

Letter to New River Employees from IT

Welcome to New River! To help you get started, this letter contains some important information. After reviewing the information, if you have any questions about it, please contact our Help Desk (or me directly) for assistance.

We've recently added several new online services that improve our ability to work (and teach and learn) remotely. Most of these services are available through the New River portal.

As a new employee, you are likely to be assigned a computer and phone and you may have user accounts on several New River systems. Your access to various systems depends on your position responsibilities (see your supervisor for more details).

All new employees receive a New River email account, and it is your primary method of communication within the College. **Full-time** employees are typically issued a computer and office phone. **Part-time** employees may sometimes share offices and equipment. Each campus has lab computers available to use when they are not scheduled.

*You must know your **username** and you must create a **password** to access New River's online services.*

To determine your username, start by searching our online public directory (**People Search**). Your **username** is the part of your email address to the left of the @ symbol. My New River email address is dayersman@newriver.edu so my username is **dayersman**. The links in the table below should be helpful to you as you get started:

New River's home page :	https://www.newriver.edu
People Search (<i>public directory</i>):	https://web.newriver.edu/directory/
New River Portal :	https://portal.newriver.edu
IT Orientation Overview :	https://web.newriver.edu/training/it075/
Computer Use Policy :	https://web.newriver.edu/procedures/computer-use-policy.pdf
Cybersecurity Training (<i>KnowBe4</i>)	https://training.knowbe4.com
Privacy Awareness Training	https://www.linkedin.com/learning-login
Office Phone FAQ (<i>Cisco</i>):	https://web.newriver.edu/phones/phones-faq.html
IT Help Desk (<i>for assistance</i>):	https://web.newriver.edu/helpdesk/index.html
Library Services:	https://www.newriver.edu/library-services/

You must create your initial **password** using the **First Time User** link on the portal login page. You will be prompted to answer three identification questions before you're

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allowed to create your password (to prove your identity). We require you to change your password at least every 180 days (you'll be prompted) by using the **Forgot Password** link on the portal login page. As you change your password, you'll be prompted to choose four security questions and provide responses to them. You should also provide your secondary (personal) email address and personal cell phone information as you configure your security questions. The OTP (One-Time Passcode) is sent to you using your cell number or personal email address.

There are a few online services available to you through the portal that do NOT use single sign-on, so your username and password may differ for these services. And a few services on the portal page require no authentication at all, as they are publicly available.

Every employee is expected to complete monthly cybersecurity awareness training, which helps protect you from phishing attempts, viruses, ransomware, malware, and other harmful threats. Emails from *KnowBe4* will arrive in your inbox each month with links to the training. Privacy awareness training helps safeguard your personal information and is required every two years. It is available in *LinkedIn Learning*. If you need assistance, please contact the Help Desk.

Please review the **Computer Use Policy** as well as the **Orientation Overview** information. Services available to all employees through the portal include:

1. **Email** is provided using the **Office 365 Email** link in the portal, and the Microsoft Office software can also be downloaded using that same link.
2. **Zoom** is a great tool for instant messaging, virtual meetings, interactive discussions, and online support for both students and employees. *Zoom* is also used by instructors and students for remote learning.
3. **Regroup** is an emergency messaging system and each employee can register a personal cell number and email address to be contacted for emergencies.
4. **Kronos** (and *Employee Self Service*) is used for managing leave requests and timekeeping.
5. **LinkedIn Learning** is a professional development library of training information and may be used by every employee.
6. **DocuSign** is used for electronic signatures and for managing forms and requests, but not all employees need it.

Not all services are used by all employees, so please consult with your supervisor regarding what services and type of access (if any) you need. Supervisors must submit a request to Jason Garris to have Banner accounts created and access privileges assigned.

In summary, I hope your employment experience at New River is very rewarding to you while also contributing to the ongoing improvement of the College. I encourage you to take advantage of our services and resources.

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Please contact me or anyone from my department if you have questions or need technical support. Our Help Desk can be reached by phone (304-929-6725) or by email (itsupport@newriver.edu).

Best regards,

A handwritten signature in black ink, appearing to read "D. Ayersman", with a long horizontal flourish extending to the right.

Dr. David J. Ayersman
Vice President and Chief Information Officer