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**HOW TO GET TECH SUPPORT | SKYPE | BRADFORD REGISTRATION
PLANNING TECHNOLOGY FOR EVENTS | CELEBRATIONS | ABOUT THE SEHS BULLETIN**

FROM THE SCHOOL OF EDUCATION AND HUMAN SERVICES

From Information Technology Analyst Rick DeMent:

Happy Friday everyone! Welcome to our special edition newsletter – *All Tech All the Time*. That's right, all the stories in this week's newsletter will be centered around technology and we have some great information to share with you. For those brave enough to read further, you will be treated to some of the mysteries of Bradford authentication, what you need to know about technology at your conference or special events, how to use Skype and much, much more! So without further ado...



HOW TO GET TECH SUPPORT

In effort to mainstream things and to ensure everyone is following the same procedure, we have made a few changes regarding getting technical support. One of the biggest changes you'll notice is in the ticketing system. From time to time you may be asked to send a ticket to SEHSTech@oakland.edu, but only do so when instructed by one of the support staff.

The Technology staff will now be taking that information and filling out the tickets in order to format them for generating useful metrics. For additional information and instruction on how to get support, view the **complete support instructions form**.



SKYPE

Lately, Skype has become more common for teleconferencing with individuals off campus. The following are tips to make sure your meeting runs smoothly.

1. Create a Skype account

The first thing you need to do is create a Skype account. While the School and some departments have set up "group" accounts, this is a very insecure way of using Skype, both for you and more importantly your participants. The meeting host should have their own Skype account set up under their OU email address. Go to the **Skype sign up page** to get started. Also, be sure to test your account once it's been created and you have downloaded the software to your computer.



2. Add the participants Skype name to your account

In Skype, this is called "adding a contact." You should add your participant in advance of the meeting so you will have them in your contacts list. Follow these **instructions** in order to do so, (hit the dropdown at the top of the page for other platforms).

3. Test your call

It's wise that you test your call prior to the meeting if possible. If you are not able, ask your participant to call in roughly 15-20 minutes prior to the meeting. Therefore, you will have time to work around any issues.

4. Adding participants to your call

Multiple users are able to be on Skype at once. Although it's possible, there is a limit to how many people can be on the screen at one time without degrading the call. If you want to do voice only conferencing, it's best to use the conference phone available. For a video call, it is ideal to include no more than two-three video callers at once. Go to the **group call page online** (again, use the drop down at the top to choose different platforms) to retrieve the directions on how to make a group call.

5. Skype isn't the only thing out there

While Skype is easy to use and popular, there are other technologies that can provide the same functions and offer other additional capabilities. For example, Google Hangouts is available, which comes with your OU Google account and can handle multiple participants at once. Also, if you want to share your screen or host a web meeting with several different people, the **Oakland WebEx** is most likely a better choice.

BRADFORD REGISTRATION

Have you ever had a situation where you try to connect to the internet here on campus (always when you're in a hurry), and your browser says it cannot connect to the internet? You do the normal things like reboot, check to see that your Ethernet cable is plugged in or you have the right Wi-Fi setting and still no luck. Well, here's the deal... the problem is likely that your Bradford Authentication need to be re-registered. So what is this Bradford thing? Well, it's an extra layer of authentication that registers your net ID account (e-mail) to the computer you're using, be it a desktop, laptop, or any other device. Oakland imposes this requirement in order to comply with state and federal regulations regarding operating a network. So, if for some reason you are not getting internet access, visit the **online registration page** to try registering your computing device.



Nine times out of ten, this will solve your issue. For additional information, view the **step-by-step registering instructions**.

PLANNING TECHNOLOGY FOR EVENTS

You've decided to have an event here in Pawley Hall and you've thought of everything... or have you?

Technology is a tricky thing and its best not to leave anything to chance. For example, did you know that the use of the classroom computer requires an ADMNET account? Did you know that your conference attendees will need a special guest password in order to get to the wireless? All of these things and more are addressed in the helpful document about technology and events here at the School of Education and Human Services. Go ahead, **download** it, it won't bite.



Also, if you need a handy hand out (see what I did there? handy... "hand" out), then **download this step-by-step** to pass out to your event participants.

CELEBRATIONS



If you do not wish to have your birthday announced, please contact James Silvestri at jmsilves@oakland.edu.

ABOUT THE SEHS BULLETIN

Welcome to the SEHS Bulletin, where faculty and staff can share news and celebrate the wonderful things happening in SEHS. The bulletin is the perfect place to share information about your publications and awards, special projects and committee news, as well as announce events.

All are welcome to send items for inclusion. If you choose to do so, please ensure that your items are print ready, that you include all related links, and that you have permission to publish any photos being submitted. Please put "SEHS Bulletin" in the subject line and email your information to: sehs@oakland.edu.

If you have questions about the bulletin, feel free to email James Silvestri at jmsilves@oakland.edu.



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