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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