Information Technology Services
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An Introduction to ITS:

This document is a brief introduction to our ITS department. All new staff will receive an introduction to our department within their first 15 days of their employment with a supported department. If this has not happened for any reason please contact our helpdesk and we'll gladly schedule one.

What is an ITS or Echo account and how is it different from a Rutgers NetID?

While the username used to access these two accounts may be the same, the ITS, or Echo, account is not the same as a Rutgers NetID.

An ITS or Echo account is the primary account New Brunswick IT Services provides to its users. This account is to be used exclusively to access the services provided by our department, such as.
- Logging into any desktop computer maintained by New Brunswick ITS
- Accessing the online Help Desk at https://kbox2.rutgers.edu

Whereas your Rutgers Netid account is used for the services listed below
- Accessing RUWireless
- Logging into Cornerstone
- Accessing your Rutgers Connect email
- Accessing any Rutgers Service that redirects to https://cas.rutgers.edu

ITS Help Desk:

We are your one stop shop for all matters IT. We are open Monday through Friday from 8:30 am to 4:30 pm. If calling after hours, please leave a detailed message and we will return your call the next business day.

Phone: (848) 932-7248
Email: its@echo.rutgers.edu

ALL users should contact the help desk themselves. Our help desk operators are equipped to resolve a large number of problems on the first contact. Please have the following on hand prior to calling us to help expedite your request.
- Your name
- Your contact information (Phone number and email address)
- Your computer name (found on the top right of the monitor)
  - Similar to the following example: 12MOR221C2
- Detailed description of your problem
- Best time to contact you during the next business day(if you reach us after hours and leave a voicemail)

Outages and Emergency Notifications

Please follow us on Twitter @uesaits for outage and emergency notifications.

Our Computing Environment:
Standard Software – Available on Windows 10 computers
- Microsoft Office Professional Plus 2016 – (Access, Excel, InfoPath, Outlook, PowerPoint, Publisher, Word)
- Symantec Endpoint Protection – Antivirus
- Adobe Reader
- Flash player
- Java

Additional software can be installed by accessing KACE or by contacting our help desk.

Standard Software - available on Macintosh computers:
- Office 2016 (Excel, Outlook, PowerPoint, Word, OneNote)
- Symantec Endpoint Protection - Antivirus
- iLife and iWork apps, Firefox, Skype, Remote Access, etc..

Additional Software available at cost:
- Adobe Creative Cloud, CrashPlan (backup)

All software is kept up to date and secured by ITS.

Special software requests and purchases can be paid for by your department.

Ticketing System – KACE
In addition to emailing and calling into the help desk for support, all of our users have access to our online ticketing system to submit and track tickets for their requests. The KACE system also allows you to install software on your own. Please visit the following page to log in:
https://kbox2.rutgers.edu
Username and password are the same that you use to log into your computer with
Organization: UESAITS

Computer Installation, Maintenance, and Relocations:
All of the computers are installed and managed by our office. New Brunswick IT Services supplies computers for full-time staff members. All other staff members and students are supplied computers as they become available.

In order to move a computer, we must receive at least 1 week's prior notice. Computers must be moved by our staff members as the computers are physically and digitally locked down to their current configuration.

New Computer Replacement Cycle:
New Brunswick IT Services maintains a computer lifespan cycle database. Computers are replaced according to a ranked replacement formula, or approximately once every 3 years.
All replaced computers are used by ITS for redeployment per our list.

Frequently Asked Questions:
- Accessing your E-mail and Calendar at work
  - o Outlook is used to check your e-mail and calendars
  - o We offer departmental e-mail accounts and calendars as well
- Accessing your E-mail and Calendar elsewhere
  - o E-mail can be checked from any internet connection via https://connect.rutgers.edu
- Remote Desktop Connection
  - o Most often used to connect to your desktop at home. Note that this is only available for full-time staff after requesting the service through our Help Desk
  - o Must use ITS' VPN connection before connecting to your desktop
- Instructions on setting up VPN connection are available at https://its.rutgers.edu/documentation
- Mobile Device Support
  - o All smartphone devices are currently supported
  - o Instructions on setting up these devices are available on https://its.rutgers.edu/documentation
- Additional computers needed for student staff, part-time staff, etc…
  - o Computers will be supplied by ITS if equipment is available
  - o Request(s) will be put on waiting equipment list if unavailable
  - o If the computer(s) is/are needed sooner, the department can place a request to purchase them

Purchasing:
Anything that plugs or installs into a network or a computer **MUST** be purchased through New Brunswick IT Services. The requesting department pays for all requested peripherals.
For example:
- Printers
  - o All printers are purchased through ITS and paid for by the requesting department
  - o All-in-one/Multifunction & Inkjet printers are not recommended to purchase
  - o We encourage the use of network printers and leasing your copier. Please contact us for further details
- Scanners
  - o Local scanners are recommended (e.g. attached to your computer only)
- Other Devices
  - o Digital Cameras, audio recorders, copiers, and any other devices connected to a computer or the network must be requested through New Brunswick IT Services to insure compatibility with your computer

Policies:
To view our computing policies please visit the following page: http://its.rutgers.edu/policies

Projects:
Please contact our office for all your IT Project needs. We can assist with website development, implementation of cloud based solutions, and many more! You should contact us prior to signing any contract or performing any purchases.

We have the expertise to successfully design and implement IT solutions in all of our supported offices.

To submit a new project, please visit the following page:
https://its.rutgers.edu/forms