

# NDSCS Tools to Stay Connected



## If you will be off campus:

- **Phone services**
  - If you have EC500 call-forwarding, be sure to turn it on.
  - If you do not have EC500, you can **forward calls** from your desk phone to a local (non-long-distance) number by doing the following:
    - Dial \*2 + 9 + local 7-digit phone number.
    - Dial #22 to cancel.
  - If you would like to receive your voicemails via email (either as an audio file or as an audio file + transcript), call the ITS Service Desk at 3-3333.
  - You may wish to change your voicemail greeting to indicate you are working off-site. Dial 1-9100 to access the voicemail menu or contact the ITS Service Desk for assistance.
- If you take your laptop, be sure you have your power cables, webcams for video calls or recording, etc.
- If you need to access U:, S:, Z: or other shared drives from off campus, contact the ITS Service Desk **before** leaving campus to configure VPN, or see the ITS VPN setup handout.
- You will need DUO configured to access your Office 365 or Campus Connection accounts. If you are currently using a security dongle or your **office** phone to verify your identity when logging-in, contact the ITS Service Desk to set up DUO for mobile use.


## Videoconferencing

- For class sessions and faculty office hours, we recommend Blackboard Collaborate Ultra. Contact Distance Education for assistance.
- *Microsoft Teams* is available and can be used for meetings or one-to-one conversations. Both employees and students have access to these standard programs at no charge. Contact the ITS Service Desk for assistance installing or using Teams.
  - Note: Blackboard is the official NDSCS learning management system. Although Microsoft Teams offers useful communication tools, instructors should continue to use Blackboard as the primary online platform for instruction and coursework.**
- When using desktop video from a personal computer, using headphones (or ear-buds) is strongly recommended to avoid feedback.

## Library

For assistance from the Mildred Johnson Library, call 701-671-2618, email [NDSCS.Library@ndscs.edu](mailto:NDSCS.Library@ndscs.edu) or visit [www.ndscs.edu/library](http://www.ndscs.edu/library) and click on the chat box on the right side of the screen for live chat assistance.

## File Collaboration and Storage

- **Microsoft One Drive** is a file storage space connected to your NDSCS Office 365 account. To access OneDrive, log in to Office365 and click the  in the upper left corner of your screen. Contact the ITS Service Desk if you need assistance.
- If you need to send/receive large files or to securely send or receive with confidential data (e.g., student grades) log-in with your email credentials at <https://sendfiles.ndus.edu>

## If You Must Use Your Personal Devices for Work Tasks

- Office365 can be used for web-based communication and work tasks (including Microsoft Office applications.)
- Keep your operating system and software current by regularly running updates.
- Never store student work, grades or other confidential data on your personal computer. Always store college-related data in your NDSCS OneDrive account if you do not have access to the shared drives.
- Don't consider public wifi services (e.g., in a coffee shop) to be secure. Avoid accessing any college data using those resources.

## General Help Contacts:

|                                    |   |
|------------------------------------|---|
| <b>NDSCS Distance Education</b>    | 701-671-2347<br><a href="mailto:ndscs.distance.ed@ndscs.edu">ndscs.distance.ed@ndscs.edu</a>  |
| <b>NDSCS ITS Service Desk</b>      | 701-671-3333<br><a href="mailto:ndscs.servicedesk@ndscs.edu">ndscs.servicedesk@ndscs.edu</a>  |
| <b>Mildred Johnson Library</b>     | 701-671-2618<br><a href="mailto:NDSCS.Library@ndscs.edu">NDSCS.Library@ndscs.edu</a> , or visit <a href="http://www.ndscs.edu/library">www.ndscs.edu/library</a> and click the chat box on the right side of the screen |
| <b>After hours: NDUS Help Desk</b> | 1-866-457-6387<br>NDUS.HelpDesk@NDUS.edu<br>or visit <a href="https://helpdesk.ndus.edu">https://helpdesk.ndus.edu</a> and click the <i>Chat Now</i> on the bottom right corner of the screen                           |