



Drexel University  
Information Technology

**CONNECTING U**

# Technology Resources at Drexel University



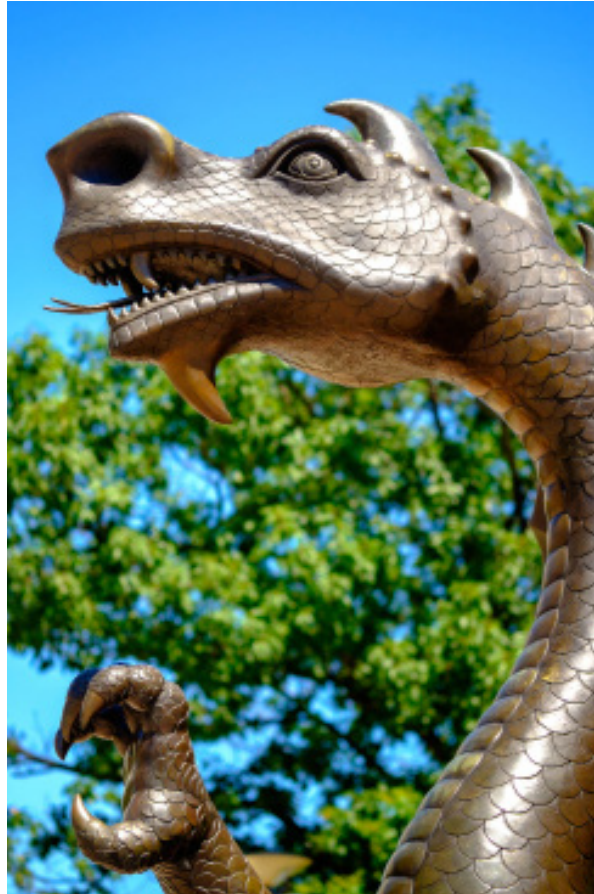
## Tech Lounge on the Square

3208 Chestnut Street  
New College Building, Rm 4138  
215.895.2020 / [consult@drexel.edu](mailto:consult@drexel.edu)  
[drexel.edu/it/services/overview](http://drexel.edu/it/services/overview)

**2019-2020**

A Guide to  
**Technology Resources**  
at Drexel University

*2019-2020 Academic Year*



[drexel.edu/it/services/overview](https://drexel.edu/it/services/overview)



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# Welcome!

This guide summarizes the computing and information resources and services provided by Drexel Information Technology. See the end of this guide for Quick Links to important Drexel services.

Faculty and professional staff can find more information about the services in this guide at [drexel.edu/it/services/overview](https://drexel.edu/it/services/overview).

## Computer Accounts

Drexel assigns you three identifiers:

- Drexel userID
- University ID number
- Microsoft Office 365 License

Your Drexel userID is used to sign in to many of the services described in this guide. It is formatted as your initials followed by random digits (e.g., fml234). You can use your new accounts to connect to online services such as DrexelOne ([one.drexel.edu](https://one.drexel.edu)), the campus wireless network, free or discounted software, Drexel Learn, Office 365, and much more. To sign in to Office 365, you must use your userID@drexel.edu account.

Your 8-digit University ID number is necessary for some services. Find it by signing into [accounts.drexel.edu](https://accounts.drexel.edu), or by visiting [drexel.edu/it/univid](https://drexel.edu/it/univid).

All new faculty and professional staff are provisioned with Drexel Office 365 services, including email and Office apps.

### *Managing Your Computer Accounts*

Pick up your computer accounts and manage your passwords at [accounts.drexel.edu](https://accounts.drexel.edu). Take care in setting up the Password Reset Service so that you can later retrieve forgotten passwords. Otherwise, you will need to call the Drexel IT Help Desk at 215.895.2020 for assistance.

## Drexel Office 365 (Email & Apps)

To access your Office 365 services, sign in with your Drexel credentials at [portal.office.com](https://portal.office.com). There, you can manage your email; access shared mailboxes; download familiar Office apps such as Word, Excel, Outlook; and more. Instructions for setting up your email in Outlook and on mobile devices can be found on our Email Setup page at [drexel.edu/it/connect/email](https://drexel.edu/it/connect/email).

**Note:** You might also see your email address formatted as *first.middle.last@drexel.edu*. Messages sent to that address go to the same inbox as your *abc234@drexel.edu* account.

### *Install and Use Office Apps*

After signing in at [portal.office.com](https://portal.office.com), click "Install Office" in the upper right-hand corner. You can also access online versions of the Office apps in your browser.

### *Check Your Drexel Email*

Check and manage your Drexel email from the Web interface ([portal.office.com](https://portal.office.com)), or install Outlook (see above).

You may also set up your mailbox(es) on a mobile device by adding your email account to the mail app appropriate for your phone (Outlook app recommended).

**Note:** When you configure an Office 365 email account on a mobile device, you will be asked to set up a 6-digit (or longer) passcode for security.

Drexel communicates important information to the campus community via email. Please read your Drexel email regularly.

## Personal Employee Information

Verify your employee information, such as name, title, office phone and location, and email in the Drexel directory at [drexel.edu/search](https://drexel.edu/search). Also, check your personal information in DrexelOne to ensure accuracy. To update your information, email Human Resources at [HRIS@drexel.edu](mailto:HRIS@drexel.edu).

## Account Security

Never share your UserID or password. Drexel won't ask for your password or ask you to click a link / fill out an online form to keep your account active. Do not respond to phishing or suspicious emails. See more information at [drexel.edu/it/security](https://drexel.edu/it/security).

### *Multi-Factor Authentication*

Your Drexel accounts require Multi-Factor Authentication (MFA). First factor is something you know: a password. Second factor is something you have: a phone or phone number. If you don't have a phone, you might need to purchase a token from IT. Save your MFA for up to 60 days by checking the box at sign-in.

MFA is required for the following services:

- Drexel Connect (DrexelOne, RemedyForce, Photo Class List, etc.)
- Microsoft Office 365 (including Outlook)
- Microsoft Teams
- Drexel VPN

Set up MFA at [drexel.edu/it/mfa](https://drexel.edu/it/mfa).

## Another One Bites the DUST

Drexel University Security Training (D.U.S.T) is available to faculty and professional staff members who want to know more about cybersecurity and protect themselves, and their loved ones, against cyberattacks. This training will help faculty and professional staff members be responsible custodians of the information entrusted to them by Drexel University. Attendees will receive a security training certificate upon completion. Access this training via Career Pathway in DrexelOne ([one.drexel.edu](http://one.drexel.edu)).

## Networking

### Campus Wireless Network

DragonFly3, Drexel's wireless network, offers the highest bandwidth and security interference. Connect your wireless device to the DrexelGuest network. Start your web browser and click the link for the DragonFly3 Installation Wizard from the Guest Network page. If you don't see the Guest Network page, point your browser to <http://drexel.edu> and you will be directed to the Guest Network page. Follow the Installation Wizards's instructions.

### Wired Network Connection

Wired network jacks provide the fastest dedicated access on campus. You may request activation of Internet access on existing network jacks, a change or relocation of service, or installation of network jacks. Contact [network-request@drexel.edu](mailto:network-request@drexel.edu) or call the Drexel IT Network Operations Center at 215.895.6666.

## Internet Technology

The University's networks, wired and wireless, both provide state-of-the-art high performance access that connects the campus community to the commodity Internet (20 Gbps of bandwidth) and Internet2 (100 Gbps of bandwidth). Internet2 is a revolutionary-class IP and optical network, created by, led by, and designed for the US research and education community.

### Off-Campus Network Access (VPN)

The Cisco AnyConnect Secure Mobility Client may be used to create a virtual private network (VPN) connection used for off-campus secure access to restricted computing resources such as file servers, Web pages, networked printers, and applications.

Access the Web client at [vpn.drexel.edu](http://vpn.drexel.edu), or download the Cisco AnyConnect app from your mobile device's app store.



## University Telephone System

Drexel IT manages the University telephone system. To request new office telephone service or service changes, as well as questions or service trouble reports, email [telephone-request@drexel.edu](mailto:telephone-request@drexel.edu) or call the Drexel IT Network Operations Center at 215.895.6666. For instructions on using the campus phone system voicemail, visit [drexel.edu/it/help/a-z/phones](http://drexel.edu/it/help/a-z/phones).

## Accessing Online Resources

DrexelConnect, a multi-system access service, provides a streamlined connection to Drexel services such as DrexelOne, Drexel (Blackboard) Learn, BannerWeb, Photo Class List, and more. Once connected, you can switch between these services without reentering your Drexel credentials. Sign out by disconnecting from the service and closing your browser window.

DrexelOne ([one.drexel.edu](http://one.drexel.edu)) provides access to many applications and records, including:

- Online course management via Drexel Learn
- Course rosters and grade submission via BannerWeb
- iWebfolio, Drexel Streams, and Qualtrics
- Library services and access to online databases
- Leave reports, payroll advice, and more

The DrexelOne mobile app provides access to much of the same information on smartphones. Learn more at [drexel.edu/it/d1m](http://drexel.edu/it/d1m), or visit the app store for your phone.

Use your Drexel credentials to access networked printing, site-licensed software, DragonFly3 wireless network, lab computers, and other shared resources that require authentication.

Drexel Learn ([learn.drexel.edu](http://learn.drexel.edu)) offers a variety of course management tools to enhance teaching and learning in instructors' face-to-face, hybrid, and online courses.



Microsoft SharePoint allows groups to efficiently communicate, organize and manage projects, and reduce paperwork. Create team Web spaces to collaborate with users across the University and easily share information such as documents, lists, and calendars. Email [itg@drexel.edu](mailto:itg@drexel.edu) for additional information, training materials, and workshops; and to request a meeting to discuss how SharePoint can work for your group.

Microsoft Teams replaces Skype for Business, and integrates with SharePoint to provide messaging, meeting, and collaboration space. Learn more at [drexel.edu/it/help/a-z/office365/features/ms-teams](https://drexel.edu/it/help/a-z/office365/features/ms-teams).

## Get Software

View the available list of software for faculty and professional staff at [drexel.edu/it/software](https://drexel.edu/it/software).

## Software for Drexel-owned Computers

Software for Drexel-owned machines should be downloaded and installed from Software Center (Windows) or Self Service (macOS). Both tools are automatically installed on appropriate computers connected to the Drexel Domain, as are critical applications such as SafeGuard encryption and Sophos Anti-virus.



## Free Software

Site-licensed software is available to the Drexel community. Download software by signing in to [software.drexel.edu](https://software.drexel.edu) with your Drexel credentials.

## Discounted Software

Drexel also offers discounted software through eAcademy and JourneyEd. Access these sites via the "Campus+Community" tab in DrexelOne.

## Facilities and Rooms

The Tech Lounge, located in the Creese Student Center (and 4th floor of the New College Building) is where you will find helpful personnel along with a few Macs and PCs to use, plenty of convenient BYOD and meet-up space, and a Media:Scape table where up to six participants can collaborate and take advantage of two integrated flat-panel displays.

Instructional Media Services (IMS) configures, supports, and maintains classroom technologies across both the Center City and University City campuses. See [drexel.edu/ims](https://drexel.edu/ims) for available rooms and more information about central room scheduling.

## Educational Technology

The Instructional Technology Group (ITG), located in the Instructional Technology Center (ITC) in Room 109 of Korman, maintains a computer lab open to faculty, TAs, and professional staff. During business hours, the ITG provides support for Drexel Learn, SharePoint, educational technology, and other computer-based educational tools. Korman 109 is available until Korman closes.

### *Drexel (Blackboard) Learn*

Drexel (Blackboard) Learn ([learn.drexel.edu](https://learn.drexel.edu)), the University learning management system, integrates with tools such as the Blackboard app, Respondus, VoiceThread, Collaborate, Turnitin, YouTube, SlideShare, McGraw-Hill, and more. It facilitates course-related activities, including:

- Course planning, management, and revision
- Course content dissemination (such as syllabi and course readings)
- Communication among students and instructors using email, messages (course mail), announcements, threaded discussion (asynchronous) and Collaborate (synchronous)
- Student self-assessment
- Electronic assignment submission
- Testing, grading, and automatic scoring for non-essay tests

- Student access to grades
- Organization of electronic work groups

The ITG offers workshops on a variety of topics throughout the year. Contact the ITG at 215.895.1224 or [itg@drexel.edu](mailto:itg@drexel.edu) for more information, or to request an ad hoc workshop for a group (include the topic(s) you would like covered; estimated number of attendees; and preferred days, times, and locations). Support is available 24/7.

**Note:** In December 2019, Drexel Learn will be upgraded to Blackboard’s Ultra Navigation. The new interface focuses on responsive design, allowing for a more seamless experience across devices, including computers, tablets, and phones. No action on the part of end users is necessary, as all data and functionality will be maintained in the upgrade. See more at [drexel.edu/it/help/a-z/learn/ultra](http://drexel.edu/it/help/a-z/learn/ultra).

### *Drexel Streams (Kaltura)*

Drexel Streams, also known as Kaltura, allows users to upload videos that play from within a Learn course

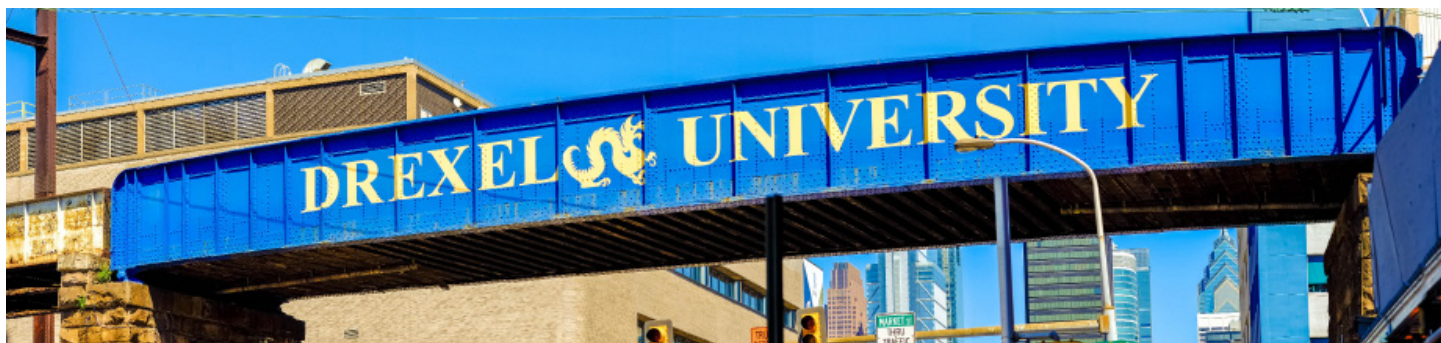
Faculty and professional staff may also request ListServ lists for departmental or special use. Some restrictions may apply depending on use case scenarios.

## Video Collaboration and Production (VCaP)

The VCaP team, in conjunction with the Client Services group, assists faculty and professional staff with creating digital learning objects. VCaP provides a variety of services and technologies, including:

- High-definition (HD) video-conferencing
- Podcasting and audio production
- Live webcasting and rich media delivery
- Desktop and legacy video-conferencing support
- Synchronous meetings with Zoom
- HD video production, editing, and consulting

The VCaP team provides learning space and conference room consultations. The team assists faculty and



or from other sources, such as Web sites. Although the video is uploaded only once, it can be linked in multiple courses, added in multiple locations in a single course, or shared directly with others. Access Drexel Streams in the “Campus+Community” tab of DrexelOne.

### *Photo Class List*

Photo Class List ([drexel.edu/classlists](http://drexel.edu/classlists)) displays enrollment in classes for the current term and allows instructors to print a class list with photos. It also offers options for quick communication with classes via email (an alternative to the fully-featured Learn).

### *ListServ*

In addition to, but separate from, Drexel Learn, ListServ ([lists@drexel.edu](mailto:lists@drexel.edu)) allows you to easily email an entire class or customizable group of individuals using one email address instead of many. Class email lists requested through Photo Class List are set up in ListServ and are updated automatically. Options include broadcast (announcement) lists and discussion lists.

professional staff with the design and creation of learning spaces and also helps them interface with the companies they hire to build these spaces as an advocate.

Highly flexible, the VCaP team can assist with class and event Webcasts from many on-campus locations where Internet connections exist. Similarly, using high-end yet portable equipment, the team can capture lectures and events, and post those videos on streaming servers.

**Note:** Securing written permission, in advance, from those who will be in the videos is the responsibility of the requestors of VCaP services. Further, sufficient setup (and break-down) time, i.e., room or venue access, is essential in order for the VCaP team to provide reliable services and render high-quality production results.

Many departments have Zoom room coordinators already, so you can set up virtual meetings by contacting them. Reach out to the VCaP team if you do not know who handles Zoom rooms for your department, or you need to set someone up in that role. VCaP team contact info is



below.

The VCaP team provides extended support to a select few rooms on campus. VCaP also offers HD video production and post-production services to faculty who would like to incorporate more polished videos in their online course shells or departmental Web sites. In 2016, they opened a video/audio studio to the University community.

Find out more by calling 215.895.2324, visiting **drexel.edu/it/video**, or emailing **vcap@drexel.edu** for video-conferencing/webcasting services.

## Instructional Media Services (IMS)

Instructional Media Services is the audio/visual and graphics service department for Drexel University. IMS configures, supports, and maintains AV equipment in all centrally-scheduled classrooms across both the Center City and University City campuses. IMS assists faculty in the use of AV technologies in those rooms and responds to instructor needs as they arise.

IMS also provides instructions on room AV usage, posting helpful guides and contact information in the rooms for instructor reference.

Drexel IT and IMS work together to enhance and expand the classroom technology features and affordances as well as providing all of these resources for an ever-expanding array of teaching-and-learning spaces, in conjunction with the Provost and the Registrar offices.

The Graphics Lab provides printing services for a fee, including large-format, posters, and other printed visual media.

To report an issue with a centrally-scheduled classroom, or to make a recommendation about classroom technology, contact IMS at 215.895.2925 (University City) or 215.762.8687 (Center City). For Graphics service, call their lab at 215.895.2926. See **drexel.edu/ims** for more information as well as classroom listings.

## Computer Purchases

For information about hardware specifications for departmental purchases and links for purchasing options, view the Standard Configurations on Procurement's Web site at **drexel.edu/procurement**. Purchases can be made through SmartSource.

**Note:** Before purchasing University-owned computers, please call your tech support contact or IT at 215.895.2020.

For more information on employee discounts on personal computer purchases, see "Computer Discounts & Purchases" under "Computers & Software" on the IT Web site at **drexel.edu/it**.

## Computer and Information Security

### *Stolen Computers*

Employees must **immediately** report stolen computers to both Public Safety at 215.895.2822 and Information Security at 215.895.1984. You can also send an email to **InformationSecurity@drexel.edu**.

### *Encryption*

All Drexel-owned computers must be encrypted with Sophos SafeGuard per the Data Security Initiative at **drexel.edu/it/security/encryption**. Employee mobile devices that access Office 365 email will also require security changes and encryption.

### *Backup*

Prior to encryption, a data backup service should be implemented. The backup and recovery option at Drexel is provided by Code42 (formerly CrashPlan), for which a yearly plan can be purchased.

### *Report Abuse*

Do not open suspicious email links or attachments. Report scam or phishing email and suspicious computer activities. See **drexel.edu/it/security/report**.

## IT Help Desk

Troubleshooting for computer problems is available from the IT Help Desk and Instructional Technology Group:

*Main Phone:* 215.895.2020

*ITG Support:* 215.895.1224 or **itg@drexel.edu**

*Email:* **consult@drexel.edu**

*Online Help:* **drexel.edu/servicedesk**

The IT Help Desk also provides walk-in support:

### **University City Campus**

Tech Lounge on the Square  
3208 Chestnut Street (behind Shake Shack)

Check **drexel.edu/it** for current hours.

### **Center City Campus**

New College Building Help Desk  
245 N. 15th St., Room 4138

Check [drexel.edu/it](http://drexel.edu/it) for current hours.

Many departments and colleges within Drexel, including Westphal and LeBow, have their own tech support group. Check your department/college Web site for more information.

Drexel College of Medicine provides additional IT support:

Phone: 215.762.1999

Email: [consult@drexel.edu](mailto:consult@drexel.edu)

Web Site: [it.drexelmed.edu](http://it.drexelmed.edu)

## Computer Repairs

Faculty and professional staff who need Drexel-owned computer hardware diagnosed and repaired should first contact Drexel IT at [consult@drexel.edu](mailto:consult@drexel.edu) or their departmental IT professional.

## Important Policies

All members of the Drexel community agree to abide by the University Acceptable Use Policy as a condition of activating their accounts. Review the policy at [drexel.edu/it/about/policies](http://drexel.edu/it/about/policies). See other policies there.

## More Information

The Drexel Information Technology Web site offers many more services. Access the site at [drexel.edu/it](http://drexel.edu/it). See also the Service Catalog at [drexel.edu/it/services/overview](http://drexel.edu/it/services/overview) for updated information about the services described in this guide.

Learn more about Information Security at [drexel.edu/it/security](http://drexel.edu/it/security).

## IT Leadership

Thomas DeChiaro, Vice President for Information Resources and Technology and CIO, Korman 122, 215.895.1434, [thomas.dechiaro@drexel.edu](mailto:thomas.dechiaro@drexel.edu)

William T. Mooney, Associate Vice President and Deputy CIO, Korman 122, 215.895.6185, [william.t.mooney@drexel.edu](mailto:william.t.mooney@drexel.edu)

Pablo G. Molina, Associate Vice President and CISO, 3711 Market Street, Suite 750, 215.895.1762, [pablo.garciamolina@drexel.edu](mailto:pablo.garciamolina@drexel.edu)

Kenneth S. Blackney, Associate Vice President for Core Technology Infrastructure, Korman 050, 215.895.1505, [ken.blackney@drexel.edu](mailto:ken.blackney@drexel.edu)

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Gregory Johnson, Executive Director for Systems Support, COM Information Infrastructure, 1601 Cherry St., Suite 11500, 215.255.7724, [gregory.johnson@drexelmed.edu](mailto:gregory.johnson@drexelmed.edu)

Stanley Chen, Executive Director of Business Operations, Korman Center 119, 215.895.1081, [stanley.chen@drexel.edu](mailto:stanley.chen@drexel.edu)

## Quick Links

[drexel.edu/it/connect](http://drexel.edu/it/connect)  
[accounts.drexel.edu](http://accounts.drexel.edu)

[one.drexel.edu](http://one.drexel.edu)

[portal.office.com](http://portal.office.com)

[software.drexel.edu](http://software.drexel.edu)

[learn.drexel.edu](http://learn.drexel.edu)

[drexel.edu/classlists](http://drexel.edu/classlists)

[drexel.edu/it/services/overview](http://drexel.edu/it/services/overview)

[drexel.edu/servicedesk](http://drexel.edu/servicedesk)

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