Your Guide to Centralized IT Services at U of G

uoguelph.ca/ccs

UNIVERSITY of GUELPH

COMPUTING AND
COMMUNICATIONS SERVICES

CCS WELCOMES YOU TO U OF G!

Information technology (IT) at the University of Guelph (U of G) is both centralized and de-centralized. Computing and Communications Services (CCS) provides the central IT services on campus – including email, telephony, network and internet connectivity, and information security. For the more specialized IT services required in various departments and colleges, there are departmental IT units in place. Some departments are customers of the CCS Managed Desktops service. For these departments, CCS provides IT support for personal computers and related applications.

This document provides general information on the central IT services provided by CCS. For general information on centralized IT services relevant to your role at U of G, visit our Get Started page.

For a listing of CCS IT services, please visit the CCS Service Catalogue.

In your department, IT support is available through (check all that apply):

❑ Departmental IT contact

Name: _____

Phone: _____

Email: _____

❑ CCS Managed Desktops Service

Phone: 519-824-4120 x 58888
Email: 58888help@uoguelph.ca

☑ CCS IT Help Centre - this service provides general IT help for the entire campus – always available to all staff, students and faculty.

    Phone: 519-824-4120 x 58888
    Email: 58888help@uoguelph.ca

    In person: The CCS IT Help Desk is located on the first floor of McLaughlin Library.

    The CCS IT Help Centre is your first point of contact into CCS. They can provide support for many different types of requests. If your request cannot be solved by the IT Help Centre, they will direct your request to the right people.

    The CCS IT Help Desk hours can be found on the CCS website.

HOW TO ACCESS CENTRAL IT INFORMATION ON CAMPUS:

Follow CCS on Twitter, Facebook, and Instagram: @uofgccs
Suspect an IT service outage? Check the CCS System Status page.
Visit our CCS Public Maintenance Calendar to see planned service downtimes.

INFORMATION SECURITY

Information Security is a top priority at U of G. This means protecting institutional information as well as personal information relevant to the U of G community. It is strongly recommended that you take the security awareness courses on CourseLink (Security Awareness – Ransomware; and Security Awareness – Staff/Faculty). Please also review U of G's Data Storage Guidelines to understand the different data classifications and where sensitive data should be stored.

To contact the CCS InfoSec unit or to read more about information security, please visit: infosec.uoguelph.ca

CCS WILL NEVER ASK FOR YOUR PASSWORD IN AN EMAIL OR OVER THE PHONE.
Stay aware and don't fall for scams!

CCS TOP FIVE SECURITY TIPS:
1. Learn to recognize a phishing scam (see below).
2. Create complex passwords – keep them secret, change them often, and make sure your U of G password is never the same as any other password.
3. Encrypt your devices.
4. Use anti-virus software (U of G users download McAfee for free on the CCS Software Distribution Site).
5. Always log out or lock your screen on any of your computers or hand-held devices.

LEARN TO RECOGNIZE A PHISHING SCAM:
One of the most common methods for cyber criminals to access your personal information is through phishing email scams, where they attempt to lure you into clicking on a link or opening an attachment, try to convince you to share your identity information (e.g. passwords), or try to infect your system with malware.

While CCS blocks a large number of phishing attempts targeting the University, U of G users still remain vulnerable to new and emerging scams that come out every day. Many of these scams claim to be from U of G. Learn to recognize the signs of a phishing scam, and remember that U OF G WILL NEVER ASK FOR YOUR PASSWORD.

Signs of a phishing scam:

- Spelling and grammar errors evident in email
- Urgent requests for personal information with severe/unrealistic consequences for inaction
- Offers that seem too good to be true
- Lack of integrity in embedded URLs (hover over an embedded URL to ensure the hyperlink text matches the URL)
- Unexpected attachments in email
- The sender email does not match the organization from which it claims to be sent (i.e., your bank would never send an email from a Gmail account)

If you suspect a phishing scam, please send a copy of the email to the CCS IT Help Centre at 58888help@uoguelph.ca.

GRYPH MAIL AND OFFICE 365

Gryph Mail is the email system/collaboration suite for U of G. Powered by Microsoft Office 365, Gryph Mail features web-accessible email (Outlook Web App), calendars, contacts (People), and Tasks. There is also the option of using the Outlook desktop client. Your email address will consist of your username followed by the University of Guelph domain (i.e., username@uoguelph.ca). You can log in to access your email through Single Sign-On at mail.uoguelph.ca.

The Office 365 platform also offers OneDrive for document storage and easy file sharing, Teams for seamless group work and collaboration, OneNote and Office Online. For information on how to effectively use Gryph Mail and other Office 365 features, visit the following sections of the CCS website:

• General Office 365 information
• General Gryph Mail information

CCS also provides a QuickStart Guide for Email and a QuickStart Guide for Calendars.

Please note: U of G resources such as email, storage, personal computers, etc., are intended for University business. While it is understood that some personal use may occur, it is strongly advised to keep this to a minimum. Access to emails related to University business (and voicemails, texts, etc.) can be requested under provincial and federal privacy legislation. The University also has the right to access this information if required. Best practice: Compose your emails with the expectation that they could be on the news tomorrow!

PASSWORD MANAGEMENT AND SINGLE SIGN-ON

Single Sign-On (SSO) refers to the central access point which leads you to multiple on-line services at the University without requiring you to re-enter your username and password for each service. Central login accounts for most University members are created automatically based on information provided from Human Resources. The username will generally consist of an abbreviated version of your name and you will be given a temporary password. Upon first use, you must change your password using the CCS password changing tool.

For more information on central login accounts and Single Sign-On, please visit the links below on the CCS website:
• Central login accounts: uoguelph.ca/ccs/service/central-login-id-and-password
• Single sign-on: uoguelph.ca/ccs/service/single-sign-sso

To change your password, go to uoguelph.ca/ccs/apps/password/change

For security purposes, the University recommends:
• Changing your password at least once a year and never reusing the same password.
• Not using your U of G Central Login password for any other account.
• Not sharing your password with anyone.

The University will never ask you to provide your password over email or phone.

To set up password insurance (to protect you in the event that you forget your password) you can use the password change tool at uoguelph.ca/ccs/apps/password/insurance/index.cfm.

Password managers are a secure and easy way to keep track of all your passwords. Visit the CCS Information Security blog post on password managers for more information.

CENTRAL FILE SERVICE (CFS)

The Central File Service (CFS) provides electronic storage services to many departments in the University. CFS storage resources can be remotely accessed (i.e., from home or off campus) through the CFS Web Service page, provided VPN has been installed (see Working Remotely, below). Since CFS storage is centrally backed up, departments can eliminate dependency on less reliable storage media such as local hard disks, CDs, USB drives, etc. Find more details here: uoguelph.ca/ccs/my-accounts/cfs-central-file-service

Check with your manager to understand where your team stores shared files.

Files can also be stored in OneDrive, part of Office 365. OneDrive is intended for easy sharing and document collaboration. Speak with your management as to which files should be stored on CFS and which ones should be stored on OneDrive. If you work with sensitive data, please consult the U of G Data Storage Guidelines to understand where different types of data should be stored.

TELEPHONE SYSTEM

Your extension is: _____
You will be provided with a default password. Please change this on first access.

Tips to get started:

• Dial 9 to call outside the University
• Dial 0 for the speech-enabled auto-attendant
• Dial 2000 for emergencies (campus police)
• For more information on using your voicemail visit
   uoguelph.ca/ccs/internet-phones/phones/business/voice-mail
• Checking messages or changing your voicemail from home: dial 519-824-4120 and press " * " followed
   by your extension, followed by your password. Follow the prompts.
• Using the phone directory:
      • Click the "book" icon on your phone
      • Select option #4 - Campus Directory
      • Spell the name of the individual you are attempting to locate (first or last name).
         Press the "Search" button. All records that fit that name will appear for you to scroll and select.
• A full list of phone features and how they are used can be found here:
   uoguelph.ca/ccs/internet-phones/phones/business/features

WIFI

uog-wifi-secure
The University's wireless network for students, staff and faculty is uog-wifi-secure. Instructions on connecting to this secure WiFi network are listed for most operating systems and devices on the CCS website: uoguelph.ca/ccs/securewireless

eduroam
eduroam is a global wireless network service. It allows members of the international research and higher education community to securely access the internet while visiting other member universities using login credentials from their home institution. Accessing eduroam at other institutions will be similar to connecting to secure WiFi manually; however, you will input your full email address in the username field, instead of just your user ID. For more information on eduroam, please visit the CCS website: uoguelph.ca/ccs/service/eduroam or the eduroam website: https://www.eduroam.org

Guest Network Access
Guests visiting U of G are able to gain temporary network access by connecting to the uog-guest wireless network. Guests must have the name and email address of a sponsoring U of G staff or faculty member, and follow a simple self-registration process.

Visit the CCS website for more information and instructions regarding Guest Network Access.

WORKING REMOTELY

There are some University services that can be accessed directly by the internet (e.g., Gryph Mail, Courselink), while access to other services may be restricted and require remote secure access via a virtual private network (VPN) connection. Your VPN connection is encrypted for security purposes and will appear to be exactly the same as if you were working on campus. Learn more about connecting remotely on the CCS website: uoguelph.ca/ccs/service/remote-secure-access-vpn. You can also find a list of services that require VPN.

To avoid compatibility issues, CCS recommends that all users use AnyConnect VPN. For instructions on installing this software, visit the CCS website uoguelph.ca/ccs/anyconnect-vpn-user-guide or contact your department IT contact.

DISTRIBUTION LISTS

There may be some distribution lists that you have been (or should be) added to.
These include:

Distribution list: _____ Contact: _____

Distribution list: _____ Contact: _____

Distribution list: _____ Contact: _____

INSTALLING SOFTWARE

CCS provides a Software Distribution Site, offering the ability to obtain a wide variety of software based on your role at the University. Some are available free of charge.

For staff and faculty, if you require new software to be installed, it is recommended that you contact your departmental IT administrator or Managed Desktops team. This will ensure you are using the most appropriate software versions that are consistent with other departmental software.