

Faculty of Health Sciences

Information Technology

Orientation

Last Updated - January 2019



Computing Support

IT Support is available through the Faculty of Health Sciences and SFU Information Technology Services (SFU ITS).

The Information Technology (IT) Staff in the Faculty of Health Sciences (FHS) consists of one desktop / systems administration support person, Ted Seto, one systems analyst, Jasper Stoodley, and an IT Services Manager, Darrin Grund.

FHS IT Staff manages and provides support for hardware, software, filespace and printers within Blusson Hall.

SFU ITS manages services provided to the entire University community. These include SFU Connect email and calendaring, web-based tools and services (Websites, Canvas, SIMS, mySFU). The IT support model adopted within FHS leverages these university-wide services wherever possible.

FHS IT Staff is available to provide end-user support to some centrally provided systems such as SFU Connect email, calendar and multifunction photocopiers.

FHS IT staff is available to help with all aspects of your computing needs. When your computer equipment arrives, IT staff will do the initial set up and configuration and ensure your operating system and software receive patches & security updates automatically.

Key Contacts

Generally, all requests for IT support should be directed to fhs-help@sfu.ca

- For urgent matter during regular business hours, call 778-782-6884
- For after-hours support (limited), contact the SFU ITS Burnaby Service Desk

FHS IT Support Request Email fhs-help@sfu.ca	SFU IT Services Burnaby Service Desk Email : help@sfu.ca Phone : 778 – 782 - 3230
Jasper Stoodley – Systems Analyst Email : stoodley@sfu.ca Phone : 778 – 782 – 7623	Darrin Grund – IT Services Manager Email : dmgrund@sfu.ca Phone : 778 – 782 – 5341

SFU Computing ID

An SFU computing ID is needed to access IT resources provided by FHS and SFU ITS.

Your SFU Computing ID is automatically created for you when you appear in Payroll. You will receive an email to your non-SFU email address saying that your SFU computing ID is ready for online activation. You will need to know your 9-digit SFU id. Alternatively you can visit any SFU ITS information point with picture id. (On Burnaby campus this is in Strand Hall, Rm 1001, phone 778-782-3234).

Once you have your SFU computing ID, please inform FHS IT staff to proceed with creating your profile and enabling your access to IT resources provided by FHS.

E-mail

SFU ITS currently supports the entire university with email accounts and mail infrastructure, called 'SFU Mail'. The Faculty of Health Sciences leverages email services provided by SFU ITS and does not manage its own mail server.

Your SFU computing ID is also used as your email address. An email alias may be setup to automatically forward all emails to your computing ID. Please speak to SFU ITS help desk for more information about aliases.

While SFU ITS runs the university-wide mail infrastructure and provides email accounts, FHS IT staff provides end-user support. There are two ways to access your email account, via the SFU Mail web client at <https://mail.sfu.ca> or with a supported desktop or mobile client such as Microsoft Outlook, Apple Mail or Android Email.

All users can access their SFU email, calendars, and contacts in the palm of their hand using their mobile devices.

Instructions on how to setup your mobile device can be found at <https://www.sfu.ca/sfumail/using-sfu-mail/getting-started/mobile-devices.html>

Please contact FHS IT Staff when you receive notifications about your quota.



Calendar

Calendaring is part of SFU Mail. All FHS staff and faculty should use this calendar to arrange meetings, book rooms & equipment.

The system also allows members to view each other's calendars to facilitate scheduling. You can set permissions for certain people to see your calendar as well as enable another calendar user to manage your schedule.

File Space

All FHS Employees have personal file space managed by the FHS IT group and are closely integrated with your SFU Computing ID and password.

There is also a shared file space accessible by everyone. In addition, depending on your membership in a functional group (Faculty, Research Staff, etc), you may have access to additional shared file space. This is only accessible by members within those groups. On Windows desktops, they are accessible to you through My Computer. On Windows laptops and Mac, please speak IT Staff about setting up access to your space.

Your personal file space is accessible through the My Documents folder or through P: in My Computer. This space is accessible only to you and FHS IT Staff.

All shared filespace are accessible through S: in My Computer. All members employed with FHS have access to the shared Everyone folder. All files in this folder can be read by any member, but writing is restricted to your own folder and folders owned by functional groups you belong in. The shared drive (S:) contains folders for the exclusive use for members of that functional group (Faculty, Programs Staff, etc).

Remote file access from anywhere off campus is available for your Personal (P:) drive only.

Users are assigned space quotas on the file server. Please speak to the IT Services Manager regarding these quotas.

Files stored in these file spaces are stored remotely on a server managed by FHS. The server is located in a secure location. All files spaces (including your personal file space are backup daily.. Users also have the ability to restore deleted files themselves.

SFU Vault

SFU is offering access to the highly versatile SFU vault cloud storage service to faculty, staff, and students who have an active SFU Computing ID. This service is available at no cost and can be used across multiple devices.

SFU vault provides easy file sharing between teams or individual users to assist in the various projects undertaken by University members and to foster collaboration from external access points.

More information on setting up SFU Vault can be found at <https://www.sfu.ca/itservices/collaboration/sfu-vault.html>

Files stored on university computers and filespace is governed by the SFU General Policy (GP 24) - Fair Use of Information and Communications Technology. All Faculty and Staff should be familiar with this policy. More information can be found at <https://www.sfu.ca/policies/gazette/general/gp24.html>.

Of particular note is the use of file storage for personal purposes. The use of SFU/FHS file storage for personal purposes is discouraged.

FHS IT does not actively monitored the use of file storage. However all data is backed up and can be retrieved for FHS purposes.

Printers

A number of network colour multifunction devices (printer/copier/ scanner) are centrally located in work rooms on each floor of Blusson Hall (rooms 11501, 10501, and 9501) and are available for your use. In addition to printing, these devices can perform black + white photocopies, faxing and scan documents to PDF in colour.

Staff and Faculty located in the FHS administrative area (3rd floor) have access to a network colour multifunction device in the photocopier/mail room, located behind the receptionist.

For Windows Desktops, the printers closest to your office will be automatically setup for you. For personal Windows Laptops and Macs, please see <https://www.sfu.ca/itservices/technical/sfu-print/how-to-guides/> for setup documentation.

Computer print jobs are tracked via your SFU Computing ID and can be associated to a fob. For both walk-up photocopying/scanning and computer print jobs can be released using this fob. Please see the receptionist in the Dean's Office (BLU 11300) to have a fob assigned to you.

Web

The Faculty of Health Sciences manages and maintains a public-facing Faculty website. Each faculty and staff member has a profile on the FHS web site that uses a standard page template. This template can also provide a URL(s) to your person home page (on the general SFU web server). It is the responsibility of each faculty/staff member to keep their profile content up-to-date.

FHS also has InfoCentral, an internal Intranet site accessible only to FHS Faculty and Staff. This site hosts internal administrative and committee documents, a discussion forum and faculty planning, room and resource calendars. You can log into the site at <http://www.sfu.ca/fhs/fhsinfocentral.html>.

Computer Network Connections

Wired connections

Computers that hook up to the Internet through a patch cable are connected to the SFU high speed network infrastructure. This wired network carries the majority of the SFU Internet traffic.



Wireless

SFU has a wireless network for all faculty, staff and students to use. To access the network you need to login with your SFU ID and password to the wireless network using your computer's web browser.

SFUNET-SECURE is the preferred wireless network (as opposed to SFUNET) to use as it is more secure and provides automatic login for your mobile device.

Eduroam is also provided by SFU and is intended for visitors from other educational institutions. Eduroam (**education roaming**) is the secure, world-wide roaming access service developed for the international research and education community. Your SFU ID and password can be used to log onto Eduroam at participating institutions.

Both SFUNET-SECURE and Eduroam can be setup using XpressConnect, an automatic secure wireless installer. This can be found at <http://www.sfu.ca/itservices/technical/wireless.html>

Audio / Visual Equipment

FHS has in-room Audio / Visual equipment for instructional use.

FHS Computing Labs (11660), FHS Classrooms (10401 / 11401), Seminar Rooms (9920/ 9011 / 9021), FHS Boardroom (BLU11021) have built-in AV equipment. These rooms have a LCD projector built into the room that displays video from the front teaching computer. Instructions on use are posted in the rooms.

FHS Meeting Rooms (11002 / 11808 / 11028) have an LCD Projector permanently assigned to the room.

FHS IT Staff provides technical support for AV equipment used within FHS-designated teaching spaces (FHS Seminar Rooms / Classrooms).

For non-FHS teaching spaces and all space outside of Blusson Hall, SFU AV Services provides equipment bookings and technical assistance. More information can be found at https://www.sfu.ca/itservices/technical/av_services/burnaby.html

Videoconferencing

The university uses BlueJeans, a cloud-based video conferencing service, to provide high-quality video meetings for faculty, staff and students.

The BlueJeans service allows people to connect with various systems, including traditional videoconference units, Skype, Google Video Chat, telephone, etc between multiple sites.

The faculty has a built-in Videoconference system in The Boardroom (BLU11021). A portable, dual screen HD videoconference unit is also available. This can only be used in “The Fishbowl” (BLU 11002).

A booklet with detailed instructions on use of the The Boardroom system is located in-room and posted on InfoCentral

There is an identical unit for FHS use at Vancouver Harbour Centre Campus.

Usage

Thesis Defense, Capstone Presentations and Project Presentations are supported by FHS Education Programs. Please speak to the FHS Programs Assistant or Graduate Programs Assistant for more information.

For all other uses (academic or research meetings), users are expected to coordinate videoconferencing and setup the videoconference system on their own.

The built-in Videoconference system in The Boardroom (BLU11021) is available for academic or research meetings as self-help use. Please allow 3 business days to book the Bluejeans service and to familiarize yourself with the equipment. The process is as follows

1. Book The Boardroom (BLU11021) via SFU Connect
2. Request a Bluejeans Meeting ID by schedule a Bluejeans Meeting with SFU IT Services

<https://www.sfu.ca/itservices/technical/videoconferencing/bluejeans.html>

3. Send remote connection instructions (via Web Browser and/or Phone) to remote participants

4. Schedule time to familiarize yourself with the built-in system in BLU11021 at least a day prior to the videoconference meeting. Instructions on connecting to system to Bluejeans can be found in The Boardroom.

For technical assistance, FHS IT can be reached at fhs-help@sfu.ca or 778-782-6884 during regular business hours.

TRACS: Teaching, Research and Collaboration System

The TRACS system was initially developed in-house by staff and co-op students in the SFU Beedie School of Business over the last 4-5 years. FHS launched FHS TRACS in October, 2015 with basic functionality to support the course planning process (annual), as well as, faculty teaching pattern and leaves management.

The system is currently available to all Faculty. Faculty can currently view their own personal contact information, Teaching history and TTR pattern. Additional features will be available soon! Faculty log into the system via their SFU computing ID and password.

Link accessing the system is <https://tracs.fhs.sfu.ca/tracs/admin>

A Faculty quick users guide has been created and is accessible on InfoCentral, <https://www.sfu.ca/fhs/fhsinfocentral/it/it-orientation.html>



Appendix I

Standard Configuration

The Faculty has implemented a standard hardware and software platform as follows:

Hardware:

- Desktops Dell Optiplex series
- Laptops Dell Latitude series

Operating System:

- Windows 10 Enterprise

Software:

- Office Productivity: Microsoft Office 2016 Suite*
(Word, Excel, PowerPoint, Access)
- Web Browser: Google Chrome, Mozilla Firefox, Microsoft Internet Explorer
- Media Player : VLC Media Player
- Anti Virus: Trend Micro OfficeScan
- Other: Adobe Reader, WinRAR

* SFU can provide continuing staff and faculty a copy for home use at a greatly discounted price. Information about the home use program can be found at <http://www.sfu.ca/itservices/technical/software.html>

The university also has site licenses for various Statistics and GIS packages, e.g. ArcGIS, SPSS, S-Plus, SAS, NVivo..

Other software may be ordered as well. Please contact FHS IT Staff regarding academic pricing and purchasing.

Updates to desktop software are pushed out. Your desktop machine checks for updates, patches, service packs, etc every time it starts up and periodically throughout the day. These updates are only available to Windows users at this time.

For users wishing to run other environments (Mac OS, Linux) and mobile devices, we provide limited support depending upon the configuration. Please be aware that certain services such as access to the networked file spaces may be not be available depending on the operating system.