

Guide to Technology at the Jacobs School of Music for New Faculty Fall 2017

- **To Get Help**

Contact **Music Information Technology Services (MITS)**

- Email: musicits@indiana.edu
- Phone: 812.855.7832
- Website: <http://go.iu.edu/1Gui>

Contact the **University Information Technology Services (UITS)** Support Center Outside of normal business hours, or for University wide systems, contact UITS for assistance.

- Email: ithelp@iu.edu
- Phone: 812.855.6789
- Walk-in: Wells Library Learning Commons, Indiana Memorial Union M089
- Website: uits.iu.edu/support

- **Self Help**

Search the IU Knowledge Base for current answers to technology questions.

kb.iu.edu

- **Concerns, complaints and big ideas** (but the last resort for tech support!) contact:

- Philip Ponella, Wennerstrom-Phillips Music Library Director
Director, Music Information Technology Services
- Email: pponella@indiana.edu
- Phone: 812.855.2972

- **Administrative Tasks/Personal Business - one.iu.edu**

One.IU is the university's portal for IT and other services. Access the interface via any device to perform hundreds of tasks, including:

- Accessing class rosters and posting grades
- Reviewing and updating the faculty annual report
- Securing your IU computing accounts
- Setting emergency notification preferences
- Reviewing campus-specific academic calendars

- **Course/Learning Management - canvas.iu.edu**

IU uses the Canvas learning management system (LMS).

- **File Storage**

- **Box @ IU - box.iu.edu**

- Box@IU is a no-cost, secure, unlimited cloud storage service that faculty, students, and staff can access on any device.

- Use your Box account to:

- Collaborate in real time (even outside IU)
 - Provide and gain access to large files
 - Annotate, review, and track documents
 - Create simple workflows using assigned tasks

- **Faust**

- UMITS provides storage space on the Jacobs School's file server named *faust*. All faculty members have user folders on that server.

- **High-definition video conferencing**

- All studios in the East Studio Building are equipped for video conferencing. Studios in other areas can be equipped. There are two spaces in the Cook Music Library established for video conferencing/distance learning.

- M285 is a conference/seminar room equipped for video conferencing/distance education.
 - M361 is configured as a music performance/recording studio equipped for distance musical performance/teaching.
 - Contact musicits@indiana.edu to learn more and/or schedule.
 - Additionally, there are nearly 400 video-enabled classrooms, conference rooms, and collaboration booths available at Indiana University. For more information see: uits.iu.edu/bridge

- **IT Training - ittraining.iu.edu**

- UMITS IT Training gives faculty and students access to no- and low-cost training services, including:

- Instructor-led workshops offered live online as well as in person
 - Specially scheduled workshops for students (available upon instructor request)
 - Downloadable materials, recorded webinars, and discounted training from leading vendors
 - Advanced technical training that can lead to professional certifications

- **IU Online Directory - phonebook.iu.edu**

- The IU directory contains contact information— including email and phone—for faculty and staff at all campuses. It also contains office location, campus maps, and detailed IU departmental listings.

- **Media Collections Online - media.dlib.indiana.edu**
 The William and Gayle Cook Music Library is one of the largest music libraries in the world. An ever-increasing amount of the libraries audio/video collections have been digitized and are available via Media Collections Online. For more information see the Cook Music Library's website:
libraries.indiana.edu/music
- **Online Safety and Security - protect.iu.edu**
 The University Information Security and Policy Offices help increase awareness about topics like email and phishing scams, keeping data safe, and avoiding identity theft.
 - **Two-Step Login (Duo):** kb.iu.edu/d/beum
 - Getting started with Two-Step Login: kb.iu.edu/d/bfgm
 - The Sensitive Data Guide card provides practical tips for identifying and either securely storing or securely disposing of critical, restricted and other sensitive data
 - Use digital email signatures verify your identity, so recipients know your email has not been spoofed or altered by a scammer
- **Phones**
 IU uses the Unicom (software based) phone system.
 - Most users have USB phones that require the computer to be logged in to function. For help, contact MITS at musicits@indiana.edu
 - You must acknowledge the E911 agreement before you will be able to use the phone: <https://accountmgmt.exchange.iu.edu/E911>
 - Voicemail messages are sent to your email.
- **Software: IUanyWare & IUware**
 IU provides faculty, students, and staff with access to hundreds of popular titles, including Microsoft Office and Adobe Creative Cloud, at no- or discounted cost.
 - IUware lets you download the software packages you use most and install them on your desktop or laptop. See: iuware.iu.edu
 - IUanyWare gives you the freedom to stream titles on demand using almost any device (internet connection required). See: iuanyware.iu.edu

- **Other Practical Information**

- Information Security Best Practices - <https://kb.iu.edu/d/akln>
 - You will not be granted administrative rights on your workstation.
 - Mac users can open Self Service to install software.
 - PC users can open Software Center to install software.
 - Email security/phishing - <https://uits.iu.edu/phishing>
 - Don't open unexpected attachments.
 - Don't click on blind links.
 - Never share a passphrase, pin or personal information.
 - When you're done, log out or lock your computer. Do not turn it off!
 - Don't store sensitive data unless absolutely necessary.
- What to look for in a phishing email:

