



Welcome Faculty & Staff

Service Desk

To better serve our students, faculty and staff we have collaborated with an outside provider to offer 24/7 technical support by calling 585-385-8016. The walk-up service desks, located in the Academic Computing Center in the basement of Kearney and the Learning Commons on the first floor of the library. We are excited to offer the extended support hours and look forward to any feedback you can provide on your experience. If you have any questions regarding the 24/7 service desk support please contact the service desk at oit servicedesk@sjfc.edu or 585-385-8016.

The [Service Desk](#) is the primary contact for all support issues.

- **Email:** oit servicedesk@sjfc.edu
- **OIT Website:** <https://sjfc.teamdynamix.com/TDClient/Home/>
- **24/7 Phone Support :** (585) 385-8016
- **Locations:** Basement of Kearney Hall in K-053; Library Learning Commons
- **Walk-up Hours:** Monday-Friday: 7:30 a.m. - 10 p.m.
Saturday: 8 a.m. - 5 p.m.
Sunday: Closed

mySJFC

In an effort to improve the online community for St. John Fisher College faculty and staff, OIT and the Office of Marketing and Communications have developed a new "Faculty and Staff Community" inside mySJFC, the College's portal.

- ✓ To access mySJFC visit: <http://my.sjfc.edu/> and login with your network credentials. mySJFC provides easy access to the following services through the LaunchPad:

1. **Outlook Web Access-** Access your college email, calendar and contacts from

anywhere by clicking on the **Faculty/Staff Email** icon



2. **Fish 'R' Net**- access your personal information; pay stubs, benefits, and

vacation/leave time from anywhere by clicking on the Fish R Net icon  or from any place on Fisher's website with the Fish 'R' Net logo.

Your first-time login, you will see the Terms of Usage statement. By clicking **Continue** you acknowledge your understanding and agreement to comply with the terms of usage.

3. **Blackboard**- is a learning management system that connects students and faculty. Professors use Blackboard to post course documents, assignments, information, class announcements, etc.

Blackboard accounts are automated automatically for students and faculty only. If you require Blackboard access, please contact the OIT Service Desk to request an account.

The OIT department can assist with Blackboard account problems that involve logging in and passwords.

The DePeters Center staff can also schedule customized training sessions for departments, small groups or one-on-one. Email <mailto:cite@sjfc.edu> to request a session. [Learn More](#)

4. **Infobase Learning Cloud** - is an online, video-based software training solution available for use by faculty, staff and students. A library of thousands of short, easy-to-view tutorial movies can be viewed on the St. John Fisher College campus as well as off-campus.

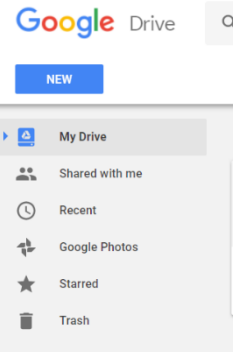
5. **Lavery Library**- Access the Lavery Library website and databases through the

LaunchPad by clicking on  .

6. **Google Drive File Stream**- SJFC has partnered with Google to offer Google Docs/Drive for SFJC faculty, staff and students. We strongly recommend using Drive provided by SJFC (not a personal account).

From your SJFC Google Drive you can:


- Create & save docs and work in real-time with your students and/or co-workers.
- Upload images, files, videos, etc... to your Google Drive. (unlimited secure cloud storage, up to 5TB)
- Share documents and files



7. **Qualtrics**- is an online survey tool offering an easy user interface solution to create, distribute, and send surveys. All faculty, staff, and

currently enrolled students can access by clicking on .

By default, first time users are assigned a basic user type. Faculty oversee student surveys; all surveys are sent out under the St. John Fisher College brand. For more information, documentation, and training contact Robin Schmid, Sr. Training Support Specialist via email: rschmid@sjfc.edu

8. **FisherLink** – is a platform for members of the Fisher community to increase student persistence, improve engagement, and assist with degree progression. FisherLink facilitates communication among staff and faculty and allowing faculty to deliver accurate, consistent and informed guidance to students and other members of their advising team. It gives faculty, students, and staff the opportunity to connect in an easy-to-use, centralized platform.
9. **Handshake** – provides access to job and internship postings, career guides, sample resumes, and more for our students and alumni. Employers can post jobs, seek out candidates, register for events and schedule interviews.
10. **Smarthinking** (online tutoring) SJFC provides students with SmartThinking - get on-demand, individual instruction and support from expert online tutors across a variety of subjects — from beginner to advanced, students can connect with us 24x7 on the Internet through your computer or mobile device. SmartThinking can be accessed by clicking on .
11. **Zoom** - Professors, staff, and students can host an online meeting using Zoom with their SJFC network credentials. Additionally, professors have access to Zoom from within their Blackboard course(s). Zoom can be used to hold live classes online with the use of a web camera and headphones (optional) in order to hear and see participants during a meeting. Meeting hosts can display a presentation, share their desktop, and speak to attendees.

Zoom can be accessed by clicking on .

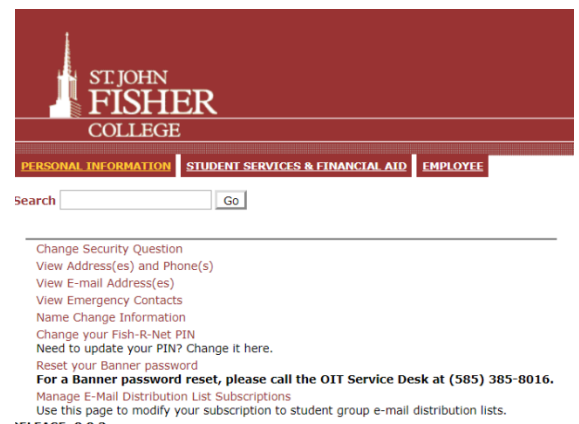
Login Information – Network Credentials

You have a user ID for logging into computers on campus, accessing applications via mySJFC.

- Your **user ID** is the first initial of your first name and your entire last name. For example: Jane Doe's user ID will be jdoe. If you add @sjfc.edu to jdoe, you have your email address (jdoe@sjfc.edu).
- Your **password** for your first login is your first initial, last initial, a '\$', then your home zip code. (User ID: jdoe Password: jd\$12345) Immediately after your initial login you will be prompted to change your password. The complex password requirements are as follows:
 - The password is at least eight characters long.
 - The password contains characters from at least three of the following categories:
 - English uppercase characters (A - Z)
 - English lowercase characters (a - z)
 - Numeric digits (0 - 9)
 - Non-alphanumeric (for example: !, \$, #, or %)
 - The password does not contain three or more consecutive characters from the user's account name
 - The password is not one of the previous four passwords.

Unsubscribing to a Mailing List

1. From **Fish R Net**, within the **Personal Information** tab.
2. Click on **Manage E-Mail Distribution List Subscriptions**, there are some distribution lists which are required, all other subscriptions may be modified.
3. Changing the **Subscribe / Unsubscribe** drop-down box and clicking the **Modify my E-mail Preferences** button at the bottom of the page.
Please allow 24 hours for your subscriptions to be changed.



The screenshot shows the St. John Fisher College website interface. At the top, there is a navigation bar with the college logo and the text "ST. JOHN FISHER COLLEGE". Below this, there are three tabs: "PERSONAL INFORMATION" (which is highlighted), "STUDENT SERVICES & FINANCIAL AID", and "EMPLOYEE". A search bar is located below the tabs. The main content area lists several options: "Change Security Question", "View Address(es) and Phone(s)", "View E-mail Address(es)", "View Emergency Contacts", "Name Change Information", "Change your Fish-R-Net PIN", "Need to update your PIN? Change it here.", "Reset your Banner password", and "For a Banner password reset, please call the OIT Service Desk at (585) 385-8016." Below these options, there is a link for "Manage E-Mail Distribution List Subscriptions" with a note: "Use this page to modify your subscription to student group e-mail distribution lists."

Additional information:

Spam Filter - Access/configure/instructions:

<https://sjfc.teamdynamix.com/TDClient/KB/ArticleDet?ID=32865>

Initial Voicemail Setup

To access your voicemail, press the *messages* button on the keypad or dial x8014, and follow the prompts.

Your default password is 0000 (four zeros). Once you enter 0000, follow the tutorial to setup your voicemail box. If you are accessing your voicemail from off-campus, you can access it by dialing (585) 385-8181.

Additional information for using your phone or voicemail is available on the [OIT Knowledge Base](#) or by contacting the [OIT Service Desk](#).

Additional information: Phone Directory - A-Z listing for Faculty and Staff: <http://my.sjfc.edu>

Pdrive – Personal Network Storage Space

All faculty, staff and students are allotted a specific amount of network space. The P: drive is your Personal network space on the server and is accessible both on campus and off campus. The default size is 500MB for faculty, staff and students. The P: drive is backed up nightly.

How to access:

1. From your **office** you can access your P: drive:
 - a. Click on **My Computer**; double click on **(P:)** located under **Network Drives** section.
2. From the **labs, computers including (ITECs, Library computers, Cyber Café, etc)**, “My Documents” is defaulted to your P: drive.

Network Drives



Departmental Network Storage Space

The department storage space, can be used to keep data that is collaborative in nature. This space can be access at: <\\citadel\departments> . Here, you will find sub-folders for each department or organization that has requested space. The OIT Service Desk can assist with mapping your departmental drive, for easy access.

There are two main sub-folders to each department folder.

- By default, the “public” folder allows department members read/write access while the rest of the Fisher community may simply read the contents. This space is for posting of public documents and materials.
- The default settings on the “Confidential” folder make the content only accessible to members of a particular department. It is for co-workers to share work materials in a common area that is secure and backed up nightly by OIT. OIT does not put limits on the amount of work related material stored in the department network space.

Network Printers

Please contact the OIT Service Desk to request use of a Network Printer via, email oit servicedesk@sjfc.edu or phone 585-385-8016.

Wireless WiFi

All faculty, staff, and students can connect to “**SJFC-WiFi**” using their network credentials. This is a WPA2 Enterprise wireless connection which will allow you to connect to the college’s main network through a secured encrypted connection.

The second network “**SJFC-Guest**”, will be available for any guests on campus. Guests can connect to and access the Internet via a standard set of protocols. This is an open and unencrypted Wi-Fi connection that provides access to the internet with no access to campus resources i.e., printing.

Additional information: <https://sjfc.teamdynamix.com/TDClient/KB/ArticleDet?ID=33025>

Please remember that ANY unsecured wireless network (e.g. Starbucks, Mom's Coffee & Cookie shop, etc.) are just that...UNSECURE. That means other people using that network may be able to see your Internet traffic.

The Banner System- Staff

Banner is the campus Enterprise Resource Planning system (ERP). It is used to support all major business and student functions. This includes Admissions, Registrar, Finance, Financial Aid, Student Accounts, and Advancement. In addition, areas related to those, such as the Wellness Center, Residential Life, Security also use Banner in some capacity.

Do you need to use Banner?

There are several areas outside of those mentioned above that use Banner for some aspect of their mission. However, not all employees will require use of Banner in their day to day activities. Department heads and managers make decisions as to which employees will require access.

How are Banner accounts created?

When a manager has identified a need for an employee to have access to the Banner system, he or she will fill out a Banner Access Request form. The form is located online at <https://sjfc.teamdynamix.com/TDClient/KB/ArticleDet?ID=30806>. The process requires obtaining required authorizations for the access the employee requires to fulfill their job function. This request will be processed by the Office of Information Technology and the manager and employee are notified upon completion.

If a new employee is responsible for a budget, their manager must get approval from the Business Office for this access.

Technology Training

OIT partners with the DePeters Family Center for Innovation & Teaching Excellence to offer a wide variety of technology specific professional development opportunities, delivered both online and in-person. Visit the [Workshops & Events](#) page to view upcoming offerings.

The DePeters Center staff can also schedule customized training sessions for departments, small groups or one-on-one. Email cite@sjfc.edu to request a session. [Learn More](#)

Media Requests (Equipment)

Should you need to request the use of any media equipment or need training for any of the ITEC "smart classrooms" you can enter a request via the internet.

To request Media equipment:

- From the **Media Services** home page:
<https://sjfc.teamdynamix.com/TDClient/KB/?CategoryID=6511>, on the left hand side, click on the **Media Services Request Form** link and enter your network credentials. Equipment is allocated on a first come, first serve basis.

Due to the limited availability of equipment, advanced notice is required.

- Regular weekday classes- 2 business days
- Weekend classes- 3 business days
- Presentations, Events, or Conferences- 1 week

Smart Classrooms (ITECs)

St. John Fisher College offers a variety of labs and technology classrooms, each with their own resources. When you sign onto a computer in a classroom, it is important to remember to log off when you are finished. An Instructional Technology Enhanced Classroom (ITEC) contains technology used to enhance the learning process. Each ITEC contains a lab PC, VGA input for laptops, presentation mouse, monitor, projector, screen, speakers, and a DVD deck. Most classrooms also contain a document camera eliminating the need for a transparency projector. For more information on available equipment within specific classrooms and labs go to: <https://sjfc.teamdynamix.com/TDClient/Requests/ServiceDet?ID=20077>

There are general training classes at the beginning of each semester on usage and functionality in ITEC classrooms. One-on-one training is also available if needed.

Purchasing Policy

All technology purchases are processed through OIT. SJFC defines technology broadly and includes any college owned equipment that connects to the college's wired or wireless network or when OIT will be expected to provide technical support. Please contact the OIT Service Desk with your request and we can review to ensure compatibility and obtain appropriate pricing.

Software Request Guidelines

Faculty members who will need special software added to lab computers you will need to view the Software Request Guidelines. The Software Request Guidelines can be found on the OIT Knowledge Base (<https://sjfc.teamdynamix.com/TDClient/KB/ArticleDet?ID=32857>)

If you need software installed on your office computer, please place a request with the service desk at oit servicedesk@sjfc.edu and a desktop technician will contact you.