

INFORMATION TECHNOLOGY SERVICES

FACULTY & STAFF COMPUTING



UNIVERSITY OF
SOUTH DAKOTA

Find Answers at Coyote One Stop <https://link.usd.edu/onestop>

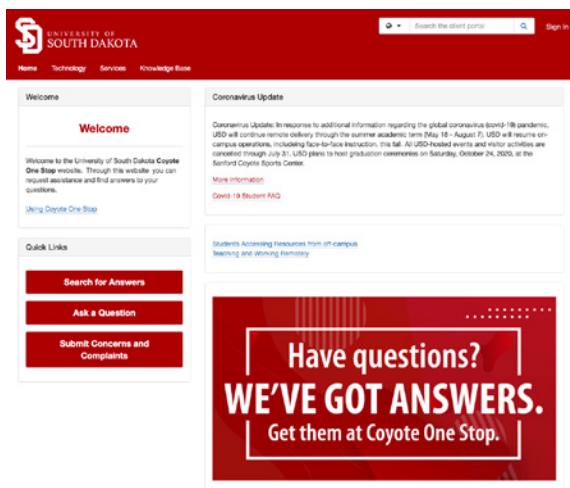
What's Available

We have created this quick reference to help you find technology resources available to you as a faculty/staff member at USD, as well as help you locate the information in Coyote One Stop.

Coyote One Stop

Coyote One Stop is an online destination designed to be used by USD faculty, staff, students, prospective students and parents to locate information quickly. Through this website you can request assistance and find answers to your questions. You can learn more about Coyote One Stop and see the public knowledge articles at <https://link.usd.edu/onestop>.

New knowledge is being added to Coyote One Stop every day. Academic Advising, Admissions, the Business Office, Charlie's Bookstore & Fan Shop, Financial Aid, Gallagher Center, Registrar, Student Government Association and Student Services are all participating in Coyote One Stop. Human Resources, University Libraries and Marketing and University Relations are also in the process of joining.



Coyote One Stop Search

If you are having trouble finding information try the search bar at the top of the page.



Getting Started

The following checklist has been created to help ensure you have everything you need for a successful start at USD. Please work directly with your supervisor for guidance and feel free to contact the ITS Service Desk at any time with questions.

Employee Checklist

- ☐ USD account access
- ☐ Workstation set up
- ☐ Printing set up
- ☐ OneDrive set up
- ☐ SNAP access
- ☐ Self Service Banner
- ☐ D2L training
- ☐ Combine D2L course sections (course mapping)
- ☐ Smart Classroom training
- ☐ Specialized software request for classroom use
- ☐ Subscribe to ITS Alerts board—Go to www.usd.edu/alerts
 - click **subscribe to the Net-Notice listserv** enter your information and click **Subscribe**

link.usd.edu/onestop > search for: **Employee Checklist**

<https://td.usd.edu/TDClient/33/Portal/KB/ArticleDet?ID=3897>

Acceptable Use of Information Technology Systems

All members of the USD community must use university computing and information resources responsibly, respecting the rights of other users and the integrity of application data and systems. Use of information and technology resources at the university is governed by the University of South Dakota and the Board of Regents (SDBOR) policy, as well as state and federal statutes. The SDBOR Acceptable Use Policy applies to the usage of all university computing resources and defines user responsibilities.

**IT IS AGAINST SOUTH DAKOTA BOARD OF REGENTS POLICY
TO SHARE YOUR PASSWORD WITH ANYONE.**

<https://www.sdbor.edu/policy/Pages/Section-7-Technology.aspx>

Password Security

Protecting your identity begins with protecting your password. To protect your privacy and data from being compromised, it is important that you choose a password that will be difficult for others to guess.

Link.usd.edu/onestop > search for: USD password reset

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=15>

Passwords are in place for **YOUR PROTECTION**
and you should **NOT SHARE** with anyone at any time.

Reporting Suspicious or Malicious Emails

Phishing messages are designed to steal information from you, such as your username and password. The Phish Alert Button (PAB) is a tool that you can use to report a potential phishing email. The PAB is installed in Outlook and Office 365, appearing in the toolbar as “Phish Alert” at the top of every message you receive. Use the PAB to report any malicious messages to the Service Desk.

Link.usd.edu/onestop > search for: Reporting Suspicious or Malicious email

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=130>

Anti-Phish Policy

This tool is intended to cut down the number of scam email messages that many University students, faculty, and staff receive every week. The policy compares an incoming email message to the history of messages in your Inbox. When the name on the message matches a name in your email history, but the address is different from the previous address, then the anti-phishing policy flags that message as dangerous, adding a banner at the top to warn you of the anomaly.

JANE.BOSS.USD.EDU32@GMAIL.COM appears similar to someone who previously sent you email, but may not be that person.



Report an Incident

Is something broken or just not working right? Let us know so we can get you the help you need.

Incidents are prioritized based on Impact (how many people affected) and Urgency (how your work is impacted), then assigned a target completion date.

Link.usd.edu/onestop > search for: Report an Incident

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=119>

Service Request

What is a service request?

- A service, software or hardware that you need or want which you do not already have access to.
- A request for information or advice
- Password reset
- **Examples:** Need Equipment Moved, Software Upgrade Needed, Set Up New Scanner

Link.usd.edu/onestop > search for: Service Request

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=118>

Services Available

Below you will find a list of some of the services provided to campus. To find out more information regarding the resources listed follow the path shown below each service in red. You may be prompted to log into Coyote One Stop.

Example: <https://td.usd.edu/TDClient/33/Portal/Requests/ServiceCatalog>

Note: If the service is listed in the myUSD portal it will be listed as:

my.usd.edu > Technology Tab

*To see a list of services please visit Coyote One Stop
and click the Services tab*

To request assistance contact the ITS Service Desk

Submit Requests Online: www.usd.edu/ithelp

Call: 605-658-6000 or Toll Free: 877-225-0027

Email: servicedesk@usd.edu

Alert Board

Find up to date information about technology related issues.

ITS conducts routine system maintenance on Wednesday mornings between 6 and 8 a.m. central.

<http://usd.edu/alerts>

Ask A Question

USD offers a virtual place to get access to the resources you need and provides assistance with any question you have. For questions related to financial aid, business office, advising, registration, student records, etc. Just ask your question and Coyote One Stop will get you an answer.

Link.usd.edu/onestop > search for: Ask a question

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=81>

Audience Response

Turning Point is the audience response system available for use on campus. Clickers are available for purchase at the Charlie's Bookstore & Fan Shop in the Muenster University Center. Students have the option to use their phone/tablet or computer to participate *if* instructors allow it. Students will have to



create a TurningPoint student account and purchase a license. Students will need to make sure to use their student email accounts when registering with TurningPoint.

Link.usd.edu/onestop > search for: TurningPoint audience response

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=46>

Cisco Jabber

Cisco Jabber brings together instant messaging, voice and video calls, voice messaging, desktop sharing, and conferencing. The application is available on Windows and Mac computers.

Link.usd.edu/onestop > search for: TurningPoint audience response

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=136>

Conferencing

Phone Conferencing

- State BIT Phone Bridge – For conducting phone conferences involving more than three lines, the state has a phone conference bridge available.

[my.usd.edu > Technology Tab > Technology Support > Campus Technology> Conferencing Technologies>Phone Conferencing](#)

- Meet Me – allow users to dial into a conference. Meet Me requires a Cisco IP phone and can include up to 10 participants.

Link.usd.edu/onestop > search for: Meet Me

<https://td.usd.edu/TDClient/33/Portal/KB/ArticleDet?ID=3858>

Video Conferencing

The university has room-based systems available.

- Room-based systems use either a Polycom or Cisco Video Endpoint. To set up a conference, check rooms.usd.edu for availability. This equipment is also compatible with the state DDN video conference network.

Link.usd.edu/onestop > search for: Reserving Room 25Live

<https://td.usd.edu/TDClient/33/Portal/KB/ArticleDet?ID=2153>

Web Conferencing

Web conferencing is available to the campus community through WebEx and Zoom.

- 
- WebEx lets you have online meetings with anyone who has an Internet connection – including mobile users. WebEx licensing is with Cisco IP phones.

Link.usd.edu/onestop > search for: Webex Meetings

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=35>

- Zoom web conferencing is available for use within D2L. Zoom is also available for use as a standalone conferencing solution.

Link.usd.edu/onestop > search for: Zoom Web Conferencing

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=36>

Coyote Connections

Coyote Connections is a student success tracking system that can serve several functions for faculty and advisors. Its most common functions include scheduling assistance, messaging students, attendance-taking, and a platform for tracking Early Alerts. However, departments can use analytic tools to answer all kinds of questions about their majors.

Link.usd.edu/onestop > search for: Coyote Connections Early Alerts

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=113>

Technology Purchase Assistance

ITS provides a list of recommended hardware, including desktop PCs, laptops and printers. ITS will work with you to pick out the correct equipment to meet your needs.

Link.usd.edu/onestop > search for: Technology purchase assistance

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=18>

Desire2Learn (D2L)

Desire2Learn (D2L) is the learning management system, providing faculty and students with one location for course content, including:

- Assignments
- Discussion boards
- Quizzes
- Tests

<https://d2l.sdbor.edu/>

Link.usd.edu/onestop > search for: Logging into D2L

Be sure you submit a **Course Mapping Request** to combine multiple sections into one D2L course.

Link.usd.edu/onestop > search for: D2L Course Mapping

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=112>



Duo Multi-Factor Authentication

USD uses Office365 email. You can use Microsoft Outlook to access your email from any computer. You can also access it online by browsing to mail.usd.edu. Online access will give you much of the same functionality as the Microsoft Outlook client but has some limitations. In the link below you will find instructions to set up email on your personal computer and mobile devices.

Link.usd.edu/onestop > search for: Duo Multi-Factor Authentication

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=114>

Email Account

USD uses Office365 email. You can use Microsoft Outlook to access your email from any computer. You can also access it online by browsing to mail.usd.edu. Online access will give you much of the same functionality as the Microsoft Outlook client. OneDrive file storage will sync files across all your devices so you can access them anytime or anywhere both online and offline.

Link.usd.edu/onestop > search for: OneDrive storage

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=65>

Equipment Checkout

ITS maintains an inventory of media equipment for short-term loan. Equipment use is restricted to university business only, not for personal endeavors and can be checked out for up to seven days.

Link.usd.edu/onestop > search for: Equipment Checkout

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=20>

OneDrive File Storage

To ensure you do not lose data, it is important to always keep backup copies of important information. ITS recommends that you save all your work-related documents to your My Documents folder. ITS redirects the My Documents folder to your OneDrive in the cloud. OneDrive file storage will sync files across all your devices and access them anytime or anywhere both online and offline.

Link.usd.edu/onestop > search for: OneDrive storage

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=50>

Microsoft Office at Home

There are two options available for using Microsoft Office at home.

1. **Microsoft's Home Use Program** – Pay Subscription to share with household for personal use
 - a. Faculty and staff are eligible for the Microsoft's Home Use Program (HUP). As a USD employee; the HUP provides you the opportunity to score a great price on an Office 365 subscription.

Link.usd.edu/onestop > search for: Microsoft Home Use Program

<https://td.usd.edu/TDClient/33/Portal/KB/ArticleDet?ID=2951>

2. **Office 365 Pro Plus** – Free Subscription included with your USD account for your use.
 - a. Subscription-based Office package that is free while employed with the University of South Dakota.
 - b. Any University of South Dakota Faculty, Staff, or Student is eligible.
 - c. Office 365 Pro Plus is a full version of Office.
 - d. Install on up to five devices — Windows, Mac and mobile devices such as Windows, Mac, and mobile devices such as Android, iPhone or iPad.

Link.usd.edu/onestop > search for: Install Office 365

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=52>

Off Campus Access

There are two ways to access the network resources from off campus

1. Remote Access server (<https://remote.usd.edu>)

Students, faculty, and staff can still access many network resources even if they are not on the campus network. The VMWare Horizon Client allows you to connect to a virtual Windows 10 computer that can be used to access resources and software only available on campus.

Link.usd.edu/onestop > search for: Remote Access Tool is right for me

<https://td.usd.edu/TDClient/33/Portal/KB/ArticleDet?ID=202>

2. Virtual Private Network (VPN).

Most remote work can be done without using the VPN service, which allows you to securely connect to USD's network as though you were physically on campus. VPN should only be used if you are accessing a service that requires it.



Link.usd.edu/onestop > search for: Remote Access

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=72>

Personal Discounts

Discounts on various computers and software packages are available to all faculty, staff and students for personal use. These discounts are offered by outside vendors and are not coordinated through the University of South Dakota.

[my.usd.edu > Technology Tab > Technology Support > Faculty/Staff > Software and Computer Discounts for Staff/Faculty](#)

Qualtrics Survey Software

Qualtrics Research Suite is a powerful survey tool that is highly customizable and easy to use. With Qualtrics, you can design and distribute surveys, manage the responses, track the participants, and analyze the data, all in an easy-to-navigate, web-based interface.

Link.usd.edu/onestop > search for: Qualtrics Survey

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=134>

Report Requests

Reports are available to USD faculty and staff using USD's Data Cookbook. Users can view the current reports available in the USD Data Cookbook from data systems such as Banner or Colleague or make a new specification request if needed.

Link.usd.edu/onestop > search for: Data Cookbook

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=29>

Scantron Test Grading

Note: Scantrons must be brought to the Testing Center in the North Commons 107

A Scantron Test Scanner provides test scanning services to faculty to quickly and accurately grade multiple choice exams.

Link.usd.edu/onestop > search for: Scantron

<https://td.usd.edu/TDClient/33/Portal/KB/ArticleDet?ID=682>



Smart Classrooms and Teaching Labs

ITS has numerous state-of-the-art Smart Classrooms throughout campus. Smart Classrooms provide the presenter with the equipment necessary to control the classroom technology from the instructor's station. The teaching labs also include computers for student use.

[my.usd.edu](#) > [Technology Tab](#) > [Technology Support](#) > [Campus Technology](#) > [USD Smart Classrooms](#)

[my.usd.edu](#) > [Technology Tab](#) > [Technology Support](#) > [Campus Technology](#) > [Teaching Labs](#)

SPAM Handling

SPAM is unsolicited, unwanted email sent for marketing purposes. It is often trying to sell you something like unwanted goods or services. You can safely send SPAM to the Junk folder and ignore it. If you are not sure whether a message is Phishing or SPAM, please use this service to report the message! The Security Team will let you know whether it is SPAM or Phishing.

[Link.usd.edu/onestop](#) > [search for: Reporting Suspicious or Malicious email](#)

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=130>

Standard Hardware Support

The ITS Service Desk provides support for the purchase, installation, configuration, and troubleshooting of supported hardware. To ensure consistency of support, ITS will not provide support for hardware that is not on the standard support list; limited consultation may be available

[my.usd.edu](#) > [Technology Tab](#) > [Technology Support](#) > [Services](#) > [Hardware Support](#)

Supported Software

The ITS Service Desk provides support for purchasing, installation, configuration and troubleshooting of supported software. To ensure consistency of support, ITS will not provide support for software that is not on the standard support list; limited consultation may be available.

[my.usd.edu](#) > [Technology Tab](#) > [Technology Support](#) > [Services](#) > [Software Support](#)



Training on Campus

The Center for Teaching and Learning (CTL) is dedicated to the development of extraordinary teaching and learning and facilitates growth for staff and faculty from graduate teaching associates to senior professors.

<https://www.usd.edu/center-for-teaching-and-learning>

Webinar

The University of South Dakota has partnered with PlatformQ to offer a webinar service (Conduit) to units at the university.

Faculty and staff can submit requests to utilize the webinar platform for presentations to prospective students, current students, international audiences, industry professionals, etc. Audiences can watch the webinars live or access videos after the presentations have concluded.

Link.usd.edu/onestop > search for: Webinar

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=132>

Wireless Access

Buildings throughout campus have wireless access. Eduroam is a secure, worldwide roaming wireless network access service and is available for University faculty, researchers, staff and students at USD campuses.

Through this service, USD faculty, staff, and students may now access Wi-Fi networks at any participating Eduroam campus using their USD username and password. This also means any member of another participating school may also log in to the USD Eduroam network by using their institution's login credentials.

Link.usd.edu/onestop > search for: Connecting to Wireless

<https://td.usd.edu/TDClient/33/Portal/KB/ArticleDet?ID=200>

Self-Service Banner(SSB)

Banner Self-Service is a web interface which provides access to the student information system. Faculty need a Banner Self-Service account to:

- View class rosters
- Post grades
- Check for available courses for advisees
- Student Planning



Your username and password is your USD email address and password.

Link.usd.edu/onestop > search for: SNAP

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=101>

SNAP

System Navigation Access Portal (SNAP). This Portal is a Self Service portal that allows you to log into a secure website to:

- Enter hours worked
- Submit Leave Request
- Access EZBuy

Your username and password for your account is your USD email address and password.

- If you have questions regarding time entry, please contact your supervisor or the Human Resources office directly at 605-658-3660.

Link.usd.edu/onestop > search for: SNAP

<https://td.usd.edu/TDClient/33/Portal/Requests/ServiceDet?ID=101>



NOTES



UNIVERSITY OF
SOUTH DAKOTA

ITS Service Desk

Academic Commons — ID Weeks Library 104

Submit requests online [**www.usd.edu/ithelp**](http://www.usd.edu/ithelp)

605-658-6000 | 877-225-0027 | servicedesk@usd.edu

Find Answers at Coyote One Stop [**https://link.usd.edu/onestop**](https://link.usd.edu/onestop)

Follow us:

Facebook [**https://www.facebook.com/usdtechnology**](https://www.facebook.com/usdtechnology)

Instagram [**https://www.instagram.com/usdtechnology**](https://www.instagram.com/usdtechnology)

Twitter [**https://twitter.com/USDTechnology**](https://twitter.com/USDTechnology)

This document is available in alternative formats upon request. For assistance, call Disability Services at USD at 605-658-3745 or email disabilityservices@usd.edu.