Welcome

Welcome to the College of Nursing (CoN)! The Information Technology (IT) Department provides technical support to students, faculty, and staff. The charge of the IT Department is to forward the College of Nursing’s strategic goals, enhance learning, enable scholarly endeavors, and support effective institutional management. 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 effective and efficient means for scholarly teaching both in the classroom and on Blackboard Learn.

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>• HSC e-mail (aka GroupWise or salud)</td>
<td>• UNM Learn</td>
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<tr>
<td>• Computer login</td>
<td>• Learning Central</td>
</tr>
<tr>
<td>• Classroom computers</td>
<td>• myUNM Portal</td>
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<td>• Lounge computers</td>
<td>• Parking Services</td>
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<tr>
<td>• HSC web applications</td>
<td>• UNM's Demographic Self-Service system</td>
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<tr>
<td>• Remote access to HSC library resources</td>
<td>• Remote access to UNM's eLibrary</td>
</tr>
<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 + Your First Name Initial and Last Name Initial (lowercase).
- Example: HSC1234js
- 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

Use the password change service below and remember to answer the password challenge-response questions on the left menu. **Do not change your password within GroupWise, this will cause synchronization issue and will prevent you from accessing other HSC resources.**

- (On Campus) Go to [https://hscpw.health.unm.edu](https://hscpw.health.unm.edu)
- (Off Campus) Go to [https://employeeportal.health.unm.edu](https://employeeportal.health.unm.edu)
- Pay close attention to the password requirements!

If you forgot you password and need to reset it, go to:

- (On Campus) [https://mypw.health.unm.edu](https://mypw.health.unm.edu) If you are unable to answer the challenge-response questions contact CoN IT at (505) 272-8112 to have your password reset.
- (Off Campus) Students will be required to call (505) 272-8112 or open a ticket via [http://nursing.unm.edu/it](http://nursing.unm.edu/it) to reset their password.

2.0 - HSC Mail (GroupWise)

Faculty, Staff, and Students are required to use GroupWise for CoN-related e-mail. GroupWise is accessible through your desktop computer via the GroupWise Client or remotely with GroupWise WebAccess. Use your HSC NetID to access GroupWise.

2.1 - Accessing GroupWise with desktop client (High Speed Internet Only)

You can download and install the GroupWise client on your computer for easier use.

1. Download the client from: [http://hospitals.unm.edu/employees/groupwise.shtml](http://hospitals.unm.edu/employees/groupwise.shtml)
2. The client should begin installing automatically. If not, double-click the file you down loaded to start the installation process.
3. At the initial login screen input your HSC NetID and the following:
   - TCP/IP Address: ngwnameserver.health.unm.edu
   - Port: 1677

2.2 - Accessing GroupWise via WebAccess

Browse to [http://hsc.unm.edu/mail/](http://hsc.unm.edu/mail/) and input your HSC NetID login information. If you run into problems accessing this page, please make sure the address bar reads [http://hsc.unm.edu/mail/](http://hsc.unm.edu/mail/).

*Students are required to check their CoN-provided e-mail account (GroupWise) on a regular basis. Students are responsible for content delivered to this account. Students must use GroupWise 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 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 and follow the instructions for resetting your password or call UNM IT at (505) 277-5757.

4.0 - UNM e-mail (Exchange)

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. Access your UNM e-mail at either http://my.unm.edu or http://lobomail.unm.edu.

Your HSC e-mail account (GroupWise) 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, GroupWise e-mail client, and Microsoft Office 2010 installed. Login to the computers with your HSC NetID.

8.0 - Technical Support

The IT Office is located 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. 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: [https://employeeportal.health.unm.edu](https://employeeportal.health.unm.edu)
- UNM Password Change: [http://netid.unm.edu](http://netid.unm.edu)
- UNM Portal: [http://my.unm.edu](http://my.unm.edu)

**Email**
- HSC GroupWise WebAccess: [http://hsc.unm.edu/mail/](http://hsc.unm.edu/mail/)
- HSC GroupWise PC/MAC client download: [http://hslic.unm.edu/usersupport/support/software-downloads.html](http://hslic.unm.edu/usersupport/support/software-downloads.html)
- UNM Email: [http://lobomail.unm.edu](http://lobomail.unm.edu) or [http://my.unm.edu](http://my.unm.edu)

**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>
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</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 (Headset is highly recommended for online courses)</td>
</tr>
<tr>
<td>Internet Connection</td>
<td>4MB (aka broadband, high speed)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Minimum Software</th>
<th>Technical Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>• MS Office 2013 (or compatible)</td>
<td>• Basic computer skills for:</td>
</tr>
<tr>
<td>• Java (JRE) version 7+</td>
<td>o Copying files</td>
</tr>
<tr>
<td>• Adobe Flash Player version 11+</td>
<td>o Attaching Files</td>
</tr>
<tr>
<td>• Adobe Reader X or newer</td>
<td>o Compressing/Decompressing files</td>
</tr>
<tr>
<td>• Web Browsers (no toolbars):</td>
<td>o Installing Software</td>
</tr>
<tr>
<td>o Google Chrome</td>
<td>• Basic knowledge of:</td>
</tr>
<tr>
<td>o Mozilla Firefox 21 or higher</td>
<td>o Microsoft Word</td>
</tr>
<tr>
<td>o Internet Explorer 8 or higher</td>
<td>o Microsoft Excel</td>
</tr>
<tr>
<td>o Safari 6 or higher</td>
<td>o Microsoft PowerPoint</td>
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</table>

<table>
<thead>
<tr>
<th>Minimum Software</th>
<th>Technical Skills</th>
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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/

College of Nursing Information Technology
http://nursing.unm.edu/it
(505) 272-8112
Last modified: June 26, 2014
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 - Purchase Microsoft Office 2013
As a student you can purchase an academic version of Microsoft Office Pro 2013 (Office 2011 Mac) for $74.99 at the UNM IT website http://it.unm.edu/software. Please note that UNM will soon be offering a free version of Microsoft Office for students to download. Once this become available, instruction on how to obtain a copy will be available at: http://it.unm.edu/software.

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 lobomail to your HSC email

- Go to: [http://lobomail.unm.edu](http://lobomail.unm.edu)
- Use your UNM email and password
- Find the Options button on the top of the page and select “See All Options” from the drop down menu.
- From the right menu, click on “Forward your email”
- Type your salud email account under “Forward my email to:” section located at the bottom of the page.
- Click on “Start Forwarding” to enable the rule.
- You may now sign out of lobomail.
- Send a test 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 can access some of these resources by installing the HSC VPN client.

- Go to HSC software downloads site:
  - [http://hslic.unm.edu/usersupport/support/software-downloads.html](http://hslic.unm.edu/usersupport/support/software-downloads.html)
- Look for “Cisco AnyConnect Link for PC or Mac”
- Select “hsc-unm” for group and log in using your HSC username and password
- Once installed, enter hscvpn.health.unm.edu for "Connect to:"