UCONN HEALTH

ACADEMIC IT SERVICES

Excellence in Educational Technology Service and Innovation
Supporting Undergraduate Dental and Medical Education and the Graduate School

STUDENT TECHNICAL MANUAL

Table of Content

FORWORD

We are pleased to present this Student Technical Manual as a resource to the students. The Manual describes each system and service, instructions on how to access, and contact information for support staff.

ACADEMIC INFORMATION TECHNOLOGY SERVICES (AITS)

Video

[Overview of Laptop and Technical Support](#) (6:04 minutes, Khamis Abu-Hasaballah)

Description

Academic Information Technology Services (AITS) at UConn Health supports the educational missions of the School of Medicine, School of Dental Medicine, and Graduate School through the wise integration of contemporary technologies, pedagogy, content, and learning theories. AITS aims to serve as a **one-stop shop** for all student and faculty technology needs. Please visit our website http://health.uconn.edu/aits for the latest updates.

AITS offers and supports a number of systems and services, including:
- ✓ Technical support (Appendix 1)
- ✓ Student laptop support (Appendix 2)
- ✓ Student curricular printing (Appendix 3)
- ✓ HuskyCT (Blackboard) Learning Management System (Appendix 4)
- ✓ Teaching Electronic Medical Record System - tEMR (Appendix 5)
- ✓ Oasis student calendar and gradebook (Appendix 6)
- ✓ Microsoft OneNote electronic notebook (Appendix 7)
- ✓ Microsoft Office 365/Office 2016 (Appendix 8)
- ✓ Computer Accounts and Passwords (Appendix 9)
- ✓ Data management and safe computing (Appendix 10)
- ✓ ePathology digital slide scanning – digital microscope (Appendix 11)
- ✓ Training and Testing Computer Center - T2C2 (Appendix 12)
- ✓ Instructional design and online course build, education video production, curricular multi-media development (Appendix 13)
- ✓ Classroom technology support (Appendix 14)
- ✓ Respondus LockDown Browser (Appendix 15)
- ✓ Blackboard Collaborate (Appendix 16)

The AITS team is comprised of staff with expertise covering a wide area of educational technology. The team includes an instructional designer, instructional technologist, trainer, Classroom Audio-Video specialists, computer technicians, and server engineers. A Director oversees all of AITS operations.

Appendix 1
Technical Support

Below is a listing of our support services. Please bookmark this page for future reference.

Service/System	Help & Technical Support
Time-sensitive issues requiring immediate attention (including live classroom technical difficulties/technology support, web conferencing platforms such as WebEx/Collaborate, and live exam issues)	Academic IT Services (AITS) Telephone: 860-679-8870 Email: aits@uchc.edu
NetID (for HuskyCT, tEMR, Office 365 / OneDrive)	UConn-Storrs ITS Telephone: 860-486-HELP (4357) https://netid.uconn.edu/ (Self-service)
Oasis Student Calendar and Gradebook	SOM Home Office Email: OasisSupport@uchc.edu
All other issues including laptop technical support, UConn Health Network Account/Password Resets, Citrix, and Clinical Applications	UConn-Health IT Help Desk Telephone: 860-679-4400 Email: servicedesk@uchc.edu

Appendix 2
Student Laptop Support

Help & Support
See Appendix 1 above.

Description
All incoming students will receive a top of the line laptop when they arrive on campus. Academic IT Services (AITS) provides technical support for all university provisioned laptops to undergraduate Dental and Medical students. The laptops, which are distributed during Launch, are the latest top of the line models, which include:

- Convertible laptop/tablet
- Touchscreen with stylus
- 16 GB RAM, 512 GB NMV SSD (hard drive), latest processor
- Four-year Accidental Damage Protection
- All needed productivity and curricular software

The Class of 2025 will receive Dell Latitude 7420 2-in-1 Laptops with Dell ProSupport Plus with 4-year Accidental Damage Protection.

About Your Laptop
- You have full administrative access on your laptop through your UConn Health network/email account (username/password). This means that you can install, uninstall programs and perform any task requiring admin access rights.
- Laptops are encrypted with BitLocker and managed centrally. If your device ever needs a BitLocker key to unlock your computer please contact the Central IT Help Desk (860-679-4400 or helpdesk@uchc.edu) immediately.
- Operating System updates and patching are managed centrally by IT. When a new patch or update becomes available, you will be prompted to download and install it the next time you are on the UConn Health network.
- Your laptop comes with CrowdStrike anti-virus software, so please do not install other anti-virus software.
- All software including Windows 10 is provided through the institution. As a student at Uconn Health, you are licensed to use our software. **Upon graduation,** you will be given information on how to factory restore your machine. This means **anything you**

installed on your computer will be deleted. This will keep the institution in compliance with licensing agreements. It is mandatory to perform a factory restore. Institutional support for your laptops ends two months after graduation.

Service Level

AITS provides software/hardware troubleshooting and resolution. Our staff will handle all aspects of the troubleshooting/repair process, including: contacting the vendor and coordinating appointments with technicians, shipping and receiving parts, and ensuring repairs are done in a timely manner.

To receive support or file a support ticket, please contact the Central IT Help Desk (860-679-4400 or helpdesk@uchc.edu) Our staff will contact you promptly to resolve your issue either via phone or email. They may also request you to join a video call and grant them access to your laptop for remote troubleshooting and resolution. If we are unable to resolve the issue remotely, we will schedule you an appointment to drop off your laptop during our normal hours of operations (Monday-Friday 8:00am-4:30pm). Please plan on leaving your laptop with us for a minimum of 2-3 hours to properly diagnose the problem and provide an estimated timeline for the repair. Our staff will contact you with updates and when your laptop is repaired and ready for pickup. Our staff **WILL NOT** troubleshoot or fix the problem on the spot, so please plan accordingly.

Before bringing your laptop for repair or service, please back up your data to protect against data corruption or loss. We **are not responsible** for data recovery or backup. We do not provide USBs or external hard drives. Please refer to the Data Management Guide on sound data management and backup practices.

If the laptop needs to be sent out for repairs, it may take up to two weeks to get the repaired laptop back. We will do our best to ensure that you have access to a computer during that time, either through our laptop loaner program in critical situations (e.g., for an exam) or to a workstation in the T2C2 (available during hours of operations).

Appendix 3
Student Curricular Printing

Help & Support
See Appendix 1 above.

Description
AITS operates several high speed B&W printers available to undergraduate medical and dental students for curricular use. These printers are conveniently located in the Stowe Lyman Schafer Study rooms (accessible with student badge), the alcove outside Classroom 2 in the Training and Testing Computer Center (T2C2), the alcove outside classrooms B16/B17 (main floor of the L-Building), and the study carrels outside the Academic Rotunda. These printers are available 24x7 free of charge. However, printing is capped at 4,000 copies / student / year. The cap works by depositing a virtual $200 in a student printing account that they use to print at the rate of $0.05/copy. We would like to stress that printing is **FREE** to students and the virtual $200 is strictly for making the cap mechanism work. Students are not required to deposit any money to use the service.

Important! The copyright law of the United States (Title 17, U.S Code) governs the making of photocopies or other reproductions of copyrighted material. Any person using the aforementioned printers is responsible for any infringement.

You laptop comes with the print drivers for these printers already installed. If you are using a different device to print or experiencing any issue printing, please contact us (see **Help & Support** at the top of this page)

Instructions:
1. On your student laptop, please print your document and send to any T2C2 printer (see Printer name and location below).
2. Go to https://aitsprinting.uchc.edu/printcenter and log in with your UConn Health username and password.
3. Check off your job(s) to print and select a printer from the Destination drop down list:
   a. Printer 1 (T2C201) is located in the 24 hour Schafer Study Rooms
   b. Printer 2 (T2C202) is located in front of Classrooms B16/B17
   c. Printer 3 (T2C203) is located in T2C2
   d. Printer 4 (T2C204) is located outside of the Academic Rotunda in the study carrels.
4. If the T2C2 printer of interest isn't on the list, please type "T2C2" and all will show up.
5. Once you select the printer, click "Print" and then click "Confirm" to release your print.

Appendix 4
HuskyCT Learning Management System

Video

[Overview of HuskyCT](#) (5:51 minutes, ITS - Student Technology Training)

Help & Support

See Appendix 1 above.

Login

- Go to https://huskyct.uconn.edu
- Enter your NetID and password

Description

Logging In **Bb** Blackboard	HuskyCT is the University of Connecticut version of Blackboard, our learning management system (LMS). You log in to HuskyCT by visiting https://huskyct.uconn.edu and using your NetID credentials.

UCONN
HuskyCT

Login

Guest Login

NetID Single Sign On

NetID

Password

On your way to...
lms.uconn.edu

Login

UConn Single Sign On serves as your login to many University computing and networking services.

Forgot password?

If you are unsure of your NetID credentials or password, please visit netid.uconn.edu.

Getting HuskyCT Technical Support

HuskyCT technical support is available to students 24 hours a day, 7 days a week. Technical support can be reached by calling 1-855-308-5616.

Online, chat-based support is also available.

A variety of self-service help guides can also be accessed on the Student Help section of HuskyCT.

Welcome to HuskyCT!

HuskyCT is UConn's learning management system (LMS), and it uses the Blackboard Learn platform. Users begin on this Institution Page, which includes basic information about HuskyCT, as well as useful links to find out more. Students and faculty are encouraged to review the Student Help and Instructor Help resources linked below.

The main menu on the left-hand side of the screen is your main navigation for everything in HuskyCT. The Courses and Organizations sections are two of the main areas of HuskyCT, and any course or non-class site you are enrolled in can be found there.

If you have any questions about HuskyCT, please contact the support options listed below.

The new **Instructor Help** online resources
The new **Student Help** online resources

HuskyCT technical support contact information is also available prior to log-in, on the main HuskyCT log-in screen.

NOTE: For course administration/content support, contact the course coordinator or course director.
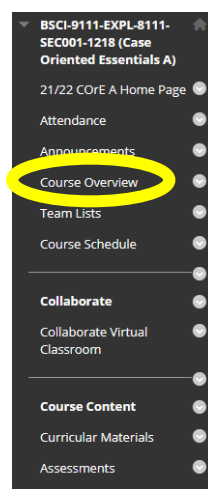
MDelta Course Layout	Each MDelta course follows a common course layout in HuskyCT, making it easier to find course information and content.
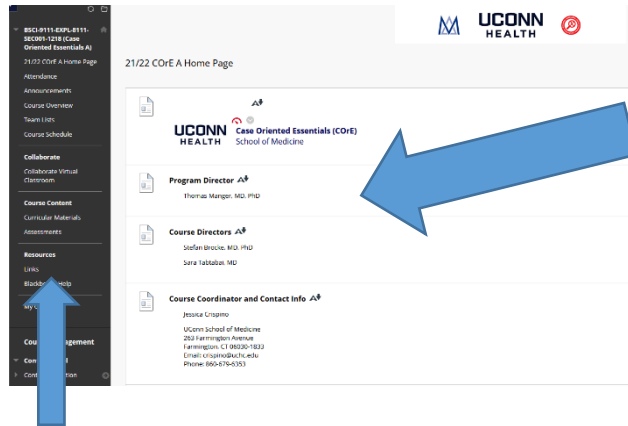
You will find the names of key course personnel, including the course directors and course faculty on the home page for each course. You will also find the name of the course coordinator and their contact information.

The menu bar on the left side of the course is your primary navigation tool and gives you access to additional course information and resources.

Finding Course Information in HuskyCT		You will find logistical and administrative information about MDelta courses in the Course Overview section of the course in Husky CT. Where applicable, this section of the course includes such information as: • the course prospectus • team assignments for TBL • grading information • course-level learning objectives	

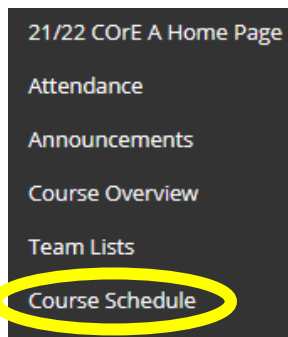In addition, you will also find the resource list of textbooks that you are expected to have access to.
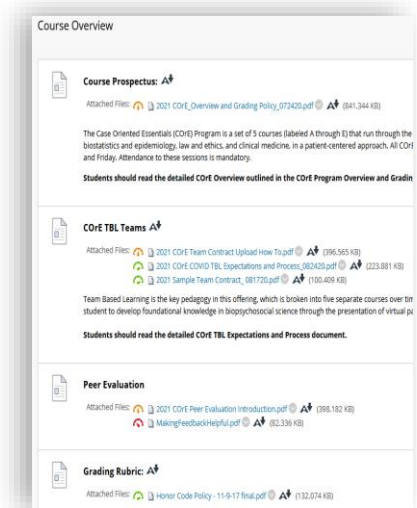
Course Attendance in HuksyCT

While course attendance policies vary, where attendance is required to be reported, the reporting is done through HuskyCT. There is a link to the attendance section on the menu bar.
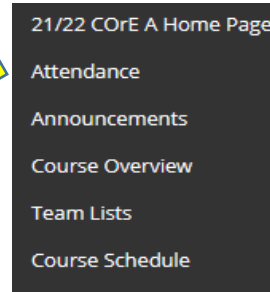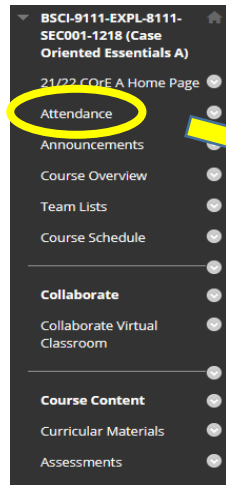
Course Schedule

Information regarding the course schedule, including cases and general topics to be covered in each session, may be found on the Course Schedule section of the course page. From this section, you are able to view, download or print the schedule for the course.
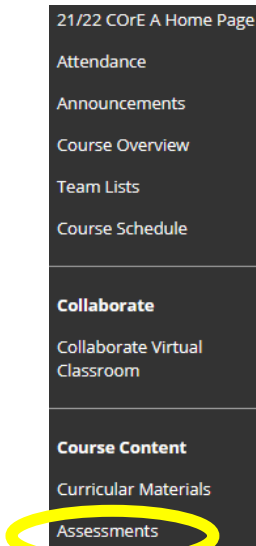
Course Schedule

Schedule

Print the Schedule

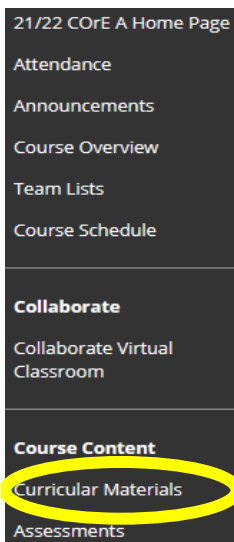| Module	Unit	Session	Day	Date	Unit Topic
Module C1	Unit 1	Session 1	M	03/05/18	
		Session 2	W	03/07/18	Infertility
		Session 3	F	03/09/18	
Module C2	Unit 2	Session 1	M	03/12/18	Pregnancy
		Session 2	W	03/14/18	
		Session 3	F	03/16/18*	*COrE will be held at 8 a.m.
Module C3	Unit 3	Session 1	M	03/19/18	
		Session 2	W	03/21/18	Breast Cancer
		Session 3	F	03/23/18	
		Session 1	M	04/02/18	

| **Locating Assessments in HuskyCT**		When course sessions have Readiness Assurance Tests (RATs) for TBL sessions, you will find access to the assessments at the Assessments link from the course menu bar. This will bring you to a folder with entree to available assessments for that session.
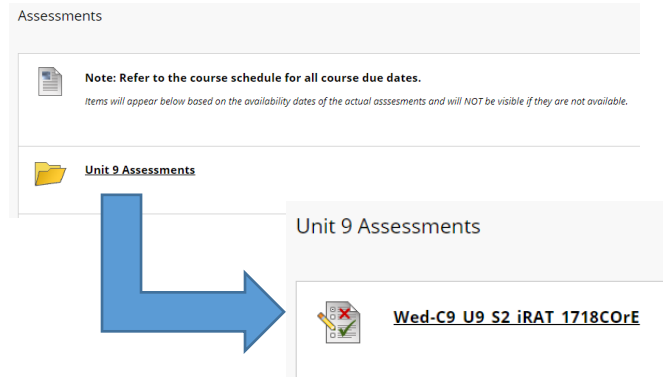
| **Accessing ReALMs in HuskyCT** | | Remote Active Learning Modules (ReALMs) are the building block of the MDelta flipped classroom and team-based instructional model. ReALMs provide the content background necessary to participate in the in-class application exercises. ReALMs include content in the form of videos, presentations, book chapters, journal articles and more. Links to all ReALMs are found in HuskyCT at the Curricular Materials link from the menu bar. ReALMs are listed by module and then by session (where applicable). The syllabus for each module is first, followed by module or session resources.

Each module or session may have required and/or additional ReALMs. In the same location, you will find practice questions (if applicable) for the module or session |
|---|---|---|
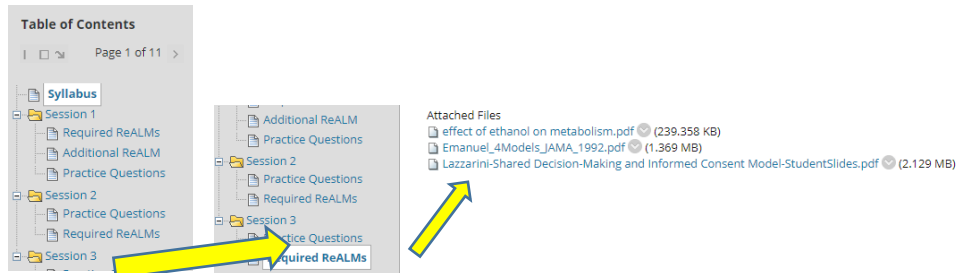
Appendix 5
Blackboard Collaborate

Video
> [Blackboard Collaborate: A One Click Virtual Classroom](https://www.youtube.com/watch?v=4wD9xOeYKSY) (3:16 minutes, YouTube)
> https://www.youtube.com/watch?v=4wD9xOeYKSY (for faculty/students)

Help & Support
See Appendix 1 above.

Description
Blackboard Collaborate is an audio-video web-conferencing tool used to attend live classes (synchronous learning). It also has the capability to record lectures for later viewing (asynchronous learning). Collaborate is part of HuskyCT, where you launch and use it directly from your HuskyCT course. Each course has a separate Collaborate session associated with it. You use the webcam built into your laptop to dial via video and/or audio. You will use Collaborate to dial into the main classroom with all the students, or meet as small teams in breakout rooms. For the MDELTA courses, you will transition from the main room (with all the students) to your team's breakout room and vice versa seamlessly.

Appendix 6
Respondus LockDown Browser

Help & Support
See Appendix 1 above.

Description
Many of our electronic exams (e-exams) are administered using the Respondus LockDown Browser (LDB). Respondus LDB is a customized browser used to facilitate secured administration of exams by preventing printing, copying, accessing the internet via a different browser, or opening other. Respondus LDB is installed on all student laptops and exam workstations.

Installing Respondus LDB

1. Login HuskyCT
   - Go to https://huskyct.uconn.edu
   - Login to HuskyCT with your NetId and Password

UCONN

HuskyCT

Login

Guest Login

2. Go to the "Useful Links for Students" section and click on "Show All." Scroll to the area marked LockDown Browser. In the yellow section, click the highlighted "Download from this location" link

Useful Links for Students (click on Show All to see more links)

Portfolium	Undergraduate Catalog
Portfolium Information page	Summer Sessions
Academic Calendar	Student Adminstraton System (SIS)
Study Abroad	Registrar's Office
Academic Achievement Center	Show All (18)

3. Scroll down on the right menu to "Download Respondus Lockdown Browser."

Institution Page
Useful Links for Stude...

Portfolium

Portfolium Information page

Academic Calendar

Study Abroad

Academic Achievement Center

Undergraduate Catalog

Summer Sessions

Student Adminstraton System (SIS)

Registrar's Office

Grad School

Download Respondus Lockdown Browser

Lockdown Browser Info

4. On the Respondus page, click the "Install Now" button.
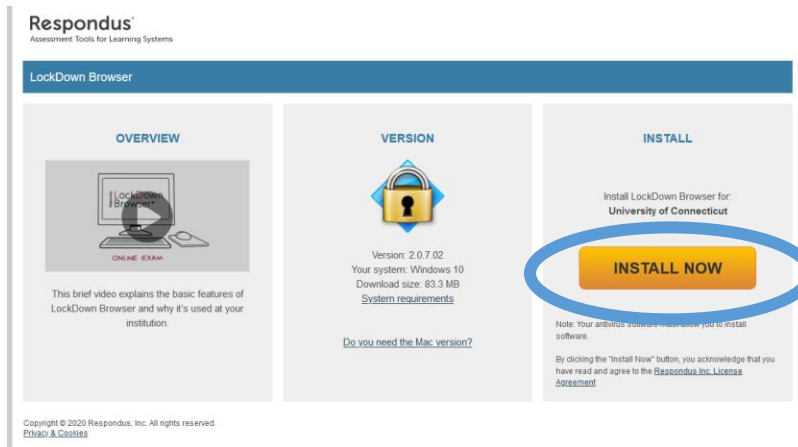
5. A Respondus window opens. Click on Install Now/Save File. Save the file LockDownBrower-2-XXXXX.exe You will get a prompt to install. Click Yes.
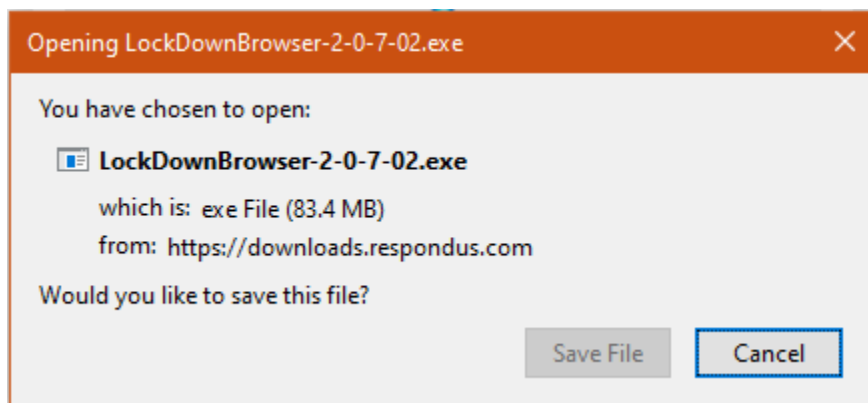
6. Accept the License Terms. Click Next.
7. Click Finish. You should now have a Respondus LockDown Browser on your Desktop.

Updating Respondus LDB
1. To Click on the LockDown Browser on your Desktop

2. Go to the "i" on the top menu

3. There is a button to Check for a Newer Version
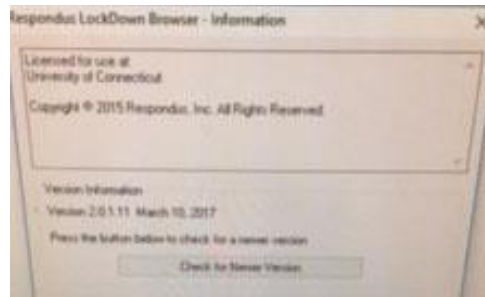
If there has been any updates to the LockDown Browser, the update process will now begin.

Appendix 7
Teaching Electronic Medical Record (tEMR)

Video

Overview of tEMR (3:17 minutes, Dr. David Henderson)

Help & Support

See Appendix 1 above.

Login

- Go to https://huskyct.uconn.edu (this is the url for HuskyCT, access point to tEMR)
- Enter your NetID and password

Description

Development of the Regenstrief Teaching Electronic Medical Record (tEMR) began in 2015 by a collaboration between the Regenstrief Institute and Indiana University School of Medicine (Bloomington, IN) and funded by an innovation grant from the American Medical Association (AMA). The goal of tEMR is to offer medical students and clinical trainees the opportunity to gain real-world experience using an electronic medical record system. tEMR contains real data records of 10,000 patients of all ages whose data have been scrubbed (de-identified, mis-identified, and scrambled) to afford student the opportunity to access a real world environment where they learn to care for patients with multiple, complex health conditions. This experience mimics how they would handle dealing with real health care situations.

At UConn Health, tEMR will be used in the Case Oriented Essentials (COrE), a series of courses aimed at gradually introducing students to virtual patients embedded in tEMR to give clinical context to basic, clinical, and social science principals. tEMR will also be used in the Vertically Integrated Teams Aligned in Learning and Scholarship (VITALS) course where the students will have the opportunity to mine the system to learn about populations and social determinants of health and disparities.

Accessing tEMR

Log into **HuskyCT**, and select the **Teaching Medical Record System (tEMR)** from the **Uconn Health Links** menu.	
You will have to register to use the **tEMR** the first time.	

|	
Choose **Uconn School of Medicine** from the drop-down menu.	**Regenstrief Institute** Teaching Medical Record System (tEMR) Welcome to Regenstrief Institute's Teaching EMR Start by selecting an institution Institution: DEMO IDAHO IU School Of Medicine National Library of Medicine Ohio University Purdue College of Pharmacy RESEARCH SKMC Texas A&M College of Medicine The Ohio State University College of Medicine UC Davis School of Medicine UConn School Of Medicine University of Central Florida University of Michigan University of Texas at Houston USI
Using your Net ID, sign-on.	**NetID Single Sign On** NetID Password On your way to... https%3A%2F%2Ftemr.regenstrief.org **Login** **UConn Single Sign On** serves as your login to many University computing and networking services. ☐ Warn me before logging me into other sites. Need Help?

You will now have access to the tEMR.
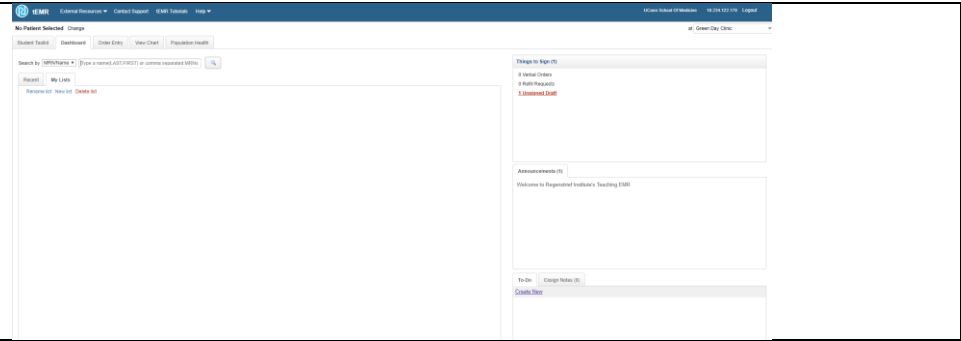
Video

Overview of Oasis (3:35 minutes, Lina Smith)

Help & Support

Email: OasisSupport@uchc.edu (SOM Home Office)

Login

- Go to https://uchc.oasisscheduling.com/
- Enter your UCHC email and password.

Description

Oasis is a cloud-based student information system developed by Schilling Consulting, LLC (Madison, WI). It is utilized by a number of medical schools, including UConn Health School of Medicine.

Oasis Functions. You use Oasis to perform a number of functions as follows:

(1) View Your Course Schedule. Your Schedule is a list of all the courses in which you are enrolled during the academic year.

| Schedule | Advising | Course Catalog | Degree Progress ▾ | Account ▾ | Reselect Year | Log out |

Home / Student /

There are notices

Announcements
- Set your OASIS PIN.
- Set your default font size.
- Set your default OASIS year.
- View your GradeBook.
- View your Academic History.

Evaluations to Complete

View a report of the evaluations you need to complete

| Schedule | Calendar |

M1 Schedule for 2017-2018
Total weeks: 150   Total credits: 0

Date	Course	Location	Weeks/ Credits	Status	Grade
44 days are free at the beginning of this year.					
08/09/2017 - 08/25/2017	EXPL-8000: Stage 1: Explore Launch Added/Changed:07/10/2017 01:43:49 PM	SOM Uconn Details	0 / 0		
08/28/2017 - 06/01/2018	GRAD-0100: Graduation Requirements General Requirements: Stage 1 ABC Added/Changed:08/07/2017 09:13:50 AM	Variable	0 / 0		
08/28/2017 - 06/01/2018	PUBH-5202a: MPH Certificate Program Eliminating Social Inequality and Health Disparities ABC GradeBook: View Added/Changed:07/28/2017 03:11:52 PM	SOM Uconn Details	0 / 0		
08/28/2017 - 06/01/2018	PUBH-5408/9a: MPH Certificate Program Epidemiology & Biostatistics I & II ABC GradeBook: View Added/Changed:07/28/2017 03:13:44 PM	SOM Uconn Details	0 / 0		
08/28/2017 - 06/01/2018	PUBH-5201a: MPH Certificate Program Essentials of Social Inequality and Health Disparities ABC GradeBook: View Added/Changed:07/28/2017 03:04:02 PM	SOM Uconn Details	0 / 0		
08/28/2017 - 06/01/2018	EXPL-8161: Stage 1: Explore SCHOLAR: Scholarship & Discovery ABC	SOM Uconn Details	0 / 0		

(2) View Your Course Calendar. Your Calendar displays when your courses meet. By clicking on an event, you can see more event details.

If you are experiencing a problem please contact OasisSupport@uchc.edu

(3) Complete Your Evaluations. You will complete various type of evaluations in Oasis, including Unit Evaluations, Peer Evaluations, and Faculty Evaluations.

Oasis will send email reminders when you have evaluations to complete. In some cases, you will not have access to final course grades until all evaluations have been submitted.

If you are experiencing a problem please contact OasisSupport@uchc.edu

(4) Access Your Gradebook. Your Oasis Gradebook primarily contains final course grades. To track your performance on assessments throughout the block (e.g., lab notebooks, RATs, homework, etc.), look for grades in the HuskyCT gradebook for your courses.

(5) Reference Your Academic History. The Academic History section is used for tracking advising, as well as your completion of forms, trainings, and certifications.

(6) Complete Requirements Checklists. Requirements Checklists are primarily used for tracking patient logs. Other courses may utilize requirements checklists for other purposes.

Appendix 9
Microsoft OneNote Electronic Notebook

Video
OneNote Overview (5:34 Minute, YouTube)
OneNote Use in Fabric of Anatomy and Biology Lab (FAB LAB) Lab at UConn Health (9:13 minutes, Dr. John Harrison)

Help & Support
See Appendix 1 above.

Login (from OneDrive)
You can work either directly online using the Office 365 for Business portal or the OneNote app already installed on your laptop. The app will synchronize your data. In either case, you will access your Office 365 for Business account using **UConn email (FirstName.LastName@uconn.edu) and NetID password**

Description
Have you ever made notes in Word, Excel, PowerPoint, and other office applications and saved them folders inside other folders and found it difficult to keep track of everything? For notetaking, there's a better way. It's called OneNote. OneNote can be simply thought of as a non-linear form of Microsoft Word in the sense that you can type, draw, copy file anywhere on the page and wherever you place your cursor. You can type here, there, anywhere as your typing is not bounded by text.

OneNote enables simple organization, searching capability, intuitive text formatting, capability to insert or attachments, emails, articles, pictures, screens captures, and more.

How Does OneNote Work? OneNote mimics paper notebooks in the way it is organized. It is a hierarchical program that is broken down like this. You have your Notebook, inside your Notebook is your sections, inside each section is multiple pages, and on your pages are your notes. Just like your paper notebook, there's no "Save" button. Everything is saved automatically almost immediately.

Key Features
1. Ability to share you notebook with other for near real-time collaboration.
2. Ability to export your notebook to other file formats including Word and PDF
3. Ability to embed a page in email message and send directly from OneNote
4. Full text formatting features (similar to what you find in Word)
5. Record and include audio and video recordings

6. Ability to insert files (as attachments or printed), screen clipping, pictures and images, links, etc.
7. A feature-rich drawing tool
8. Automatic backup and facile restoration of files.

Uses. You will use OneNote to collaborate on team projects in FAB Lab and other classes. For example in the MDelta curriculum, you create a notebook called Block A. Within your notebook, you will have a session for every lab. For example, Session A1-1, Session A1-2, etc. In each session, you will have pages and each exercise will be one page. For example, Exercise 1, Exercise 2. When finished with an exercise, you export it as a PDF file and upload it to the team Lab Notebook in HuskyCT.
Block A

Block A *(Notebook)*
Session A1-1 *(Section)*
Exercise 1 *(Page 1)*
Exercise 2 *(Page 2)*
...
...
Exercise N *(Page N)*

Session A1-1 *(Section)*
Exercise 1 *(Page 1)*
Exercise 2 *(Page 2)*
...
...
Exercise N *(Page N)*

... ...
... ...

You may also use it to manage your personal notes.

Caveat. It's recommended that you limit the size of an individual notebook to 1GB as notebooks larger 1GB will experience issues. This can be easily achieved by using multiple, smaller notebooks.

How to Access OneNote

You can work either directly online using the Office 365 for Business portal or the OneNote app already installed on your laptop. The app will synchronize your data. In either case, you will access your Office 365 for Business account using **UConn email (FirstName.LastName@uconn.edu) and NetID password**

Logging in from the App

(1) Launch the OneNote from your start menu.
Hint: if you cannot locate the app, click the start menu and type "OneNote" which will pull up the app for you to select and launch as shown below.
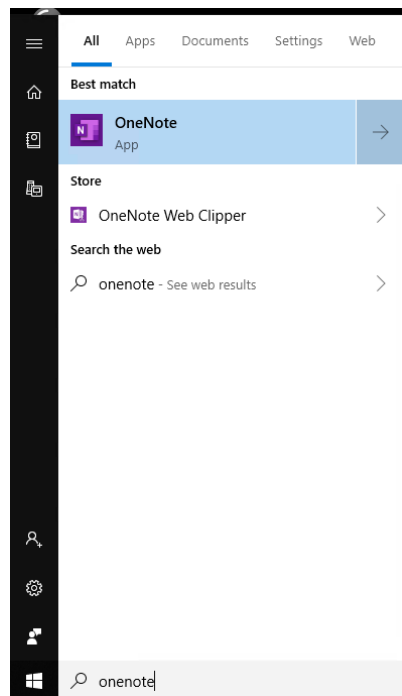
(2) One the next screen, select "Work or school account."
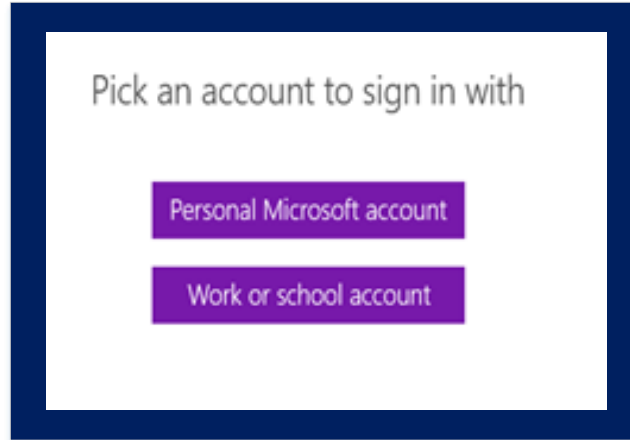
(3) On the next two screens, enter your uconn.edu email address ({your_first_name.your_last_name}@uconn.edu) and NetID password as shown.

Enter password

Enter the password for khamis.abu-hasaballah@uconn.edu

••••••••

Forgot my password

Privacy statement

Sign in   Back
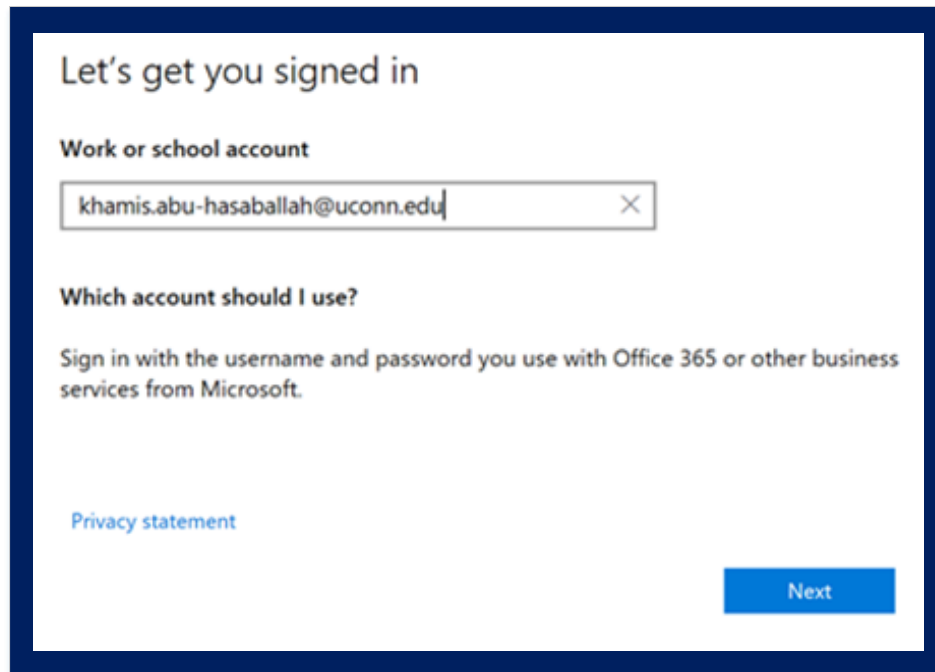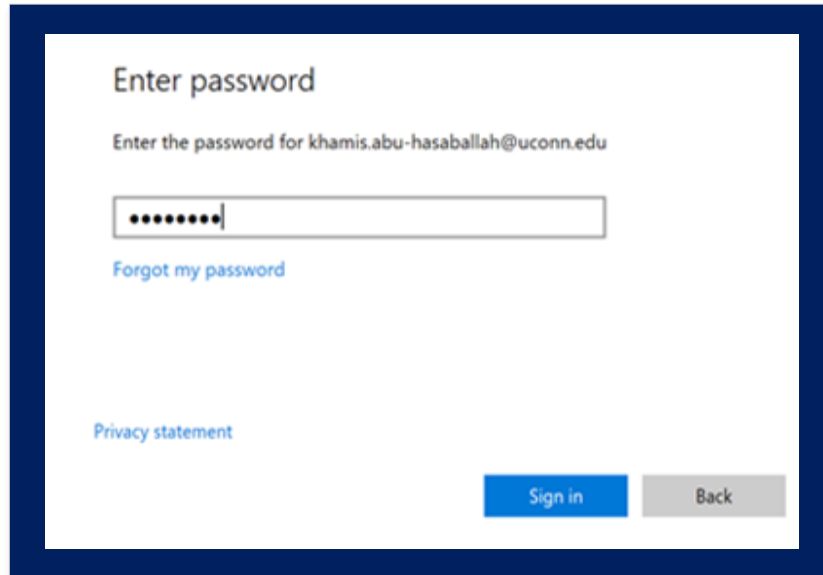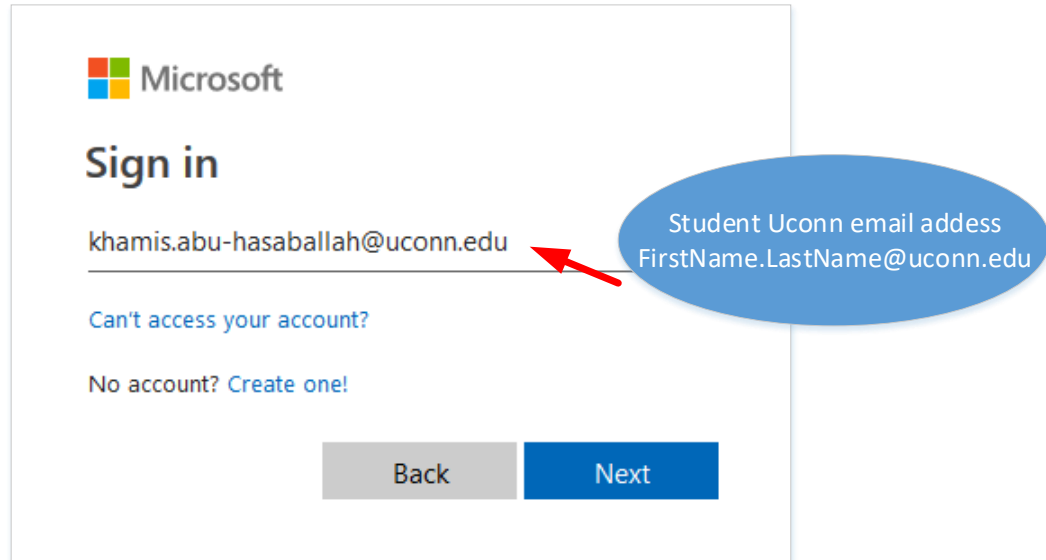
(4) A few messages will appear when logging in for the first time, which you can advance through to get to your first OneNote notebook.

Logging in from the Office 365 for Business Portal

(1) Login to UConn Office 365 located at https://office.com using your UConn account. Please note that your Office 365 account consists of your **uconn.edu** (not uchc.edu) email address and NetID password. For the majority of students the uconn.edu email address consists of {First Name}.{Last Name}@uconn.edu (e.g., joe.doe@uconn.edu). If you are unsure about your uconn.edu account, contact us.

(2) Click the OneDrive ☁ OneDrive link to go to the Office 365 main menu. Note that when you open OneDrive for the first time, a Welcome screen appears with introductory information about OneDrive. Press the link "Your OneDrive is ready" to move on.

Securely store and share files

Invite others to view or edit any files you choose.
Your files and folders are private until you share them.

Your OneDrive is ready →

(3) Create a new notebook by pressing New from the top menu bar and selecting OneNote as shown
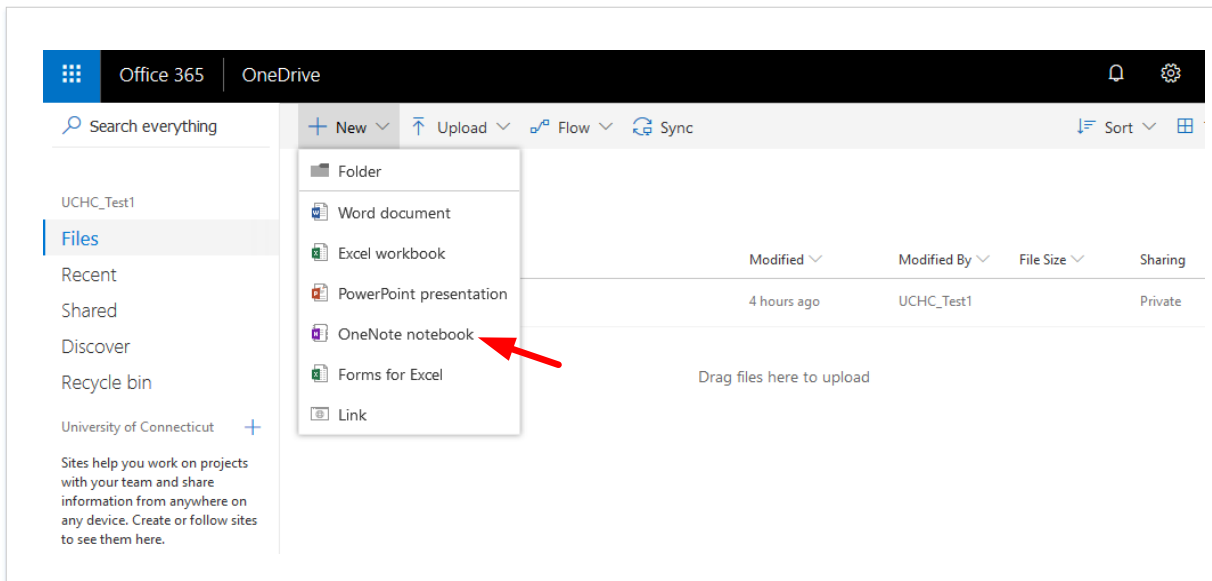
(4) When opening OneNote for the first time, a Welcome screen appears prompting you to customize your notebook, press "No thanks, just give me a black notebook."

Now you are ready to use OneNote! Create a new notebook called Block A, section Block A1-1 and three pages Exercise 1, Exercise 2, and Exercise 3 as show
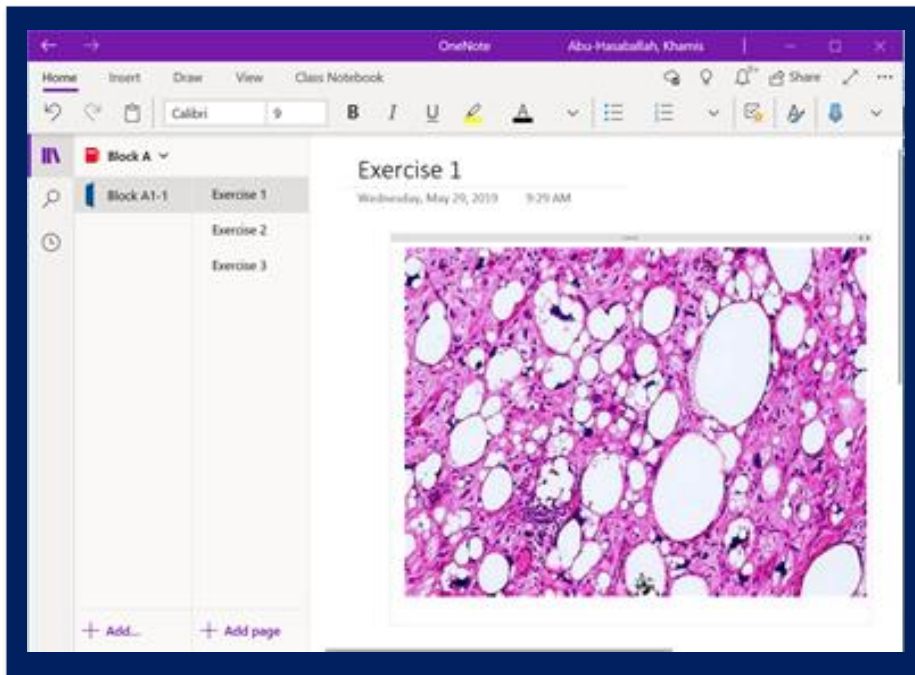
Sharing Your Notebook
Press "Share" in the upper right menu as show. You can type the emails of your team members (make sure to use their uconn.edu email) or copy and send a link
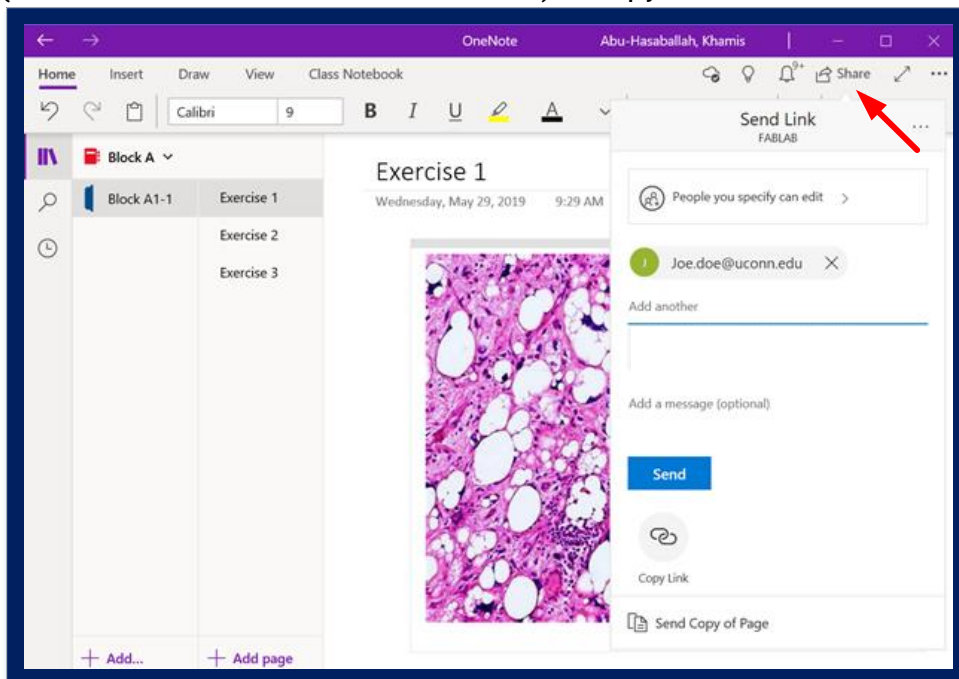
Appendix 10
Microsoft Office 365 & OneDrive

Video

    Overview of Office 365/OneDrive (4:50 minutes, Jason Wright)

Help & Support

See Appendix 1 above.

Login

- Go to OneDrive at https://office.com/
- Login in with your UConn email (FirstName.LastName@uconn.edu) and NetID password.

    Please note that there's a link to Office 365/OneDrive in HuskyCT.

Description

Office 365 is a subscription plan that includes access to the Microsoft Office applications plus other productivity services that are enabled over the Internet (cloud services). Office 365 can be used anywhere you have access to the Internet including access to all of your files with the use of OneDrive. The fully installed applications include: Word, Excel, PowerPoint, OneNote, Outlook, Publisher, and Access. (Publisher and Access are available on PC only.)

As a UConn student, you can also download and use the desktop version of the latest Office applications, which you can install across multiple computers and devices. In addition, you have 1 TB of online storage with OneDrive. Please note that while you can download Office 2016 to your computer at home (your UConn provided laptop will have Office 2016 pre-loaded and ready to use).

A link to Office 365 has been added to and can be accessed from HuskyCT. In addition, you can access Office 365 directly at http://office.com.

How to Access Office 365. Login to HuskyCT using your Netid and password, navigate to the UConn Health Links on your page, and locate the Office 365 link (http://office.com/). This link will send you to the Microsoft Office 365 page where you will be required to your UConn Office 365 credentials.

UConn Health Links

- 2017-2018 School of Medicine Academic Calendar
- 2018-2019 School of Medicine Academic Calendar
- 2017-2018 School of Medicine Course Catalog
- 2017-2018 School of Medicine Exam Calendar
- Academic Policies and Procedures
- AperioVirtual Microscope
- Aperio Microscope Client
- CCESC Triennial Review:Curriculum Overview
- Class of 2019 Facebooklet
- Class of 2020 1st Year Medical School Lectures (ReALM Video Resources)
- Conflict of Interest Policy
- Human Systems Histology Website
- Kaltura Video Service
- View Live Academic Classroom Schedule
- Oasis
- Office 365
- Peoplesoft Access
- Primary Care Loan Program
- Professionalism Presentation
- REPRESENT: Curricular Course Committee Happening
- School of Medicine Professionalism Committee
- Shuttle Bus Schedule
- Student Services Website
- Student Mistreatment Reporting
- Teaching Medical Record system (tEMR)
- UCHC E-Mail

Your Office 365 credentials consist (typically) of your {First Name}.(period){Last Name} @uconn.edu (ie: john.smith@uconn.edu) for the username and your NetID password. Please note this is not the same account you use for your email. If you are unsure about your UConn Office 365 account, you should be able to look it up at phonebook.uconn.edu
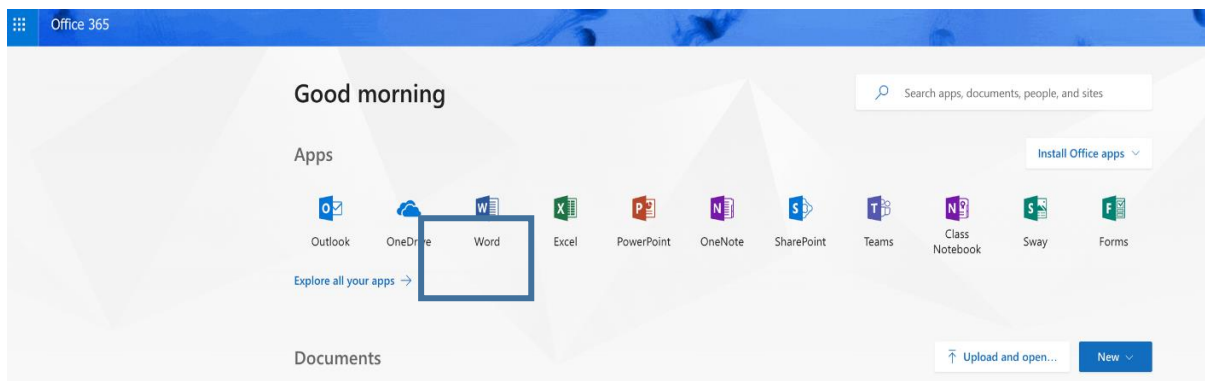
Please utilize the OneDrive as much as possible for your documents and general back up of your materials. Items created on Office 365 will automatically be stored there and accessible anywhere you have access to the Internet and from any device.

Help & Support
    (1) UConn Health Network Account and Password Resets. Contact UCH Central IT Help Desk
        Telephone: 860-679-4400
        Email servicedesk@uchc.edu
    (2) NetID Account and Password Resets. Visit UConn-Storrs ITS Self-Service Portal at https://netid.uconn.edu

Description
You will utilize multiple network/computer accounts during your years of study at UConn. Below is a description of each and instruction on how to obtain support.

(1) UConn Network ID (NetID)
At UConn Health, students use NetID to access a number of computer systems and applications, including HuskyCT (Blackboard Learning Management System), MS Office 365 and OneDrive, etc.). Students can find their NetID and reset their password by accessing this self-service NetID website https://netid.uconn.edu .

(2) Clinical Applications
Students who need to access clinical applications directly or through a computer gateway such as Citrix must contact the main IT Help Desk at 860-679-4400 for assistance with their account.

(3) UConn Health Active Directory Account
Students utilize their UConn Health Active Directory (AD) account (username/password) to access the UConn Health network and applications, including email. Please follows the guidelines and instructions below to manage your account.

Password Requirements

- Passwords expire every 90 days and must be changed
- You cannot reuse one of your last 5 passwords
- Passwords must be at least 6 characters in length
- Passwords cannot contain your username or parts of your full name that exceed 2 consecutive characters
- Passwords must contain characters from 3 of the following 4 categories:
  - a. English UPPERCASE characters (A-Z)
  - b. English lowercase characters (a-z)
  - c. Base 10 digits (0-9)

    d.   Non-alphabetic characters (ex. ! $ # %)
- Minimum password age is 5 days (this means once you change your password you cannot change it again for another 5 days)

Reset Password while connected the UConn Health Campus (call ext. 4400 for assistance).

Account Lockout

Accounts are locked out after 3 invalid logon attempts. Once an account is locked it is locked out for 5 minutes. To unlock an account you may wait 5 minutes and try to logon again or contact the IT Help Desk at 860-679-4400.

Help & Support
See Appendix 1 above.

Description
The University of Connecticut School of Medicine uses virtual microscopy as part of the curriculum. Virtual microscopy allows all students to simultaneously view microscope images right on their laptop screens. The microscope images can be zoomed in and out to offer high levels of detail. The virtual microscope software also allows instructors and students to run digital slide conference.

We have adopted the Aperio/Leica Digital Pathology Scanning microscope (Leica Biosystems, IL) for this purpose. The microscope was custom built for UCH and combines the functionality of a CS-O scanner – providing a 5-slide tray brightfield (light only/dry mode) scanning – and a CS-O scanner with a specialty built objective assembly that allows the slide tray and objective to be switched out for scanning in 100X mode under oil magnification.
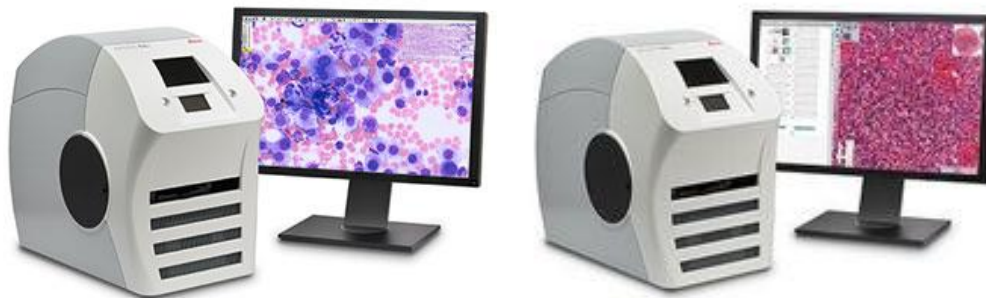
CS – O	CS-2 SCanner

The system consists of a student-facing application known as ImageScope, a server application known as Spectrum, six (6) web/application servers, one database server, and one file server for storing images.

Help & Support
See Appendix 1 above.

Description
AITS operates a computer lab – named the Training and Testing Computer Center (T2C2) – that is available to the UConn Health community for conducting training, instruction, and testing and assessments. T2C2 consists of three rooms with a capacity of twenty seats each. Each room is equipped with student PC workstations and an instructor station with audio-visuals (AV) controls. The AV consists of a lamp-based ceiling-mounted projector and a pull-down projection screen. All computer workstations are equipped with curricular software, including Microsoft applications, SPSS, and the Respondus Lockdown Bowser used in the administration of secured exams.

T2C2 is located on the first floor of the Stowe Lyman Library and is available by reservation only (see instruction below) Monday – Friday 7:00 am- 6:00 pm.

Room Reservation

1. Rooms can be reserved online by completing this form online: https://health.uconn.edu/aits/t2c2-room-request-form-com/. Please note that completing and submitting this form is no guarantee for approval of reservation. We will check the room schedule and get back to you within 48 hours. Please contact us if you need an answer sooner.
2. Rooms must be booked at least 14 days in advance and no more than 6 months in advance.
3. Academic bookings take priority, with priority given to undergraduate medical education and the graduate school. If there is a conflict between a clinical and academic request, the academic request will take the date.
4. Rooms are available free of charge during our normal operating hours (see Hours of Operations above). We discourage scheduling exams outside these hours. However, if an exam cannot be scheduled during normal hours, you have two options. **Option A:** We can provide coverage, but there will be a fee of $75/hour for times that fall outside of normal hours of operation. In these cases, financial account information to bill against must be provided to confirm reservation. **Option B:** We can certify the workstations the day before, but you will have to contact Public Safety to gain access to the library. Once everyone has arrived for the exam, the library doors must be re-locked until normal operating hours begin. There will be no coverage from the library staff outside of normal operating hours.

5. We understand that classes may be canceled on a late notice, but as a courtesy please notify us as soon as possible or no later than 24 hours prior to the class. This will enable us to make the rooms available to someone else who might be in dire needs of those rooms.

Appendix 14
Curricular Multi-media Development
Instructional Design and Course Build
Video Recording Studio

Help & Support
See Appendix 1 above.

Curricular Multi-media Development & Instructional Design and Course Build
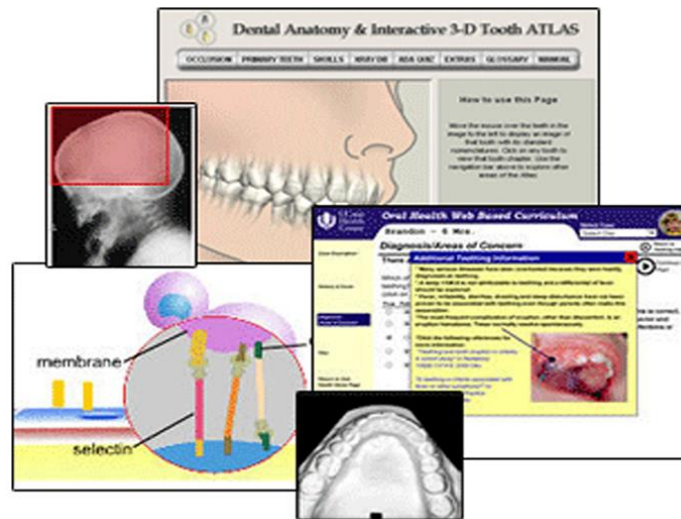
AITS provides both faculty and student access to the Adobe Creative Suite which features software for audio, video & photo editing, animations and graphics. This includes such popular photo and video editing/creation software as Photoshop & Premiere. There is also an e-learning authoring tool software available, Adobe Captivate which allows users to create engaging e-learning content such as software demonstrations, software simulations, and branched scenarios.

Faculty and students can make an appointment to work with staff or to get started with the software by AITS Staff. Access to the equipment software and staff are governed by office hours, staff availability etc. Please contact us or stop in to get started or learn more.

AITS staff are also available to evaluate learning objectives, visual aids, teaching materials, learning activities, and assessment items. We can also review part or all of a curricula in order to identify areas where technology and multimedia may enhance teaching and student learning. AITS staff are also available to assist faculty in turning traditional lectures into online course modules. We can also assist in helping faculty to enhance their online courses

with features available in HuskyCT. While these services are primarily available to faculty, AITS staff are also available to work with students to enhance their course presentations.

Video Recording Studio
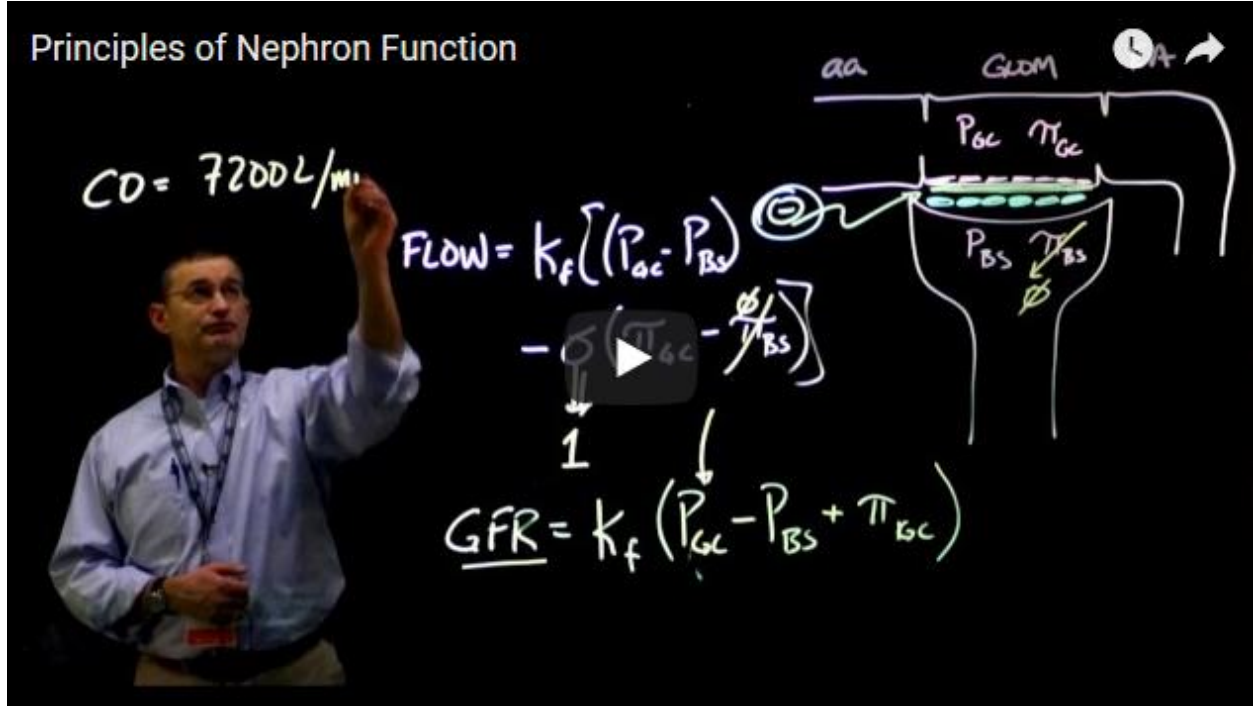
The Video Recording Studio enables both regular filming for lectures and educational content and provides interactive filming using a green screen to insert any desired background. The studio also has a digital light board available with the ability to create a video where faculty face the camera and draw "on screen," as if talking to an audience (click here to see the light board in action). This allows the learner to stay engaged with the faculty provided the video-based content. The AITS video recording studio is a valuable tool for developing flipped or hybrid style classes that facilitate online lectures and free up classroom time for interactive activities and discussions.

In addition to the recording studio, AITS offers Kaltura Lecture Capture (KLC), a self-service that enables students and faculty to record and publish video, audio, and screen captures from their presentations and lectures. With the self-service model, students and instructors can perform ad hoc recordings from their device or from any of the High Tech Classroom and retrieve their files from UConn's KLC online portal. The KLC editing software also provides great flexibility with modifying content. With this editing software, KLC is the most comprehensive, supported solution for editing and publishing videos at the University and allows content creators to independently deliver high quality materials.

Appendix 15
Classroom Technology Support

Help & Support
Telephone: 860-679-8870

Description

AITS supports the technology in Thirty Two (32) classrooms (Classrooms A/B/C), three training and testing rooms (T2C2-1, T2C2-2 and T2C2-3), and three auditoria (Massey, Friends and Patterson), and the Academic Rotunda. AITS has embarked on a project to refresh the technology in these spaces. The rooms are re-designed and fitted with appropriate technology to meet the learning needs in each space, which are divided into four categories as shown in the grid below.

Feature	High Tech Basic	High Tech Standard	High Tech MDELTA TBL (Team Based Learning)	High Tech VTC
Content Projection Surface	85" 4K TV	85"-90" 4K TV	100" Ceramic Board	85"-90" 4K TV
4K Lumen Laser Projector w/ Light Curtain for Interactivity	--	--	Yes	--
Wireless Sharing (WePresent)	Yes	Yes	Yes	Yes
Podium/Instructor Station	--	Yes	Yes	Yes
Listen Assist		Yes	Yes	Yes
Sound Re-enforcement w/ Microphone	In larger rooms (C4-6, C3-5)	Yes	Yes	Yes
Podium-mounted Annotating Monitor (Qomo)	--	Yes	Yes	Yes
Lecture Recording (Kaltura)	--	Yes	--	Yes
Podium-mounted Document Camera	--	Yes	Yes	Yes
Flatbed Document Camera	--	--	Yes	--

Feature	High Tech Basic	High Tech Standard	High Tech MDELTA TBL (Team Based Learning)	High Tech VTC
Team LCDs	--	--	8 x 50" LCDs	--
Video Teleconferencing	--	--	--	Yes
Webcam	B1, C1, C2, T2C2-1/2	--	--	--
Classrooms	B1, C1-C7, B11-B15	B9, B10, Massey (Massey is equipped with a 12,000 Lumen Projector & 222" Projection Screen)	B16, B17	C8, Friends, and Patterson

<p align="center">**Appendix 16**
Data Management and Safe Computing</p>

Description
AITS staff are available to help you keep your devices in top working condition and you data secure. Following proper data handling practices ensures that you stay in the driver seat when it comes to the integrity of your data and its security. As a student at UConn Health, you may handle sensitive data that include protected health information (PHI). Below are some tips to help you keep your laptop safe and your data secure.

Guidelines for Good Data Management

<p align="center">**A. Backup**</p>
Backup your data frequently on a storage medium separate from your hard drive. We recommend that you utilize UConn OneDrive for this purpose (please refer to section on Office 365/OneDrive in this Manual).

<p align="center">**B. Anti-malware Software**</p>
Keep your laptop Symantec anti-malware up-to-date to protect against an ever evolving computer malware. Malware is short for malicious software. Malware is often used as an all-inclusive term to refer to viruses, spyware, adware, rootkits, trojan horses, etc. The intent of malware is to perform damaging and/or annoying actions on a computer system without permission. Examples include deleting files, changing settings, stealing personal information, displaying popup messages, and other malicious acts.

Take the following steps to prevent malware:
a. avoid opening email from people you don't know.
b. avoid using Peer-To-Peer (P2P) software for illegal purposes (often abused P2P software includes BitTorrent, LimeWire, and Shareaza).
c. avoid visiting websites that illegally broadcast TV shows, movies, etc. (does not include FOX, NBC, ABC, Hulu, and other reputable websites).
d. avoid visiting websites that illegally distribute copyrighted material such as software, music, movies, and TV shows.
e. be extremely careful on social networking sites (such as Facebook) and "gossip" websites as these sites are often targeted by malware creators.
f. avoid clicking on links from people you do not know and clicking on suspicious links.
g. keep Windows updated via Microsoft Update.
h. Scan your computer regularly with anti-malware software. Below is a list of recommended anti-malware prevention, detection, and cleaning applications:
    1. Malwarebytes' Anti-Malware (free version)
    2. McAfee Site Advisor
    3. Spybot Search & Destroy

4. [SuperAntiSpyware (free version)](#)
5. Symantec Antivirus or Symantec Endpoint Protection: This is pre-installed on all student laptops
6. Even Macs get malware. To keep your personal Mac laptop clean, download, install and scan with: [Malwarebytes' Anti-Malware for Mac (free version)](#)

If you suspect your computer is infected, take these steps and precautions:
a. clean-up with anti-malware software
b. don't enter credit card information, passwords, email addresses, etc. into fake antivirus programs. Symantec AntiVirus is pre-installed on all student laptops. If you have entered credit card information, passwords, email addresses, etc. into a fake antivirus program, alert your credit card company, bank, etc.) immediately.
c. don't make any online purchases until you clean up your computer
d. don't do any online banking until you clean up your computer
e. If you can't clean up your laptop, AITS staff can re-image your laptop for you.

C. Confidential Information Disclosure

Never disclose confidential/sensitive information such as your social security number or credit card information before verifying the authenticity and legitimacy of the request. Remember that IT staff will never ask for your password or full social security number to provide technical support. When in doubt, do not disclose.

D. Computer Accounts and Passwords

You will utilize three network/computer accounts during your years of study at UConn. The table below lists these accounts and how they are used.

Account	Login Credentials	Usage
UConn Health (UCH) Domain Account	Username/Password	Access to the UCH secure network, your University issued laptop, UCH email, UCH desktop computers and software applications licensed for use by the University community, including Microsoft Office.
NetID	NetID/NetId password	HuskyCT, tEMR
Office 365	UConn Email/NetID Password (UConn Email = FirstName.LastName@uconn.edu)	Office 365, OneDrive

UConn Health Password Requirements
- Passwords expire every 90 days and must be changed
- You cannot reuse one of your last 5 passwords
- Passwords must be at least 6 characters in length

- Passwords cannot contain your username or parts of your full name that exceed 2 consecutive characters
- Passwords must contain characters from 3 of the following 4 categories:
  - English UPPERCASE characters (A-Z)
  - English lowercase characters (a-z)
  - Base 10 digits (0-9)
  - Non-alphabetic characters (ex. ! $ # %)
- Minimum password age is 5 days (this means once you change your password you cannot change it again for another 5 days)

Changing Your UConn Health Password
(1) From the UConn Health Network:
  a. Bring your laptop to the UConn Health campus. Make sure your laptop is plugged into the UConn Health network with an Ethernet cable (not Wi-Fi).
  b. Turn your laptop on and log into Windows.
  c. Press Ctrl+Alt+Del and click the Change Password button. Follow instructions.
(2) From the Internet (off-campus) Using Outlook Web Access. We recommend that you use the above method to reset/change your password. However, because this is not always possible, use the following method to reset your password from outside the UCH network:
  a. From your browser, navigate to http://mail.uchc.edu
  b. Click the Settings icon toward the top-right of the page and select Change Password. Follow the instructions.

Expired Password
If your password is expired, you will need to contact the IT Help Desk (860-679-4040) to set a new password.

Account Lockout
Accounts are locked out after 3 invalid logon attempts. Once an account is locked, it will remain locked out for 5 minutes. To unlock an account you may wait 5 minutes and try to logon again or contact the IT Help Desk at 860-679-4400.

E. Mobile Device and Laptop Encryption

All University-provided laptops are encrypted using Microsoft Bitlocker. Encryption involves encoding computer data so that only people with access to a secret key or password can read it. This means that if your laptop is lost or stolen, no one can read the data stored on it. Encryption on laptops is managed centrally and encryption keys are kept securely and confidentially on Central IT servers. If your machine ever needs the BitLocker key to unlock your computer due to computer failure, blue screens, or other technical problems, please contact us immediately. Please know that laptop encryption does **NOT** include of your device. The hard drive can be considered destroyed if lost because there is no way for an

attacker or anyone without the password or encryption key to gain access to the drive's contents.

Encryption FAQs

(1) **What are the benefits of encryption?**
   1) Your data are protected against theft or loss with military-grade encryption. If your laptop is lost or stolen no one can access it with a password or encryption key. Your data cannot be accessed even if the attacker removes your hard drive and boots it on a separate system.
   2) Central IT managed emergency recovery mechanism in case you forget your password (still always back-up your data).
   3) No need to physically destroy disk to shred sensitive data. All disk data are locked.
   4) No performance degradation. Encryption/decryption seamless to the user.
   5) Your laptop will conform to HIPAA rules. Compliance does not consider a lost laptop a data breach if your hard drive is using full disk encryption; no reporting requirements
   6) Encryption of information is used wherever medicine is practiced – early adoption of practices will develop good medical career habits.
(2) **Does the encryption allow UConn Health to monitor what I am doing on my machine?**
   No. Encryption protects all laptop data from loss or theft. It does not allow additional access to that information.

(3) **I do not have access to patient specific data. Why do I have to get my laptop encrypted?**
   After the first two years of medical/dental school, students will have access to PHI. To protect that data, it is necessary to encrypt current UConn Health student laptops. Starting with the class of 2013, all new laptops are encrypted for classes attending UConn Schools of Medicine and Dental Medicine. This will prepare students for their health care careers where encryption is a standard practice.
(4) **Will I lose any data stored on my laptop?**
   No data are removed during the encryption process. Encryption is done in the background and completely transparent.

(5) **Will the encryption process slow down my computer?**
   No, computing performance will remain the same and does not increase startup times.

I have questions about my laptop encryption, who should I contact?
Students can contact T2C2 (dl-t2c2@uchc.edu) OR contact us at 860-679-8870

F. Education
Learn about Cyber Security at UConn Health (UCH Cyber Security Awareness)