

The Department of Information Technology

Location:	DiPietro Library, Lower Level
Hours:	Monday – Friday 8AM – 4:30PM
IT web page:	connect.franklinpierce.edu
Facebook page:	https://www.facebook.com/FranklinPierce.IT/
Help Desk email:	ithelpdesk@franklinpierce.edu
Help Desk phone:	603-899-4214
Help Desk Online:	https://fp-support.freshservice.com (login required)
After Hours Support:	For emergencies or network outages: contact Campus Safety (603-899-4210)

Introduction to Basic Services

Support Services

The Information Technology Department provides support services for the following:

- Franklin Pierce owned computers (Windows and Macintosh)
- Mobile device connectivity to the Franklin Pierce network
- Wired and wireless network and Internet connectivity
- Accounts and passwords
- Franklin Pierce application software and database systems (e.g. Jenzabar, PowerFails, Raiser's Edge, NuView/Cort). See your supervisor or the module manager about access permissions and training if needed.
- CampusWeb portal to student information, course registration, schedules, grades and billing.
- Canvas course management system including training
- Franklin Pierce provided productivity and specialized user software (e.g. Microsoft Office and Outlook email)
- Shared network printers
- Media Services resources and support including audio/video equipment and use of multi-media in the classroom as well as pre-scheduled management and support for events
- Telephone and voicemail configuration and support services
- Public web site and eRaven Intranet site are supported by the Marketing and Communications department (use the [Help Desk ticketing system](#) to submit a request) □ Cable TV in Rindge residence halls

To learn more about IT services, resources, training, policies, and initiatives, visit the IT web site at connect.franklinpierce.edu.

Submitting a support request

If you have a technology issue or question, contact the Help Desk in one of the ways listed below. Please specify as much information as possible including any error message and the equipment asset tag if applicable when submitting a request.

Email: ithelpdesk@franklinpierce.edu

(preferred)

Call: 603-899-4214

Online ticket system: <http://ithelpdesk.franklinpierce.edu> (login with your network account)

Walk in: The Help Desk is located in the lower level of the Library during office hours, 8 am to 4:30 pm, M-F (entrance is located on the tower side facing the softball field. Follow signs once in the building.) Media Services is open until 5:30 pm, M-F, to pick up or drop off equipment. Media Services support is also available after hours on a pre-scheduled basis.

Please contact the Help Desk rather than IT staff directly so that your request can be tracked and managed efficiently. Support requests are generally handled in the order in which they are received, subject to priority.

Computers and Mobile Devices

Faculty are typically issued Windows laptop computers and staff are issued Windows desktop computers. Part-time faculty may be required to share a desktop computer. Non-standard computers including Macintosh computers require documented justification and must be approved by your department manager and the Chief Information Officer.

A University-provided mobile device may be requested if it is required for your job responsibilities. Mobile devices must be approved by your department manager and the Chief Information Officer.

Software

All computers provided by Franklin Pierce are installed with the standard software listed below. Computers are also installed with anti-virus software (required for all computers). Other software may be installed or you may be given access to software systems based upon need.

- Microsoft Office Pro (Word, Excel, PowerPoint, Access)
- Microsoft Outlook client (email)
- Acrobat Reader
- Web Browsers (Firefox, Chrome, Internet Explorer)
- Microsoft SCCM anti-virus, security, and management software

To maintain software consistency and support, you are not permitted to install software or software upgrades on University computers unless provided by or authorized by the IT department (see the Technology Acceptable Use Policy for Employees).

Microsoft Office for Home Use

In compliance with our license agreement, you, as an employee, may use Microsoft Office 365 software subscription service or download and install Microsoft Office onto your personal/home computer or mobile device at no cost. Use of Office on a personal device through the University is available as long as you are employed by Franklin Pierce. When your employment ends with Franklin Pierce, you'll need to uninstall Office software provided by the University from all personal devices.

Other software purchased and licensed by the University may not be installed on personal/home computers unless it is specifically permitted in the license agreement.

Faculty/Staff owned computers on the FP network

Before connecting your personally owned computer to the FP network, you will be required to verify that you have anti-virus software with up-to-date virus definitions installed on your computer. Antivirus software will be installed on University-owned computers by the IT department.

Classrooms

Most classrooms on every campus are equipped with at least a projector and screen. Some classrooms also have smartboards or smart podiums as well as computers for instructors. In classrooms without computers, faculty are expected to use their University-provided laptop.

There are also computer labs on each campus including four in Rindge. Many of these are used for classes as well as general student use. Contact your Administrative Assistant or the IT Help Desk for specific locations.

Network

All offices have a wired connection to the network. Wired connections are also available for instructors in many classrooms and for all computers in labs.

Wireless connectivity is available in classrooms, labs, the Library, residence halls, and many offices and other public spaces on each campus.

All resources on CampusWeb and eRaven, including email, are accessible from home or other noncampus location with Internet access. Network folders are not accessible from non-campus locations unless remote desktop software is configured on your computer (see below).

Network Account (username and password):

- You'll receive your username and password from Human Resources at your New Hire Orientation.

- Your username is usually in the format: lastnamefirstinitial (not case sensitive)
- The network domain name is: pierce
- **Email:** username@franklinpierce .edu
- It is a violation of policy to share your password with anyone

Password: You are strongly encouraged to change your password when you first log in. Passwords are typically set to expire every 180 days. Passwords must be at least eight characters and include at least two of the following: one capital letter, one lower case letter, one number and a special character.

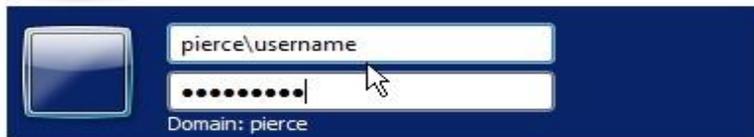
Passwords are case sensitive.

- To change your password:
 - If you are on campus and using a Windows computer: press the **Ctrl-Alt-Del** keys simultaneously and select Change Password (you must know your current password).
 - If you are off campus: log on to Outlook Web Access, go to the Options menu at the top right, select change password (you must know your current password).
- To have your password reset for you, call the IT Help Desk during office hours. You'll be asked some basic information to verify your identity.

Logging into the Franklin Pierce network:

Your login screen may appear slightly different than the example below, but the information you need to enter is the same. Notice that it is a back slash '\ ' after pierce not a forward slash '/'

(The domain name (pierce) and the username will default to the last person logged into the computer. If it was you, your username will display and you'll only need to enter your password. If it was not you, you'll need to enter the domain name and your username as well as your password).



Shared Network Folders:

- Every employee gets a personal folder on the network referred to as the F: drive or folder. IT strongly recommends that you save all your work related files in this folder or in subfolder as these folders are backed up regularly (**Note: files stored on your computer local drive, including the desktop, are NOT automatically backed up; if your hard drive crashes, any files on your local drive may be lost**).
- Depending on your department, there may be other drives mapped to shared folders on the network in order to share files with others. Check with your supervisor about other folders you should have access to.

Email:

- Microsoft Outlook has been setup on your computer to access the University's email system.
- Outlook can also be accessed from a web browser from home or other non-campus location.
- There is a 1 GB limit on mailbox size (you'll get a notification alert when you get close to this limit).
 - Messages can be saved:
 - To an online archive (accessible through Outlook Web Access).

- To a personal file (stored on your F: Drive; these messages are not accessible from Outlook Web Access).
- You may create your own email distribution lists for personal use. You may also have access to some University distribution lists specific to your job.
- Access to distribution lists to send mass emails to the community at large is restricted. Talk with your supervisor or contact the IT Help Desk about options to communicate with the community when needed.
- Public Folders in Outlook enable you to share emails within or between departments. Check with your supervisor about public folders that may be used by your department.

Printing:

- Every department has access to a multi-function printer/copier.
- Every department is provided with a departmental code for printing, copying, and scanning (your computer may be pre-configured to use a department code for printing without the need to enter it). Ask your Administrative Assistant for the code for your department.
- For instructions on using the printer, check with your Administrative Assistant or contact the IT Help Desk.

Accessing the Franklin Pierce Network from Home:

If needed for your job, you may be permitted to use remote apps to access Franklin Pierce applications and your F: drive from home.

To request and set up remote apps:

- Request approval from your supervisor.
- Contact the IT Help Desk for setup instructions. **eRaven (Franklin Pierce Intranet)**

<http://eraven.franklinperce.edu> eRaven is the portal or landing page for faculty, staff, and students and provides access to much of the online information and resources that you will need (log in may be necessary). Resources include:

- **Outlook Web Access (OWA):** you can access your email via a web browser from home or other off campus locations by using the  link on eRaven; you will have access to your archive folder but **NOT** personal and department folders on the network. Enter your FP username and password as depicted below:

Domain\user name:

Password:

- **CampusWeb:** is the portal to academic, advising, enrollment, and student life related resources for faculty, staff, and students. Some pages require you to log in with your FP username and

password as depicted below. You can also access CampusWeb directly at:

<https://campusweb.franklinpierce.edu>



- **Canvas:** is the University's course management system. Log in with your network username and password. As an instructor, you'll be given access to the courses you teach and you will be responsible for adding or updating course content. For training and support, Rindge faculty should contact Tom Flanagan 603-899-1145 or flanaganT@franklinpierce.edu and CGPS faculty should contact Stephanie Cuddie, 603-647-3531 cuddies@franklinpierce.edu. Canvas support hotline is also available 24/7 at 866-443-0656. Orientation courses as well as links to user guides and instructional videos can be found in Canvas and at: <https://guides.canvaslms.com>.
- **Information Technology Department** under **Helpful shortcuts** will take you to the IT web page with more information about technology resources and services, help guides and training videos, policies, and projects and planning.
- **Event Request form:** must be completed in order to schedule a room as well as media and facilities resources and support services. The request form must be completed and submitted at least one week prior to the event.
- **Directories:** of staff and faculty phone numbers.
- **FP Alerts:** to sign up to be alerted in the event of a campus emergency on your cell phone. <http://eraven.franklinpierce.edu/s/fpalerts/>

Telephone/Voicemail Systems

Instructions for using the telephone and voicemail systems in Rindge can be found at:

[Basic Operations of Telephone and Voicemail Systems \(Rindge\)](#)

[Voicemail Summary Instructions \(Rindge\)](#)

For CGPS campuses, see your Administrative Assistant for instructions on your specific phone and voicemail systems.

Audio and Web Conferencing

The University uses StartMeeting software to host audio and web conferencing with others. Ask your Administrative Assistant for your department login account. Once logged in, you'll have access to Quick Start and other user guides to help you get started.

A Polycom speakerphone is available for sign-out through the Help Desk.

Policies

It is your responsibility to be familiar with the University's technology policies. We strongly encourage you to read the policies below before using any computer or network resource at Franklin Pierce. By

using the University's technology resources, you implicitly agree to abide by these policies. Please contact the IT Help Desk if you have any questions.

[Technology Acceptable Use Policy for Employees](#)

[Information Security Policy](#)

[Employee Email & Voicemail Policy](#)

Sign in to your account