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# Rossier MIS IT Orientation

## USC Services

* + USC Wireless – USC Guest, USC Secure
	+ USC VPN – Cisco Anyconnect
	+ Shibboleth: VPN, Office365, Workday, Kuali, Trojan Time, Secure Wireless, Qualtrics, Blackboard

## Office 365

* + Set email forwarding
	+ Organizational accounts \ Delegates
	+ Office365 Apps Overview
	+ Skype for Business overview
	+ Add and configure mobile devices\phone Wiki instructions
	+ Available Office licenses

## Network accounts: Rossier Domain, SANDS

* + Domain – Overview, synced locations
	+ SANDS – Login, access and permissions

## Printing

* + Ricoh print codes – PC & Mac presets
	+ Scan to email
	+ Rossier Print Server
	+ Printing over wireless

## MIS Ticketing system

* + Create ticket - https://rossierportal.usc.edu/tickets
	+ Create purchase request - https://rossierportal.usc.edu/equipmentrequest
	+ Checkout System - https://rossierportal.usc.edu/checkout
	+ MIS Wiki - <https://rossierwiki.usc.edu/>

## Zoom

* + Rossier instance managed by MIS
	+ Specialized Support: Conrad Leon - A/V systems analyst
	+ Updates are a must

## Qualtrics

* ITS Qualtrics department manages USC instance
* Recommended to go to USC login page
	+ <https://itservices.usc.edu/qualtrics/SIS>

## Docusign

* + Rossier instance managed by MIS
	+ Accounts created by request
	+ Check with your manager for required permission access: sender, signer, or author

## How to contact MIS

* + Create ticket - https://rossierportal.usc.edu/tickets
	+ Phone # 213-821-4188
	+ Email: rsoetech@rossier.usc.edu