

Welcome to Information Technology Services (ITS)

WELCOME TO SENECA

Welcome Seneca new employees.

This is an introduction to most of our ITS services provided at Seneca college.

In this PowerPoint we will be discussing:

1. Hardware setup
2. How to set up your Seneca account for the first time.
3. Main Seneca websites available for employees.
4. Different services provided by Seneca.
5. Main Seneca Campuses and the unique services they provide.

If you have any questions after this presentation, you can contact the Seneca service desk at 416 491 5050 ex 22129, or if applicable visit any one of our 4 Service Desk counters at the Computing Commons of Newnham, Markham, King and Seneca @ York.

* Currently only Newnham Campus is open for IT support due to COVID 19

COVID-19 ONSITE SUPPORT

- Onsite support is available Monday, Wednesday and Friday at the Newnham Campus room B2040 from 8:00am to 4:00pm
- All onsite visit must be made using our online booking system
 - <https://outlook.office365.com/owa/calendar/SenecaCollegeTechnicalSupportLaptopPickup@seneca.onmicrosoft.com/bookings/>
 - You must show security your confirmed booking to enter building.

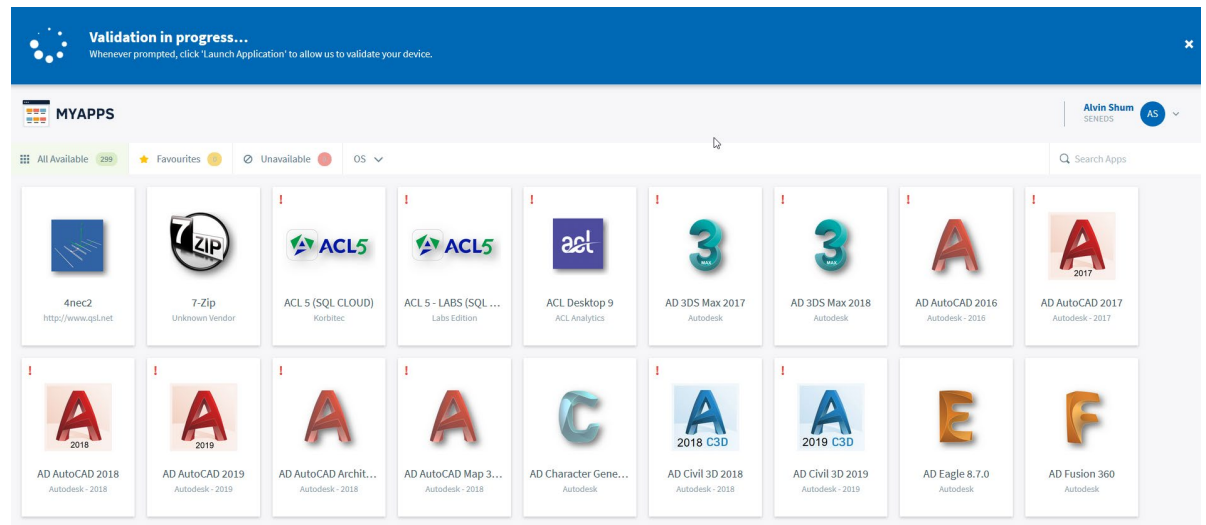
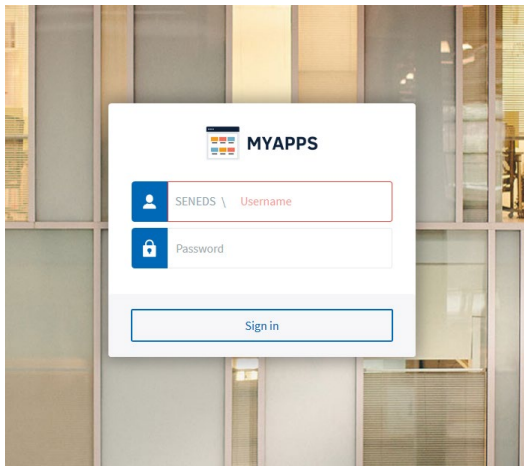
HARDWARE SETUP

Due to COVID-19 all full time employees of Seneca have been provided with a laptop to use. These laptops contain hardware/ software that allow you to work from outside the Seneca campus.

SOFTWARE - MYAPPS

MyApps lets you use a variety of Seneca College computer lab software applications at different locations such as the Computing Commons, labs or at home.

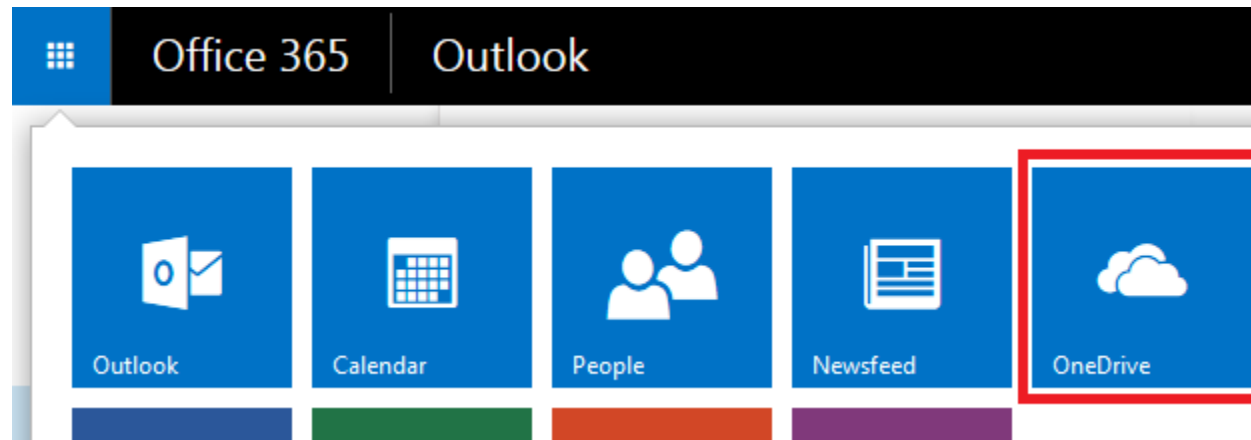
<https://myapps.senecacollege.ca/login>



SOFTWARE - OFFICE 365

One Drive

- Employees have a OneDrive account connected to their employee email.
- This makes it easy for employees to access their saved documents



Office 365

- Employees can access web apps such as Word, Excel, PowerPoint etc. to create or edit documents or presentations online on campus or outside the College (internet access required) and store these documents on the cloud vs. local harddrive
- They can also download Office 365 apps on their personal computer to use the apps offline.

ACCOUNT SETUP

All new Seneca employees receive an email with a username and temporary password to their personal email address. Employees will then have to activate their account using the following steps below.

MyID- <https://myid.senecacollege.ca/>

- Log in to MyID website using username and password from Seneca email
- Accept terms and conditions after reading them
- Create 5 digit number security pin
- Change the password and make sure it meets the Seneca password guidelines

Log in to Seneca email (<http://myseneca.ca>) may require additional steps of setting time zone, country and language.

Here is a link on how to activate the account

<https://employees.senecacollege.ca/spaces/77/it-services/wiki/view/2106/new-account-activation>

Login to MyID

Please enter your MyID username and password to change your personal login information.

Username

Password

Login

[Forgot/Expired Password?](#)

Select this option if you don't remember your password or your password has expired.

[Forgot Username?](#)

Select this option if you don't remember your username.

[Click here to view instructional videos.](#)

SENECA ITS WEBSITES

After you set up your account for the first time, you will be using three main websites as a Seneca employee. All Seneca websites use the same username and password created in the previous step.

MyID – myid.senecacollege.ca

- The MyID website is only used for creating and changing passwords, setting a security pin and security questions for your Seneca account.

Email – @senecacollege.ca

- You can communicate with professors and other Seneca staff members via Seneca email. Your Seneca email address will be in the following format - “first name.lastname@senecacollege.ca”
Example – alvin.shum@senecacollege.ca

Employee Self Service– <https://employees.senecacollege.ca/>

- Employee center is used to submit vacation, sick days
- Create, approve requisitions
- Update personal information
- Check pay stubs
- Enter direct deposit
- Faculty Center

Our main ITS website for all services is: <https://employees.senecacollege.ca/spaces/77/it-services/home>

ON-LINE COLLABORATION TOOLS

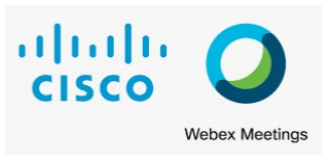
- You have access to four on-line collaboration tools that will be used for meetings and training sessions.

Cisco
WebEx

Microsoft
Teams

Big Blue
Button

Zoom



CISCO JABBER

Cisco Jabber provides phone call capability from your laptop, it is configured for your College extension. Incoming and outgoing calls can be made using this software. Additionally standard headsets are available from ITS, that can be paired with your laptop via Bluetooth or wired.

More details can be found at:

<https://employees.senecacollege.ca/spaces/45/seneca-business/wiki/view/6628/extension-and-voicemail>

EMPLOYEE VPN

The Employee Virtual Private Network (VPN) are required to access the some of the services:

- MyApps for certain software
- Secured access to specific departmental and i3 services

Please visit the link for instructions to install and request for Student VPN access: <https://employees.senecacollege.ca/spaces/77/it-services/wiki/view/3716/vpn>

IT SECURITY

Duo Multifactor Authentication

Multi factor authentication for employees is required to provide a second layer of defense during the authentication process for various services at Seneca.

Seneca utilizes Duo Mobile authentication as the second factor.

- You will need to provide your Seneca credentials
- Need to use Duo Mobile app on your mobile phone to approve the login.

More details can be found here:

<https://employees.senecacollege.ca/searchresults?keyword=duo>

Trend Micro, Deep Instinct

All laptops and workstations are protected with a combination of Trend Micro and/or Deep instinct to protect from virus, malware and ransomware. Our Outlook client also provides an ability to report phishing activity emails. More details can be found here:

<https://employees.senecacollege.ca/spaces/62/it-security/wiki/view/1351/phishing>

SENECA MOBILE APP & WAYFINDING APP

Seneca Mobile

- Stay up-to-date on the latest Seneca news and access resources on-the-go including your timetable, grades, fees and more. Seneca MOBILE links directly to the Blackboard App for My.Seneca access.

Seneca Navigate

- Find classrooms, study spaces, food services and washrooms easily thanks to detailed maps of Newnham and Seneca@York campuses.

WIFI AND ONE CARD/ VIRTUAL ONE CARD

Seneca College provides multiple Wi-Fi networks:

- SenecaNET: Available for students and employees only. You can login with your Seneca username and password.
- Eduroam: A general Wi-Fi for visiting students and employees from the participating educational institutions
- SenecaGuest: For anyone visiting the college.

One Card/ Virtual One Card:

<https://www.senecacollege.ca/student-services-and-support/campus-services/onecard/virtual-onecard-guide.html>

In our current environment, the Virtual OneCard will be used mainly as identification and for room access when on campus. As more services and areas open on campus, the Virtual OneCard will be used for printing, libraries and fitness centers. More services, including paying for purchases at the bookstore and dining services will be rolled out later. For now physical OneCard is still needed to access parking lots at King and Markham Campuses.

PRIVACY

The Privacy Office is responsible to oversee all activities related to the implementation of and adherence to Seneca's privacy policies, and to ensure operational practices comply with relevant privacy laws.

- Develops privacy training and awareness materials to enhance understanding of Seneca's privacy policies, data handling practices and procedures and legal obligations;
- Responds to Freedom of Information requests;
- Investigates potential privacy incidents;
- Provides an experienced level of privacy expertise including contract reviews, privacy impact assessments and advice.

More information can be found here:

<https://employees.senecacollege.ca/spaces/63/privacy-office/wiki/view/1934/privacy-office>

ITS SUPPORT

The ITS on-line support is available 24 x 7 and can be access through the following channels

1. Emailing servicedesk@senecacollege.ca
2. Phone 416.491.5050 x 22129



ON CAMPUS SERVICES

The following services are available on campus once we have a return to campus approval

- Service Desk & loaning pool
- Printing services
- E-classroom Support
- Mobile device charging stations
- Computing Commons and Labs

SERVICE DESK & LOANER POOL

S@Y



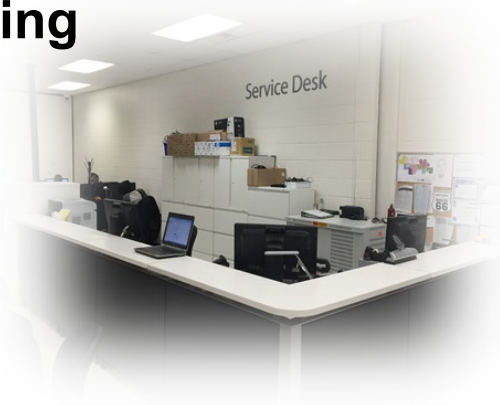
Markham



Newnham



King



- Laptops
- iPads
- Digital Cameras
- Camcorders
- Tripods
- Projector
- Assorted cables/connectors
- Clickers

PRINTING SERVICES

Printing Services

- Employees can print at any Xerox multi-function device located across the college/ campus with employee working areas (not the computing commons).
- The Xerox printers requires a payment of \$0.09 for each black and white page and \$0.25 for each color page per side.
- There is scan to email and photocopying services at each printer.
- Page size must be 8.5" x 11".



OTHER SENECA SERVICES - ECLASSROOM USE AND SUPPORT

Our E-classrooms are equipped with A/V technology to assist with facilitating classes. Sometimes you may encounter a technical issue.

ITS has created an Emergency Support contact email for you to use. You can find more details on how to use the Emergency Support by reviewing the details here:

<https://employees.senecacollege.ca/spaces/122/support/wiki/view/3321/classroom-support>

Information Technology Services

Newnham Seneca@York Markham King Emergency Support

Emergency Support Contact (E-Classrooms and Labs)

Employees who are experiencing a technology emergency can contact the Technical Support to have a technician dispatched.

Emergency requests include:

- The Podium or Instructor's computer is not working
- Exam in session and some PCs are down
- Students cannot print exams
- A required application or program is not loading on multiple PCs
- Multiple PCs are not starting-up

For emergency support; send an email to ONE of the following contacts where you require support with the room number:

Campus	Email
Newnham	eclass-nh@senecacollege.ca
Seneca@York	eclass-sy@senecacollege.ca
Markham	eclass-mk@senecacollege.ca
King	eclass-kg@senecacollege.ca

Note:

- The respective Technical support and AV support team from the campus will receive your email with the room number and will physically come to your classroom as soon as possible to troubleshoot the issue
- If the workstation podium is not functional you may use your laptop while on our wireless network to access your email via myseneca.ca, or you can request to have one of your students log into their email and send an email to the emergency support email address with the room number

This service is only for emergency support and does NOT replace ITS regular support contact. For all regular ITS support, please contact the Service Desk on at ext. 22129 or email: servicedesk@senecacollege.ca.

OTHER SENECA SERVICES - CHARGING STATIONS

Charging stations are located across all campuses for use to securely charge your mobile device

They can be found in the Computing Commons and soft seating areas



COMPUTING COMMONS & LABS

1. Computer Commons

Employees can use the computer commons at any time during the day.

There is a student /employee help desk at every computer commons.

There is a Computer Commons at [Newnham](#), [Seneca@York](#), [Markham](#) and [King](#).



Q&A