

Help Desk Tips



The ITS Help Desk provides support for Yeshiva students, faculty, and staff, and can be reached by phone (1-646-592-4357) or email (helpdesk@yu.edu). Here are some additional tips to ensure that you receive timely and appropriate support for your technical issues!

- If you need immediate assistance, please **CALL**, do not email. If you do prefer to email, make sure you're using your YU email address.
- If you are faculty and are experiencing an in-class issue while you are teaching, **call the helpdesk at 646-592-4357** and press **1 immediately**. You do not need to wait for the message to be played.
- The help desk is available 24 hours a day, 7 days a week. Call any time!
- If calling from a campus phone, you can simply dial 4357 to reach the help desk.
- You can check on the status of your case by going to <https://yeshiva.service-now.com/sp>.
- Did you **forget your password**? You can reset it yourself by going to <https://passwordreset.microsoftonline.com>.

Important ITS links

ITS portal (<http://www.yu.edu/itsportal>)

The ITS portal is an important source for IT information. It contains important announcements regarding system status, ITS policies, student, and employee specific information.

ServiceNow request portal (<https://yeshiva.service-now.com/sp>)

Use the ServiceNow request portal to request items such as laptop, cell phone, access to your canvas course, multimedia/presentation equipment for a scheduled event, cell phone, or evisions access.

Inside Track (<https://insidetrack.yu.edu>)

InsideTrack is our online portal, where students, faculty and staff can access all university resources and systems.

What's New

Password Change Required by August 31, 2024

If your current password is less than 12 characters or it was not changed after February 1st, 2024, you will need to change your password. ITS recommends using a passphrase for your new password. Passwords are often difficult to remember, however, passphrases are usually easier for humans to remember. A passphrase is a sequence of words or other text that includes 12 or more characters that include punctuation, numbers, uppercase, and lowercase.

ITS has been sending communications if you need to change your password. The subject of this email is **"ITS Alert: All employees and consultants must change their password by August 31, 2024, to comply with new security requirements."**

[Click here to find more information on passphrases and instructions to change your password.](#)

InsideTrack Has a New Look!

On July 1, 2024, YU introduced the "new" [InsideTrack portal](#). In the new portal, Staff, Faculty and Students access the same content as in the previous version of the portal, but with a fresh new look and feel.

When you log in, you will land on the "Home Page". Most content (referred to as "cards") can be found under the Main Menu for Employees and Students. You can now customize InsideTrack by adding your favorite content/cards to your Home Page. InsideTrack will also be used to display relevant and announcements for Staff, Faculty and Students at the top of the page.

On the Home Page, you will also find a "Welcome" card which has links to quick videos to get started in InsideTrack. The new portal is quite intuitive, and you will find it easy to navigate.

ITS Asset Survey

ITS is conducting a hardware inventory for YU-owned desktops, laptops, printers, monitors, and AV equipment. All YU owned equipment must have a survey completed. The survey can be submitted as many times as needed. The existing survey has been updated to include a section for shared equipment. Click here: [ITS Hardware Survey](#) to submit the survey. The survey is due on **8/29/24**.

Academic Computing

Learn how to use our classroom technology?

Click the [AV Calendar](#) to make an appointment with a technician.

Faculty Orientation Guide

Visit the newly created [2024 - Faculty ITS Orientation.pdf](#) to learn about account activation, access to systems, and familiarizing yourself with ITS policies, and more.

Classroom A/V Upgrades

This summer we have been working to upgrade more rooms in the **WILF campus** to our new Tier 1 [Classroom AV Standard](#). From a simplified touch panel interface, an instructor will be able to present content from the built-in computer or from their own device using any of the 6 Standard Digital Connections (Apple Lighting, DisplayPort, Mini-DisplayPort, HDMI, Mini-HDMI or USB-C) or wirelessly. The presentation display will also be upgraded to a bright HD Projector or LCD Display.

Classroom Computer Upgrades

In coordination with the Academic Governance Committee, we have standardized the software on these computers. If you need to request any additional software, please use our [Software Request Form](#)


The complete list of upgraded classrooms or information regarding AV training can be found on the [ITS Portal - Classrooms](#).

Did you know?

Student Newsletter

ITS has also created a student newsletter. The newsletter can be [found here](#).

Printing

YU implemented a print management solution called  PaperCut that was deployed over the spring 24 semester for employees. This summer, it was expanded to include students, and the previous system has been replaced.

The ITS portal has been updated with the appropriate information regarding papercut for both [students](#) and [employees](#).

Mandatory Security Awareness Training

YU requires all its personnel to take monthly Security Awareness Training. Improving your cybersecurity awareness not only helps YU keep its data safe, but also teaches you valuable security practices that you can apply in your everyday life. Cyber threats are growing exponentially, and keeping our valuable data secured has never been more challenging.



At the beginning of each month, users receive an email from no-reply@securitytraining.yu.edu with the link to their training dashboard. Watching these training videos as you receive them will help you stay vigilant. If you fail to complete all the training at the deadline (February 2025), you will lose access to all IT resources.

Multi-factor authentication

Multi-factor authentication is required for most applications within YU. ITS recommends that you install the [Microsoft Authenticator](#) app on your phone/tablet. The authenticator app allows you to accept MFA requests from anywhere in the world that has a WIFI connection.

Where should I store my data?

YU provides multiple locations to store your data including:

- OneDrive for Business
- SharePoint or Teams
- File Shares
- [YU Dropbox for short term sharing](#). Files are automatically purged after 7 days.

Other locations such as google drive are not an acceptable location for any YU data. If you have YU data outside of the list above, please reach out to helpdesk@yu.edu for assistance moving the data.

For more information regarding the available locations, review the ITS website.

YU TechHub - Walk-up helpdesk in WILF Belfer Hall



The onsite ITS Help Desk, **YU TechHub**, is in the WILF Belfer Hall, 6th floor lobby right outside the elevators.

If students are having a problem on the WILF campus, have them drop-by and get assistance.

Is your department thinking about introducing new software or cloud-based services?

Is your department thinking about introducing new software or cloud-based services? If so, please engage ITS to ensure that all cyber-security considerations and YU IT policies are adhered to. You can engage ITS by sending an email to the helpdesk with the information about the proposed software/service. An ITS representative will schedule a meeting to discuss the request.

All About Canvas

Canvas is Yeshiva's online classroom environment that supports a deep focus on teaching and learning. The robust features of Canvas help to enhance teaching and learning beyond the physical classroom. Every class taught at YU has an associated Canvas course. Courses are automatically loaded prior to the start of the semester.

Zoom Recordings

At the end of each semester, ITS will delete Zoom recordings for each course. As Zoom provides a finite amount of storage, all recordings made on or before June 30, 2024, will be removed on **September 23, 2024**, at 5 PM EDT. The system will not delete any recordings made August 12, 2023, or later. To save your recordings, please [download them into your device](#).

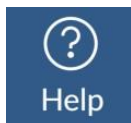


How do I log in?

There are multiple ways to log on.

- Go to yu.instructure.com. You'll need your YU email address and password to log in to Canvas. If you don't know what yours is, you can retrieve it at <http://yu.edu/findid>.

Faculty Focused Canvas Support



Faculty and staff who use Canvas may have more complex questions than students about the features and function of Canvas. To better support our faculty, ITS and Canvas have dedicated senior support staff to address specifically those questions that faculty and staff may face.

ITS provides daily Canvas/Zoom Training for Faculty called "Office Hours", where faculty can receive assistance and/or additional training. Hours and additional information can be found in the [Canvas@YU Instructor Resource course](#). ITS resolves issues specific to Yeshiva -- for instance Zoom issues in their classroom, or gradebook help.

Canvas also provides support aid for general questions/issues with Canvas. They are available 24/7. To request help within Canvas, click the Help icon in the navigation bar on the left of your screen.

- From insidetrack.yu.edu, click the Employee on the left, and under "Employee Tools and Systems", click "Canvas".

Send Messages to Your Students or Entire Class



Canvas has multiple tools that enable faculty to message their students within the Canvas ecosystem. These tools assist faculty with student engagement and can be used to remind students of important course content as well as helping students stay on track. Please see the following step-by-step guides on how faculty can contact their students within Canvas:

- [Canvas Inbox Tool](#)
- [Canvas Announcements](#)

How to Schedule Office Hours with your Students in Canvas

The LMS team has been created this [How-to article](#) for scheduling Office Hours with your students in Canvas.

Help



[Search the Canvas Guides](#)

Find answers to common questions

[Report a Problem](#)

If Canvas misbehaves, tell us about it

[Ask Your Instructor a Question](#)

Questions are submitted to your instructor

[Canvas Support Hotline \(Students\)](#)

+1-844-747-4611

[Canvas Support Hotline \(Faculty\)](#)

+1-833-770-2854

[Chat with Canvas Support \(Faculty\)](#)

Live chat with Canvas Support!

[Chat with Canvas Support \(Students\)](#)

Live chat with Canvas Support!

Granting Access to Your Canvas Course

Only the instructor is granted rights in a Canvas course. Additional rights may be requested but this needs to be approved due to FERPA confidentiality regulations. [Complete this form](#) on the ITS ServiceNow portal to begin the process.

Learn About Classroom Technology

Keep up with our cutting-edge technology. Learn how to use the classroom AV technology including our Meeting Owl Tier 1 and 2 rooms. Click the link to [schedule a meeting](#) with one of our experienced technicians.

Did you know about the Canvas Teacher App?



The Canvas Teacher app offers more functionality directed specifically at teachers, particularly quick access to Announcements, Assignments, Discussions, and Quizzes. To access, search your App Store or Google Play for Canvas Teacher. For more information on this app, check out this link:

<http://bit.do/CanvasApp>.

Additional ITS Information

Computer Leasing Program

As per the university [Computer Policy](#), ITS provides **one** computer for all full-time faculty and staff through a leasing program. To ensure that computers remain dependable, secure, and up to date, we periodically inventory, return, and replace equipment that has reached its end-of-life (typically four years). We are currently deploying Surface laptops for these replacements, but if a desktop is required, request a replacement via the ITS Help Desk [Hardware Request](#). If a faculty or staff member leaves the institution, ITS must receive their computer and will either re-assign it to a new faculty/staff member or retire if the computer is at the end of its lifecycle.

If you have a YU computer asset at home, please reach out to the helpdesk@yu.edu and please let us know the make, model, and serial number of your computer.

Note: Desktops or laptops that are not returned to ITS upon an employee's departure will be charged be charged to the department.

User Services Tips on Old Equipment

On a continuous basis, User Services collects electronic equipment that YU faculty and staff no longer need for re-distribution, recycling, or destruction, such as old laptops, cables, keyboards, mice, or even an unused thumb drive. Drop off locations will be announced later or contact the Helpdesk via email at helpdesk@yu.edu to arrange for pick-up.

LinkedIn Learning

Are you interested in learning new IT skills; LinkedIn learning is the place to go. Here's how to access.

1. Login to Inside Track (<https://insidetrack.yu.edu>). From the Employee tab, scroll down to the Talent Development box.
2. Click on **LinkedIn Learning** in the box. You will be authenticated and automatically logged in to the platform.
3. You will be asked about your training objectives. In addition, you can connect to your existing LinkedIn account. (This step can be skipped)
4. From there, you can specify your learning goals and get course recommendations tailored to you. (This step can be skipped)
5. If you would like an introduction to the platform, click on the Home button, and then banner at the top to watch the course "How to Use LinkedIn Learning."