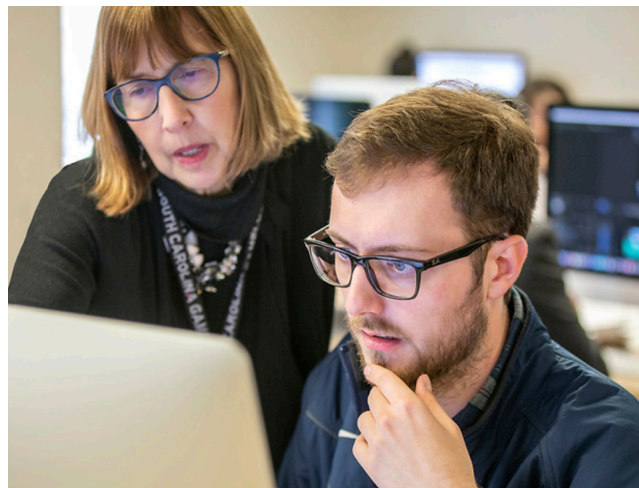# FACULTY TECHNOLOGY GUIDE

The Division of Information Technology supports the teaching, research and public services goals of the University of South Carolina.

BLACKBOARD

Blackboard is a web-based learning management system designed to allow students and faculty to participate in classes delivered online or use online materials and activities to complement face-to-face teaching. Blackboard enables instructors to provide students with course materials, discussion boards, virtual chat, online quizzes, an academic resource center and more. The degree to which Blackboard is used in a course varies based on instructor preference. Instructions and tips are available at **go.sc.edu/ ctetechnologytools**. You can request specific assistance with Blackboard at **go.sc.edu/BlackboardHelp**.

BLACKBOARD COLLABORATE

Blackboard Collaborate is a live presentation tool built into Blackboard courses that allows instructors to interact with students in a real time environment, pre-record lectures for asynchronous learning, share content, use a whiteboard, and create breakout groups.

BLACKBOARD ALLY

Blackboard Ally is a set of tools that help instructors and students create and use course materials that are accessible for every user. Blackboard automatically scans original content and creates alternative formats that are available for download. Examples include audio, HTML, ePub and Electronic Braille files. The Instructor Feedback feature provides an indicator showing the overall accessibility of the original content, indicates specific accessibility issues that it finds, and provides information about how to improve the accessibility of the original material. Instructors can also run a Course Accessibility Report to find the content that needs to be improved in the course, sorted by the score or by the items that are easiest to correct.

NETWORK USERNAME

All employees are assigned a Network Username when they begin employment. Your Network Username is used to access the wired and wireless networks, university email and some departmental systems. Upon hire, you will need to claim your account and establish a password in **myaccount.sc.edu**. For security, the password will expire every six months. NOTE: *If you have not received your Network Username, please check with the Human Resources contact in your area.*

CONNECTING TO WIFI

When you come to campus, you must connect your devices to WiFi by selecting the **eduroam** wireless network, then enter your Network Username **followed by @ds.sc.edu**. For example, if the first portion of your email address is JohnDoe, you must enter JohnDoe@ds.sc.edu in order to successfully connect to WiFi. You then enter the password associated with your Network Username to connect.

EMAIL

The university email system is Microsoft Exchange. You can access your email using Outlook on your computer or online at **portal.office.com**.

QUICK LINKS:

IT Support: **sc.edu/ithelp**

Email: **portal.office.com**

Blackboard: **blackboard.sc.edu**

Blackboard Help: **help.blackboard.com**

Information Technology

MULTIFACTOR AUTHENTICATION

Multifactor Authentication (MFA) is required to access systems on the university network that store Personally Identifiable Information. All faculty and staff must take an extra step to confirm their identity each time they log in to university systems such as Banner, PeopleSoft, myaccount.sc.edu, and more. The university uses Duo Security to provide MFA services. The easiest way to use MFA is to download the free Duo Security app on your smartphone. More information can be found at **sc.edu/multifactor**.

VIRTUAL PRIVATE NETWORK

A Virtual Private Network (VPN) is available for secure access to university resources including shared drives, databases, and select systems when a student, faculty, or staff member is away from campus. Free software can be downloaded at **my.sc.edu**.

CLASS CLIMATE

Evaluation support is available through Class Climate. Class Climate allows for online and/or paper evaluations. Online surveys and evaluations are free. However, there is a small fee for scanning paper evaluations. Templates are available or the Division of IT can also assist in the design of customized forms.

SOFTWARE DISCOUNTS

As a university employee, you receive Microsoft Office for free. Go to **portal.office.com**, log in with your UofSC email and password, and hit install. Other software available for download or purchase can be found under the Products & Software section of **sc.edu/it**. Software purchases for university-owned computers can be made in **my.sc.edu** with supervisor approval.

GAMECOCK iHUB TECHNICAL SERVICE

Gamecock iHub Technical Service is an Apple Authorized Service Provider and offers in-house repair and technical services for personal and university-owned Apple computers (not iPhones) for UofSC students, alumni and employees.

DIGITAL ACCESSIBILITY

The university is committed to creating accessible content in all digital spaces. Faculty and instructors are responsible for providing accessible educational materials to students, including content shared via an online classroom, in Blackboard, email, or other platforms. For guides and tutorials, visit the **Digital Accessibility page**.

TELEPHONE

The division maintains and supports the campus telephone system and provides telephone equipment and support for analog, digital, and Voice over IP (VoIP) telephones. Contact the Uof SC IT Service Desk at (803) 777-1800 or **sc.edu/ithelp** for assistance.

RESEARCH COMPUTING

Research Computing (RC) supports and advances the university mission to enable successful research and education through the development and implementation of advanced computing technologies and services. RC provides free access to the university's flagship High Performance Computing (HPC) resource, Hyperion, support for optimizing pipelines and workflows for HPC, and access to HPC-related documentation, training videos, and workshops. RC also provides a managed Research Data Storage solution and the Carolina Enclave for Secure Research (CESR), an environment for conducting regulated research. For more information, visit **sc.edu/it/rc** or email **rc@sc.edu**.

IMPORTANT REMINDERS & LINKS:

- The **UofSC IT Service Desk** is the central point of contact for technology-related questions and support. The Service Desk is available 24/7 by calling 803-777-1800. **You may also call the UofSC IT Service Desk for assistance with technology equipment in classrooms.**

- Visit **sc.edu/ithelp** to submit a request for help, chat with a Service Desk technician, or find instructions to common IT questions.

- To claim your UofSC account, setup multifactor, select your preferred name and pronouns, and more visit **myaccount.sc.edu**.

- If you need help with Blackboard at UofSC, visit **go.sc.edu/BlackboardHelp**.

Uof SC **Information Technology**