The process for getting EMU systems access depends on your role.

**Royal Username**

**Students**

- Your EMU account will be created when you pay your tuition deposit or register for classes.
- You will receive your login information from the admissions office of your program.
- See the [EMU Login Information page](#) for a list of systems you'll have access to.

**Faculty & Staff**

- Your EMU account will be created when Human Resources enters your information into J1 as part of the hiring process.
- Your login information will be sent via Campus Mail to your department.
- You will need to setup 2-Step authentication on your EMU Google account within 14 days or you will be locked out.
- See the [EMU Login Information page](#) for a
list of systems you'll have access to.

Sponsored (Affiliate)

- A Sponsored account is for someone needing access to EMU electronic resources that is not an employee.
- The department requesting the sponsored account should contact the Human Resources.

Guests

- Guests may access EMU wifi without an EMU account.
- Guests who need access to EMU computers will need to be sponsored by an EMU employee.
- The EMU employee may create an account for them at emu.edu/is/guest.
- Computer Access for Visitors

Alumni

- Alumni continue to have access to all their EMU accounts for one year after graduation.
- Notification of the account
expiration will be sent prior to account removal. Graduates are responsible for archiving any mail or files they want to retain. • Alumni can access myEMU for life. This gives access to their unofficial transcript.

The EMU directory is located in my.emu.edu. All faculty, staff, students and emeriti are listed in the EMU directory. Users must be logged in to view student contact information.

Faculty & Staff

Updated contact information can be submitted at: https://my.emu.edu/ICS/Directory/Update_Employee_Info.jnz. Human Resources will review the change before it is published.

Office move information can be submitted at: https://helpdesk.emu.edu/jira/servicedesk/customer/portal/1/create/357.

Students

Updated contact information can be submitted at https://my.emu.edu/ICS/Directory/Update_Student_Info.jnz. The Registrar will review the change before it is published. Changes to EMU residence location information is managed by Student Life.
Service Cost

There is no graphic for this service.

Managing Team

Application Development

There are no upport applications.
Password Help

If you provide a mobile phone number, you can reset your password any time at http://passsword.emu.edu.

Royal Password
Changing Your Royal Password
After Changing Your Royal Password
Royal Password Expiration Notice
Sync Gmail Password

Logging Into EMU Systems

All EMU systems will use your Royal password, EMU username or EMU email address for authentication. Two-step authentication is required on Google services for faculty and staff.

25Live
• 25live.col

Broadcast Email
• email

Gmail
• https://gmail.com

Accounts Access

EMU

Faculty, Staff, Students, Affiliates, Guests
<table>
<thead>
<tr>
<th>Papercut</th>
<th>Password Self-Service</th>
<th>Ricoh Multi-Function Devices</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://papercut.emu.edu">link</a></td>
<td><a href="http://password.emu.edu">link</a></td>
<td><a href="http://sweepEMUcard.emu.edu">link</a></td>
</tr>
<tr>
<td>Royal password Faculty, Staff, Students</td>
<td>Royal password Faculty, Staff, Students</td>
<td>Royal password Faculty, Staff, Students</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Symptoms</th>
<th>Teamwork</th>
<th>TMA</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:emu@emu.edu">link</a></td>
<td><a href="https://teammwork.emu.edu">link</a></td>
<td><a href="https://tma.emu.edu">link</a></td>
</tr>
<tr>
<td>TMA Nos</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
An ID card is issued to each student, faculty and staff. This card is used for:

- Entry to residence halls
- Entitles students to free or discounted admission to all events sponsored by their activity fee including athletic events
- Films, performing art series, concerts and theater performances

The card is required for:

- Admission to the Dining Hall for those on a meal plan
- All transactions at the Business Office
- Checking out books in Hartzler Library
- Purchases at the University Bookstore
- Purchases at the Common Grounds.
Students are charged $15 for replacing lost cards.

Damaged cards are replaced at no charge.

Your EMU ID photo will be used for your EMU ID card and may also be used in the EMU web directory and Moodle, accessible only by current authenticated students and employees. You may request that it not be used for the EMU web directory and Moodle by completing the Personal Information Update Form on myEMU.
Broadcast Message System

The preferred method for sending broadcast messages is via the web application at www.emu.edu/broadcast. When you login and click New Message you will be presented with a list of the broadcast lists available to you. You can select as many as appropriate to reach your intended audience. Each list has a ? to the right of the name; clicking that will provide a brief description of the list.

You can also send to these lists via email. Sending by email is necessary if you wish to send an attachment (though attachments are not recommended). Within a few minutes after sending your message, you will receive a message asking you to confirm that you sent the message. This is to prevent inappropriate and malicious messages from getting through. You must confirm your message for it to be sent. If you wish to avoid the confirmation messages, use the web application.

When an email message is sent to a broadcast list and the size of the message exceeds 1MB, it will be rejected. There are ways you can reduce the size of the message, such as by using PDFs as attachments. PDFs are more universally viewable than application documents such as Word or Excel. Also, if the content of any document that is converted to PDF includes an embedded photo, reducing the size of the photo with a tool like Microsoft Office...
Photo Manager will go a long way toward reducing the size of the file. Pictures sized to 800 x 600 pixels or less are more than adequate for documents being exchanged in email.

Choose your audience carefully. Consider especially that everyone and all students will reach an extremely diverse range of people including, for example, distance education students who may be far removed from campus. In general, it is best to select the list that most specifically target those to whom the message will be most relevant. If you believe your message needs to reach a large number of people and is not urgent, consider use of a web resource that is not email.

NOTE: After sending a broadcast message you will need to allow at least 15 minutes before you are likely to see your copy of the message arrive in your inbox. Depending on the load of the mail server and the number of names in the broadcast list it could take even longer. Do not resend the message just because you have not seen your copy. Contact the Helpdesk if you suspect there may be a problem. Sending the message again will likely result in two messages going to all the addresses on the broadcast list.

Broadcast Message Digest

Sharing A File Through The Broadcast System

Sympa Mailing List
EMU's calendar services are provided by Google. Your calendar is accessed at http://calendar.google.com using your EMU email address and Royal password.
Managing Team

User Services

Applications

Google Calendar

A conference calling service is available upon request to connect multiple people/locations. If you would like to use this service please fill out this form to request an account.

Conference Calling features:

- Individualized conference rooms
- Conference call passphrase for security
- Flexibility to start a conference from any telephone, computer or mobile device
- Live conference call controls for the moderator such as:
  - Monitor participants in the call in real time
  - Mute / Unmute participants
Location
Recommendations
for Conference Calls

Affiliates

Services

There is no charge for this service

Managing Team

Network Systems

Applications

CenturyLink Ready Access
EMU’s email services are provided by Google and come with unlimited storage. Your email is accessed at http://gmail.com using your EMU email address and Royal password. Faculty and Staff are required to use Google 2-Step Authentication to protect their email account.

Email Addresses at EMU

#### Service Attributes

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Service Name</th>
<th>Audience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication &amp; Collaboration</td>
<td>Email</td>
<td>Faculty, Staff, Students, Affiliates, Retirees</td>
</tr>
</tbody>
</table>

The service is free for this service.
About EMU Alerts

EMU Alerts is a notification system capable of sending emergency notifications instantly and simultaneously to registered mobile phones and email addresses. EMU has contracted with Rave Mobile Safety as our EMU Alerts system provider.

EMU Alerts is an opt-out system. Mobile phone numbers and email addresses are automatically enrolled to the alert system. Instructions for opting-out are below.

Sending EMU Alerts

The EMU Alerts system is only used for urgent campus-wide messages authorized by a campus administrator who is a member of the President’s cabinet. The system will be tested occasionally with appropriate advance notice to the campus.

In a typical year four to six messages are sent through the EMU Alerts system. The most common reason is for an alert is weather related class cancellation.

How we use your information
Only members of the EMU Crisis Management Preparedness Team (CMPT) and its designated agents will have access to the information. All information within the EMU Alerts system is private. We will never publicize your phone numbers or email addresses without your permission.

Refusing EMU alerts

If you do not wish to receive EMU Alerts messages please visit the employee update or student update form and select "No, I DO NOT want EMU Alert messages" for your mobile phone and/or non-EMU email addresses. EMU Alerts will always be sent to your EMU email address.

We encourage all faculty, staff and students to remain enrolled in EMU Alerts. Enrollment will ensure you receive notifications critical to your safety and well being.

Requirements

To receive EMU Alerts you'll need a phone that supports text (SMS) messaging or a non-EMU email address. Nearly all mobile phones support text messaging; home and office phones generally do not. Rave will not attempt to sent alert messages to non-supported phones.

Note that EMU Alerts are automatically sent to all EMU @emu.edu email addresses. Please do not enroll EMU email addresses in EMU Alerts.
Updating EMU Alerts information

To update your phone number or non-EMU email address--as well as other address and contact information--please visit the employee update or student update form.

Signing up others

Only faculty, staff and students are enrolled in EMU Alerts. However, you can enroll multiple phone numbers--including your parents’, spouse’s, etc. To enroll these numbers visit the employee update or student update form and add the phone number to the ‘EMU alerts Additional Mobile Contacts’ section at the bottom.

Web Work Team

The EMU website is designed, developed and maintained by the Web Work Team (WWT). This is a collaborative effort between marketing services and information systems. The team is made up of staff from both marketing and information services. The team plans and discusses issues related to the EMU website.

Web content for the public-facing website is maintained through a content management system (CMS) which the marketing department manages. Some departments have CMS users that have access to make limited changes to the content of department web
pages. Users are trained by the web project manager and strategist and must understand and agree to support the policies and standards provided by the marketing department.
Events can be added to the EMU Events Calendar through 25Live. Contact Marketing Services if you want to add events to the web calendar.

emu.edu/events
Access to Faxing

In order to use faxing you need access to your department's fax number. Please have your office assistant request access by sending an email to the helpdesk.

Setting up the FaxFinder Client

Service Attributes

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Service Name</th>
<th>Audience</th>
<th>Service Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication &amp; Collaboration</td>
<td>Fax</td>
<td>Faculty, Staff</td>
<td>No charge for this service</td>
</tr>
</tbody>
</table>

• Access to Faxing
• Setting up the FaxFinder Client
• Sending a fax - FaxFinder Client
• Sending a fax - fax. emu.edu web client
• Sending a fax - Printing
• Receiving a fax
• Setting up Windows Fax and Scan
• Creating a cover page (WFS)
• Sending a fax - Attach PDF (WFS)
• Sending a fax - Printing (WFS)
• Receiving a fax (WFS)
If you are not configured to receive faxes you can skip this step. Jump ahead to "Sending a fax - fax.emu.edu web client."

- From a windows computer open EMU Applications from the desktop
  - From a mac ...
- Install FaxFinder Client
- Once installed open the FaxFinder Client from your desktop
- Click Fax > Add:
  - Server Address: fax.emu.edu (check use SSL)
  - Enter your ROYAL S user name and password and click OK

Sending a fax - FaxFinder Client

- Open up the FaxFinder Client
- Click New Fax
- In the To section click To:
• Enter a Name
• Enter a Fax Number
• Optionally check "Add to Personal Contacts" to save the contact for subsequent faxing
• Click OK

• In the Attachments section click Browse to browse for a .pdf or .tif file
• Navigate to and select your file
• Click Open

• Review the options and click Send
• Watch the status of the fax on the Scheduled tab. Click Refresh (upper right) to refresh the status.

Sending a fax - fax.
emu.edu web client
• Navigate to fax.emu.edu and login
• Click **Send Fax**
• In the **Find Recipient** section select an option
  • If adding a new contact enter Name and Fax Number at minimum
  • Click **Add Recipient** to add the contact to the recipients list
• In the Attachments section click **Choose File** to browse for a .pdf or .tif file
  • Navigate to and select your file
  • Click **Open**
• Review the options and click **Send**
• Watch the status of the fax at Status & Logs > Fax Status

**Sending a fax - Printing**
When printing a document select the printer **Multi-Tech FaxFinder**

- This printer is automatically installed when you install all the Fax Finder Client

- **A New Fax window will open**

- In the To section click To:
  
  - Enter a Name
  - Enter a Fax Number
  - Optionally check “Add to Personal Contacts” to save the contact for subsequent faxing

  - Click OK

- Review the options and click Send

- Watch the status of the fax on the
Scheduled tab. Click Refresh (upper right) to refresh the status.

Receiving a fax

- When your fax number receives a fax, users configured to receive your faxes will receive an email notification.
- To view the fax: Open the FaxFinder Client and navigate to the Received tab.
- You will see a list of received faxes.
  - Fax es will be retained here for 30 days.
  - Click on the page icon to view the fax in a PDF viewer.

Setting up Windows Fax and Scan

- Click on Start, navigate to the Windows Accessories folder and choose Windows Fax and Scan.
- Click Tools > Fax Accounts > Add > Connect to a fax server.
on my network

• Enter: \file3
• Click next
• Click Done

• Control Panel > Phone and Modem
• Country: United States
• Area Code: 540

Creating a cover page (WFS)

• Add User Information: Windows Fax and Scan > Tools > Sender Information
• Full Name: Enter your name or your department's name
• Fax Number: Enter your Fax Number

• Create Cover page
• Windows Fax and Scan >
Sending a fax -
Attach
PDF
(WFS)

- Complete
  Sending a
  fax - Setup
- Windows
  Fax and
  Scan > New
  Fax

- To:
  Enter
  phone
  number
- Cover
  Page:
  Select
  cover
  page
  created
  in
  Creating a
  cover
  page
- Attach
  file:
  Click
  on the
  paperclip
  and locate
  your PDF file
Sending a fax -
Printing (WFS)

- Complete Sending a fax - Setup
- Print your document to the printer Fax on file
- Windows Fax and Scan will open with your document automatically attached

- To: Enter phone number
- Cover Page: Select cover page created in Creating a cover page
- Attach file: Click on the paperclip and locate your PDF file

Receiving a fax (WFS)

- Inbound faxes will be
delivered to your fax line's shared mailbox. Check your shared mailbox to view faxes sent to your fax line.

- **Access a shared mailbox:**
  - In Gmail click on the EMU logo (beside your picture or initial) and you will see the shared mailbox in the list.

**Accessing**

Visit [my.emu.edu](http://my.emu.edu) in your web browser to access myEMU. Login at the top of the page using your Royal username and password. If you don't know your Royal username and/or password contact the Helpdesk.

Once you've logged in, you'll notice some changes on the myEMU page. More tabs will available. Each tab allows you to access a variety of information. Links to access personal information and logout also appear at the top right of the page.

After completing your session on the myEMU click on the logout link in the top right of the page.
Navigating

The two main means of navigation within myEMU are the tabs and left column. The tabs provide navigation to the main context areas like Academics, Accounts, or Employee Info based on your role in the myEMU community. The left column provides navigation within the main context areas to underlying pages. The My Pages tab is your space to configure as you like. We've configured it to look like the Home tab, but that's just a starting point.

Grades

To see your grades on the web:

1. Login to myEMU using your Royal username and password.
2. Click on the Academics tab, then the Student Tools page.
3. Using the Grade Report portlet, select the term, then click the View Final Grade Report link.

Register

Registration is made available at select times during the year. To register for classes, you can go to the academics tab, click on student tools, and then click on add/drop course. This will only be available at certain times of the semester.
- Calling 101
- Call Parking
- Call Pick
  With Speed Dial Key
- Connect to Voicemail
- Connect to Voicemail
  From Another Phone
- Do Not Disturb
- Forward Phone
- Message Waiting Indicator
  (MWI)
- Missed Calls
- Put a Call on Hold
- Speed Dial Keys
- Speed Dial Keys With Presence
- Transfer a Call
- Transfer a Call to Voicemail
- 3 Way Conference
- Web Interface
- Phone Keys and Hardware

General Info

- System Numbers
  - Voicemail
    - 49 99
  - Auto Attendant
    - 4000
- Web Interface
  - You can use the web interface to configure call forwarding
ng, assign speed dials, set your voicemail PIN, and much more! To access the web interface navigate to phone.emu.edu and login using your ROYAL credentials. If you are accessing a shared extension you can log into phone.emu.edu to obtain credentials OR contact the help desk.

- Phone Model Identification
Calling 101

- Place a call:
  - Dial the number and lift the handset OR lift the handset, dial the number and press the send soft button.
  - When dialing external numbers you do not need to use 9 (though it will still wor...
• To dial an On Campus extension enter the 4 digit extension.
• To dial Local numbers enter the 7 or 10 digit number.
• To dial Long Distance enter the 10 digit number.
• To dial International numbers enter 01.

• Receive a call
  • When the phone rings, lift the handset.
  • To answer in speaker phone mode, press the Speaker button OR Answer soft button.

Call Parking

• To use the Call Park feature you must request a Call Park Extension from the helpdesk.
• To park a call:
  • While...
call is in session, Transfer the call to your Call Park Extension.

• To monitor the presence of your Call Park, configure a Speed Dial Key with Presence with your Call Park Extension.

• To retrieve a parked call:
   • Dial *4 + Call Park Ext ension.

• Special Note: When un-parking a call and then re-parking it, the call must be parked in the same Call Park Extension. This applies even if the call is transferred to a different user in between parks.
Call Pick
With Speed
Dial Key

- You can pick a call on a speed dial key that you subscribed to presence on
  - Call ring on the other line
  - Press the line key
  - Lift handset

- There is not a way to preview the caller before picking the call
- Call pick with fail if you lift the handset prior to pressing the line key

Connect to Voicemail

- Log into voicemail by dialing 4999 or by pressing Messages /Voicemail button on phone
  - Enter PIN number
  - If you do not know your PIN visit phone.
Connect to Voicemail From Another Phone

- Log into voicemail by dialing 4999 or by pressing Messages button on phone
  - Press # at Voicemail Greeting
  - Enter your extension
  - Enter your PIN

Do Not Disturb

When enabled all incoming calls will go directly to voicemail.

- For VVX Phones
  - Press the DND soft button to enable. Press again to disable

- For SoundPoint IP Phones
  - Press the DND soft button to enable. Press again to disable
Forward Phone

You can forward your phone to voicemail so that incoming calls go directly to voicemail.

- To enable /disable DND, see Do Not Disturb section above.

You can forward your phone to any number by using the Web Interface:

- Log into the phoneemu.edu
- Click on the three bars in the upper left corner
- Click on settings
- Click on Call Forwarding
- Configure forwarding as desired
  - Click the + sign to add a new forwarding rule
  - Check the Active checkbox to enable the
Set condition
At the same time so that your desk phone will ring in addition to the forwarding number.

If no response so that the forwarding rule only applies if your desk phone is not answered.

Forward to enter the destination number. Time out is the number of seconds required to respond.
If you wish that the caller reach the destination extension's voicemail, you will need to add a second call forwarding rule. Set the currently active forward option to "Forward to destination voicemail box." If you do not want to use the Message Waiting Indicator (MWI) lamp, you can disable it and only receive voicemail notifications. This setting can be changed in the configuration menu.
configured in the web interface.
- Log into the phone
  emu.edu
- Click on the three bars in the upper left corner
- Click on Settings
- Click on Personal Attendant
- Click the box for "Forward and Delete voice mail"
- Click Save

Missed Calls
- You may see text at the top of your phone screen "1 missed call"
- To view and clear your missed calls simply press the down navigation key
- Upon viewing the list of
missed calls
the
message at
the top of
your screen
will go away.
• You can
also clear
the call list:
  • Press
the
More
soft
key
  • Press
the
Clear
soft
key
  • Select
from
the
list
of All,
Missed,
Received,
Placed
Calls
  • Press
the
Select
soft
key

Put a Call
on Hold

• While on a
call
  press Hold
button or soft
d button
  (place
handset in
cradle if
desired).
• To retrieve
call, lift the
handset (if
necessary)
  and press
the flashing
line button
OR Resume
  soft button.
  • To resu
me in
speaker
phone
mod
To configure a line key for speed dial, log into phone@emu.edu with your ROYAL username and password.

Click on the three bars in the upper left corner.

Click on Settings.

Click on Speed Dials.

Uncheck "Only use Group Speed Dials".

Click the plus sign and...
add a phone number or extension and add a name
• Change the order of Speed dial keys by clicking the up and down arrows to the right of column
• When changes have been made, click “Save and update phone(s)”

Speed Dial Keys With Presence

• You can configure your speed dial keys with presence by checking the box “subscribe
Transfer a Call

- For VVX Phones
  - While on a call press the Transfer soft button
  - Dial the target extension
  - Press the Send soft button

- For SoundPoint IP Phones
  - While on a call press the Transfer soft button
  - Press the Blind soft button
  - Dial the target extension
  - Press the Send soft button

If you wish to speak to the call’s other party first, press the Hold soft button after transferring your call.
the target user before initiating the transfer you can do so by placing the caller on hold and making a second call from your phone.

- While on a call, place the caller on hold by pressing the Hold soft button on.
- Press the New Call soft button on.
- Enter the target extension and press the Send soft button on.
- Press the End Call soft button on to end the call.
- Press the Resume soft button on to pick
Transfer a Call to Voicemail

- For VVX Phones
  - While on a call press the Transfer soft button
    - Dial 5 and the target extension
    - Press Send soft button

- For SoundPoint IP phones
  - While on a call press the Transfer soft button
    - Press the Blind soft button
    - Dial 5 and the target extension
    - Press the Send soft button

3 Way Conference
While on a call, press the More soft button, then the Confnc soft button

- Dial the next party to join the call
- Press the Send soft button and wait for the party to answer
- Press the More soft button, then the Confrnc soft button

Web Interface

Navigate to phone. emu.edu login using your ROYAL credentials (if you are setting up a shared extension please contact the helpdesk). Features in the web interface include: view/delete voicemail, set voicemail PIN, set speed dials on your phone, review call history. Note that you must logout each time you are finished accessing the site.

Known issues:

- When trying to make a change you might receive the message “Feature not
Please contact your administrator.

- **Cause:** Not having logged out previously when visiting the site
- **Resolution:** Click on the three bars, click **LOG OUT**
  - At the prompt login again

Phone
Keys and
Hardware

**VVX Series**

SoundPoint
**IP Series**
EMU uses Zoom to enable virtual meetings and video calls. Each EMU computer has Zoom software installed on the desktop. You can join Zoom meetings by entering the meeting id you've been given.

If you would like additional information about using zoom, please browse the Zoom Help Center. There are many articles and video clips detailing the basic and more advanced features that Zoom has to offer.

Zoom Rooms: There are several locations on campus setup for virtual meetings. These have surround sound, large screens and smaller space to enable more sound to be heard through mics.

List of Zoom Rooms.

When scheduling a Zoom meeting, use one of these rooms. If all the Zoom rooms are reserved, you will need to schedule in another room and request the mic and video equipment from the Helpdesk.

Location Recommendations for Zoom Video Conferencing
Voicemail number - 540-432-4999

Setting up voicemail

- Use a web browser to set your voicemail PIN

Navigate to phone.emu.edu and log in using your ROYAL credentials (if you are setting up a shared extension please contact the help desk).

Navigate to:
Menu (three bars icon) >
For a complete voicemail menu

- On a phone dial the voicemail system number (see initial paragraph for the number)
  - Enter the VM PIN that you set in step 2 and enter #
  - Press 5 - Voicemail options
    - Press 1 - Record (i) Press 1 - Record (i)
    - Press 2 - Record
Accessing your voicemail

1. Accessing your voicemail from a phone
   a. To access your voicemail from on campus:
      i. Dial the voicemail
      ii. Enter your voicemail
      iii. Enter 1 to listen to
   b. To access your voicemail from off campus:
      i. Dial the full voicemail
      ii. Enter your extension
      iii. Enter your voicemail
      iv. Enter 1 to listen to

2. Accessing your voicemail from a computer
   a. Email
      i. An email notification will be sent by default. To configure email notifications:
         1. Log into phone.emu.edu
         2. Navigate to Menu (three bars icon) > Settings > User Settings
         Under the "Voicemail" section you can
   b. Web interface
      i. Log into phone.emu.edu
      ii. Navigate to Menu

Voicemail Retention:
1. Voicemail recordings in the trash folder are retained for 5 days.
2. Voicemail recordings in all other folders are retained for 130 days.

Using alternate greetings:

1. Record the message
   a. From the Main Menu press 5 for Voicemail Options
   b. Press 1 - record a message
   c. Select which greeting you would like to record
   i. Press 2 for an "Out of office" greeting
   ii. Press 3 for an "Extended absence" greeting
   d. Record the greeting
      i. Press 1 to playback the greeting
      ii. Press 2 to accept
      iii. Press 3 to delete
      iv. Press * to cancel

2. Choose the greeting
   a. From the Main Menu
   b. Press 6 for Voicemail Options
   c. Press 3 for Record a Message
   d. Select which greeting you would like to record
      i. Press 2 for an "Out of office" greeting
      ii. Press 3 for an "Extended absence" greeting
   e. Record the greeting
      i. Press 1 to playback the greeting
      ii. Press 2 to accept
      iii. Press 3 to delete
      iv. Press * to cancel
Transfer a call directly to a voicemail box

- Transfer the call as you normally do with the number 5 prepended to the extension (eg. 54357)

Uniteme web interface bugs/known issues

The web interface in Uniteme offers many great features. While we are excited to offer these to campus, we want to note that the interface has a few bugs. The underlying log for setting your voicemail PIN is stable so we have offered access to the interface for this purpose.
Open phone.

emu.edu

new tab

Sympto

in

emu.edu

in a new tab you may see the message "Feature unavailable please contact your administrator." Resolution - Click on the three bars, Log out. Then log back in.
File systems are backed up according to the data retention policy. Request a file be restored.

Managing databases keeping them running safe, effective and efficient. Database services include installation of database software and patches, backup...
and recovery, security, and performance tuning.

IS will facilitate the transfer of data from the Student Information System to other platforms. Here is a list of the current transfers:

- Medical
- Cbord
- Cashnet
- Navigate
- EAB
- Safe Colleges
- Maxient
- 25Live
- Rave
- Jira
- Event Attendance
- Faculty Loading
- Fitness Center
- Membership Tracking
- Post Office
- Package Tracking
- Salesforce
- TMA
1. Service Cost
There is no charge for this service

2. Managing Team
Network Systems
Applications
VMWare virtual SAN, Google Drive
Fortinet protects EMU's internal network from threats on the global internet.

Most applications including J1 and network drives (select the File Explorer app) are available EMU Appstream. We encourage all users to use this service first. Most users will be able to work remotely.
using only AppStream.

If you need EMU network access from off-campus this can be accomplished via the EMU VPN service. Below you can find downloads for Windows and Mac OSX.

Downloads:

Windows - WindowsFortiClientSetup_6.0.9.0277_x64.exe

Mac OSX - FortiClient_6.0.9.162_macosx.dmg

ChromeOS - Use the Google Play Store and search for "FortiClient VPN"

iOS - Use the Apple Store and search for "FortiClient VPN"

Android - Use the Google Play Store and search for "FortiClient VPN"

Additional detailed setup instructions are linked below which include steps to connection to network drives on Windows and Mac.

Fortinet VPN Instructions for Mac

Fortinet VPN Instructions for Windows
EMU has Windows and Linux servers. 70 production servers both physical and virtual.

EMU uses Jenzabar for its Student Information System.
EMU maintains server rooms and network closets. Contained in these facilities are equipment adequate to provide power, ventilation, climate control, monitoring. EMU's main technology facility has a generator and fire suppression system.
End-Point Computing
Access the application catalog here! emu.edu/appstream

Amazon AppStream is available as a service for all faculty, staff, and students to access EMU Apps anywhere, anytime, and from any device, including personal computers. Click on an app and sign in with your ROYALS username and password to get started. Network storage is accessible from within AppStream apps.

Appstream:
Access to network storage and Google Drive

Appstream:
Application List

Appstream:
Accessibility Features
Applications

On every EMU workstation there is an icon on the desktop labeled EMU applications. Double click this icon to see a list of applications available for install. In this list there is an entry labeled "Ninite Application Update Standard". Highlight this entry and choose Install at the top. When prompted click download, then run. This will update any appication that came pre-installed, including but not limited to Mozilla Firefox, Chrome, Java, Adobe products, Cute PDF, VLC Player etc.

IMPORTANT: Any program needing an update must be closed at the time this is run or it will not update. Updating may take up to 25 minutes to complete. This section doesn't apply to Jenzabar J1 updates.

JAMF

JAMF is used to manage Mac computers and deploy software.

PDQ

PDQ is used to manage Windows lab computers and deploy software.

SCCM
SCCM is used to manage Windows employee computers and deploy software. Information Systems (IS) manages over 800 computer for the EMU community. These are used by Faculty, Staff and student computer labs. Our current policy requires IS to provide a standard desktop computer to every faculty member and all staff members who have jobs that require access to a computer. The computer is provided for employees to complete their job requirements. It is not a replacement for a personal computer. All software installed on EMU computers needs to be legally licensed.

Desksops

A standard desktop for faculty and staff is either a Mac Mini or a Dell Optiplex desktop computer. It is the choice of the employee. Standard desktops can be procured by IS with adequate warranty coverage for about $800.

Laptops

If a faculty or staff member prefers to have a laptop, IS is willing to facilitate the upgrade of a desktop to a laptop, provided the department funds the amount over $800. The current standard
laptop configurations are an Apple MacBook or a Dell Latitude. IS can procure these laptop computers for about $1,800 - $2,000 (so the department would need to cover $1,000 - $1,200). This cost includes a full three year warranty.

Any faculty or staff interested in pursuing a laptop option should contact the Helpdesk to begin the process.

**EMU Laptop Best Practices**

**Additional Computers**

IS has the responsibility to provide one computer for each full-time faculty and staff who requires a computer to perform their assigned job responsibilities. Any technical resources beyond one standard computer need to be funded by the department of the employee requesting the additional resources.

If a four-year old computer will meet the needs of the employee, then a computer will be provided with no extra charge. However if there are specific requirements for the computer or a newer model is needed then the department will need to fund the full purchase cost.
Chromebooks

Chromebooks come in a portal form factor similar to a laptop. They use less power which results in longer battery life. Chromebooks run Chrome OS, this gives users access to anything that is available via a web browser.

Mobile Devices

EMU has standardized on iPads for tablets. If you are thinking about getting a tablet check out Mobile Devices.

Multi-Function

- Ricoh multi-function devices are leased from Ricoh for four years.
- IS determines the location where devices are placed.
- PaperCut is utilized to manage cost allocation for departments.
- Finishing capabilities will be added upon requests.
- Multi-function devices that are
under-utilized will be moved or funded by the department.

- **Location of Ricoh Multi-Function Devices**

**Printer**

- HP printers are purchased as needed.
- IS determines the location where devices are placed.
- PaperCut is utilized to manage cost allocation for departments.
- Locally connected printers are fully funded by the department including consumables.
- A raspberry pi device may be added to allow access to the Royal Printer.

- **Print on Campus**
- **Royal Printer**

**Scanner**

- Scanning is available on every
Ricoh multi-function device.

- Locally connected scanners are fully funded by the department.

**Paper and Toner**

**Reserving Equipment**

Faculty/Staff can reserve Helpdesk equipment by going to [emu.libcal.com](http://emu.libcal.com) or by contacting the Helpdesk.

- Standard check-out times for all equipment is two weeks for students and a semester for faculty and staff.

- Broken or lost equipment will be charged to the student or department account for faculty/staff for the replacement cost.

- Fines
  - Renewal late-fee is $5/day until the item is renewed
  - Late fee is $5
EMU Equipment is for EMU events only and not available for rent.

**Equipment Available**

The complete catalog of equipment can be found at: emu.libcal.com

- Chromeb ok
- Inflatable Screen
- Portable Bluetooth Speaker
- Portable PA System
- Presentation Clicker
- Projector
- Tripod
- USB Microphone
- Webcam

**EMU Owned vs. Personally Owned**

Employees that are assigned mobile technology must understand the following about EMU owned mobile devices:

- The device is owned by EMU for their use while they are an employee at EMU.
- EMU can confiscate technology at any
moment (when requested by administration or for network security).

- Personal data can be stored on it, but it is the employee's responsibility to back it up.
- Personal data may be lost at any moment due to hardware failure. EMU will not use resources to recover personal data.
- If the device is lost or stolen, Information Systems should be notified immediately to determine the extent of data breach. Information Systems may erase the contents of the device remotely.
- The employee should take reasonable precautions to prevent theft or accidental damage to the device.
The employee is the primary user of the device. It is not appropriate to allow family members prolonged access to the device.

EMU devices are managed devices and may behave differently than your personal devices.

EMU management software will take inventory of software/applications installed on the device.

EMU equipment is labeled and tracked in a central database.

Information Systems will provide support for the device and facilitate repairs and warranty claims.

Employees that use personally owned mobile devices should understand the following:

- EMU software or applications cannot be
• EMU owned devices.

• EMU confidential data cannot be stored on mobile devices (tablets, laptops, flash drives, external hard drives) or in cloud applications like Dropbox.

• WebVPN is the recommended solution for connecting personally owned devices to EMU VPN resources. (Exceptions can be directed to the Director of Information Systems.)

EMU Owned iPads

If your department would like to purchase an iPad here is the information Information Systems needs to make the purchase:

• What account number will be used for the purchase?
• Which model?
• How much storage?
• Wifi only (EMU does not pay for data plans. Questions can be directed to the VP of Finance.)
• What accessories do you want purchased? (cover, keyboard ...)
• AppleCare will not be purchased unless you explicitly ask for it to be purchased. Your department accepts financial responsibility for any costs associated to accidental damage.

We provide the following operating systems on EMU devices:

- Chrome
- iOS
- Mac
- Windows
Personal devices can be connected to the EMU wireless network. Instructions for connecting your device can be found at:

- Connect a computer, phone, or other device to the EMU Wi-Fi
- Connect a Game Console, Smart TV or Streaming Device
- Personal Routers and Wireless Access Points
- Wireless Printers

The Helpdesk can assist with connecting your device if you encounter problems. The Helpdesk does not assist with hardware or software issues on personal devices.

A list of local businesses that provide tech support can be found at:

- Harrisonburg Tech Support
IT Support Resources
Custom applications are to support essential EMU business processes.

Faculty and staff can submit a request for a custom application. Each request will be reviewed and processed. Not all requests will be approved.

Submit a request

IS Initiatives

- IS contracts with vendors to safely recycle used equipment.
- IS makes extensive use of server virtualization, a technology that saves energy by reducing hardware requirements.
- IS purchases computers and monitors that are rated highly for their energy conserving qualities.
- The technology?
vendors used by EMU are committed to using conflict-free resources. See Conflict Free Campus Initiative.

- IS has standardized on recycled paper in the computer labs and recommends departments use recycled paper.
- IS has standardized on duplex printing.
- IS has implemented settings to automatically hibernate computers after a period of inactivity.
- IS cascades computers to maximize their usefulness to EMU.

### Power Management Standard

EMU procures and administers technology systems and components centrally. IS should be included in any discussion to procure technology.

EMU provides the following

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Audience</th>
<th>Service Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware Procurement</td>
<td>Faculty, Staff</td>
<td>There is no charge</td>
</tr>
</tbody>
</table>
Department funded equipment is purchased by IS department for all employees. There are no supporting applications associated with this service.
<table>
<thead>
<tr>
<th>Computer</th>
<th>Digital Sign</th>
<th>Fax Adaptor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microphone</td>
<td>Monitor Stand</td>
<td>Monitor (2nd)</td>
</tr>
<tr>
<td>Speakers</td>
<td>Tablet</td>
<td>Telephone Headset</td>
</tr>
<tr>
<td>Wireless Key</td>
<td>Wireless Modo</td>
<td>Web Cam</td>
</tr>
</tbody>
</table>
Location

The Helpdesk is located on the lower level of Hartzler Library:

View on Google maps

Contact

You can contact the Helpdesk several ways:

- portal:emu.edu/helpdesk
- email:helpdesk@emu.edu
- phone on campus: 4357 (HELP)
- phone off campus: 540-432-4357
- stop by: The Helpdesk is located on the lower level of the Hartzler Library

Hours

Starting Fall 2019, Helpdesk will be open 8-5 Monday-Friday. Walk-in service
will be available 9-12 & 1-4. With this reduction in walk-in availability, we encourage setting up an appointment.

Request a Helpdesk Appointment

Service Level Agreement (SLA)

SLAs document an expected level of support provided by Helpdesk.

Service Level Agreement

Prioritization Levels

Personal Devices

Helpdesk staff have limited time resources, we are not able to assist with personal devices.

Remote Support

We utilize TeamViewer for Remote Support.

Remote Support

Emergency problems

During regular business hours, report computer related emergencies or outages to the Helpdesk.

Outside normal Helpdesk hours: IS technicians
are available for incidents of extreme emergency. If you believe the problem you are encountering warrants bringing a technician on campus (from as much as 15 miles away) you may call the IS emergency number (on campus 4541, off campus 540-432-4541). You will be prompted to leave a voicemail and a text message will be sent to a member of Information Systems who will decide what type of emergency assistance is needed.

Information Systems provides consulting on leveraging EMU technologies.

Consulting can include but is not limited to:

| Service Attributes | Service Category | Audience | Service Cost | Managing Team | Supporting Applications
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio Video Data Management</td>
<td>IT Support Resources</td>
<td>Faculty, Staff, Students</td>
<td>There is no charge for this service</td>
<td>Information Systems Applications</td>
<td>There are no supporting applications associated with this service</td>
</tr>
</tbody>
</table>
Information Systems can provide training on some of EMU technologies.

<table>
<thead>
<tr>
<th>Service Attributes</th>
<th>Service Category</th>
<th>Service Name</th>
<th>Audience</th>
<th>Service Cost</th>
<th>Managing Team</th>
<th>Supporting Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>IT Support Resources</td>
<td>IT Training</td>
<td>Faculty, Staff</td>
<td>There is no charge for this service</td>
<td>Information Systems</td>
<td>No supporting applications</td>
</tr>
<tr>
<td>25 Live Audio Visual</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>InfoMaker</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>J1 Moodler Office</td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

Google Hardware

Windows Workflow
Wireless Configuration at Lancaster

Printing & Copying at Lancaster

Classroom Technology - Lancaster Campus (LC)

Managing your alert
messages for EMU at Lancaster

Several IS staff have been trained in project management principles. When IS is involved with implementing hardware or software, they will provide project management for the implementation.

Student Information Systems provides reporting services to assist faculty and staff with retrieving J1 data. You can request a report at: Request a J1 Report
Software at EMU is centrally managed. IS will assist with negotiations, acquisition and management of licenses. By having central management, IS is able to advocate for strategic solutions that brings the most benefit to EMU.

Here is the process for software purchases:

1. Contact IS to see if it's something we already own
2. Include IS in demos of the software
3. Develop a proposal including information on how the software will bring value to EMU and how it will be funded
4. Present the proposal to the Software Task Force
5. A decision will be made by the Software Task Force

Once the software is approved IS will negotiate, purchase the software and work with you to develop an implementation plan.
Content for EMU digital signs is handled by the department sponsoring the sign. Information Systems will assist with purchasing and installing the digital sign.

The sponsoring department will cover all costs.

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Service Name</th>
<th>Audience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digital Sign with Web Based Content</td>
<td>Television (Actual cost based on the size of the TV)</td>
<td>Faculty, Staff, Students</td>
</tr>
<tr>
<td></td>
<td>Chromestick</td>
<td>$1.25</td>
</tr>
<tr>
<td></td>
<td>Accessories</td>
<td>$1.00</td>
</tr>
<tr>
<td></td>
<td>Touchscreen Display</td>
<td>$1.50 - $2.00</td>
</tr>
<tr>
<td></td>
<td>Computer</td>
<td>$8.00</td>
</tr>
<tr>
<td></td>
<td>Accessories</td>
<td>$1.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Digital Signage Attributes</th>
<th>Average Cost</th>
<th>Digital Signage Attributes</th>
<th>Average Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>50</td>
<td>$4.00</td>
<td>20</td>
<td>$1.50</td>
</tr>
<tr>
<td>Service</td>
<td>Cost</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>------------------------------</td>
<td>--------</td>
<td>------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Printing Services</td>
<td>$100</td>
<td>Consult &amp; estimate costs of digital sign for budgeting purchases</td>
<td></td>
</tr>
<tr>
<td>Applicatons</td>
<td>$50</td>
<td>Consult &amp; estimate costs of industry sign for budgeting purchases</td>
<td></td>
</tr>
<tr>
<td>User Services</td>
<td>$50</td>
<td>Consult &amp; estimate costs of industry sign for budgeting purchases</td>
<td></td>
</tr>
</tbody>
</table>

Prices are estimates only for budgeting purposes.

Note: The table above represents the cost associated with printing and consultation services. These prices are estimates and are subject to change based on the specific requirements of each project.

For detailed pricing, please contact us.
Event services are available for all EMU faculty, staff and students. We are here to support your efforts toward the mission of the university. Due to limited resources, AV services are only available for a fee.

Requesting Service

Complete the request form for Event Services

Pricing

Rates will increase to $50/hour on July 1, 2020.

<table>
<thead>
<tr>
<th>Hourly Rate</th>
<th>$20/person hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Business Hours)</td>
<td></td>
</tr>
<tr>
<td>Hourly Rate (Off Hours)</td>
<td>$40/person hour</td>
</tr>
<tr>
<td>Expedite Fee (Less than 5 business days notice)*</td>
<td>$60</td>
</tr>
</tbody>
</table>

NOTE: On July 1, 2020 pricing will change to $50/hour.

Expedite Fee

The expedite fee will be applied to any request for a service on a specific date/time with less than 5 business days notice.

Required

Due to the complexity of equipment IS Event Services are required for
Lehman Auditorium and Martin Chapel.

Self-Service

Self-service equipment can be reserved at http://emu.libcal.com.

Recommended Locations

| Location Recommendations for Zoom Video Conferencing |
| Location Recommendations for Conference Calls |
| Location Recommendations for Microphone Amplification |
| Location Recommendations for Video Recording |

Service Cost

- $20/hour during business hours
- $40/hour off hours
- $60/Expedite Fee

Managing Team

User Services
Applications

There are no supporting applications associated with this service.

Information Systems records events as a part of Event Support. This means that IS is at the event to run sound.

If a video recording is desired when IS is not running sound, you may checkout a video camera from the Helpdesk or work with IS to bring in a videographer.

Location
Recommendations for Video Recording
<table>
<thead>
<tr>
<th>Service Name</th>
<th>Audience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video Recording</td>
<td>Faculty, Staff, Students</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>$50/ hour Video Grapher</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Managing Team</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Services</td>
</tr>
</tbody>
</table>
There are no supporting applications associated with this service.
Provide authoritative DNS server for emu.edu domain so EMU resources can be reached via the internet. We also provide DNS lookup capability for internal resources who are trying to reach a device on the internet.

IS maintains and provides dynamic IP address assignments for all internal network devices.

EMU provides a high capacity network that connects WCSC, Lancaster and Harrisonburg.
The network backbone has the capacity of 10Gbps (gigabits per second), and building connectivity range from 1 Gbps to 10 Gbps speeds. EMU has two fiber links to campus.

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Audience</th>
<th>Service Cost</th>
<th>Managing Team</th>
<th>Applications</th>
<th>Service Attributes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Access</td>
<td>Information Systems</td>
<td>There is no charge for this service</td>
<td>Network Systems</td>
<td></td>
<td>Service Category: Network &amp; Telecommunications</td>
</tr>
<tr>
<td>Wired Network</td>
<td>Faculty, Staff, Students, Affiliates</td>
<td>There is no charge for this service</td>
<td>Network Systems</td>
<td></td>
<td>Service Category: Network &amp; Telecommunications</td>
</tr>
<tr>
<td>Wireless Network</td>
<td>Faculty, Staff, Students, Affiliates, Guests</td>
<td>There is no charge for this service</td>
<td>Network Systems</td>
<td></td>
<td>Service Category: Network &amp; Telecommunications</td>
</tr>
</tbody>
</table>

Information Systems recommends wired ports for EMU office computers.

**Full Coverage**
- Residence Halls
- Classrooms

**Partial Coverage**
- All buildings
No Coverage

You may be able to connect to wireless close to buildings, but we do not support coverage outside.

- Outside

Security
In order to ensure that your computer and others on the network are protected against viruses, EMU requires an anti-virus program that is updated at least monthly and is operational at all times while your computer is connected to the network.

Here are some free options:

- Avast
- AVG
- Windows Defender

Virus warnings

Most email virus warnings are actually hoaxes. Check a list of hoax warning to see if the virus is listed.

Hoax or not, do not forward virus warning emails. Just hit delete.

Virus and malware protection at EMU

Information systems is committed to protecting users, data and the network from viruses and other malware. The following mechanisms are in place to ensure it:

- Up to date anti-virus is required on all computers
- All servers run anti-virus software and scan
files when they are accessed

- All inbound email is scanned for viruses and other malware

Protecting your computer

All EMU Windows computers have Microsoft Security Essentials and guests are required to have a functioning anti-virus client to gain access to the EMU network.

Practice safe emailing:

- Adopt a skeptical attitude. If you don't know something to be virus-free, assume it isn't.
- Always save attachments before opening. This will allow your anti-virus software to detect a virus or other malware.
- There is no reason to send an .exe file; if you receive one, delete it.
- Do not open any files with a double file extension, (e.g.
Under normal circumstances you should never need to receive or use these.

- If you have to work at home, ensure that you follow the same procedures as you do at work. Viruses can easily be introduced into the institutional network along with work that has been done on a home computer.

Keep your computer up to date. All EMU computers automatically check for operating systems updates. You can configure your personal computer to do the same.

When Information Systems receives notice of an alleged violation of U.S.
1. Information Systems will research the alleged violation; and will identify and document the user associated with it.

2. Information Systems will notify Student Life and the student about the violation. The notice to the student will be sent to the student’s EMU-provided email address.

3. Student Life will meet with the student to explain the situation and require that the student remove the software and/or intellectual property that violates copyright law. The student will sign the statement below.

4. The student will bring their device(s) to the...
4. Information Systems Helpdesk for verification that the software and content has been removed.

5. After verifying that the student has met with Student Life and removed any software and content that violate U. S. copyright law, Information Systems will remove the restriction on the student’s internet access.

6. Information Systems and Student Life will keep documentation on the actions that were taken. The first incident will not be recorded in the student’s discipline file. Subsequent incidents will be recorded in the student’s discipline file and the
<table>
<thead>
<tr>
<th>Service Attributes</th>
<th>Service Category</th>
<th>Service Name</th>
<th>Audience</th>
<th>Service Cost</th>
<th>Managing Team</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Security</td>
<td>Endpoint Encryption</td>
<td>Faculty, Staff, Affiliates</td>
<td>There is no charge for this service</td>
<td>User Services, Applications</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Bitlocker, Filevault</td>
</tr>
</tbody>
</table>
|                    |                  |               |          |             | 2-Step Verification is required for all EMU faculty and staff email accounts. 2-Step Verification requires users to provide their password and a code (the "second".

2-Step Verification is required for all EMU laptops. All EMU laptops have full-disk encryption.

A student will need to pay $25 to have the internet access restriction removed.
step") when logging in. This code is most commonly delivered to your cell phone, however there are other options if you don't have or don't want to use a cell phone. With 2-Step Verification enabled, even if someone has your password, they can't get in because they don't have access to your "second step".

First:
Enroll in 2-Step Verification

Instructions for setting up 2-Step Verification

Visual instructions for setting up 2-Step Verification
Video instructions for setting up 2-Step Verification

Second: Add Additional Second Steps

Additional second steps ensure that you can always access your account. There may be times when you do not have your primary second step. In these cases, you can use an alternate second step to sign in.

Setting up Google Prompt

Setting up a security key

Setting up backup codes

Third: Sign in using 2-Step Verification

When signing in with 2-Step Verification, enter your email address and password. Google will prompt you for 2-Step Verification; it will show you which method it is using to contact you.

- Security Key - Insert the Security Key into the USB port when
prompted. Tap the blinking light.

- Video instructions on

- Backup Codes - Enter the backup code when prompted. Each code can only be used once.
- Google Prompt - Approve the login when prompted on your smartphone.
- Google Authenticator - Open Google Authenticator and enter the verification code displayed.

Frequently Asked Questions

Why is EMU requiring faculty and staff to enable 2-Step Verification?

To protect EMU accounts and information secure. Your EMU account has access to your personal information, the loss of which could result in identity theft. Additionally some faculty and staff have access to confidential information about faculty, staff and students.
Protecting this information is very important.

Will I need to enter a code every time I login to my EMU Google account?

No. The first time you sign in on a computer it will require 2-step verification. After that, the computer (and browser you used) is remembered for approximately 30 days. After 30 days, you will be required to go through the 2-step verification process again. If you sign in from a new location, you will be required to go through the 2-step verification process again.

I don't have a smart phone, will it still work with 2-Step Verification?

Yes, "dumb" phones can verify sign-ins by text message or voice call. In both cases you need a landline or cell coverage.

I don't have a cell phone. How do I setup 2-Step Verification?
You can set up 2-Step Verification to use your office or home phone (or both). When setting it up, you do need to be by a phone. You can also use a security key or backup codes for when you are not near a phone.

I'll be traveling abroad. What do I need to do?

There are several options for 2-Step Verification usage overseas.

- Authenticator app
  - Requires access to wireless
- Backup codes
- Security key

Contact the Helpdesk to determine the best setup for your situation.

Do I need 2-Step Verification when I use classroom computers?

Yes and no. When signing in to a classroom computer you do not need a verification code. However, if you want to use any Google services you will need a verification code. Contact the Helpdesk to determine the best setup for your situation.
Information Systems provides consulting on security matters as requested.

Protecting Yourself Against Phishing

Service Attributes
Service Category: Security
Service Name: Security Consulting
Audience: Faculty, Staff, Students, Affiliates
Service Cost: There is no charge for this service
Managing Team: Network Systems
Applications: There are no supporting applications associated with this service

Information Systems provides education on security practices.

Avoid Phishing Attempts
Forged Email Messages

Service Attributes
Service Category: Security
Service Name: Security Education
Audience: Faculty, Staff, Students, Affiliates
Service Cost: There is no charge for this service
Managing Team: Network Systems
Applications: There are no supporting applications associated with this service
Security incidents should be reported within one hour. Time is critical during an active incident, and reporting an incident promptly will allow more time for Information Systems to identify the root cause and implement...
nt measure to contain the threat.

IS manages all SSL certificates for emu.edu. SSL certificates are used to protect EMU online services. SSL is the encryption of data in transit for EMU services.

Teaching & Learning
Turnitin is a plagiarism prevention service that helps educators prevent plagiarism by detecting unoriginal content in student papers.

**Turnitin Status**
**Incident History**
**Statuspage**

**Turnitin Maintenance**
May 2, 2020
May 2, 10:47 PDT

**Completed** - The scheduled maintenance has been completed.

May 2, 08:13 PDT
**Update** - Scheduled maintenance is still in progress. We will provide updates as necessary.

May 2, 08:01 PDT
**In progress** - Scheduled maintenance is currently in progress. We will provide updates as necessary.

Apr 24, 10:05 PDT
**Scheduled** - On May 2, 2020, Turnitin will require an emergency maintenance window from 08:00-12:00 PDT, 16:00-20:00 BST, 01:00-05:00 AEST (May 3, 2020) [go to https://tinyurl.com/y6rt85m3 for local time] as a pre-emptive measure to avoid rescheduled maintenance work being carried out by a
third-party network provider during the week. During this time, there may be an interruption to our services. We are planning for this work to only take the first two hours of this window, however we ask that you plan for the full duration. Customers using Turnitin through the following services will encounter a service outage and will have to retry their submissions after this time:

- Canvas Plagiarism Framework
- Blackboard Direct
- Integrations through LTI 1.3
- Roster Sync

Customers using Turnitin through the following services may encounter an intermittent service degradation and will have to retry their submissions during and/or after this time. Wherever possible, we suggest limiting submissions during this time:

- Turnitin Similarity
- SimCheck (including Integrations)
- Turnitin Core API (including Integrations)
- Authorship Investigate

Instructors can track attendance for students. More information can be found at: Moodle FAQs
There is no charge for this service.

Managing Team: Application Development

Applications: There are no supporting applications associated with this service.

Blogs for faculty & staff are available upon request.

Classroom Technology Terminology

<table>
<thead>
<tr>
<th>Full System</th>
<th>Lite System</th>
<th>Zoom Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Control</td>
<td>• Remote</td>
<td>• Ready</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Room</th>
<th>Zoom</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full</td>
<td>Lite</td>
</tr>
<tr>
<td>• System</td>
<td>• System</td>
</tr>
<tr>
<td><strong>Document Camera</strong></td>
<td><strong>SMART Board</strong></td>
</tr>
<tr>
<td>--------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>An overhead camera that projects whatever object or book is below the lens.</td>
<td>Allows the presenter to interact with the projected image. Technology is located in the white board.</td>
</tr>
</tbody>
</table>

[http://www2.smartechnologytrainingvideos.com](http://www2.smartechnologytrainingvideos.com)
<table>
<thead>
<tr>
<th>Technology By Building (with pictures)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classroom Technology - Campus Center (CC)</td>
</tr>
<tr>
<td>Classroom Technology - Discipleship Center (DC)</td>
</tr>
<tr>
<td>Classroom Technology - Esther K Augsburger Art Center (AC)</td>
</tr>
<tr>
<td>Classroom Technology - Martin Store (MS)</td>
</tr>
<tr>
<td>Classroom Technology - Northlawn (NL)</td>
</tr>
<tr>
<td>Classroom Technology - Lancaster Campus (LC)</td>
</tr>
<tr>
<td>Classroom Technology - Lehman Auditorium (LA)</td>
</tr>
<tr>
<td>Classroom Technology - Roselawn Academic (RLN)</td>
</tr>
<tr>
<td>Classroom Technology - Rutt Annex E (RT-E)</td>
</tr>
<tr>
<td>Classroom Technology - Rutt House (RT)</td>
</tr>
<tr>
<td>Classroom Technology - Sadie Hartzler Library (LB)</td>
</tr>
<tr>
<td>Classroom Technology - Seminary Building (SB)</td>
</tr>
<tr>
<td>Classroom Technology - Suter Science Center (SSC)</td>
</tr>
<tr>
<td>Classroom Technology - University Commons (UC)</td>
</tr>
<tr>
<td>Kiosk Computers: located in general areas for quick access to email or printing</td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>Campus Center first floor</td>
</tr>
<tr>
<td>Hartzler Library third floor</td>
</tr>
<tr>
<td>Rosela wn Academic second floor</td>
</tr>
<tr>
<td>Rosela wn Academic third floor</td>
</tr>
<tr>
<td>Suter Science Center concourse</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Public Labs: available to all students when open and are not available for scheduling</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Commons 125</td>
</tr>
<tr>
<td>Contains 4 Windows computers and a multi-function device.</td>
</tr>
<tr>
<td>Open when the Athletics suite is open.</td>
</tr>
<tr>
<td>Consumable s (paper &amp; toner) supplied by Information Systems.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>University Commons 125</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contains 18 Windows computers, monochrom e multi-function device, and color multi-function device.</td>
</tr>
<tr>
<td>Open when the Library is open.</td>
</tr>
<tr>
<td>Consumable s (paper &amp; toner) supplied by Information Systems.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Classroom Labs: contain a projection system, are open to students when not in use by classes and are available for scheduling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Center 234</td>
</tr>
<tr>
<td>Contains 25 21.5&quot; iMacs, scanner and laser printer.</td>
</tr>
<tr>
<td>Contains a SmartBoard</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Library 106</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contains 24 Windows computers, scanner and laser printer.</td>
</tr>
<tr>
<td>Open when the building is open.</td>
</tr>
</tbody>
</table>
Department Labs: open only to student in that department. Open hours are determined by the department. Consumables and any special equipment is supplied by the department.

<table>
<thead>
<tr>
<th>Academic Success Center</th>
<th>Bio Medicine</th>
<th>Graduate Counseling</th>
<th>Graduate House</th>
</tr>
</thead>
<tbody>
<tr>
<td>Haertle Library 300</td>
<td>Rut House &amp; Rut Annex</td>
<td>Managed by MTA in Biomedicine</td>
<td>Managed by Graduate Counseling</td>
</tr>
<tr>
<td>Managed by the Academic Success Center</td>
<td>Contains 6 Windows computers</td>
<td>Contains four Windows computers</td>
<td>Contains eight office computers</td>
</tr>
</tbody>
</table>

- Consumables (paper & toner) supplied by Information Systems.
- Under video surveillance.

- Open when the building is open.
- Consumables (paper & toner) supplied by Information Systems.
- Under video surveillance.
<table>
<thead>
<tr>
<th>Classroom Labs</th>
</tr>
</thead>
<tbody>
<tr>
<td>contain a projection system, are open only to students in that department when not in use by classes.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Department</th>
<th>Classroom Labs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adv. Medi.</td>
<td>Lab (AM)</td>
</tr>
<tr>
<td>Chem. Eng.</td>
<td>Lab (DM)</td>
</tr>
<tr>
<td>Art. Dept.</td>
<td>Lab (OM)</td>
</tr>
</tbody>
</table>
15
27
- iMac
- and
- Windows
tables.
- Hosted
- Software:
  - Adobe
  - Creative
  - Suite
- Utilized
- by
- students
- for
- video
- production

15
27
- iMac
- Windows
- computers.
- Hosted
- Software:
  - Adobe
  - Creative
  - Suite

Nursing
- Campus
  Center
  351
- Managed
  by
  the
  Nursing
  department
- Contains
  two
  Windows
  computers
- and
  laserg

Roselawn
116
(IEP)
- Contains
  10
  Windows
  computers
- and
  lazer
  printer.
Consulting is offered for faculty who want to discuss classroom technology.

Course evaluations are automatically scheduled for all courses with more than two students enrolled that are at least 14 days in length. The evaluations will be scheduled shortly after the last day to drop classes. All evaluations will be scheduled with default start, reminder and end dates.

- For undergraduate courses, the start date will be three weeks before the end
of the course and the end date will be six days before the end of the course.

- For graduate and seminary courses, the start date will be two weeks before the end of the course and the end date will be the same as the end date of the course.

Evaluations for undergraduates classes must end before final exams begin (that is, on the last day of classes). Evaluations for graduate and seminary classes must end by the last date of class. 

*Evaluations must always end before posting of grades.*

You may view and modify the dates associated with automatically scheduled course evaluations. You may also delete a scheduled course evaluation if the course should not be evaluated (for example, an independent study with three students enrolled, practica or internships, student teaching). Any modifications to the course evaluation dates must be done before the date you wish to change. For example, evaluations are automatically
emailed to students on the default start date, so you cannot change the start date after that has occurred.

Everyone associated with courses as faculty or staff assistants still have access to their courses in the course evaluation portlet.

**Caveats**

- Invitation email dates (consequently evaluation survey start dates) are limited to being sent no earlier than 30 days prior to the end of the course.
- Evaluation end dates are limited to being no later than 7 days after the end of the course.

Important: Evaluations should always end before posting of grades.

**Scheduling a Course Evaluation**

**Course Evaluation Reminder Emails**

**Course Evaluation Reports**

**Cancelling a Course Evaluation**
Adding a Course Evaluation Link in Moodle

Changing the Default Dates for a Course Evaluation

SPSS
EMU has a 25 concurrent user license for SPSS-Base. It is only available on EMU Windows computers. Departments that need to use SPSS on a Mac will need to use Remote Desktop Services or fund the purchase of SPSS for Mac. Departments that need additional modules will need to fund the purchase. SPSS offers a student version for students who want to purchase SPSS.

JASP
JASP is an open-source project supported by the University of Amsterdam. It is available to anyone for free.

https://jasp-stats.org/

R
R is a free software environment for statistical computing and graphics. It is available to anyone for free.

https://www.r-project.org/

EMU uses Moodle for LMS.

Moodle FAQs can be found at https://moodle.emu.edu/mod/wiki/view.php?id=26951
Panopto captures class lectures, and not just recordings of an instructor speaking but can include computer screen projections and other presentation materials.

Panopto is installed on all EMU computers and is available for faculty, staff and students to install on their personal device.

**Installing the Panopto Desktop Recorder**

**Panopto for Students**

**Panopto for Instructors**

**VoiceThread** is a tool to facilitate online learning interaction.

Using in Moodle: [https://voicethread.com/howto/moodle/](https://voicethread.com/howto/moodle/)

VoiceThread Training Session: [https://voicethread.com/share/14346146/](https://voicethread.com/share/14346146/)

Available VoiceThread
Workshops: https://voicethread.com/workshops

VoiceThread Blog: https://voicethread.com/blog

VoiceThread YouTube Channel: https://www.youtube.com/channel/UCXggZ2yUPudu9EKx5ZtrdAw

VoiceThread Status

Status Feed

**Intermittent page load problems**
April 2, 2020 6:46PM UTC

**Investigating** - We have identified an issue that is causing VoiceThread pages not to load occasionally. We are investigating and expect to have a resolution shortly.

April 2, 2020 7:30PM UTC

**Monitoring** - VoiceThread pages are loading. We are monitoring to make sure all issues are resolved.

April 2, 2020 7:47PM UTC

**Resolved** - All issues are resolved. VoiceThread is operational.

**Slowness**
June 25, 2019 3:35PM UTC

**Investigating** - Ongoing slowness appears to be due to unreported AWS hardware issues.

VoiceThread will be offline for 2 minutes while we migrate to new hardware.

June 25, 2019 4:01PM UTC

**Monitoring** -
Update is complete. Load times should continue to improve quickly.

June 26, 2019 09AM UTC

Resolved - The issue was caused by faulty hardware with AWS. As soon as Amazon was able to address the issue, VoiceThread pages loaded normally.

Outage
May 23, 2019 11:33PM UTC

Investigating - VoiceThread is currently down. We are investigating now.

May 24, 2019 04AM UTC

Resolved - We experienced an unexpected complication while performing routine operations. Our redundant infrastructure was able to scale out and restore service after 14 minutes of down time.

Video recording and processing
February 27, 2018 6:34PM UTC

Investigating - We've received scattered reports from some institutions about video recordings taking too long to process and occasionally playing back with choppiness. We are investigating the situation and will release some optimizations as soon as possible.

February 28, 2018 07:20AM UTC

Monitoring - We have deployed a number of optimizations and enhancements to the recording process to help video files process and play.
Resolved - Implemented changes have resolved reported issues.

Slow loading
January 11, 2018 2:26AM UTC
Investigating - We are investigating slow page load times for VoiceThread pages.

January 11, 2018 6:54AM UTC
Resolved - All pages should be loading normally now. Thank you for bearing with us!

Login at voicethread.com

November 28, 2017 11:20PM UTC
Identified - Login at voicethread.com is currently not working. We are in the process of rolling out a solution now. Login via external authentication (LTI, LDAP, Active Directory, Shibboleth, CAS, ADFS, Google Suite) is not affected.

November 28, 2017 11:46PM UTC
Resolved - We have deployed a fix for all logins at voicethread.com. There was a bug introduced to our internal login page that caused an error message for some users, but it has been resolved. Thank you!

Service Intermittently Down
September 14, 2017 7:34PM UTC
Monitoring - Amazon Web
Services (AWS), which hosts VoiceThread's servers, is experiencing intermittent outages. This causes media recording and playback not to work. Problems began at 2:44pm EST and appear to be ongoing. Amazon is aware of the issue and is posting updates here: https://status.aws.amazon.com/

September 14, 2017 8:30PM UTC
Resolved - This issue has been resolved by Amazon. Thank you for bearing with us!

Contact form not accepting submissions
March 6, 2017 7:48PM UTC
Identified - The contact form for support is currently not accepting submissions, which means it is more difficult to reach our Support Team. We've identified the cause and are working to resolve it now. In the meantime, contacting us at support@voicethread.com will still allow you to reach us successfully.

March 6, 2017 11:34PM UTC
Resolved - The contact form is functional. The cause was a change in a third-party provider used for spam detection. We've adjusted so that the change does not cause a failure to our form.

Service Intermittently Down
February 28, 2017 5:57PM UTC
Monitoring -
Amazon Web Services (AWS), which hosts VoiceThread's servers, is experiencing intermittent outages. This causes the VoiceThread website not to work. Problems began at 12:45pm EST and appear to be ongoing. We will update as we learn more from Amazon about the issue.

February 28, 2017 6:18PM UTC
**Monitoring** - Amazon is aware of the issue and is investigating. Please find more here: https://status.aws.amazon.com/

February 28, 2017 9:10PM UTC
**Monitoring** - Amazon reports expected improvements within the hour. VoiceThread is seeing longer periods of up time now.

February 28, 2017 9:59PM UTC
**Monitoring** - The VoiceThread website is loading. Media uploads and comment recording may still fail intermittently.

February 28, 2017 11:43PM UTC
**Resolved** - Amazon has resolved the issue with their services, and all VoiceThread services have returned to normal.

Some emails may not arrive

January 19, 2017 8:45PM UTC
**Resolved** - Problem: Some users might not have received emails from VoiceThread's system today.
due to an increase in DMARC email protection.

Solution:
Settings were adjusted to be flexible enough to allow more emails to arrive without sacrificing the added security.

EMU uses EndNote for reference management.

How to Use EndNote
EndNote Support
About EndNote
Faculty, Staff and Students that want to install EndNote on their personal computer should contact the Helpdesk.
<table>
<thead>
<tr>
<th>Office</th>
<th>System Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions - Undergraduate</td>
<td>Customer Relationship Manager</td>
</tr>
<tr>
<td>Admissions - Graduate</td>
<td>Customer Relationship Manager</td>
</tr>
<tr>
<td>Advancement</td>
<td>Customer Relationship Manager</td>
</tr>
<tr>
<td>Alumni</td>
<td>Customer Relationship Manager</td>
</tr>
<tr>
<td>Athletics</td>
<td>Customer</td>
</tr>
<tr>
<td>Relationship Manager</td>
<td></td>
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<tr>
<td>------------------------</td>
<td></td>
</tr>
<tr>
<td>Auxiliary Services</td>
<td>CRM</td>
</tr>
<tr>
<td>Business Office</td>
<td>Accounts Payable</td>
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<tr>
<td></td>
<td>Accounts Receivable</td>
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<tr>
<td></td>
<td>General Ledger</td>
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<tr>
<td></td>
<td>Online Bill Payment</td>
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<td></td>
<td>Expense Reports</td>
</tr>
<tr>
<td>Counseling Services</td>
<td>Electronic Medical Records</td>
</tr>
<tr>
<td>Development</td>
<td>Customer Relationship Manager</td>
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<tr>
<td>Facilities</td>
<td>Door Access</td>
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<td>Key Management</td>
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<td></td>
<td>Vehicle Management</td>
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<td></td>
<td>Space Management</td>
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<td></td>
<td>Work Order</td>
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<td></td>
<td>Art Collection Database</td>
</tr>
<tr>
<td>Financial Assistance</td>
<td>Customer Relationship Manager</td>
</tr>
<tr>
<td>Health Services</td>
<td>Electronic Medical Records</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Human Resource Management System</td>
</tr>
<tr>
<td>Institutional Research</td>
<td>Data Mapping</td>
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<td></td>
<td>Strategic Planning</td>
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<tr>
<td></td>
<td>Survey</td>
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<td></td>
<td>Service Desk</td>
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<tr>
<td>Library</td>
<td>Collection Management</td>
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<tr>
<td>Marketing</td>
<td>Content Management System</td>
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<td></td>
<td>Image Catalog</td>
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<td>Knowledgebase</td>
</tr>
<tr>
<td></td>
<td>Project Management</td>
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<td>Events Calendar</td>
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<td>Registrar</td>
<td>Customer Relationship Manager</td>
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<tr>
<td>Retention</td>
<td>Customer Relationship Manager</td>
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<tr>
<td>Student Life</td>
<td>Behavior Management</td>
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<td></td>
<td>Housing</td>
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<td></td>
<td>Polling</td>
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<tr>
<td>Title IX</td>
<td>Compliance Training</td>
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<tr>
<td>Compliance</td>
<td></td>
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<td>------------</td>
<td></td>
</tr>
<tr>
<td>G suite for Education</td>
<td></td>
</tr>
<tr>
<td>Microsoft O365</td>
<td></td>
</tr>
<tr>
<td>Microsoft Office</td>
<td></td>
</tr>
</tbody>
</table>

Comparison of G Suite and O365
Music Department

Finale
<table>
<thead>
<tr>
<th>Biology &amp; Chemistry</th>
<th>Apotu</th>
<th>ArcGIS</th>
<th>Biova</th>
<th>BMDS</th>
<th>Bocorski</th>
</tr>
</thead>
<tbody>
<tr>
<td>LKB-Wavelength Scanner Pro</td>
<td>Logger Pro</td>
<td>Membrane Solver</td>
<td>Mesquite</td>
<td>Rocc</td>
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<td>R</td>
<td>TS View</td>
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</tr>
<tr>
<td>Computer Science</td>
<td>BabelMap</td>
<td>Bazaar</td>
<td>Cygwin</td>
<td>CygwinX</td>
<td>Dia</td>
</tr>
<tr>
<td>HTCondor</td>
<td>Idle</td>
<td>Kdiff3</td>
<td>Logisim</td>
<td>Oracle</td>
<td>Virtual Box</td>
</tr>
<tr>
<td>Python</td>
<td></td>
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</tr>
<tr>
<td>Engineering</td>
<td>Arduino</td>
<td>Autodesk Inventor</td>
<td>HTCondor</td>
<td>Lab View</td>
<td>MatLab</td>
</tr>
<tr>
<td>Math</td>
<td>Derive</td>
<td>JASP</td>
<td>Maple</td>
<td>TI-Smartview</td>
<td>Win</td>
</tr>
<tr>
<td>Nursing</td>
<td>Anhythmia</td>
<td>Electrocardiogr</td>
<td>MicroSim</td>
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<td><strong>VACA</strong></td>
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<tr>
<td>Adobe Creative Cloud</td>
<td>Final Cut</td>
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<tr>
<td><strong>Business Department</strong></td>
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<tr>
<td>JASP</td>
<td>SPSS</td>
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<tr>
<td><strong>Education</strong></td>
<td></td>
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</tr>
<tr>
<td>SMART Desktop</td>
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Applications by Department

Websites
A system that provides users the ability to author and administer the creation and design of web content.

**Service Attributes**

**Service Category:** Websites

**Service Name:** Web Content Management

**Audience:** Faculty, Staff

**Service Cost:** There is no charge for this service

**Managing Team:** Marketing Services

**Applications:** OmniUpdate

**emu.edu**

- Information Systems is responsible for the domain, server and storage.
- Marketing is responsible for the content
- OmniUpdate is used for cms.

**emuroyals.com**

- IS is responsible for the domain.
- Athletics is responsible for the content
- PrestoSports is responsible...
emustories.com

- IS is responsible for the domain and server.
- Marketing is responsible for the content.
- DreamHost is used for storage and cms.

interfaithpeacecamp.org

- IS is responsible for the domain and server.
- Center for Interfaith Engagement is responsible for the content.
- DreamHost redirects to emustories.edu/interfaith/ipc

peacecolleges.com

- IS is responsible for the domain and server.
- Marketing is responsible for...
ble for the content
• DreamHost is used for storage and cms.

peacejusticestudy.com

• IS is responsible for the domain and server
• Marketing is responsible for the content
• DreamHost is used for storage and cms.

shenandoahvalleybachfestival.org

• IS is responsible for the domain and server
• Bach is responsible for the content
• DreamHost forwards to svbachfe stival.org

sustainableclimateorganization.org

• IS is responsible for the
domain and server
• Sustainable Climate Solutions is responsible for the content.
• DreamHost is used for storage and cms.

svbachfestival.org
• IS is responsible for the domain
• Bach is responsible for the content
• DreamHost is used for storage and cms.

zehr-institute.org
• IS is responsible for the domain
• Zehr Institute is responsible for the content
• DreamHost is used for storage.
• OmniUpdate is used for cms.

zehrinstitute.org
• IS is responsible

zehrinstitute.org
The ability to collect responses via the web