

Juilliard



Information Technology New Hire Onboarding Guide

my.juilliard.edu/it
servicedesk@juilliard.edu
(212) 799-5000 ext. 7121

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I. **Introduction to Information Technology at Juilliard**

Welcome to Juilliard!

- + The Juilliard IT Department is responsible for identifying, purchasing, installing and maintaining information technology at the School. In that vein, we install and help configure approved software applications, provision desktop and laptop computers, support the technology in Student Laboratory and design/operate the wired and wireless (Wi-Fi) IT networks. We also provide IT user support via the Service Desk.
- + The purpose of this document is to provide a handy guide to using Juilliard information technology for newly hired staff and faculty. As always, we are happy to personally assist you with any information technology-related issue. However, we suggest you refer to this document first as it may obviate the need to call us and thereby avoid unnecessary delays in accessing the technology you require. We highly recommend you use this document as well as our **“Get Started with IT Services”** page found here after you have setup your account:
<https://my.juilliard.edu/information-technology-juilliard/get-started-it-services>
- + Finally, we strongly suggest you refer to the Juilliard Information Security and Governance Policy to ensure you are in compliance with the School's information security requirements. That document can be here with all of Juilliard's policies:
<https://www.juilliard.edu/school/about/policies-consumer-information>.

II. **How to Contact the Juilliard IT Service Desk**

A. **Introduction**

- + The Juilliard IT Service Desk is a service provided by the IT Department whose function is to assist IT users with technical issues. Its hours of Operations are Monday – Friday 9am-5:30 in person and until 7pm remotely. Note it is closed during Administrative Staff holidays and Fridays during the summer. For the latest hours and additional ways to contact us and inquiries please see the following link:
<https://my.juilliard.edu/juilliard-information-technology/service-desk>

B. **Contacting the Service Desk**

There are three ways to contact the Service Desk as follows:

- + You can send an email to servicedesk@juilliard.edu, a ticket is automatically generated.
- + You can call (212) 799-5000 ext. 7121
- + You can stop by room 247 for assistance

C. **Service Desk Follow-up**

- + Following your contacting the Service Desk via one of the three methods noted above, a service ticket will be automatically generated and an acknowledgment sent to your email address. Once a ticket has been generated a Service Desk representative will contact you to provide assistance.

III. Okta

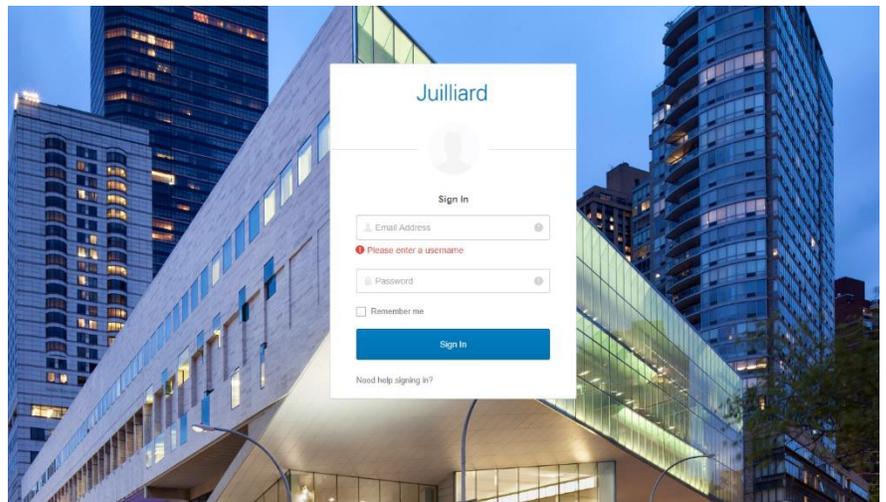
A. Introduction

Juilliard uses a software application called “Okta” to manage identity access to Juilliard resources. In today’s complex IT environment, it is important that individuals be able to access their individual applications without re-entering a password each time access is required. Simply stated, Okta connects users to *all* their applications from any device, anywhere and at any time.

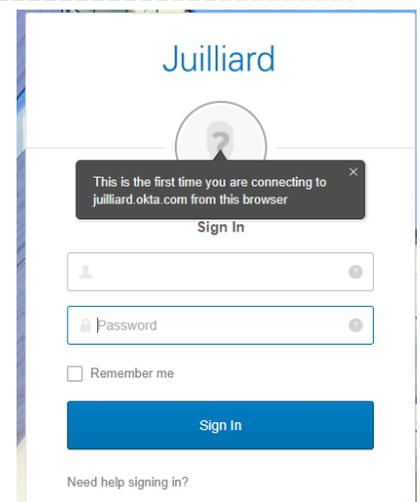
A separate Okta account must be established for each user. However, once that account is created, all your applications can be accessed merely by entering one set of credentials, i.e., a username and password. Below are instructions for creating an Okta account.

B. Okta Account Creation

- + Open a Web browser
- + Navigate to <http://juilliard.okta.com>



- + Enter your **Juilliard Email address**
- + Enter your **Juilliard password**
- + Click **Sign In**



- + Setup **Security Question** for “forgot password”
- + Add a **phone number** for password reset
- + Select **security image**

Wellcome to Juilliard School, test!
Create your Juilliard School account

Choose a forget password question
(What is the food you least liked as a child?)

Answer:

Add a phone number for resetting your password or unlocking your account using SMS (optional)
Text messages and your text message with a recovery code. This service is useful when you don't have access to your email.

Add Phone Number

Click a picture to choose a security image
Your security image gives you additional assurance that you're logging into Okta, and not a malicious website.

Create My Account

C. Mandatory Okta Multifactor Authentication Setup

- + Multi-Factor Authentication (MFA) is used to verify a user's identity and thereby ensure that only you are accessing your information online. This is accomplished using multiple factors such as “something you know,” e.g., a passcode, combined with “something you possess, e.g., a registered mobile device. MFA is standard practice these days, and is the single most effective antidote to phishing and other forms of social engineering.
 - + MFA at Juilliard is implemented via Okta, and is required for all Juilliard administrative staff and faculty who access Juilliard IT resources. Okta MFA will also allow you to configure your mobile device to be recognized by the system for a period of **30 days**. This configuration will allow you to utilize that device for 30 days without additional prompting for MFA.
 - + You should use Okta Verify as your MFA authentication method. If for some reason you are unable to use this method on a cell phone there are other options available however you would need to contact IT in order to set these ups.
-

D. Okta Verify Mobile App Option

- + On another device: Open a web browser
- + Navigate to Juilliard.okta.com
- + Enter **Juilliard Email address and password**
- + Click **Sign In**

Sign In

Email Address

Password

Remember me

Sign In

-
- + Locate *Okta Verify*
 - + Click **Setup**

Juilliard



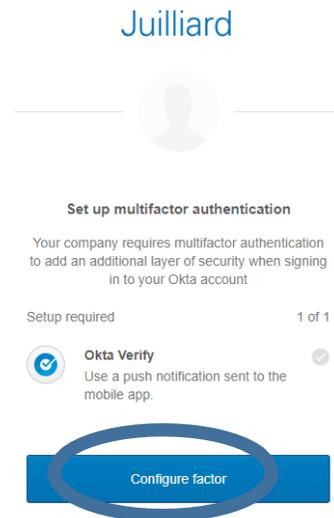
Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing

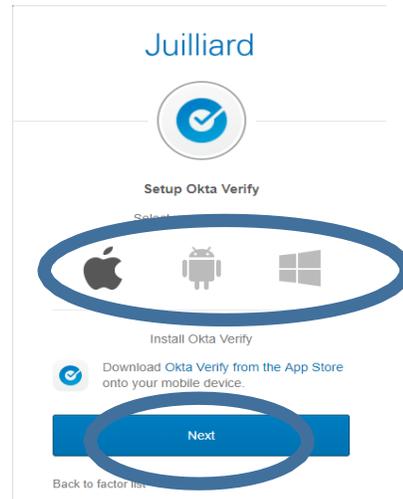
Okta Verify
Use a push notification sent to the mobile app.
Setup

SMS Authentication
Enter a single-use code sent to your mobile phone.
Setup

- + Click **Configure Factor**



- + Select **device type**
- + Click **Next**

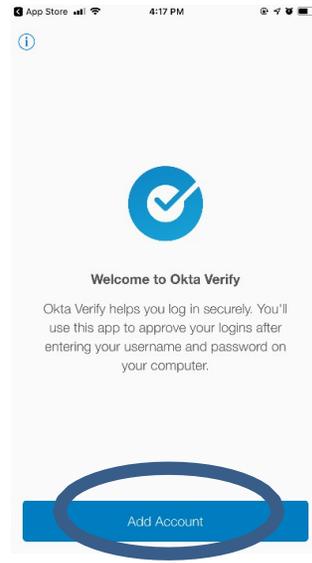


On mobile device:

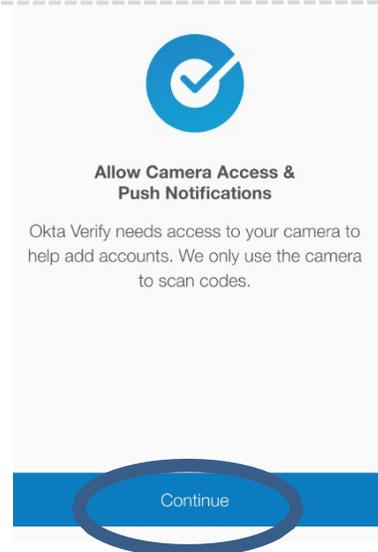
- + Locate your mobile device's app store
- + Search for **Okta Verify app** and Install it



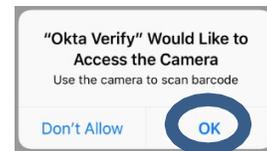
+ Touch **Add Account**



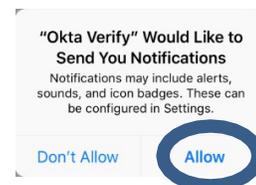
+ Touch **Continue**



+ Touch **Ok**



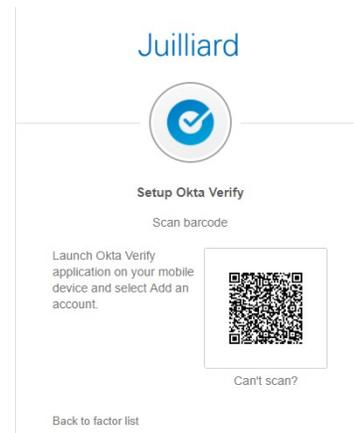
+ Touch **Allow**



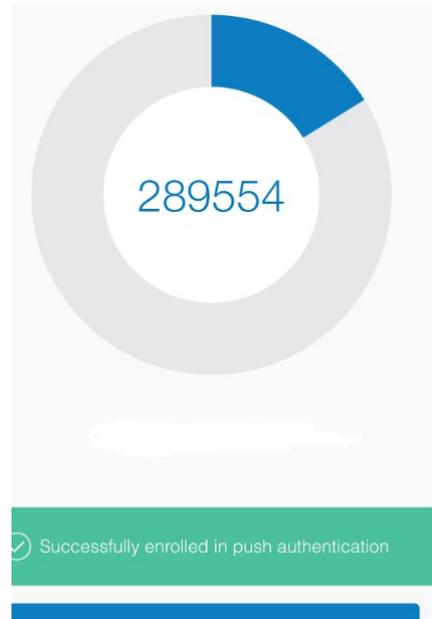
- + *On device signed into Okta:*
Click **Next** on the device signed into Okta



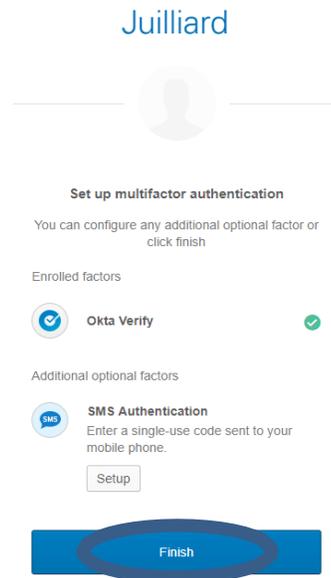
- + *On mobile device:*
Launch Okta Verify App
Scan barcode displayed on screen



- + Once barcode is scanned receive successfully message



- + On device signed into Okta:
Click **Finish**



IV. Password Management

A. Introduction

- + Passwords are an important information security control that are intended to prevent unauthorized access to IT resources and thereby protect you and the School's confidential information. The length of a password is the most important security feature and therefore may vary depending on one's role at the School. The following are the general password requirements at Juilliard, which are automatically enforced by our system.

B. Password Requirements

- + Password length
 - Staff → 14 characters
 - Faculty → 8 characters
 - IT → 20 characters
 - Extension → 8 characters
- + Password complexity: (Must meet **3** out of the 4 complexity rules below):
 - At least one numeral
 - At least one uppercase letter
 - At least one lowercase letter
 - One special character, e.g., @ # \$ % & *

C. Password Reset

- + Open a web browser and navigate to Juilliard.okta.com
***Prior to resetting your password, you must have registered with Okta

+ Click on Need Help signing in?

Need help signing in?

+ Click on Forgot password?

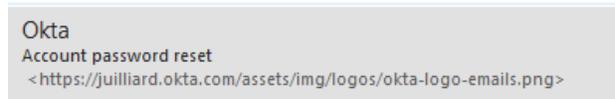
Forgot password?

+ Enter your **Juilliard email address**

SMS can only be used if a mobile phone number has been configured.

- + Click the desired Reset method
 - o *Reset via SMS*: Okta will send a text message to the registered mobile device please enter verification code and follow screen prompts
 - o *Reset via Email*: Enter desired email address & Okta will send you an email

- Open email
- Locate Reset Password link in the email and follow the prompts



This link expires in 1 hour.

+ Enter the answer to your security question

Juilliard

Answer Forgotten Password Challenge

Where did ... ?

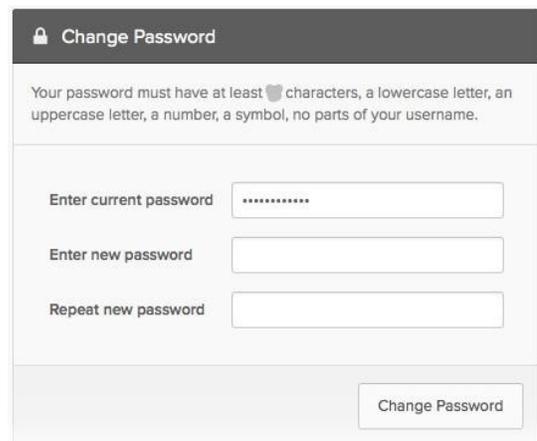
Show

Sign Out

-
- + Enter current password and then enter new password
 - o What are the [password requirements?](#)

- + Click Change Password

(Once you've change your password successfully, log out of Okta/Juilliard Computer and log in with the new password)



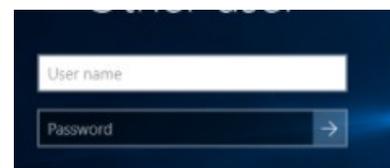
V. Logging in to a Juilliard Computer

A. Introduction

- + If you have been provided a Juilliard computer that runs on Windows or Mac, the first step in accessing email and the Internet is to log on to your computer. The following are instructions on the log-in process:

B. Log-in Steps

- + Turn on the computer
- + At the login screen, enter your **Juilliard username and password**
- + You will be prompted to change your password
 - o See above for password requirements.



VI. Juilliard Email

A. Introduction

- + As an authorized Juilliard user, you will be provided a Juilliard email account. The form of the address will be dependent on your role at Juilliard. More information can be found here: <https://my.juilliard.edu/information-technology-juilliard/oktaaccounts>

Please note that you must comply with requirements for sending email as set forth in the Information Security and Governance Policy found here:

<https://my.juilliard.edu/juilliard-information-technology/document/information-security-and-governance-policy>

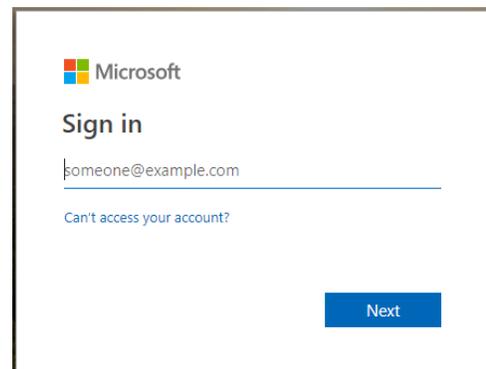
Also note that email is inherently insecure as it is relatively easy to send and forward confidential information outside the Juilliard network. Therefore, always exercise good judgment in composing and sending email by removing sensitive information and checking the “To” line to ensure the email is destined for the intended recipients.

- + Juilliard alumni hired as staff will be given an additional staff account that will be terminated when their employment ends. If they need their alumni account back, they must contact Service Desk and have IT setup the account again.

B. Outlook Web App

- + Juilliard maintains a web-based email service, Outlook Web App (OWA), which means you access email via a Web browser rather than an email client installed on your machine. The following are the steps to setting up and accessing email via OWA:
- + Open a Web browser
- + Navigate to mail.juilliard.edu

-
- + Enter your **Juilliard email address** when prompted
 - + Click **Next**



Microsoft

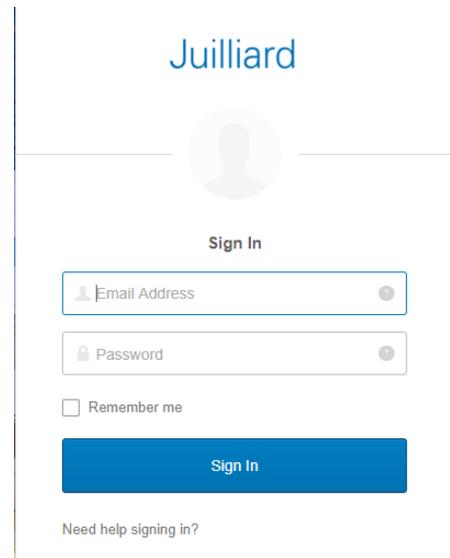
Sign in

someone@example.com

[Can't access your account?](#)

Next

- + Enter your **Juilliard email and password**
- + Click **Sign in**



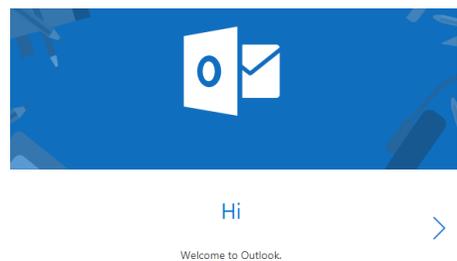
The image shows the Juilliard sign-in page. At the top, the word "Juilliard" is displayed in blue. Below it is a circular placeholder for a profile picture. The text "Sign In" is centered. There are two input fields: "Email Address" with a person icon and "Password" with a lock icon. Below these is a checkbox labeled "Remember me". A large blue button labeled "Sign In" is positioned below the checkbox. At the bottom, there is a link that says "Need help signing in?"

- + Select desired response for question



The image shows a "Stay signed in?" dialog box. It features the Juilliard logo at the top, followed by the email address "apachod@juilliard.edu". The main heading is "Stay signed in?". Below this is the text: "Do this to reduce the number of times you are asked to sign in." There is a checkbox labeled "Don't show this again". At the bottom, there are two buttons: "No" (grey) and "Yes" (blue).

- + Please follow the first-time setup



- + Select desired **Language and Time Zone**



The image shows the Outlook first-time setup screen. It features a blue header with a cityscape illustration including the Sydney Opera House, the Eiffel Tower, and the Leaning Tower of Pisa. Below the header, the text "First, we need to set up a few things" is displayed. There are two dropdown menus: "Language" set to "English (United States)" and "Time zone" set to "(UTC-04:00) Turks and Caicos".

+ Select desired **theme**



+ Setup **Email Signature**

- *Signature specifications:*
- Logo height and width: .21 x .94
(right click on the logo - select “size & position” to edit)
- Name: Calibri, Size 9pt, black
- Title: Calibri: Size 8pt and *italicized*, black
- Department, “The Juilliard School”, address, phone number and extension: Calibri: Size 8pt, black



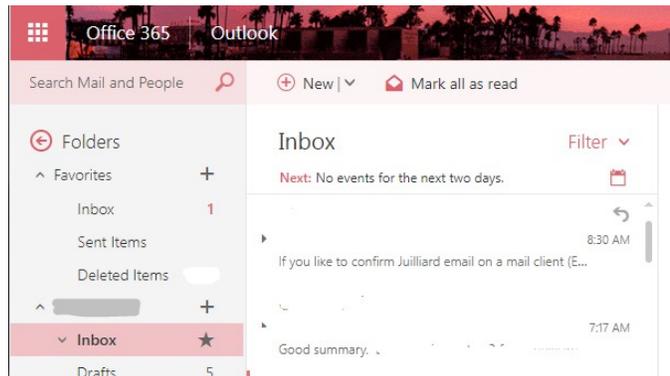
+ Example signature:

Juilliard

First Name Last Name | *Title (PLEASE NOTE ITALICS)*
Department
The Juilliard School
60 Lincoln Center Plaza
New York, NY 10023
212-799-5000 ext. 1234
juilliard.edu

My gender pronouns: he/him/his
([What's this?](#))

- + Once you've logged in successfully, you will have access to your mail



- + If you would like to sign out, click on your **name/silhouette** located at top right corner



- + Select **Sign out** option

Sign out

C. Mail Client Computer Configuration

- + Open Mail Client

- + Select option to **Add Account**

Add Account

- + Select **Exchange, Office 365**



- + Enter your **Juilliard email address** and **password**

Name:
Email Address:
Password:

- + Send a test email to your Juilliard email address to confirm you are receiving email

VII. Juilliard Wi-Fi

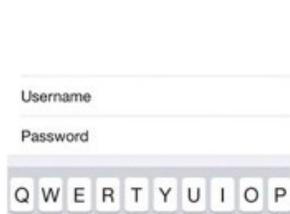
A. Introduction

Wi-Fi technology enables wireless access to the Internet. There are four wireless domains at Juilliard, you can find more info about our full list of wireless networks here: <https://my.juilliard.edu/information-technology-juilliard/wifi-wireless-network-and-services>

- + **JUILLIARDwifi** is the principal Wi-Fi SSID used by students, faculty and staff. It enables a wireless connection to the same IT resources that are accessible via a Juilliard desktop computer. In other words, connecting to the network via JUILLIARDwifi is the wireless equivalent of logging into the School's desktop computers so a Juilliard username and password are required for authentication.
- + **JUILLIARDguest** provides wireless access to the Internet by visitors and guests. It does not facilitate access to Juilliard internal IT resources. Guests are required to authenticate each calendar day.

B. How to connect to JUILLIARDwifi

- + Select **JuilliardWiFi** from the advertised networks
- + **Wi-Fi authentication** enter your:
 - o *Juilliard username* (no need to enter "@juilliard.edu" at the end)
 - o *Juilliard password*



Username

Password

Q W E R T Y U I O P



Windows Security

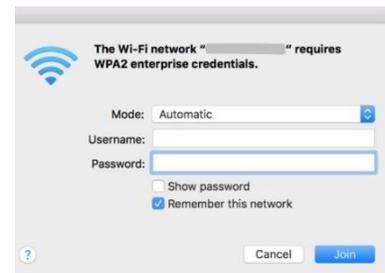
Network Authentication

Please enter user credentials

User name

Password

OK Cancel



The Wi-Fi network " " requires WPA2 enterprise credentials.

Mode: Automatic

Username:

Password:

Show password

Remember this network

Cancel Join

- + **Install and trust** the Wi-Fi profiles when prompted

VIII. **Connecting to the Juilliard Network Remotely**

While most services are cloud-based and available anywhere you have internet access, there may be times when working remotely you may need access to the Juilliard IT internal network. For those situations we have a VPN available for Staff and Faculty with approval from their managers and the IT Department. This allows you to connect to Juilliard's internal network and requires approval/software to be installed on your Juilliard-issued device.

You can find more information about working remotely at our site here:

<https://my.juilliard.edu/information-technology-juilliard/working-remotely>

IX. **Phone Services – Teams and RingCentral**

The Juilliard School offers staff and faculty a suite of services for keeping in contact with colleagues, students and other partners using Microsoft Teams and RingCentral. Voice, video, messaging and more are available on your own mobile device, Juilliard-owned desktop computers and telephones. You can find more information on our site here:

<https://my.juilliard.edu/information-technology-juilliard/telephone-services>

If you have been assigned a Juilliard Phone extension within RingCentral, follow the instructions of the [RingCentral User Guide](#) to learn more on how you to use the services for phone calls.

X. **Conclusion**

Juilliard offers a wide variety of technological services and while it may feel daunting at times, our team is here to help you navigate through it all. If you have any questions or would like additional information on anything, please do not hesitate to reach out to our team to help support you.

Welcome to Juilliard!

-Juilliard Information Technology Department