

WHAT EVERY CAS FACULTY & STAFF MEMBER SHOULD KNOW ABOUT IT

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Hello!

CAS-IT is here to support the mission of the College of Arts & Sciences (CAS) by supporting teaching, service centers, and department or school operations. Visit the [CAS-IT website](#) to learn more about the services we offer.

Getting IT Help

Please use the [Get IT Help webpage](#) or call 438-HELP (4357) to report issues with technology, make IT requests, find IT knowledge articles (tutorials), and to check the status of your reported issues or requests. These methods are the easiest way for you to report your issues or make IT requests without having to know which of ISU's dozens of tech support teams is the correct one for your situation.

CAS-IT and each of our staff value having deep knowledge of our departments, their faculty, and the faculty's needs. We like hearing from you and working with you! However, contacting an individual IT person directly often leads to delays in getting support. The individual you contacted may be in the middle of another task or even out of the office. If they were not the correct person to respond, then they will forward your message to the Technology Support Center for correct routing. This leads to an unnecessary delay in resolving your issue or fulfilling your request.

More information including step-by-step tutorials can be found in the Help.IllinoisState.edu knowledge article "[Getting Help](#)".

ULID Account

Your ULID is your **University Login ID**. It is the username that you will use to log into many campus resources and is the first part of your ISU email address. Your ULID is usually a combination of your first initial, middle initial, and the first five characters of your last name. Occasionally, numbers may be used as well. Your email address at Illinois State University is always <ULID>@ilstu.edu. Your ULID is associated with the following university services:

- Login to campus computers
- Wi-Fi
- Email
- [My.IllinoisState.edu](#)
- ReggieNet
- And many more!

More information including step-by-step tutorials can be found in the Help.IllinoisState.edu knowledge article "[ULID Account](#)".

Multi-Factor Authentication (MFA)

Multi-Factor Verification (MFA), also known as two-step verification, is more secure than just a password because it relies on two forms of authentication: something you know and something you have with you. The "something you know" is your password. The "something you have with you" is a phone or device that you commonly carry with you. Multi-factor authentication helps to stop malicious hackers from pretending to be you because even if they have your password, odds are that they do not have your device, too. Multi-factor authentication allows you to authenticate your log in from your mobile device so that only you can log into your account.

More information including step-by-step tutorials can be found in the Help.IllinoisState.edu knowledge article "[Multi-Factor Authentication \(MFA\)](#)".

Internet Access

Wired and wireless access is available across campus. Wired connections are preferred for offices since they are faster and allow computer updates to happen overnight.

More information including step-by-step tutorials can be found in the Help.IllinoisState.edu knowledge article [“Network”](#).

Computer Labs

Each department and school handles scheduling physical computer labs. Please contact your office support staff for your department’s process. Virtual Computer Labs and Virtual Applications are available to all faculty and students.

More information can be found in the Help.IllinoisState.edu knowledge articles [“Campus Computer Labs”](#) and [“Virtual Computer Labs Available to Students”](#).

Phone (VoIP)

Voice over IP (VoIP) is a communication technology that allows telephone calls to be placed using a broadband network instead of a regular analog phone line. VoIP is available in campus offices, classrooms, and other areas at Illinois State University.

You can find more information including step-by-step tutorials in the Illinois State Help webpage knowledge article [“Cisco IP Phone”](#).

Survey Options

Illinois State has multiple options for creating online surveys and forms for academic research and line of business use. More information including step-by-step tutorials can be found in the Help.IllinoisState.edu knowledge article [“Survey Options”](#).

Emergency Alerts

Emergency alerts are sent to members of Illinois State when a crisis occurs on campus. University members may subscribe to receive emergency alerts by text to their mobile phone numbers.

More information including step-by-step tutorials can be found in the Help.IllinoisState.edu knowledge article [“ISU Emergency Alert System”](#).

Microsoft 365 (formerly Office 365), Word, Excel, PowerPoint, & Outlook

Email, Calendar, & Contacts

CAS-IT supports accessing your university provided Microsoft 365 account for email, calendar, and contacts through Microsoft Outlook for Windows or Mac computers, or through a browser. CAS-IT does not recommend or support using any other software to access your Microsoft 365 account for email, contacts, or calendars. We also do not support the use of non-ISU email services.

More information including step-by-step tutorials can be found in the Help.IllinoisState.edu knowledge article [“Microsoft 365”](#).

Microsoft Stream

Microsoft Stream is a video service that allows for greater flexibility in sharing videos for instructors among courses and with other instructors. Stream automatically generates closed captions for videos, an important feature for addressing accessibility needs and universal design. All instructors will have the ability to use Stream in their assigned courses, no need to request channels for each course or section.

More information including step-by-step tutorials can be found in the Help.IllinoisState.edu knowledge article [“Microsoft Stream”](#).

File Storage

CAS-IT recommends the ISU provided OneDrive as your primary file storage location. We do not recommend storing files only on a single computer nor do we recommend or support the use of third-party services, like Dropbox. OneDrive has been approved by the Data Stewardship Council.

More information including step-by-step tutorials can be found in the Help.IllinoisState.edu knowledge article [“Syncing Files Between OneDrive and your Computer”](#).

Shared Files/Collaboration

Most CAS departments have a Microsoft Teams site available to them. Teams is a great solution for sharing files within departments or working groups and for other collaboration.

More information including step-by-step tutorials can be found in the Help.IllinoisState.edu knowledge article [“Microsoft Teams”](#).

Other Microsoft 365 Services

There are other various tools within the Office 365 portal that CAS-IT/ISU supports in a very limited fashion beyond installation. Tutorials for these are available from [Microsoft](#). The Center for Teaching, Learning, and Technology may have some [small group training](#) options for Microsoft 365 tools.

More information including step-by-step tutorials can be found in the Help.IllinoisState.edu knowledge article [“Microsoft 365 FAQ”](#).

Phishing/Spam

While every effort is made to eliminate phishing and spam from email at Illinois State, some malicious email does get through. For spam, the email filtering system at Illinois State University detects incoming spam and delivers suspected spam to your Junk Email folder. More information, including step-by-step tutorials on spam, can be found in the Help.IllinoisState.edu knowledge article [“Spam Filtering at Illinois State University”](#).

Phishing is a bit more complicated, and largely requires end-user detection. A detailed overview of phishing and how to report it can be found in the Help.IllinoisState.edu knowledge article [“How to Avoid Phishing, Phone Scams, and Identity Theft”](#).

Learning Management System (LMS)/ReggieNet

“ReggieNet” is an online course management system, based on [Sakai](#), used by faculty and students at Illinois State University. Classes offered through Illinois State University may use ReggieNet to deliver course materials, assignments, quizzes, and tests to students.

ReggieNet should be the primary method for electronically delivering course materials to students enrolled in courses. ISU considers this system part of our contingency plan for delivering courses to students in the event of a natural disaster or disease outbreak and therefore no other system should attempt to deliver coursework to students as any other system will not have the same priority.

More information including step-by-step tutorials can be found in the [Help.IllinoisState.edu](#) knowledge article “[ReggieNet](#)”.

Adobe Creative Cloud

Faculty, Staff, and Graduate Assistants of Illinois State University currently have access to both the Adobe Creative Cloud suite of applications and Adobe Document Cloud for free using their ISU account information (ULID and password). Students can use select Adobe Creative Cloud Applications in [computer labs](#) and can [request a license](#) to install on their personally owned devices.

More information including step-by-step tutorials can be found in the [Help.IllinoisState.edu](#) knowledge article “[Adobe Creative Cloud](#).”

In addition, Adobe’s [help site](#) provides excellent tutorials for individual programs, as well as user guides. The tutorials can be used to augment class instruction, complete with downloadable sample files. ISU specific news about Adobe Creative Cloud, labs that have Creative Cloud installed, and student access requests can be found at the [Adobe at ISU](#) website.

Student Access & Accommodation Services

Illinois State University provides a welcoming atmosphere for individuals with disabilities and/or medical/mental health conditions by assisting each in functioning independently within the University community and providing equal access and opportunity in accomplishing educational, professional, and personal goals. As a unit of the Student Affairs Division, Student Access and Accommodation Services (S.A.A.S.) is the designated office to provide approved accommodation services for students and guests with disabilities and/or medical/mental health conditions.

As a university, we are obligated to notify all students of services available. As individuals who participate in the educational process for students, we all want each student to be successful. Placing the following accessibility statement on your syllabus will help fulfil this:

Any student needing to arrange a reasonable accommodation for a documented disability and/or medical/mental health condition should contact Student Access and Accommodation Services at 350 Fell Hall, (309) 438-5853, or visit the [S.A.A.S. website](#).

S.A.A.S. also has some great resources to assist faculty in creating accessible and inclusive course content. Please reach out to [S.A.A.S.](#) with any questions.

Teaching, Research, & Service Information

Watermark Faculty Success allows faculty and staff to quickly enter teaching, research, and service information for use in multiple other ways. Some departments use this tool for the Annual Productivity Reporting process, as syllabus distribution and archiving, etc. Some other CAS-wide processes also utilize this tool like various award applications. Additional details follow as to how the data entered in this system are used.

Department Website Faculty Profile Pages

Each CAS department website has a page that lists basic information about faculty and staff. These pages are often the most visited on the department websites. They serve as a place for current student to access information and for perspective students in our recruitment efforts. See the [School of Communication Faculty & Staff page](#) as a good example.

CAS Quarterly Report

The Dean's Office is proud to celebrate the accomplishments of the faculty. The homepage of the [CAS website](#) and the Quarterly Report found on it, includes such accomplishments.

Curriculum Vitae

Watermark Faculty Success can also quickly generate an updated curriculum vitae based on the teaching, research, and service information entered.

CAS Syllabi Database

Syllabi must be available for 7 years. So that departments do not have to physically store copies of syllabi, or search for syllabi when needed for transfer students, CAS-IT has an [online syllabus database](#). To add your syllabus to the online database simply upload it to the corresponding course in Watermark Faculty Success. This is also how to get your syllabus listed under your course on your department website profile page (only available for CAS-IT hosted websites) and a good option for making your syllabus available electronically.

CAS Collaboration System

The College of Arts & Sciences encourages faculty collaboration. To foster this collaboration CAS-IT has made it very easy to search faculty teaching and research interests via the [CAS Collaboration System](#). This system pulls the same teaching and research interests' fields from your Watermark Faculty Success profile.

NSF and NIH Biographical Sketch Applications

Watermark Faculty Success has built-in NSF and NIH Biographical Sketch reports. These make applying for grants a little easier and, best of all, the formatting of each is kept current as the organizations make changes. More information including a step-by-step tutorial can be found on the Help.IllinoisState.edu website knowledge article "[Watermark Faculty Success General Tutorial - Creating an NSF Biographical Sketch Overview](#)".

If you have an idea of how this tool can make you more efficient, please contact the Director of CAS-IT.

More information including step-by-step tutorials can be found in the Help.IllinoisState.edu knowledge article "[Watermark Faculty Success](#)".

Faculty Websites

Faculty that choose to have a website in addition to their department website profile page or their ReggieNet site may do so. Faculty must adhere to Americans with Disability Act, Illinois Information Technology Accessibility Act (aka 508 Compliance), and WCAG 2.0 laws. Faculty that violate these laws may be personally liable under these laws. Any website that represents Illinois State University by an employee of the University must comply.

The recommended method for faculty to publish a website is by the About.IllinoisState.edu website system. This system is editable through most common browsers and does not require the knowledge of coding. It allows the faculty member to control the images, text, and page structure of the site within the templates and layouts provided. Unfortunately, complete visual customizations (colors, layouts, etc.) is not offered to preserve ADA and 508 law compliance.

More information including step-by-step tutorials can be found in the Help.IllinoisState.edu knowledge article at "[About.IllinoisState.edu Sites](http://About.IllinoisState.edu)".

Service Interruption Notification Procedure

Non-emergency, planned maintenance, planned degraded performance, or planned outages of any CAS-IT service will be posted on the [Alerts webpage](#). Faculty, Staff, and Students can also receive email or text message notifications of alerts when alerts are posted.

More information please call 438-HELP.

Emergency maintenance, unplanned outages, and unplanned service degradations of CAS-IT services that affect multiple CAS departments will be posted to the [Alerts webpage](#) and emails will be sent to CAS Faculty and Staff list-servers.

Planned or unplanned events of single department services will be coordinated with their service owners and notifications may vary.

Off Campus Access to Campus Resources

It is possible to access resources such as the Private Drive and to remotely connect to your office computer from an off-campus location. To do so you must have Cisco Any Connect VPN configured.

Your office computer must be preconfigured for remote access. For security purposes, this is done by request only. After remotely connecting to your office computer, you may use its software and other resources just as if you were sitting in front of it.

You can find more information including step-by-step tutorials in the Help.IllinoisState.edu knowledge article s "[VPN at Illinois State University](#)".

Copies and Printing

Each department/school has different policies regarding copies and printing. Please contact your office support staff for more details.

CAS-IT highly encourages alternatives to printing such as electronic distribution through ReggieNet, Microsoft Teams/SharePoint, network shares, email, etc. We also have software called Papercut to manage printer use. Please contact us if you are interested in more information.

Non-ISU Services

Registering for, requiring student use of, or simply just uploading some data to non-ISU contracted servers, websites, web applications, etc. can violate the Family Educational Rights and Privacy Act (FERPA).

University policy also prohibits members of the University from accepting a contract (or terms & conditions) on behalf of the University without prior approval from the University Lawyers. Both these reasons make registering for third party services for classroom or organizational use a violation of policies.

Additionally, third party services often cannot be tested to work in our environment nor are they guaranteed to exist tomorrow.

Steps also must be taken to ensure that all students can experience a class to a reasonable extent. Third party services may not be bound by this federal law so a service that a faculty member might like to use in class may not be accessible for someone with a visual impairment (for example) whereas a similar University hosted service would. Often the services provided by a third party can be achieved by on-campus services. Please start with the CAS-IT Director first for recommendations on technology needs. You can find more information in the [About section of the CAS-IT webpage](#).

Equipment/Inventory

Any University owned equipment issued for your use is the sole property of the State of Illinois. These pieces of equipment are bound to University policy about "[Appropriate Use](#)" and [removal of University property](#) must be pre-approved by your department/school's Inventory Steward.

Before purchasing any equipment, consult CAS-IT and your Inventory Steward. All equipment purchased should be delivered to your campus address. Equipment purchased with University funds must not be shipped to your home address. All equipment must go through your inventory steward immediately after purchase and then through CAS-IT before use.

Travelling with Equipment

U.S. Export Control laws and regulations are a complex body of federal regulations designed to protect U.S. interests by restricting foreign access to information, technology, commodities, or software. Simply put, "Export Controls" regulate the transfer of controlled items outside of the United States. These laws govern how controlled items can be transferred overseas to anyone, including U.S. citizens, or to foreign nationals within the United States. Export Control laws impact a variety of university activities including research, travel, shipping, procurement, communications, and hiring.

If you will be traveling overseas with any Illinois State equipment, especially devices that contain data, you must notify CAS-IT well in advance of your travel destination(s) and the equipment you will need to take for CAS-IT to vet any restrictions.

For more information on export controls, as well as information for travelling, visit Illinois State's [Export Control site](#).

Data Classifications & Security

All Illinois State employees are responsible for being aware of, and following, the University's [data classification policy](#). Questions and clarification should be directed to departmental data stewards and/or the Data Stewardship Council.

Training

Various units offer different training options. You can find most of them listed below.

- [Family Educational Rights and Privacy Act \(FERPA\) Quick Guide](#)
- [Center for Teaching, Learning, and Technology](#)
- [CTLT New Faculty Orientation](#)
- [Research Ethics and Compliance](#)
- [Institutional Review Board \(IRB\)/Human Subjects Research](#)
- [HR Orientation](#)
- [HR Training](#)
- [Milner Library Services](#)
- [Technology Training Courses \(administrative applications focused\)](#)
- [Introduction to Technology at Illinois State: Faculty/Staff](#)
- [ISU Technology Quick Start Training \(student focused\)](#)
- [Student Technology Quickstart Guide](#)