

USC Chan Division of Occupational Science and Occupational Therapy

Information Technology — New User Handout

Welcome to Chan!

Chan IT offers a dynamic range of services and support. Should you encounter an IT-related issue, we ask that you open a support ticket. This can be done at usc-osot.on.spiceworks.com/portal (use your **USC Chan** username and password). If you need immediate assistance, call the **IT Help Desk** at **323-442-1539, Monday – Friday, 8AM to 5PM**. We are located in the 105-A suite of the CHP building on the Health Science Campus. Some common IT-related questions can be answered by traveling to the Chan IT Resources Page here on the Chan website: chan.usc.edu/resources/it, or through the **Faculty / Staff Resources** link at the top of each page.

Your Local Machine

Your first login should be with a member of the Chan IT department. They will guide you through the initial steps to get you up and running. Once you're logged into your machine, you'll have access to Chan Division network resources such as shared drives, network printers, email, and hosted applications.

Your Chan User Account

Your Chan account is separate from your NetID (USC) account. Your Chan account consists of the format **FirstName.LastName**, which will be used to log in to Chan computers.

Your Chan Email

Your Chan email is the extension of your user account in the format **FirstName.LastName@chan.usc.edu**. **We ask that all users forward their NetID (USC) email to their Chan email account**, and solely use their Chan email for Division correspondence. A simple, step-by-step guide to initiate this can be found on the IT Resources page on the Chan website: chan.usc.edu/resources/it/email-forwarding.

For **email web access**, go to outlook.office.com.

VPN, Connecting Shared Drives, and RDS Access

USC offers Cisco AnyConnect VPN, which allows you to connect and use Chan resources such as shared drives, RDS, and hosted applications when you are offsite.

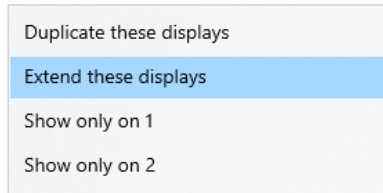
You must first install the VPN client on the machine you're using offsite (if this machine was provided to you by Chan IT, it likely has the VPN client installed). Instructions on how to install the VPN are here: chan.usc.edu/resources/it/vpn.

On a Division laptop, your **network drives** should be accessible offsite by logging into VPN (even if they may have a red X through them). If you need to access the drives remotely, we advise that you access them via logging into the RDS. **RDS** (or terminal server) is a hosted desktop environment offered by the Chan Division that has many commonly used applications. Follow these instructions to access the RDS virtual desktop: chan.usc.edu/resources/it/remote-desktop.

Classroom Technology

Login to classroom computers using your Chan User Account. There you will have access to the shared drives and other resources. Make sure the projector panel is set to **PC** for the classroom computer and **HDMI** for the laptop to display on the projected screen. If you right-click on the desktop and click on **Display Settings**, scroll to **Multiple Displays** and you can Duplicate (mirror), Extend, or show the screen on only 1 monitor.

Multiple displays



Each classroom projector has the capability of hooking into most laptops. Adapters are available in most rooms or from the IT Department.

Loaner laptops are available for checkout to all faculty by request made at the front desk located in the 133 suite of the CHP building on the Health Science Campus. Please read the instructions on each laptop for login information.

Request a Meeting Space

To request a meeting space, please have the meeting requirements (video conference, etc.), number of people, time and date ready and contact the **Chan front desk staff** (email: info@chan.usc.edu, phone: 323-442-2850).

Request an IT Purchase

In order to request a purchase from IT, please go to chan.usc.edu/resources/forms-and-documents, and under **Budget/Expenses** you'll find the **IT Purchase Order Request Form**.

Your Desk Phone

For help with using your desk phone or setting up your voicemail, please contact **Peter Wittrock** (email: wittrock@chan.usc.edu, phone: 323-442-1861).

You on the Chan Website

For edits to your faculty/staff page in the People section of the Chan website, reach out to Webmaster **Paul Bailey** (email: paulbail@chan.usc.edu). To update or add your staff/faculty page headshot, contact **Kim Kho** (email: kimkho@chan.usc.edu).

Help with NetID and USC ITS

- For **faculty**: itsservices.usc.edu/faculty
- For **staff**: itsservices.usc.edu/staff
- For **visitors**: itsservices.usc.edu/visitors