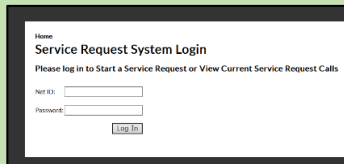




Information Services (IS) is a department within Michigan State University's RHS division that provides a suite of technology and creative services along with business process analysis and support, including:

- Help desk support (Monday-Friday, 8am-5pm)
- Access and password assistance
- Computers, laptops, accessories
- Creative services, publications, marketing and printed materials
- Outlook email with web and mobile device integration
- Networking and security services
- Point of sale systems and card readers
- Printers, scanners, multi-function devices
- Project management and business process analysis
- Reporting and accounting
- Training and coaching
- Web content and application development



Help and Support – On the Web is.rhs.msu.edu

Note: Before submitting a service request (SR), check with your supervisor on the proper protocols in your unit for requesting support.

- Service Request – Open an SR for help with technology related issues.
 - From our main page, click Service Requests, log in with your MSU NetID and password.
 - Once submitted, you can return to this area to log in and check the status of your service requests.
- Service Alerts - Known issues with RHS or MSU technology can be found on our main web page.
- Frequently asked questions (FAQs) can be found by visiting our website.



Help and Support – By Phone

- IS Help Desk (517) 353 – 1691, Hours: 8 am – 5 pm, Monday-Friday
 - Call for equipment issues, to request or schedule a service, to check the status of a previous request or to troubleshoot software or login issues.
 - After-Hours Emergencies: For problems that are urgent and business critical, call (517) 353 – 1691; follow emergency prompts.
- Reception Desk (517) 353- 1694
 - For general office questions or to return a call to a staff member.
- Spartan Cash Info. Line (517) 355 – CASH (2274)
 - Spartan Cash customers, parents, and RHS staff members can call this line with questions regarding Spartan Cash Accounts.
- Transaction Services (517) 432 -9435
 - Direct line to the Transaction Management Team for questions regarding point of sale, MSU ID cards and Blackboard card readers.



One Username, Different Passwords for Different Systems

• **User Name / Login** - MSU NetID is your login for most systems. The password to use depends on the system type: (see examples, below)

- **RHS** - RHS Computer, Outlook Webmail, RHS Password self-service
- **MSU** - EBS, MSU Mail, Jobs.msu.edu, IS Service Request, MSU Google Docs, MSU Computer Labs, Digital Sign, RMS and System I
- **Independent** – Student Information System, Blackboard and Sequoia

For more information on which passwords to use for specific systems, see is.rhs.msu.edu/faqbook/passwords-reference-chart



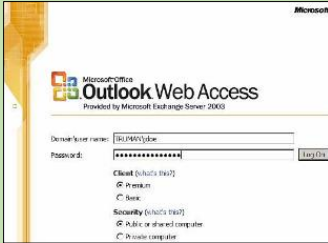
RHS Password Requirements

- At least 8 characters in length
- Include at least one capital letter and at least one number or special character
- Cannot reuse a password that you used previously
- Passwords must be changed every 90 days
- Never share your username or password with anyone
- Each time you change your password, also update your password on any mobile device that might need to be synced.
- Always lock your computer when you step away. (Ctrl-Alt-Delete, Lock)



Technology Training

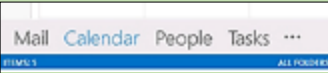
- Divisional Training - RHS related software and systems training
 - Available through RHS Information Services; log a service request and select TRAINING REQUEST as the reason.
 - Training materials can be found on the RHS Share drive: V:\Media Outreach Files\Training\
- MSU Training – MSU related software training
 - spartanslearn.msu.edu
- Microsoft Training
 - Self-led Microsoft Office Suite training at: office.Microsoft.com/en-us/training
- elevateU Learning Management System (LMS) system elevateU.skillport.com
 - To complete required health and safety, Human Resources or technology training, click My Development Plan.
 - To use elevate U for optional technical and professional development courses, browse the library. For info. and FAQs: professionaldevelopment.hr.msu.edu/elevateu



Email Logins and Passwords

RHS team members will, most likely, have two email accounts.

- RHS Outlook – netid@rhs.msu.edu (use RHS password)
 - Access this mail box at webmail.rhs.msu.edu
 - Mailbox quota limits:
 - Regular / full-time team members: 1,024 MB (1GB)
 - All other team members: 500 MB
- MSU Mail – netid@msu.edu (use MSU password)
 - Administered by MSU IT Services
 - Access this mail box at mail.msu.edu/.
 - To forward your MSU mail to your RHS account: Log into MSU mail > click MSU preferences > in the Forwarding Address field, type in your RHS email address then click save.



Outlook Calendaring

- RHS Outlook users are encouraged to maintain their calendars.
 - Collaborate with team members by changing your Outlook Calendar permissions. Visit our web site and click Training, Technology Guides then Outlook Calendar Permissions.
 - Use Outlook Scheduling Assistant to aid in scheduling meetings and reserving rooms.

Refer to Microsoft’s Outlook training here: office.microsoft.com/en-us/support/training-FX101782702.aspx



Mobile Devices

- You can stay connected to work from your smartphone, iPad or other mobile device.
- For more information on synchronizing your RHS Outlook/Exchange email, calendar and contacts, visit is.rhs.msu.edu/, click FAQ then search for Smartphone and Mobile Device Synchronizing.



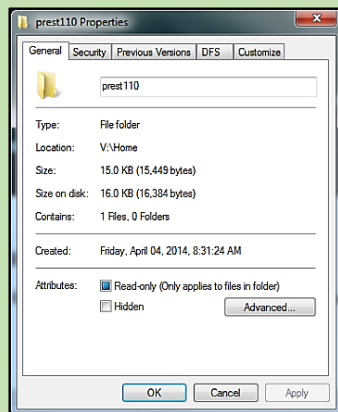
Online and Email Security

- Be alert! Follow these steps to avoid becoming a victim of online scams.
 - Never use your MSU password for non-MSU accounts.
 - Never share your password with others.
 - Never open any attachments that you are not expecting! Do not follow any links from an unexpected email. If you do business with a company, it is best to always open a web browser and type in their web address.
 - Never respond to an email request for private information.
 - Before opening any email, make sure it comes from a legitimate source and delete anything suspicious without opening or clicking.
 - For information on phishing (email scams) visit: secureit.msu.edu/



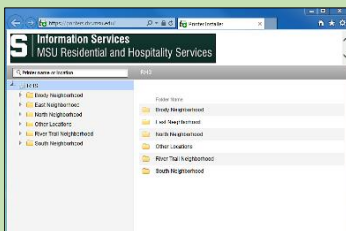
What to do if your Computer is Infected

- Shut your computer off and unplug the network cord.
- Call the RHS IS Help Desk immediately at (517) 353- 1691.



File Storage

- If your job requires you to save and retrieve files, you will have access to the RHS Network Share drive, also known as the V: drive.
- The V: drive has divisional folders, departmental folders, and a home folder.
- If a file may be seen by others, you should store it in a divisional or departmental folder.
- Your home folder is where you should store files that are for your reference only. A size limit (quota) is enforced on the amount of space available in your home folder.
 - Regular / full-time team members: 1,024 MB (1 GB)
 - All other team members: 500 MB
- For more information visit is.rhs.msu.edu/, click FAQ then look for quotas.



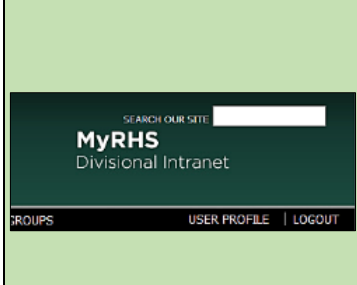
Printers

- Locate the printers in your building. Before you can print to a specific printer, you may need to follow some brief instructions. Visit is.rhs.msu.edu, click Training, then Technology Guides. Click the link for the RHS "Printer Logic User Guide".
- For more information on RHS printers, ordering supplies and changing print preferences, visit our website, click FAQ and look for PRINTERS.
- All purchases of printers & copiers must be coordinated through IS.



Data Security and Payment Card Handling

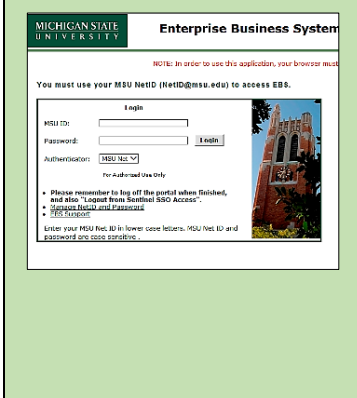
- Computer users must adhere to MSU Institutional Data Policy tech.msu.edu/about/guidelines-policies/msu-institutional-data-policy and Acceptable Use Policy tech.msu.edu/about/guidelines-policies/aup/
- Payment Card Industry Data Security Standard PCIDSS
 - If you deal with payment cards you must be trained in compliance to safeguard cardholder data and avoid large fines.
- FERPA (Family Education Rights and Privacy Act)
 - Data from many systems falls under FERPA guidelines.
 - Understand student rights to privacy. For details visit: reg.msu.edu/ROInfo/Notices/PrivacyGuidelines.aspx.



My RHS – my.rhs.msu.edu/

- Website for divisional communication. It’s a place to find out what’s going on in the division and connect with other team members.
 - Log in with your MSU NetID and MSU systems password.
 - Read Vennie’s blog or nominate a co-worker for an award.
 - Note: All RHS team members who have a login to RHS computers are granted access to this site. Use Internet Explorer or Chrome web browsers to access the site.

The systems listed below are not administered by RHS Information Services. However, you may find these references handy.



EBS – Enterprise Business System

- Employee Self Service (ESS): For all MSU employees.
 - Employees can print earning statements, view vacation, sick and personal time accruals, manage their employee benefits during open enrollment or update contact information, etc.
- EBS is also the system used for MSU business and financial processing.
- For more information, see ebs.msu.edu/. There are many green, drop-down boxes toward the top of this site that will take you to more information for your role and quick-reference guides for using EBS.
- This system requires two-factor authentication to log in. See secureit.msu.edu/two-factor for instructions and video tutorials.



MSU Job Postings

- To see open MSU employment opportunities, visit: jobs.msu.edu/
- Individuals looking for student, temporary or on-call positions with RHS can visit: jobs.rhs.msu.edu/.



Avaya Phones -

- To find user guides and special features for your Avaya office phone, visit: ipf.msu.edu/resources/user-guides.html.
- Find the listing for your phone’s model number and click on a reference link for more information.



MSU People Search - msu.edu/ (Click FIND PEOPLE)

- The MSU People Search page helps you find directory information for faculty, staff and students. You can search by name, MSU NetID or by department.
- For MSU’s privacy policy and instructions on updating your contact information in the directory, see: msu.edu/privacy/.