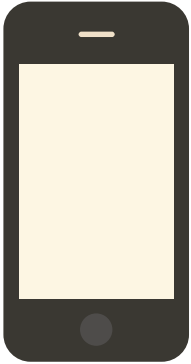


Learning and Informations Technology Services (LITS)

For all technology - related issues and questions contact the Help Desk available 24/7
on campus: x4357 (HELP) off campus: 866.813.1177 (Toll Free)

PHONES



Phone Calls

- Dial 4 digit extensions from any campus to another.
- Dial '8' first for outside numbers.

- Long distance code must be requested; speak to your supervisor.
- LDC Form: <https://oit.nl.edu>

NLU Meeting Place

- Each employee can request a conference call meeting ID through LITS.

ZOOM Video Conferencing

- Each employee can request a ZOOM login through LITS at helpdesk@nl.edu.

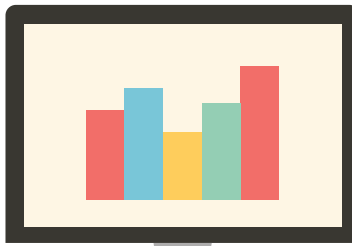
FAXES

- Received faxes will go directly to your inbox.
- To send a fax from your email use the format below.
Example:
1312261300@fax.nl.edu.

EMAILS

Access Email remotely

- Web access at <http://owa.nl.edu>
- Outlook using VPN
- Outlook using Citrix
- Your account is limited to 5GB
- Individual help is available from onsite LITS staff



LITS will **NEVER** ask for your password in an email. Let LITS know if you receive a questionable email that appears to come from us - or elsewhere.

VOICEMAILS

- Voicemail is sent to and stored in your NLU Email Inbox.
- Delete a voicemail from your Inbox and the voicemail will be deleted from your phone and vice versa.
- Access voicemail via your phone at x5300.
- Forward a voicemail just like an email from within your inbox.

LINKS TO KNOW

Emergency Notification Service

- <http://oit.nl.edu/en/>
Automated system used to contact NLU community in event of a University emergency.

Online Teaching and Learning Resources

- <http://www.nl.edu/lms/facultyresources/>

Software

- <https://support.nl.edu/HowTo/Purchase/Pages/Home.aspx>
This site has information on how to purchase software and hardware at a discounted price.

Community Website

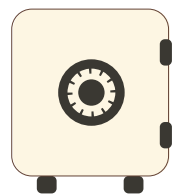
- <http://community.nl.edu>

Portal

- <http://my.nl.edu>
Self Service; time cards; pay stubs; open enrollment; personal information.

RECOMMENDATIONS

Store all your files on the network drives.



Be sure to run virus software updates regularly.