Welcome

Welcome to the College of Nursing (CoN)! The Information Technology (IT) Department provides technical support to students, faculty, and staff. Our duty is to forward the College of Nursings’ strategic goals, enhance learning, enable scholarly endeavors, and support effective institutional management. The IT Department continuously provides reliable and efficient technology resources, systems, services, tools, and training to the College of Nursing community. In addition, the IT Department continually explores new technologies to advance the learning experience for students and new technologies that are an effective and efficient means for scholarly teaching both in the classroom and online.

This packet includes valuable information that will guide you on the College of Nursing technological systems.
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1.0 - CoN User Accounts Overview

Students are assigned two different NetIDs: a **UNM NetID** and a **HSC NetID**. A NetID is a username/password combination used by IT departments at UNM to provide secure access to network computer systems and services.

<table>
<thead>
<tr>
<th>HSC NetID</th>
<th>UNM NetID</th>
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<tbody>
<tr>
<td>Created automatically</td>
<td>Created automatically</td>
</tr>
<tr>
<td>HSCLink e-mail (aka Salud or Exchange)</td>
<td>UNM Learn</td>
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<td>Computer login</td>
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<tr>
<td>The Neighborhood and more...</td>
<td>UNM web applications and more...</td>
</tr>
</tbody>
</table>

1.1 - Obtain your HSC & UNM NetID

- Note: HSC NetID Accounts available 5 days before your first CoN semester starts.
- Go to [http://directory.unm.edu](http://directory.unm.edu)
- Type your name and click search.
- Click on your name under the search results.
- This will take you to the “Directory Information Details” screen. Your HSC NetID will be the first part of your e-mail (in this example Jond@salud.unm.edu the NetID is Jond). Your UNM NetID will be displayed at the bottom of the list.
- In most cases, both your HSC and UNM NetID are the same.

If your name does not come up after performing a search, please call the CoN IT Department at (505) 272-8112.

1.2 - HSC NetID Temporary Password

Your password is set according to the following formula: HSC_ + Last Four Digits of Your SSN + first initial of first name and first initial of last name (lowercase).

- Example: HSC_1234js
- Please note that the password is case-sensitive
- Change your password and fill out the self-help response/challenge security questions.
1.3 - Change or reset HSC password

Changing your HSC password will require that you log in to the Novell Identity Manager. **Do not change your password within HSCLink, this will cause a synchronization issue that will prevent you from accessing other HSC resources.**

- Follow the instructions provided in Appendix A.
- Pay close attention to the password requirements!

If you forgot you password and need to reset it, please call the CoN IT Department at (505) 272-8112.

2.0 - HSC Mail (HSCLink)

Faculty, Staff, and Students are required to use HSCLink for CoN-related e-mail. HSCLink is accessible via the HSCLink WebAccess.

2.1- Accessing HSCLink e-mail via WebAccess

Browse to [https://hsclink.health.unm.edu](https://hsclink.health.unm.edu) and enter your HSC NetID login information.

*Students are required to check their CoN-provided e-mail account (HSCLink) on a regular basis. Students are responsible for content delivered to this account. Students must use HSCLink for e-mail communication with CoN Faculty & Staff.*

3.0 - UNM NetID Information

Your UNM NetID is required to access Blackboard Learn courses and other main campus resources as explained above.

3.1- UNM NetID Temporary Password

The default password is set to HSXXXXXX where XXXXXX is the last six digits of your SSN.
- Please remember to change your password before logging on to Blackboard Learn.

3.2- Change or reset UNM NetID Password

Go to [http://netid.unm.edu](http://netid.unm.edu) and follow the instructions for changing your password. Pay close attention to the password requirements. If you forgot your password, go to [http://netid.unm.edu](http://netid.unm.edu) and follow the instructions for resetting your password or call UNM IT at (505) 277-5757.
4.0 - UNM e-mail (Lobomail)

All users with a UNM NetID also have a UNM e-mail account. Your e-mail address is your UNM NetID appended to @unm.edu. Example: UNM_NetID@unm.edu. Your UNM e-mail is accessible at either http://my.unm.edu or http://lobomail.unm.edu.

Your HSC e-mail account (HSCLink) is set as your primary e-mail; all official UNM and CoN e-mails are automatically directed to this address. Please be aware that some students or main campus faculty/staff may accidentally send messages to your UNM account. You can use both accounts or opt to automatically forward (recommended) your messages from the UNM emails to your HSC e-mail account. Instructions for this are in the appendix.

5.0 - Blackboard Learn (http://learn.unm.edu)

Students are granted access to Blackboard Learn courses on the first day the course is schedule to begin. Access is then removed two weeks after the official class end date. Students must use their UNM NetID when accessing Blackboard Learn. The official start and end date of a course can be found at http://schedule.unm.edu.

6.0 - Wi-Fi Hot Spots

Wireless access is available in major buildings around North and South campus.
At HSC:
HSC_Secure (Login using the HSC NetID and Password)
HSC_Guest (Intended for HSC visitors)

At UNM:
Lobo-Wi-Fi (Secure connection using UNM NetID and Password)
Lobo-Guest (Intended for UNM visitors)

7.0 - CoN Student Computer Lounge

The Student Computer Lounge is located at the west end of the first floor in the CoN building. Please share and limit your time if others are waiting. The computers have high speed internet access, HSCLink, and Microsoft Office 2013 installed. Login to the computers with your HSC NetID.

8.0 - Technical Support

The IT Office is located on the first floor in room 152 of the College of Nursing/Pharmacy building. Students needing technical support can stop by our office, call (505) 272-8112, or open a ticket via the
Help-UNM system at [http://nursing.unm.edu/it](http://nursing.unm.edu/it). IT is available to assist with your technical needs between 8:00AM and 5:00PM Monday – Friday.

CoN IT provides assistance with problems related to CoN systems and guides students on system optimization. However, support for personal devices is limited.

**9.0 - Quick Links**

**Accounts**
- HSC E-Guide: [http://myportal.health.unm.edu](http://myportal.health.unm.edu)
- HSC Password Change on campus: [http://hscpw.health.unm.edu/](http://hscpw.health.unm.edu/)
- HSC Password Change off campus: [http://hospitals.unm.edu/employees/](http://hospitals.unm.edu/employees/)
- UNM Password Change: [http://netid.unm.edu](http://netid.unm.edu)
- UNM Portal: [http://my.unm.edu](http://my.unm.edu)

**Email**
- HSCLink e-mail: [http://hsclink.health.unm.edu](http://hsclink.health.unm.edu)
- UNM Email: [http://lobomail.unm.edu](http://lobomail.unm.edu) or [http://my.unm.edu](http://my.unm.edu)

**Other Resources**
- Blackboard: [http://learn.unm.edu](http://learn.unm.edu)
- UNM Demographic Self-Service: [http://dss.unm.edu](http://dss.unm.edu)
- Bookstore: [http://bookstore.unm.edu/](http://bookstore.unm.edu/)
- CoN Website: [http://nursing.unm.edu](http://nursing.unm.edu)
- HSC Library: [http://hslic.unm.edu](http://hslic.unm.edu)
- Learning Central: [https://learningcentral.health.unm.edu/plateau/user/login.jsp](https://learningcentral.health.unm.edu/plateau/user/login.jsp)
- Libraries: [http://www.unm.edu/libraries.html](http://www.unm.edu/libraries.html)
- Parking & Transportation Services: [http://pats.unm.edu](http://pats.unm.edu)
8.0 – Hardware Minimum Requirements

Students are required to have access to technology that meets the requirements outlined below. UNM lab computers meet these requirements.

*Tablet computers are not recommended as your primary device because UNM Learn has not been optimized for mobile computing.*

<table>
<thead>
<tr>
<th>Computer Processor</th>
<th>1 GHz or faster 32-bit (x86) or 64-bit (x64) processor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Memory</td>
<td>2 GB (Gigabytes) RAM or higher</td>
</tr>
<tr>
<td>Optical Drive</td>
<td>CD-Drive or DVD-Drive</td>
</tr>
<tr>
<td>Display</td>
<td>1024x768 or higher resolution monitor/video capability</td>
</tr>
<tr>
<td>Operating System</td>
<td>Windows 7 or later (Mac OSX or later)</td>
</tr>
<tr>
<td>Audio</td>
<td>Speakers or headset <em>(Headset is highly recommended for online courses)</em></td>
</tr>
<tr>
<td>Internet Connection</td>
<td>4MB (aka broadband, high speed)</td>
</tr>
</tbody>
</table>

**Minimum Software**

- MS Office 2013 (or compatible)
- Java (JRE) version 7+
- Adobe Flash Player version 11+
- Adobe Reader X or newer
- Web Browsers (no toolbars):
  - Google Chrome
  - Mozilla Firefox 21 or higher
  - Internet Explorer 8 or higher
  - Safari 6 or higher

**Technical Skills**

- Basic computer skills for:
  - Copying files
  - Attaching Files
  - Compressing/Decompressing files
  - Installing Software
- Basic knowledge of:
  - Microsoft Word
  - Microsoft Excel
  - Microsoft PowerPoint

These recommendations are made to ensure proper interactions with our systems.

9.0 - Computer Discounts

Computer manufacturers offer special benefits and discounts to UNM-HSC students, faculty, and staff. This is not an endorsement of a particular brand of computer; it is simply a courtesy link. Go to the bottom right of the page and click on the computer company logo. (Apple, Dell, HP)

http://bookstore.unm.edu/
10.0 – Software Minimum Requirements
The CoN supports the use of Office 2013 and the docx, xlsx, & pptx formats. Students are required to have access to a computer running Office 2013 or the ability to open Office 2013-based files. Compatibility packs are available at no cost from Microsoft for previous versions of Office. Instructors are not required to convert files for compatibility with older versions of office. Unless an alternate format receives prior approval from an instructor, the CoN only supports the following file types:
- Microsoft Office: All versions (docx, doc, xlsx, xls, pptx, ppt)
- Adobe Acrobat (pdf)
- Rich Text Format (rtf)

10.1 – Download Microsoft Office 2013

As a student you can download a free version of Microsoft Office 2013 (Office 2015 Mac) by downloading the following:

1. Go to: http://lobomail.unm.edu/ and enter your UNM email address
2. Log in using your UNM email and password
3. Click on “Office 365” on the top menu bar
4. Look for “Install Office on more devices” then click on “Install”
5. Student are allowed to install the software in up to three devices

10.2 - Free Antivirus Software

The UNM IT Department, offers a variety of free applications including Symantec Endpoint Protection Antivirus Software. To download a copy, simply to go http://it.unm.edu/download/ and log in using your UNM NetID and password.

10.3 - Free Adobe Flash, Adobe Reader & Java

Adobe Flash, Adobe Reader, and Java are three essential applications that must be installed on your computer to correctly interact with our systems. Below are the links to download each of the applications:
Java: https://www.java.com/en/
Adobe Reader: http://get.adobe.com/reader/
Flash: http://get.adobe.com/flashplayer/.
11.0 - How to forward your UNM loblomail to your HSCLink email

- Go to: http://lobomail.unm.edu
- Use your UNM email and password.
- Find the gear on the top right of the page, then select “Options” from the drop down menu.
- From the left menu, click on “Forwarding” under the Accounts section.
- Select “Start Forwarding” and enter your salud email.
- Then click the “Save” button right on top.
- You may now sign out of lobomail.
- Send a test email to your @unm.edu email to ensure the process worked.

12.0 - Virtual Private Network (VPN) Access

Some resources are only available within the UNM network. Off campus students, outside of the UNM network, can access these resources by installing the HSC VPN client. Instructors will inform you if VPN is required for their course work. A brief training must be completed via Learning Central before October 4th, 2015 if you plan to use VPN.

To access the VPN training:
Log in to Learning Central and search for “VPN.”
https://learningcentral.health.unm.edu/learning/user/login.jsp

To install the VPN client:
- Go to HSC software downloads site: http://hslic.unm.edu/usersupport/support/software-downloads.html. (Navigate to the 4th option down- titled, “VPN Access and Instructions”).
- Click on “Cisco AnyConnect Link for PC or Mac.”
- Under GROUP, make sure “hsc-unm” is selected.
- Log in with your HSC Net ID credentials.
- Click OK to any java prompts or blocked windows in the browser to let the java applet run. This could take a few minutes.
- The automatic installation is meant to fail! When prompted for Manual installation, click the Windows Desktop (or Mac) link under “Install manually using the link below:”
- Save this file and run it. Follow the prompts for installation.
- Once installed, enter hscvpn.health.unm.edu for "Connect to:" path.
- Select “hsc-unm” for group and log in using your HSC username and password.
Appendix A

HSC Password Change Procedure

Users with an encrypted system must follow the procedures in the McAfee Endpoint Encryption User Information.

How to change your HSC password (off campus)

1. Open a web browser window and go to http://hospitals.unm.edu/employees/.
2. Click on Employee Portal found on the left menu.
3. Login with your HSC username and password.
4. Under "Web Sites" click on the "change your password" link.
5. This will take you to the password change site (Novell Identity Manager.)
6. Login a second time with your HSC account.
7. Once logged in, type your current password on the “old password” field.
8. Pick a new password, and type it in the "New password" box.
9. Confirm your password in the "Retype password" box.
10. Click the "submit" button. If the password is successfully changed you will see a message stating so and you are done. If you get an error, go back to step 7.

How to change your HSC password (on campus)

1. Open a web browser window and go to https://hscpw.health.unm.edu
2. Login with your HSC account.
3. Once logged in, type your current password on the “old password” field.
4. Pick a new password, and type it in the "New password" box.
5. Confirm your password in the "Retype password" box.
6. Click the "submit" button, if the password is successfully changed you will see a message stating so and you are done. If you get an error, go back to step 3.

NOTE: If your password has expired or if you don't remember your password, please call the College of Nursing IT Department at (505)272-8112 during regular business hrs.

How to change your UNM password (on or off campus)

1. Open a web browser window and go to netid.unm.edu.
2. Click on the green button labeled “I know my old password.”
3. Login with your WebCT username and password.
4. In the “New Password” box, type your desired new password.
5. In the “Re-enter Password” box, type your new password one more time.
6. Click on the “Change Password” button.
7. If you get an error message, make sure you meet the minimum password requirements and go back to step 4.

NOTE: If your UNM password has expired or if you don’t remember your password, contact UNM IT at (505)277-5757 during regular business hours.

College of Nursing Information Technology

http://nursing.unm.edu/it
(505) 272-8112

Last modified: August 27th, 2015