



CATALOG OF SERVICES

Champlain Lennoxville IT Department

Table of Contents

| | |
|--|---|
| Wi-Fi..... | 3 |
| Printing | 3 |
| Account and Password Support | 4 |
| Shared Workstations for Students | 4 |
| Technological Support..... | 4 |
| Software Center | 5 |
| Classroom Audio Visual Support | 5 |
| Program Support..... | 6 |
| Equipment for Employees | 6 |
| Equipment Loans | 7 |
| IP Phones & Voicemail | 7 |
| Multimedia Set-Ups/Support for Special Events..... | 8 |
| IT Security | 8 |

Wi-Fi

CHAMPLAIN-IT provides wireless connectivity both within the Champlain building and in Bishop`s owned spaces. “CRC-LENNOX” is the wireless connection found in the Champlain building. Within Bishop`s owned spaces the connection is “Champlain”. Students and employees have access using credentials provided to them by the college, any issues connecting can be brought to the IT Helpdesk.

Upon approved request, guest accounts can be activated to allow temporary Wi-Fi access.

A temporary guest network can also be activated for special events.

All personal devices brought will be “best effort” for connectivity to the wireless networks. (BYOD)

Printing

CHAMPLAIN-IT provides printing accounts for all students and employees, allowing full access to the copiers (printing, photocopying, scanning) within the Champlain building. You can print directly to the photocopier from any of the Champlain lab computers; all personal devices and devices connected to Wi-Fi can send print jobs using WebPrint, found on the [Champlain Lennoxville Homepage](#).

WebPrint will hold a print job for up to 3 days.

There are photocopiers on each floor of the Champlain building.

Printing prices can be found [here](#).

To add funds to your printing account, please visit Records or The Business Office.

Account and Password Support

CHAMPLAIN-IT provides Omnivox, Office 365, Adobe, and user accounts for all employees and students. User accounts can be used to log into Champlain computers, photocopiers, and Wi-Fi. Account support offered includes unlocking accounts, password reset, basic support, and troubleshooting. One-on-one support for use of accounts is available upon request.

Student account passwords are reassigned yearly and cannot be changed. Employees must change passwords periodically and meet the complexity requirements in place. Additionally, employees are required to verify accounts using Multi-Factor Authentication (MFA).

Non-returning students' accounts and all associated content will be deleted the following year.

Shared Workstations for Students

Champlain Students have access to the 4 computer labs on the second floor of the Champlain building, when no class in session. Schedules for all labs are posted outside the doors weekly. There is also a small study room with 3 computers on the second floor in room C233.

Outside the Champlain building students have 24/7 access to our Virtual Labs. The Virtual Labs can be accessed through most browsers.

The Virtual Labs contain many specific software offered in the lab on campus such as Maple, Sage Math, Acomba, GeoGebra, and various Adobe products (Acrobat, Lightroom, Illustrator, and Premier Pro). This allows a student to work from home and allows them access to a higher-powered system than what they may be using.

Technological Support

CHAMPLAIN-IT provides full servicing of Champlain owned devices, such as laptops, desktops, docking stations, printers, and phones.

CHAMPLAIN-IT will not repair personally owned devices. However, the IT Helpdesk can provide troubleshooting advice.

CHAMPLAIN-IT provides software support services, more specialized support for certain programs can be provided upon request. Software support consists of installation assistance, upgrades, break/fix services, and technical functionalities.

Software requests are taken between semesters. Approved requests will be made available in the software center for download for the subsequent term.

Software Center

The Software Center is available on Champlain employee computers; the software available to each device can vary slightly. Some software within the Software Center is required on the device, whereas some are optional giving the user the right to install and uninstall.

CHAMPLAIN-IT allows software requests to be sent in by employees to prepare for the following semester. All approved software is deployed through the Software Center and made available to download.

Classroom Audio Visual Support

CHAMPLAIN-IT provides smart classroom equipment throughout the Champlain building, consisting of a cabinet containing a desktop with a VGA cable for those who wish to use a laptop. The smart classrooms have a projector and small panel on the wall which controls the power and input.

CHAMPLAIN-IT is gradually transitioning these rooms to eliminate the cabinets and host solely a docking station for laptops to connect. The new simplified set up will allow professors to make the most of class time.

When encountering issues in the classrooms within the Champlain building, the IT Helpdesk is available 8am-5pm Monday to Friday.

All IT related issues within Bishop`s owned classrooms must be directed to Bishop`s ITS.

Program Support

CHAMPLAIN-IT plays an active role in many of the programs at Champlain, providing laptops for labs in Physics, Biology, and Chemistry programs; each with their specific software.

The Nursing program uses specialized equipment to run mannequin simulations, along with a camera system to allow students to observe from classrooms. Specialized software to operate the mannequin is provided and maintained with the help of CHAMPLAIN-IT.

The Computer Science Technology (CST) program loans all students a laptop, power adapter, mouse, and backpack provided by CHAMPLAIN-IT. Equipment is to be returned upon finishing or leaving the program. CHAMPLAIN-IT also configures servers and virtual machines upon request for the CST program. An isolated network dedicated to the CST program is configured as well.

Equipment for Employees

All Champlain Employees are supplied with a laptop, power adapter, bag, and office setup. The office setup consists of one monitor, keyboard, mouse, and docking station for the laptop to connect. Office equipment must remain in the onsite office. Additional equipment is not provided for at-home office setups.

All college owned IT equipment is expected to be returned to the Helpdesk on the last day of employment, or before the start of any leave.

Additional equipment loans are available through the helpdesk.

Equipment Loans

Employees can come to the Helpdesk and borrow additional equipment as needed. These items include external DVD players, Wacom tablets, USB keys, webcams, headsets, speakers, various cables, adapters, and more. CHAMPLAINIT also provides some specialized equipment, VR headsets are available to faculty and staff for educational/promotional purposes.

A small number of spare laptops are also available, in the event there are too many students for a particular computer lab.

Long term laptop loans for students will need to contact Student Services, as spare laptops are very limited and require special circumstances for approval.

All equipment loans are logged in the inventory system. Loaned equipment is to be returned on the last day of employment, before the start of a leave, or when it is no longer being used.

IP Phones & Voicemail

All employees are provided with an extension number and access to an IP phone in their office. Each extension is assigned a unique passcode, used to log into the phone and to access their voicemail.

All voicemails are configured to be forwarded as email attachments. No messages are stored on the IP phone themselves. Voicemail greetings can be changed from the phone menu.

When using the IP phone for calling outside Champlain, simply press 9 before dialing the number

Multimedia Set-Ups/Support for Special Events

CHAMPLAIN-IT provides equipment for multimedia set-ups including microphone and speaker, projectors, projector screen, laptop, cables, and cart if necessary.

Walkthrough tutorials for equipment are available at the Help Desk.

Examples of past event set-ups:

- Residence Movie Night
- Sentinels Workshop
- Various Guest Speakers

CHAMPLAIN-IT kindly asks for a 48-hour notice when requesting media setups

IT Security

CHAMPLAIN-IT implements security measures in compliance with government mandates, ensuring the safety of all users and their information. All student and employee accounts are denied administrative rights on college owned devices, meaning all installations must go through CHAMPLAIN-IT for approval. All Champlain laptops and desktops are protected by firewall and antivirus. Student Wi-Fi/Lab Access passwords are renewed every school year; employees must change passwords every 90 days and comply with password complexity requirements. Employees are also required to validate accounts using Multi-Factor Authentication (MFA) through the Microsoft Authenticator app or an authenticator token provided by the IT Helpdesk.

All user accounts have Geo-Block enabled to prevent access internationally. Temporary exemptions can be made with approval from human resources.

The CST program, by nature, involves exploration and experimentation with technology. As such, the CST department is given local administrator access to their college owned laptops. To protect the rest of the institution, CST is kept on a separate network which is isolated from the main infrastructure.