

**NEW
EMPLOYEE
TECHNOLOGY
GUIDE**

Salem 
STATE | UNIVERSITY





Welcome to Salem State University

The Information Technology Services department is dedicated to supporting students, faculty and staff with technology solutions and services that drive success. Our services include internet connectivity, hardware and software, IT security, network infrastructure, administrative applications, academic technologies, training and resources for faculty and staff. This new employee IT resource guide is designed to get you connected to some of the systems and applications you need in your position here at Salem State University. If you need assistance from us, please use the “How to Get help” section of this guide to contact us.

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FIRST-TIME SIGN-IN INSTRUCTIONS FOR FACULTY AND STAFF

Upon your hire, you will receive your Salem State user ID from Human Resources. You will use your Salem State user ID to sign into services such as Email, Canvas, Polaris, Wi-Fi, VPN, PeopleSoft, and any computer on the campus network.

To sign in for the first time with your user ID:

1. Go to the Salem State University website.
2. Select “Sign In” on the upper right.
3. Use the default password, SalemState, plus the last four digits of your social security number (ex., SalemState1234).
4. Reset your password when prompted.
5. When creating your new password, follow the Salem State password rules below.

Salem State passwords:

- are case-sensitive.
- must be between 14 and 64 characters long.
- must have at least one character from three of the following categories:
 - » an uppercase letter (A-Z)
 - » a lowercase letter (a-z)
 - » a number (0-9)
 - » a special character (! @ # \$ % ^ & * () - _ = + \ |] } [{ ; : / ? . > <)
- must not contain three or more consecutive characters present in your full name (for example, if your name is John Smith, your password can't contain joh, ohn, smi, mit, or ith).



GET HELP:

If you have trouble signing on for the first time, email (it-helpdesk@salemstate.edu) or call (978-542-2036) the IT Help Desk for assistance.

Scan the QR code below to view these instructions on our website:

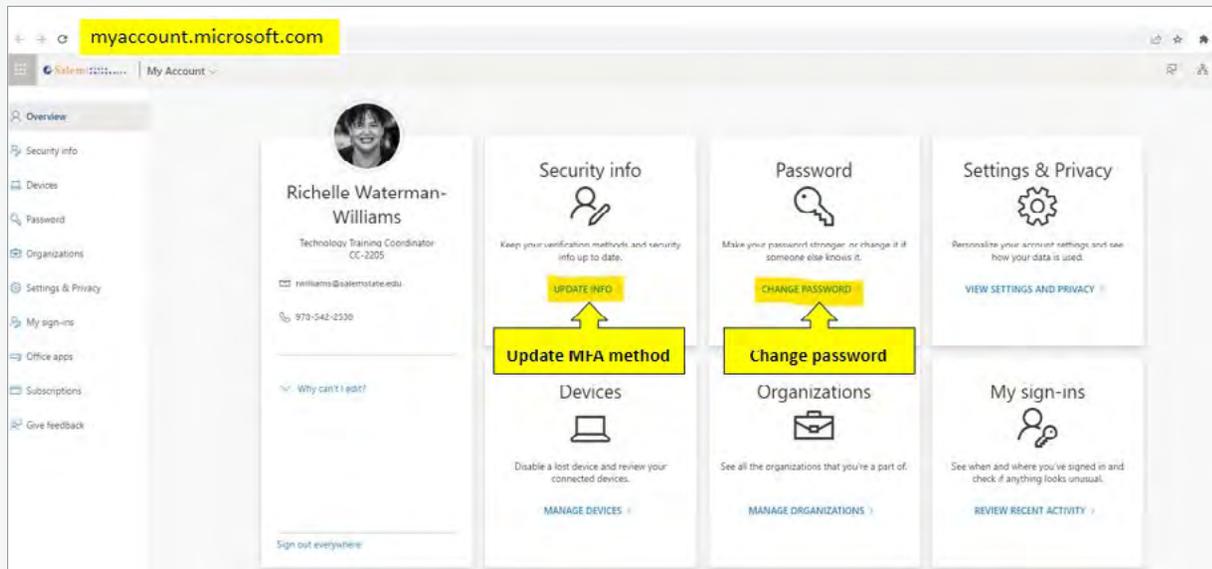


MANAGE YOUR USERNAME AND PASSWORD

Use the [My Account Portal](https://myaccount.microsoft.com) (myaccount.microsoft.com) to manage your account by logging in with your SSU username (jsmith@salemstate.edu) and password.

The portal includes the following self-service features:

- Password changes and resets.
- Secure your account using multi-factor authentication (MFA).
- Manage your devices.
- View your software licenses.
- Download and install applications.
- and much more!



MULTI-FACTOR AUTHENTICATION

Salem State has enabled multi-factor authentication for all Salem State Microsoft 365 accounts.

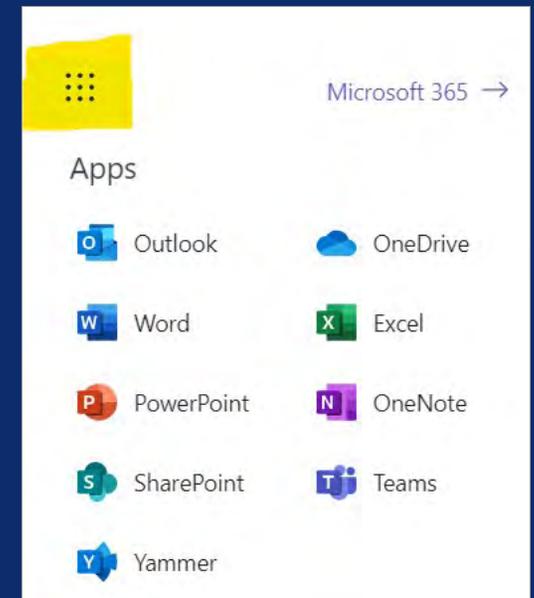
Multi-factor authentication is a security protocol that helps protect your data from being accessed by unauthorized parties. The multi-factor authentication method uses a second step or “factor” such as your mobile phone or tablet, to make it harder for people to gain access to your account.

The first time you use multi-factor authentication, you will be prompted to set up a security method on the [Microsoft My Account](#) Security Info page. However, you can set up a security method before you use multi-factor authentication for the first time.

For more information, please go to ask.salemstate.edu and search for “Multi-Factor Authentication.”

ACCESS YOUR EMAIL AND MICROSOFT OFFICE APPLICATIONS

Salem State provides all faculty and staff access to the full Microsoft 365 suite of apps and services—including Microsoft Outlook for email. You can access email and MS Office applications on the web or download and install them to your devices. You can install Microsoft 365 on up to 5 devices with your Salem State account. Use the “App Launcher” to open web applications such as OneDrive, Teams, Calendar, Canvas and more!





CLIPPERCARD

The ClipperCard is Salem State's official identification card that gives you access to many resources on- and off-campus, including:

- Access to offices and classrooms.
- Berry Library and Learning Commons card.
- Ricoh copy and print machines.
- Gassett Fitness Center (with membership).
- Retail purchases on and off campus.

To get your ClipperCard, contact the ClipperCard office at 978-542-2273 or clippercard@salemstate.edu.



CONNECT TO THE SALEM STATE WI-FI NETWORK

A secure wireless network is available on campus for connecting all your wireless devices using your Salem State username and password.

Select "SalemState" from the list of wireless networks from the network icon (Wi-Fi icon for Mac users) and select Connect (or Join for Mac) to continue.

Enter your username and password to connect. Choose "Connect Automatically" or the "Remember Me" box to avoid logging on each time.

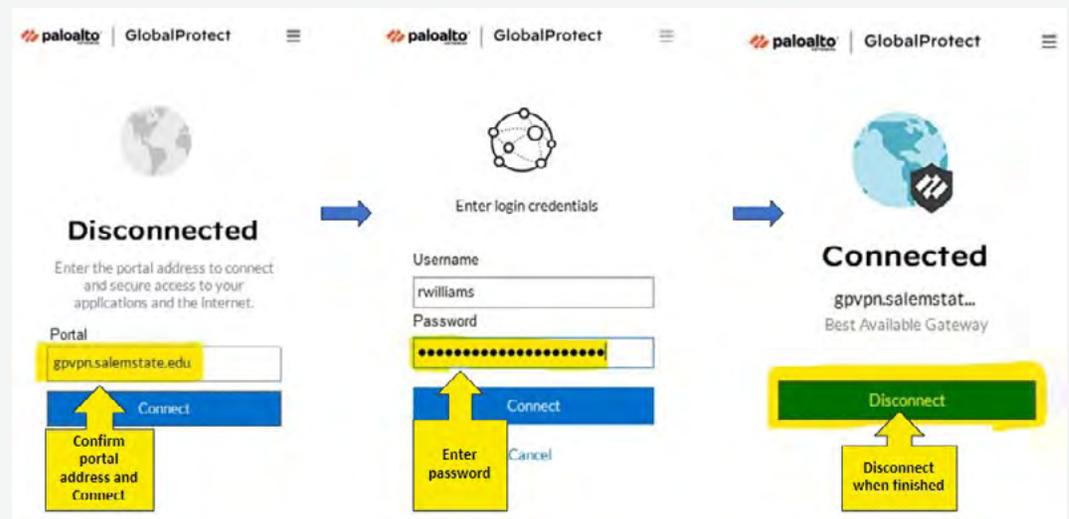
For more information, please go to ask.salemstate.edu and search for "Salem State Wifi."

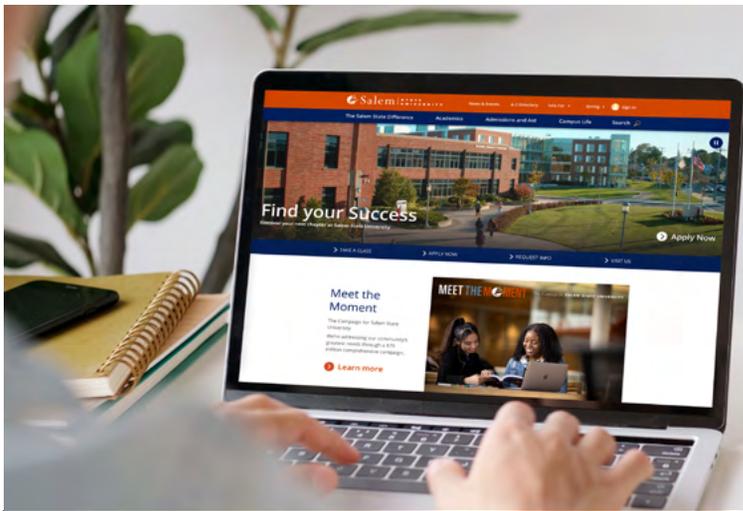
CONNECT TO THE SALEM STATE VPN

A VPN creates a secure connection between your home (or remote) computer and the Salem State network. Many services within the Salem State University Network require a VPN connection.

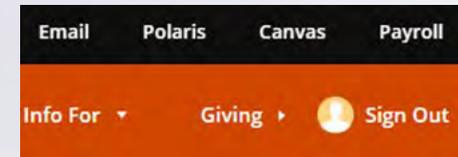
The VPN client we use at Salem State is called the GlobalProtect Agent. Once GlobalProtect is installed on your device, you can log in to the portal for a secured connection. Please select "Disconnect" to log off from GlobalProtect when finished using the VPN. Do not include @salemstate.edu in your Username.

For more information, please go to ask.salemstate.edu and search for "Connect to Salem State Virtual Private Network or VPN."





SIGN IN HERE:



SALEM STATE WEBSITE

Salem State University uses several systems you will need to access during your time as an employee here. Select “Sign In” in the upper right and enter your SSU username and password. Once logged in, you will arrive at the Faculty and Staff page where you will see a black navigation bar with quick links to Email, Polaris, Canvas and Payroll. You will also find many more helpful resources.

POLARIS: EMPLOYEE PORTAL

Polaris is our faculty and staff portal where you can view news, events, and department posts. You can use the launchpad for access to systems related to your role at the university. Additionally, you can update your web profile and emergency contact information from the user profile icon. The Information Technology Services channel in Polaris contains system access forms as well as training and resources for commonly used systems and applications.

Log into the Salem State website and select the Polaris link (VPN required).

CANVAS: LEARNING MANAGEMENT SYSTEM

Canvas is our online learning management system, which supports the academic teaching and learning process, providing every course with a private online environment with tools for conducting classes. Canvas supports real-time online meetings, quizzes, discussion boards, group environments, calendar and appointment scheduling, a mobile app, and more.

Log into the Salem State website and select the Canvas link.

The screenshot shows the Canvas LMS dashboard for a user logged into elearning.salemstate.edu. The dashboard is titled "Dashboard" and displays "Published Courses (8)". The courses are organized into a grid of six cards, each with a colored header and a title. The courses are:

- 2022 Faculty Orientation to Teaching and Learning Technology
- Creating a Canvas Community Course or We...
- ITS Employee Training
- PeopleSoft Basic Query Manager
- PeopleSoft Query Viewer
- SSU Online Teaching Professional Development

On the right side of the dashboard, there is a "To Do" list with five items, each with a number and a title:

- Grade Turnitin Workshop Assignment
- Grade July 2021 assignment
- Grade Trying out Hypothesis
- Grade Mays reading
- Grade Discuss "The Attendance Conundrum" using social annotation

At the bottom right, there is a "Coming Up" section with a "View Calendar" link.

PRINTERS AND PRINTING

Salem State uses the print management software PaperCut, installed on all Ricoh devices and printers. You can log into a Ricoh device by tapping your ClipperCard or entering your Salem State username and password. Instructions for adding a printer to your device are available in your Windows or Mac OS insert which will be provided to you with your equipment.



ADOBE APPS AND SERVICES

Salem State provides all faculty and staff access to an Adobe account. Create and edit PDFs. Collaborate with ease. E-sign documents and collect signatures. Get everything done in one app, wherever you work.

Install Adobe and run on up to 3 devices (if installed on a 4th device, you will be prompted to sign out of one device). Go to account.adobe.com and enter your Salem State username (jsmith@salemstate.edu) and password.

For more information, please go to ask.salemstate.edu and search for "Adobe Apps and Services."

ZOOM: VIDEO CONFERENCING

Salem State University licenses Zoom video conferencing for students, faculty, and staff.

How to Access Your Zoom Account

1. Go to <https://salemstate.zoom.us>.
2. Select Sign in.
3. If you are presented with a Salem State sign in window, enter your Salem State email address.
4. Select Next.
5. This will take you to the SSU login page (image of the Viking).
6. Enter your SSU password.
7. Select Sign in.

For more information, please go to ask.salemstate.edu and search for "Zoom - Video Conference Training Resources"



ASK THE VIKING

Ask the Viking is our knowledge base that contains information for students, faculty, staff, and guests. You can use the search function to find answers to commonly asked questions and general Salem State information. Sign in to ask.salemstate.edu to yield search results for employees.

TECHNOLOGY TRAINING

Information Technology Services (ITS) provides training opportunities for administrators, staff and faculty to help you get productive right away in your position. Online instructor-led sessions, in-person sessions, links to resources and quick guides are available every semester and during winter, spring and summer breaks. Visit the ITS Training page in Polaris for a list of available resources and training sessions. If you have a specific training need, please submit a ticket in the self-service portal or send an email to it-helpdesk@salemstate.edu.



CYBER SECURITY: EMAIL PHISHING

Phishing is the fraudulent practice of sending emails claiming to be from reputable sources to persuade you to click on harmful links or reveal personal information.

Salem State University has been the target of phishing scams—emails that appear to be from Salem State senior faculty, staff, colleagues, students, the Commonwealth of Massachusetts, or affiliates, asking for your password, confidential information, gift cards, or simply to reply. Salem State added an “External” alert to all emails received from outside sources to heighten your awareness of these fraudulent emails and better ensure your protection.



Steps to take to protect yourself:

- **Change your password:** If you suspect your email account has been compromised, change your password immediately and submit a ticket to it-helpdesk@salemstate.edu.
- **Do not reply, forward, or click on links:** If you receive a suspicious email, do not reply, forward, or click on any links. Phishing emails may come from Yahoo, Gmail, etc., alleging to be from faculty, staff, supervisors, deans, or even the university president.
- **Report suspicious emails:** If you think an email is suspicious, you can report it by selecting the “Report Phishing” feature using Outlook on the web, the desktop app, or a mobile device. You can also email it-helpdesk@salemstate.edu to have your email account reviewed for fraudulent activity.
- **Never provide your password, PIN, or secret phrase to anyone.**

IT EQUIPMENT USER RESPONSIBILITY

If your Salem State IT equipment is lost or stolen, you must contact the ITS help desk (call 978.542.2036 or you can send an email to it-helpdesk@salemstate.edu) and the University Police (call 978.542.6111) as soon as possible to file a report. Reporting a lost or stolen laptop or mobile device quickly will allow ITS to lock your device before anyone can access it.

When departing the University, all equipment must be returned to ITS. You can bring any mobile equipment to MH105, Monday–Friday from 8 AM–5 PM. Or send an email to it-helpdesk@salemstate.edu with the subject: **Equipment Return**.



HOW TO GET HELP

Our friendly staff at the Information Technology Services (ITS) Help Desk are here to help you with all your technology support needs. Feel free to contact us using the methods below.

- **IT Help Desk Portal:** Use your Salem State username (either `jsmith` or `jsmith@salemstate.edu`) and password to sign in to the help desk portal to choose a topic and submit a ticket to the help desk. Once logged in, you can also monitor ticket progress and leave comments. Go to help.salemstate.edu and select the Information Technology Services portal.
- **TIP:** If you have trouble signing into the help desk portal, you can email or call (see below).
- **Email** it-helpdesk@salemstate.edu (this will generate a help desk ticket).
- **Call** 978-542-2036. Choose option (3) to leave a voicemail (this will generate a help desk ticket).

TIP: If you are in a classroom and need immediate classroom support call 978-542-2036 and press (2).



DO YOU NEED MORE HELP?

Information Technology Services

Client Support Services

[Submit a ticket to the IT Help Desk](#)

978.542.2036

it-helpdesk@salemstate.edu