisor.

ID Card (Tiger Tag)

The university provides staff, faculty, and students with an ID card that identifies the cardholder by picture, name and function. In addition to identification, ID cards are necessary for building access, the use of the library, LRC, and sports facilities, and printing from shared printer/copiers.

ID cards may be obtained in Room 105 of the Education and Technology Center building, Northeast Campus; the Library, Northeast Campus; and at the reception desk of the Newtown location.

Report lost or stolen ID cards to the IT Help Desk at 267-341-3402 (or simply dial 3402 from on-campus phones).

TigerWiFi

The University's enterprise wireless network is named "tigerWiFi". To configure the network on your wireless device, review the following documents:

How to Connect Your Devices to tigerWIFI

Accounts Management

Password Reset

The University uses Office 365 to connect many of your online accounts (Gmail, SelfService, Canvas) with a single user name and password. If you are unable to log in to Office 365, or if you've just forgotten your password, follow the steps in the guide below to reset your password.

How to Reset Your Holy Family Password

You will need to manually update the password for email clients on your mobile devices.

Colleague

Holy Family uses the administrative software suite Colleague, which can be accessed from the Colleague login page (Link only works on campus)

SelfService

Colleague Self Service replaced WebAdvisor. SelfService is a web-based information management tool that allows users to access employee and student records, enter grades, check financial aid status, request transcripts, check your department budget, change your banking information, and access other university functions and databases.

Self Service Login

Hardware

Desktop setup

Full time employees who require a computer will have a PC available at their workstation on their first day of employment. IT makes every effort to ensure that your PC is pre-installed with the software required for your position. If you have additional software needs, contact the IT Help Desk.

You can log in to your desktop using your Holy Family user name and the password included in the package provided by Human Resources on your first day.

Phones

Full time employees will have a phone available at their workstation on their first day of employment. Your phone number and a temporary voicemail password will be emailed to your Holy Family email account.

Your 400 Series IP phone features call history, phone directory, and visual voicemail. To learn more about these features (and more), review the Mitel 400 IP Phones article in the Holy Family IT knowledge base.

Quick Reference Guides
- Mitel 400 IP phone quick reference guide
- Mitel voicemail quick reference guide
- Connect Client quick reference guide

Check Voicemail from an Outside Line

To check your Holy Family voicemail from outside of your office:

Dial 215-637-7700 and enter 8888
Follow the automated prompts to enter your extension number and password

Printer/copiers setup & operation

PaperCut is Holy Family's print management software. With PaperCut you can securely print to any shared printer/copier on campus by simply swiping your Holy Family ID Card and pressing print.
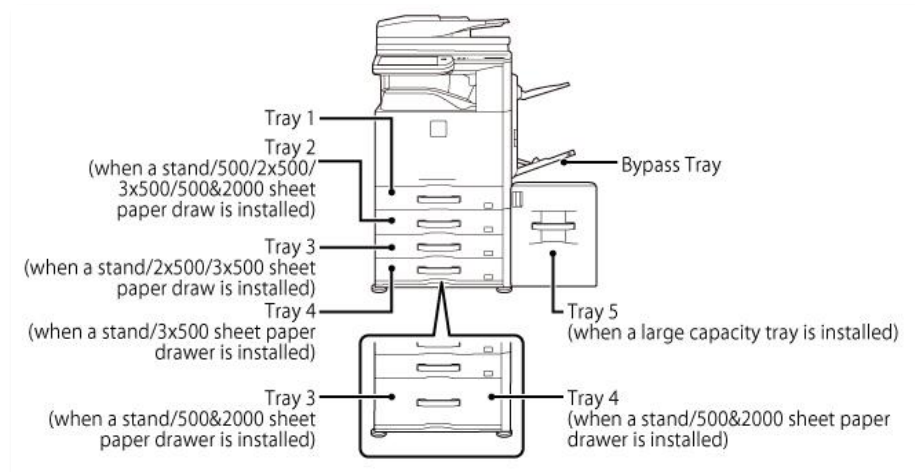
[How to Print to a Shared Copier/Printer with PaperCut](#)

[Wireless Printing with the PrinterOn App](#)

[How to Copy on a Shared Copier-Printer](#)

[How to Scan on a Shared Copier-Printer](#)

Shared printers are primarily for printing 8 ½ X 11, but will accommodate other paper sizes via the Bypass Tray and other trays.

For detailed information on the sizes and types of paper that can be loaded into each tray of the machine, read [Applicable Paper Types](#) in the Sharp MX-M365 User's Manual.

Printer/copier paper and envelopes are provided by Facilities. To request paper supplies, log in to the university's [work order system](#) with your user name and password, select the New Request and complete the required fields.

All Holy Family employees and students are encouraged to print double-sided.

NOTE: For large specialty print jobs, send a request to duplicating@holyfamily.edu

Software Training

The IT Department and the Center for Academic Enhancement (CAE) offer a variety of instructor led workshops, online training resources, and one-on-one tutoring for administrative and academic software used university wide.

Center for Academic Enhancement (CAE)

The CAE offers "Technology in the Workplace" Tutoring for Faculty & Staff. Tutoring sessions are one-on-one and scheduled for 30 minutes each, but can be set for an hour if needed. Tutoring will be done in the CAE, on the 2nd floor of the Library.

To make an appointment, email cae@holyfamily.edu or call 267-341-3326.

Canvas

Canvas is HFU's cloud-based learning management system.

The IT department provides one-on-one Canvas training for Faculty and Staff through the Center for Academic Enhancement.

Orientation to Canvas and Online Instruction is a self-paced, online course designed to familiarize you with the tools and concepts you need to know to successfully build and teach a course in Canvas.

Email

HFU provides access to your email though Gmail, a web-based email service. Gmail provides unlimited mailbox storage, chat integration, and enhanced mail search.

Get Started with Gmail

If you prefer to access your Holy Family email through Microsoft Outlook, the IT Help Desk can configure the mail client to work with your Gmail account. Contact the Help Desk for more information.

G Suite

G Suite is the new name for Google Apps, a suite of productivity software including Gmail, Google Calendar, Google Drive, and more. Holy Family makes G Suite available for faculty, staff, and students.

G Suite Learning Center

Google Drive

With Google Drive, you can upload and store all of your files online. You can then share these files with your team and access them from any computer, smartphone, or tablet.

Get Started with Drive

Google Calendar

Google Calendar is part of the G Suite web-based services. The calendar provides you with a quick way to schedule meeting and events, and share your schedule with others.

Get Started with Google Calendar

MS Office 365

Holy Family has partnered with Microsoft to provide Office 365 to all current students, staff and faculty. Office 365 combines Microsoft Office applications and the cloud to create a more convenient, collaborative, consistent work and file managing outlet.

Learn for about Office 365 at the [Office Training Center](#)

Microsoft OneDrive

OneDrive is a file hosting service that allows you to sync files and later access and share them from a web browser or mobile device.

[Get Started with OneDrive](#)

Classroom

Holy Family makes a number of multi-purpose computer labs (and printing) available to faculty, staff and students during the university's regular operating hours. Entire rooms can be reserved by completing an [Internal Event Request Form](#).

Extron

IT has installed Wall-mounted Extron control panels in some computer labs, allowing faculty to switch between projecting a PC desktop, DVD, or VHS.

[How to Operate the Extron Control Panel](#)

AMX

The AMX Control system is an on-screen control system that allows faculty to raise/lower the projections screen, adjust volume, and switch between multimedia inputs (PC, DVD, VHS, TV, Document Camera). AMX requires Internet Explorer.

[How to Use the AMX Control System](#)

Custom Software

The IT Department may be able to accommodate special software requests for IT maintained computer labs. All requests for software should be submitted to IT no later than 30 days before the date during which the software is to be used. Contact the IT Help Desk for more information.

Helpful Links

The link locations for the following applications are listed for convenience only, and do not necessarily represent a collection of software or services supported by the Holy Family IT department.

Holy Family University Homepage	holyfamily.edu
Canvas	holyfamily.instructure.com
My ADP	myadp.com
ADP Workforce	workforcenow.adp.com
Colleague	https://phlguic01.holyfamily.edu:8092/ui/home/index.html
AdAstra	phladastra02.holyfamily.net/AstraProd/Portal/GuestPortal.aspx
IT Help Desk	holyfamily.edu/current-students/student-resources/help-desk
Google Mail	mail.google.com
MS Office 365 (Including OneDrive)	login.microsoftonline.com
SelfService	https://selfservice.holyfamily.edu/Student/Account/Login
Center for Academic Enhancement	https://www.holyfamily.edu/current-students/student-resources/center-for-academic-enhancement

Security

Practice Secure Computing

- Don't share user accounts.
- Keep passwords private
- Never give out passwords in an email
- Don't turn off anti-virus software
- Log out when you will be away from your computer
- Don't store confidential information on removable media or your hard drive
- Store important files on network drives (Q:), Google Drive, or OneDrive
- Desktops are not backed up. Users are responsible for backup up and securing any files stored on the desktop.

Is something missing from our IT Guide? Did we get something wrong? Let us know by submitting a request through Help Desk's online system