

To obtain information on standards or price quotes for new PC's, contact the User Support Services HelpDesk at 272-1694 or by email at [helpdesk@salud.unm.edu](mailto:helpdesk@salud.unm.edu). The HelpDesk can assist users in getting standard devices that will be fully supported over the useable life of the equipment (usually 3-4 years).

## Introduction to the HSC Computing Environment for New Faculty and Staff<sup>©</sup>

### Standards-Based Computing

**The Health Sciences Center uses a standards-based computing support model to meet the IT needs of all faculty and staff. This requires that standard hardware and software be used at all time in order to be eligible for support services.**

Having standard-based support allows User Support Services to maintain a “turn-key” operation that quickly and efficiently resolves all computer related issues. Technicians certified on the standard devices can easily resolve common problems, obtain warranty parts overnight, and effectively keep you working with minimal down time.

Non-standard devices will receive reduced or no support depending on the device. IT standards are created by the Knowledge Management Information Technology Operations group and strictly enforced by User Support Services.

### User Support Services

**The Following core services are provided to Health Sciences Center (HSC) faculty and staff with HSC-owned and operated equipment:**

- **Desktop Support** - Direct end user support for standard hardware and standard software issues
- **Computer Imaging** - Quickly rebuilds computers with current operating systems, patches, and applications. Our standard image includes security software on every workstation we process
- **Basic Printing** - Configuration of local or network printing for productivity applications (excludes scan to fax, scan to email, and scan to ftp functions)
- **Consulting Services** - Work with end users in making technology based decisions
- **Hardware Quotes** - Provide price quotes for HSC standard hardware configurations
- **Heat Self Service** – Allows users to create help request tickets which are sent directly to support technicians
- **Faculty Workstation Project** - Annual project to replace older or non-standard computer equipment at the HSC

These services **may not** apply to departments which have independent technical staff that do not adhere to the HSC User Support Services standards as established by the Knowledge Management Information Technology (KMIT) committees.

**User Support Services** does not provide the same core services for faculty or staff regarding their privately owned devices. These devices can not be supported. User Support Services cannot undertake the liability or risk associated with non-HSC purchased devices.

## What are NetIDs?

NetIDs, or “Network IDs,” allow users to access particular resources on campus. Users need two NetIDs:

- The first is the HSC NetID—also called a Novell Account—which allows users to login to the HSC shared networked system and other HSC-based applications.
- The second is the UNM NetID This is most commonly used for main campus resources and for the learning management system Learning Central to track all of required employee training.

NetIDs are created for faculty and staff only at the request of their respective departments.

Departments can access the online request form at

<https://hscssl.unm.edu/HEAT/accountRequest/index.cfm>

To see if a NetID has been created, go to <http://unmhsc.unm.edu/eGuide/servlet/eGuide> and search by user last name. If the user last name does not appear, the NetID has not been created. Once the NetID has been created users may change their default password at

<http://pw.health.unm.edu>

NetIDs are active until users leave the institution. Only retired and Emeritus faculty are allowed to keep their account privileges after they leave the HSC.

## Email

New employees are given a GroupWise email account. The default user name and password will be the same as the HSC NetID/Novell Account (Although the defaults are the same, these two accounts are two separate resources. Changing the password in one, for example, does not change it in both systems).

The email address format is [Username@salud.unm.edu](mailto:Username@salud.unm.edu) To change your default password, login to your GroupWise email account and go to Tools > Options > Security. Passwords must be at least six characters long and contain a combination of upper/lowercase letters and numbers. Email accounts are active until users leave the institution. Only retired and Emeritus faculty are allowed to keep their email accounts after leaving the HSC.

## Shared Network Storage

HSC NetID/Novell Accounts allow access to the shared network file system through logical drives, H, O, and S.

- The **H Drive** is the Home directory; this is the drive used to store work-related information. The contents of the H Drive are backed up to tape.
- The **O Drive** houses departmental data which is meant to be shared among departmental users. The HSC HelpDesk will create access to the O drive at the request of an immediate supervisor. O drive data is also backed up to tape.
- The contents of the **S drive** are accessible to ALL HSC employees who have HSC NetIDs. **It is public: do not store private data on the S Drive! S drive contents are not backed up and may be deleted at any time.**

## Other Information for New Users

- Access to the Citrix patient record system is granted only users who require it and only after attending mandatory training.
- The HSC NetID also enables users to have access to library resources and databases from off campus.
- The UNM NetID is required to login to Learning Central. The UNM NetID is required to login to Learning Central. Learning Central is located at <https://learningcentral.health.unm.edu/elms/learner/login.jsp>
- The Health Sciences Library and Informatics Center offers monthly classes on various informatics resources, including: GroupWise, Web Authoring, PowerPoint, Refworks, and specific Library resources. Class schedules are available at <http://hsc.unm.edu/library/education/classes.cfm> and via Learning Central.
- FastInfo is a searchable knowledgebase containing information and answers to common IT issues. The Ask A Question feature allows users to submit unanswered questions directly to the HelpDesk.

For More Information, Please Contact

### **HSC User Support Services**

Health Sciences Library and Informatics Center

Room 230

Phone: 505.272.1694

Fax: 505.272.0693

7am-5pm, Mon-Fri

<http://hsc.unm.edu/library/usersupport/>