July 2022

College of Mines and Earth Sciences Information Technology Requirements and Support for Faculty, Staff, Graduate Students and Post Docs

1. Introduction

All new faculty, staff, graduate students and post docs are expected to contact the College of Mines and Earth Sciences IT team to make sure that laptops and desktops provided from University resources comply with relevant University policies. To schedule time with the CMES IT team to set up or your review your computer configuration please submit a ticket to the University IT Help Desk. Details can be found in Section 8, "Getting Help with IT Issues" in this document.

As a general principle, personal computers should not be used for University work, particularly research or any activities that necessitate the use of sensitive or proprietary data. This can cause issues both for the user and the University.

New employees and graduate students will be assigned a university ID number which is required to obtain access to University systems and technologies.

2. Administrator Privileges

Users are generally not given administrator rights to individual desktops and laptops in either offices or laboratory spaces. If you think you may need administrator rights on your desktop or laptop you can submit an approval request to your Department Chair. The Administrator Rights request form can be found at https://cmes.utah.edu/intranet/cl-forms-az/forms-documents/admin-rights-form-2022-03-rev.pdf

If approved, administrator rights are time bound and given for up to 12 months. Requests for administrator rights must be submitted annually.

3. IT Purchases

All purchases of laptops, desktops and accessories, funded from University funds, must be routed through the CMES IT team. Please work with your Department Administrator for the purchasing process.

4. IT Systems and Applications

Duo 2 Factor Authentication (2FA)

All University of Utah students, faculty, staff, affiliates, and alumni and University of Utah Health personnel are required to use two-factor authentication (2FA) when logging in to use certain online U applications and IT systems. The university's current 2FA solution is Duo Security. More information can be found at https://uofu.service-now.com/it?id=uu_kb_article&sys_id=302e4475db5b5644a9693c1ebf9619b5#new-employee

Virtual Private Network (VPN)

To access resources on the University of Utah network, university employees working remotely should access an approved, secure virtual private network (VPN). A VPN is an application on your computing device that establishes a secure connection to a network. A VPN allows users to access items as if you were on campus, but requires the VPN client and Duo two-factor authentication (2FA) set up first. Users must have Duo 2FA enabled on the device they would

like to use for VPN. More information can be found at https://uofu.service-now.com/it?id=uu_kb_article&sys_id=3cf34fa5d5558900023cf36e22818368

E-Mail

- New faculty, staff, students and post docs will receive a university e-mail account
- All email correspondence from the University must be sent using your University account (@utah.edu), not your personal email account
- University, department, program communications, calendaring, information and alerts will be sent to your University e-mail address
- University e-mail addresses should not be used for personal business.
- e-mail from other providers should not be forwarded to your University e-mail account.
- If you think an e-mail has been sent to your inbox from a questionable source (phishing), you are asked not to open it and forward it, as a pdf, to the Information Security Office at phish@utah.edu
- You can sync your e-mail account with Android or iOS mobile devices and information can be found at https://onboard.utah.edu/enroll/uofu/prod2/process

Microsoft Teams

Microsoft Teams is a workstream collaboration application that allows users to:

- Use persistent chat and share content instantly, on or off campus
- Create departmental or project-based Teams groups
- Add Teams "channels" to organize files and tasks
- Connect quickly with Teams' online meeting tool

Microsoft Teams is a no-cost "digital office space" that provides an alternative for email communications, online web conferencing platforms like Zoom Pro, and collaboration applications like Slack. All current members of the U community, including affiliates with uNIDs, may use the U's instance of Teams. Teams-based collaboration with non-U community members is not possible at this time. Information on Microsoft Teams can be found at: https://uofu.service-now.com/it?id=uu_kb_article&sys_id=81c838f1dbc8d494b76a5457dc9619ab

Zoom

A university wide enterprise agreement has made Zoom Licensed (Pro) accounts free for all eligible students, faculty, and staff employees. Zoom information can be found here: https://support.tlt.utah.edu/hc/en-us/sections/360009028151-Zoom

File Storage

It is recommended that faculty, staff and students utilize UBox for file management, storage and collaboration. Faculty, staff and students are eligible for a UBox account. Information on how to get started with UBox can be found here: https://support.box.com/hc/en-us/sections/360007552373-Getting-started-for-beginners

5. **Using University Owned Laptops and Accessories Off-Site**

Users are required to complete the "Off Campus Permission" Form if there is a need to use University owned laptops or accessories off-site. The form can be found at https://cmes.utah.edu/intranet/cl-requests/documents-requests/Offcampusform.pdf

6. **Software Resources**

Center for High Performance Computing resources are available and information can be found at: https://www.chpc.utah.edu/documentation/gettingstarted.phpfor

University of Utah provides discounted software for faculty, staff and students –go to https://software.utah.edu for additional information

7. **CMES Computer Labs**

Computer Labs are located in the following spaces and have program relevant software loaded on the machines:
- FASB 206 (Geology and Geophysics –Windows 10)
- FASB 388 (Geology and Geophysics –Windows 10)
- WBB 102 & 306 (Mining Engineering –Windows 10)
- WBB 212 (Metallurgical Engineering /MSE –Windows 10)
- WBB 711 (Atmospheric Sciences –Mac)
- CMES Virtual Computer Lab (All –Remote Access)

Protocols:
- No food/drink allowed in the Computer Labs
- Observe social distancing/wear masks when advised to do so, either by the Center for Disease Control (CDC), State of Utah or the University
- When you have finished your work, log out of your account but do not turn off the computer
- Contact UIT Help Desk with any issues
- Store all files on removable media or in UBox

Printing
- For students, a Red Print copier is located in the connecting hallway between the FASB and WBB building (outside the Crus Center and by Two Creeks Coffee
- Contact your Department Administrator for department specific printers and copiers

8. **Getting Help with IT Issues**

Faculty, staff and students are requested to submit a ticket to the UIT Help Desk. To submit a ticket you can call 801-581-4000 (option 1), go to https://it.utah.edu/ and click on the "Report a Problem" link, or send email to helpdesk@utah.edu.
You will be required to use 2FA before you submit the ticket online. Once the ticket is submitted the issue will be assigned to the CMES UIT team.

9. **Relevant University Policies:**

Policy 4-001: University Institutional Data Management
IT Rules 4-001: https://regulations.utah.edu/info/policyList.php#informationtechnology
Policy 4-002: Information Resources Policy
Policy 4-003: World Wide Web Resources Policy
Policy 4-004: University of Utah Information Security Policy
Policy 4-005: Use of Telecommunication Services
Policy 4-006: Identity Theft Prevention Program

Policy 4-050: University Software Policy

10. University Resources
New Faculty IT Guide: https://it.utah.edu/help/it_guides/new_faculty_guide.php
New Staff IT Guide: https://it.utah.edu/help/it_guides/new_staff_guide.php
New Student IT Guide: https://it.utah.edu/help/it_guides/new_student_guide.php
Getting Connected (to Wi-Fi): https://onboard.utah.edu/enroll/uofu/prod2/process