

Welcome

End of this August 2010 we are celebrating our fifth year in this new building. As you may have perceived, it is a state of the art building carefully designed to serve our students, faculty and staff in the best possible way. The technology infrastructure that we have in place is capable of handling the constantly increasing demand for information services.

We strive to give you enterprise services with a personal touch as best as possible. Our commitment to “do better and better every day” is visible in our way of serving you. Managing priorities is one of the most difficult challenges as well as maximizing our resources versus constraints at the same time aiming to increase the throughput of our services.

“The Office of Technology & Information Services is responsible for the implementation, integration and enhancing technology in support of the TWU educational environment.” Information Technology Services – Houston team is here to meet your technology needs and provide related services. My point of view is that this is only possible if we work as a team. That’s my philosophy and practice.

Welcome to this great place to work, place of great accomplishments and great student community.

I truly hope that our commitment to serve you is noticeable and we make a great team serving our utmost student community.

I. Carlos Da Silva, M.SC.
Manager, Technology and Information Services
– Houston



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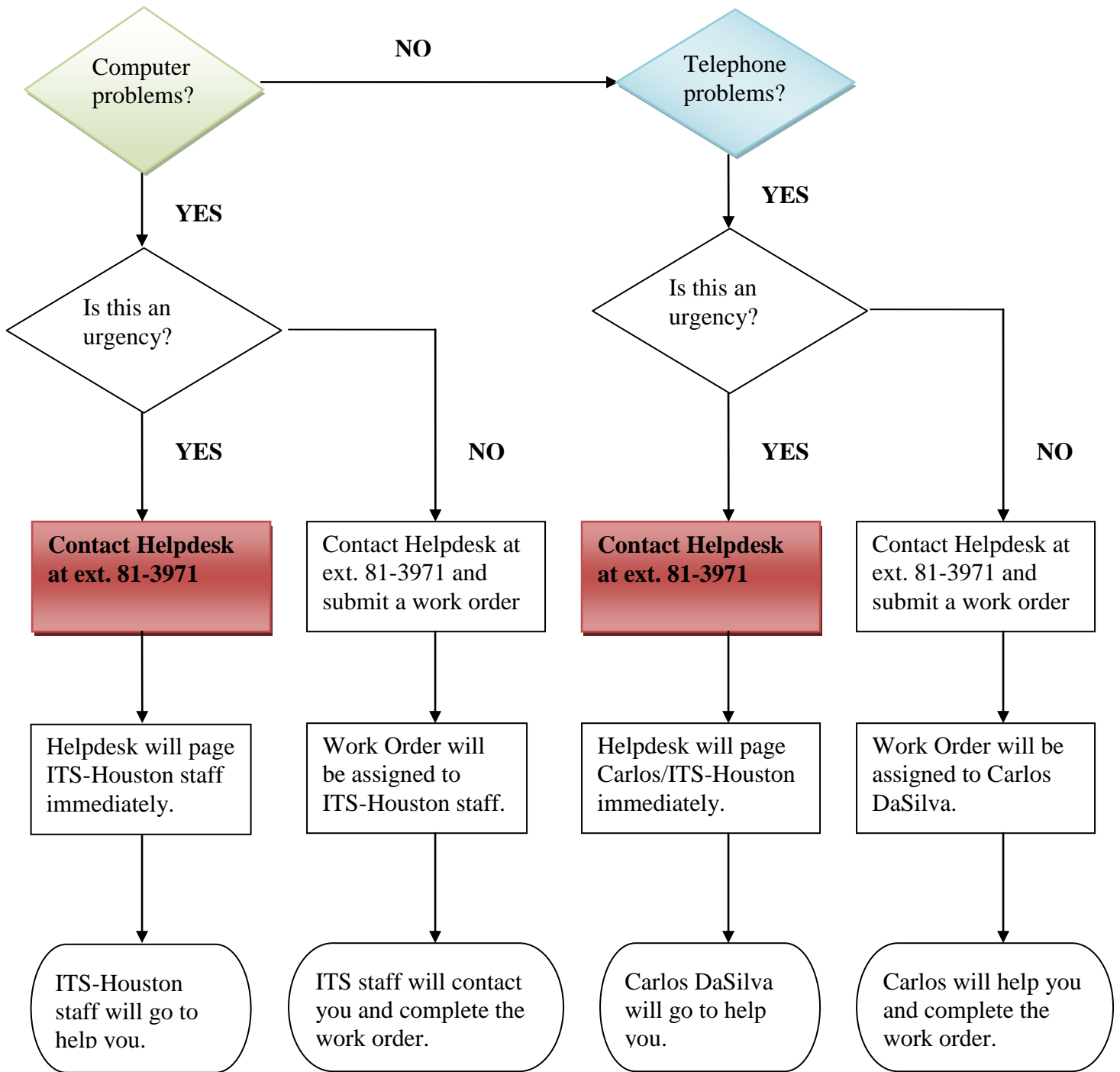


Hours: Mon.-Thur. 7:30am-9pm, Fri. 7:30am-5:00pm, Sat. 8:00am-5:00pm, Sun. Closed.

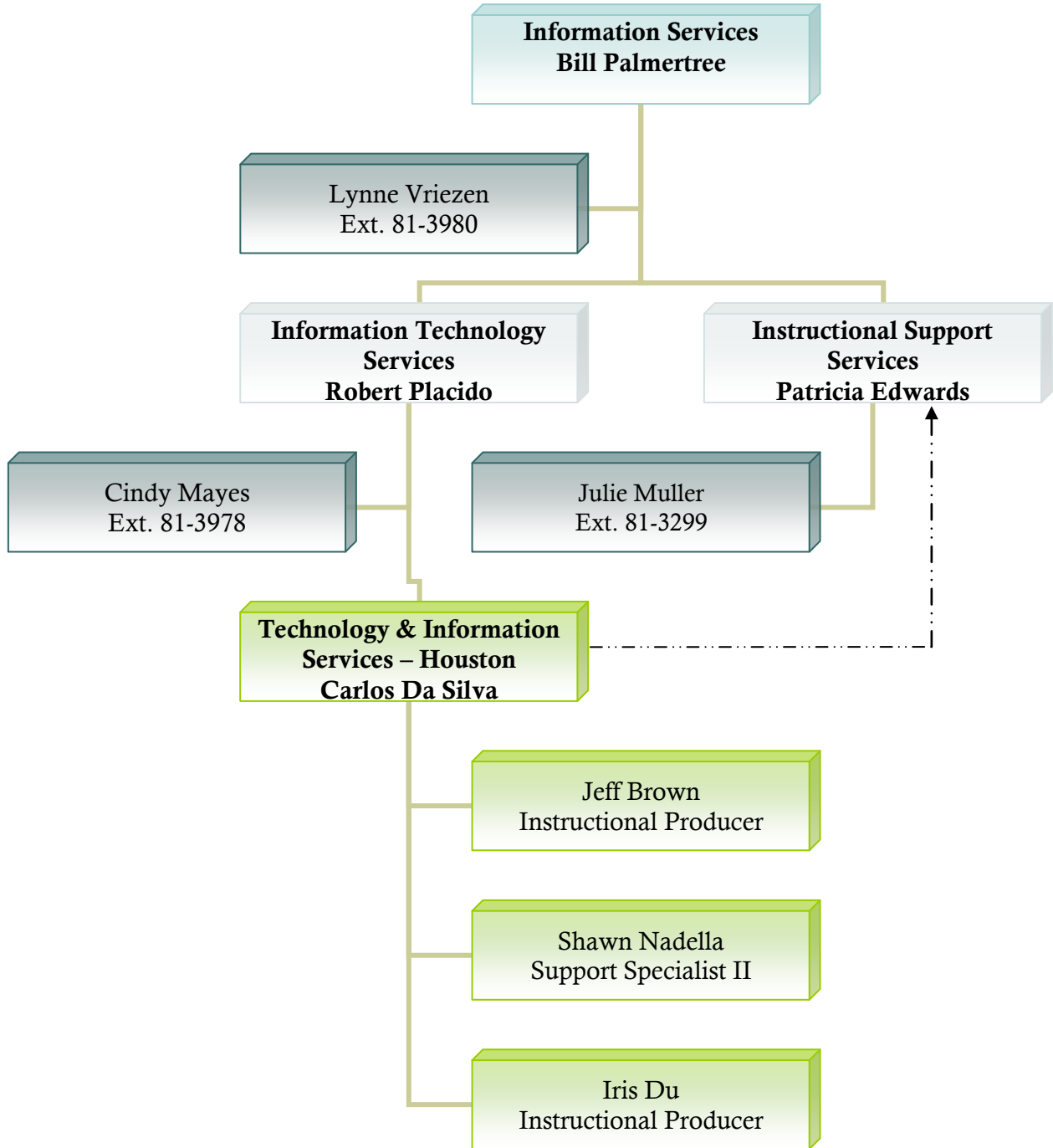
Phone Support: from campus 813971. Off-campus: dial (713) 794-2044, then 813971.

Web Support: <http://www.twu.edu/help-desk/>

HOW TO DIAGRAM



ORGANIZATIONAL CHART



INFORMATION TECHNOLOGY SERVICES

Services and technologies available to the Houston campus include:

- 116 seat computer lab with 5 laser printers and 3 scanners.
- 3 computer classrooms totaling 113 computers.
- 4 videoconference classrooms for connecting to all 4 TWU campuses and to participating partners across the USA and foreign countries.
- Digital video camera for recording lectures and seminars.
- Digital video services:
 - Convert VHS tapes into DVDs.
 - Create audio/visual content that can be streamed campus-wide or posted in Blackboard as flash videos or a Podcast.
- Computer training classes:
 - Blackboard training
 - Pioneer Portal training
 - Microsoft Office 2007 programs training, including Word, Excel, PowerPoint, Outlook, and Publisher
 - Colleague R18 navigation training
 - Windows XP operating systems
 - Instructional Design
 - Online Teaching Tools
 - Web development
 - Classroom Technology
 - Software Applications
 - Scanning
 - CD/DVD burning
- End-user software and hardware one-to-one training as needed.
- Poster design and printing services.
- CD/DVD duplicating services.
- Scantron grading.
- Telephone and voice mail services.
- Wireless Network accessibility throughout the building.
- Technology Resource Room 4116 is available to faculty and students by reservation in a 3-hour block. It's equipped with a PC with photo and video editing software, a microphone for audio recording, a Canon scanner, a Samsung DVD recorder, a JVC deck, a digital multi-card reader, and a 24" wide-screen monitor for ease of viewing.

VOICEMAIL AT TEXAS WOMAN'S UNIVERSITY

Voicemail is often characterized as an answering machine. Where a home answering machine works for one telephone number, the voicemail equipment at TWU links together hundreds of telephones and voicemail boxes. The voicemail equipment also provides message annotation, forwarding to TWU phone numbers, distribution lists, call screening and other features.

A voicemail box is the collection of messages that have been recorded by callers to a TWU extension. Most TWU extensions which are assigned to faculty or staff have or will have a voicemail box working with the extension. The voicemail box number is the same as the extension number. The extension in your office is answered by a voicemail box with the same number. When a call to your extension is not answered, it will automatically be routed to the voicemail box for your extension if you have forwarded your phone to voicemail. The caller will then be able to record a message.

CALLING THE VMX SYSTEM: within TWU: 81 4646 outside TWU: (713) 794-2044

HOW TO FORWARD YOUR CALLS TO VOICE MAIL

Here is the information necessary to activate voice mail in your department. The first step is to clear your phone of all forwarding. Please go through these steps even if you do not think your phone is forwarded. This is done by picking up the receiver, press the # sign, press 1, and then hang up. Then, pick up the receiver, press the # sign, press 2, and then hang up. This must be done in two separate actions.

There are two ways to forward your phone to voice mail. Pick up the receiver, press the * key, then 1, then 81 4646, and then hang up. This action will forward all calls immediately to voice mail. *Please be aware that this option will not give you the chance to answer the call.* To undo this action, press the # sign, and then press 1.

The other way to forward your phone to voice mail is to pick up the receiver, press the * key, then 2, then 81 4646. This will allow the phone to ring in your office about 4~6 times before voice mail picks up the call. Voice mail will immediately answer the call if you are on the phone.

To check phone forwarding, call your phone number from your own phone. If voice mail answers, you have forwarded your phone correctly. If voice mail does not answer, follow the steps above to completely clear your phone and reset phone forwarding.

For questions concerning voicemail, please contact Voice Mail at voicemail@twu.edu .

Getting Started with Voicemail

Setup voicemail from your desk phone:

1. Call the voicemail system extension 81 4646.
2. When the system answers, press # to access voicemail.
3. The system will ask for a security code, enter 1234. The system will prompt you to enter a new security code between 4-10 digits. It cannot be the same or similar to your phone number
4. The system will prompt you to record a nametag. This is your name or name and department only.
5. The system will prompt you to record a greeting. This will play for callers when they reach your voicemail.
6. When finished, hang up.

Setup when voicemail will answer:

1. Clear all previous forwarding.
 - a. Pick up the receiver, press #1, hang up.
 - b. Pick up the receiver, press #2, hang up.
2. Forward your phone to the new voicemail system.
 - a. For all call forwarding, meaning all calls go directly to voicemail, pick up the receiver, press *1 81 4646, hang up.
 - b. For partial forwarding, meaning calls go to voicemail if there is no answer or busy, pick up the receiver, press *2 81 4646, hang up.

Common functions of the voicemail system:

Access from office phone	call 81 4646, enter security code
Listen to new	press 11
Listen to saved	press 1 2
Save a message	press 1
Fwd a message	press 2
Delete a message	press 7
Reply to a message	press 52
Call back the sender of a message	press 51
To bypass a greeting	press #
To record a greeting	press 541
Listen to greeting	press 542
Change security code	press 553
Time/date message stamp	automatically read
Log out of box	hang up

See Voicemail Manual on next page for detailed functions.

COMMUNITE MAIN MENU

- Manage Voice Messages... **1**
- Manage Faxes..... **2**
- Manage Email..... **3**
- Send Voicemail..... **4**
- Manage Personal Options. **5**
- Calendar Access..... **6**
- Access another Mailbox... **8**

COMMUNITE 2.4

Enter the System

1. Dial voicemail system number: **814646**
2. Enter mailbox number, then #.
3. Enter the passcode, then #.

Features Available at all Times:

- Return to previous menu: *
- Finish a key entry: #
- During playback you can:
- Save current message 1
- Forward message to extension 2
- Skip to the next message 3
- Replay current message 4
- Rewind 6 seconds 5
- Fast forward 6 seconds 6
- Delete this message, play next 7

Manage Voice Messages

- Listen to New Messages 1
- Listen to Saved Messages 2
- 1 Save current voicemail
- 2 Forward message to extension
 - Enter number followed by # +
 - 2 Dial by name +
 - 3 Dial by personal group +
 - 4 Dial by personal contact +
 - 5 Dial by system distribution list +
- +These options will be repeated to you until you press # to finish addressing recipients.*
- 3 Skip to the next message
- 4 Replay current message
- 5 Reply to current message
 - 1 Call back to this number, then listen to call options.
 - 2 Reply with voicemail. Listen to reply options, Record message. Hear special options.
- 6 Play text in message body
- 7 Delete this message, play next
- 8 Play envelope information

Manage Faxes

- Manage New Faxes 1
- Manage Saved Messages 2
- 1 Save current fax
- 2 Forward message to extension
 - Enter number followed by # +
 - 2 Dial by name +
 - 3 Dial by personal group +
 - 4 Dial by personal contact +
 - 5 Dial by system distribution list +
- +These options will be repeated to you until you press # to finish addressing recipients.*
- 3 Skip to next fax
- 4 Receive fax. Enter destination number followed by #
- 7 Delete current fax and play next
- 8 Play envelope information

Manage Email

- Manage New Email... 1
- Manage Saved Email... 2
- 1 Save current email message
- 2 Forward email to extension
 - Enter number followed by # +
 - 2 Dial by name +
 - 3 Dial by personal group +
 - 4 Dial by personal contact +
 - 5 Dial by system distribution list +
- +These options will be repeated to you until you press # to finish addressing recipients.*
- 3 Skip to next email
- 4 Replay current message
- 5 Reply to email with voicemail
 - Record your message and ...
 - Send message **Hang up**
 - Hear special options 1
- 6 Play text in email body
- 7 Delete e-mail, play next
- 8 Play envelope information

Send Voicemail

- Enter number followed by # +
- 2 Dial by name +
 - 3 Dial by personal group +
 - 4 Dial by personal contact +
 - 5 Dial by system distribution list +
- +These options will be repeated to you until you press # to finish addressing recipients.*

- Record your message and
- Send message **Hang up**
- Hear special options 1
- To send, hand up or:
- 2 Review
 - 3 Rerecord
 - 4 Send, return to main menu
 - 5 Cancel, return to main menu
 - 6 Set priority
 - 7 Schedule future delivery
 - Set time (in military format) 1
 - Set date 2
 - Finish or skip 3
- *Cancel replay and return

Manage Personal Options

- Set User Status** 1 **5**
- 1 Available
 - 2 Away from Desk
 - 3 At Lunch
 - 4 Do Not Disturb
 - 5 Gone Home
 - 6 In a Meeting
 - 7 Out of the Office
 - 8 Out of Town
 - 9 On Vacation
 - 10 Working from Home

Manage Personal Options (cont'd)

- Manage** 4 **5**
- Personal Prompts**
- 1 Record voicemail greeting
 - 2 Listen to voicemail greeting
 - 5 Record your name
 - 6 Listen to your name prompt
 - 9 Toggle greeting on and off
- Administrative Options** 5
- 1 Manage Personal groups
 - 3 Set your Passcode
 - 4 Playback options
 - 1 Set verbose or brief playback
 - 2 Sort by oldest or newest first
 - 3 Play high priority messages first
 - 4 Play mailbox confirmation
 - 5 Play status confirmation
 - 6 Configure message types
 - 5 Notification Options
 - 1 Change method
 - 2 Reason
 - 3 Schedule
 - 4 Phone number

Manage Personal Options (cont'd)

- Manage Deleted Messages** 7 **5**
- 1 Manage Deleted Voicemail
 - 1 Save current voicemail
 - 2 Forward message to extension, and listen for more options.
 - 3 Skip to next message
 - 4 Replay current message
 - 5 Reply to current message
 - 1 Call back to this number. Listen to options.
 - 2 Reply with voicemail, record message, listen for special options.
 - 6 Play text in message body
 - 7 Delete current voicemail (final)
 - 8 Play envelope information
 - 2 Manage Deleted Faxes...
 - 1 Save current fax
 - 2 Forward fax to extension, and listen for more options.
 - 3 Skip to next fax
 - 4 Receive fax (enter destination number followed by #)
 - 7 Delete current fax (final)
 - 8 Play envelope information options.

Manage Personal Options (cont'd)

- Manage Deleted Messages (cont'd)** 7 **5**
- 3 Manage Deleted Email...
 - 1 Save current email
 - 2 Forward email to extension, and listen for more options
 - 3 Skip to next email
 - 4 Replay current email
 - 5 Reply to current email
 - 1 Call back to this number. Listen to call
 - 2 Reply with voicemail, record message, listen for special options
 - 6 Play text in email message
 - 7 Delete current email (final)\
 - 8 Play envelope information
 - 4 Restore all messages...
 - 5 Erase all messages...

Calendar Access

To listen to today's appointments, press 1 followed by #

To listen to appointments for a specific date, enter the two-digit month, two-digit date, and two-digit year.

Access another mailbox folder

Follow the prompts to access your custom subfolders, your Sent Items folder, or your Deleted Items folder.

Press 0 to return to your Inbox.

KEYS AND LAMPS

FUNCTION KEYS

ANS (Answer)

When LED on this key is lighted, press key to answer a waiting call.

CNF (Conference)

Press key to establish a three-way conversation.

LED on key lights when key is active.

FNC (Function)

Used to activate terminal setup functions and to program One-Touch Speed Dial/Feature Keys.

HOLD

Press key to place an internal or external call on hold.

LNR/SPD

(Last Number Call/Speed Calling)

Press key to activate Last Number Call redial and Speed Calling.

RECALL

Press key to terminate established call and reseed internal dial tone.

SPKR (Speaker)

Controls the built-in speaker which can be used for Hands Free dialing/monitoring. LED on key lights when key is active.

TRF (Transfer)

Allows the station user to transfer established calls to another station, without attendant assistance.

UP/DOWN (▲ ▼)

Used to adjust LCD contrast, speaker/receiver volume, and ringer volume.

- **LCD Contrast:**
Press ▲ or ▼ key while idle.
- **Speaker/Receiver Volume:**
Press ▲ or ▲ key during conversation.
- **Ringer Volume:**
Press ▲ or ▲ key during ringing.



ETJ - DTerm Series III

FUNCTION KEY ACTIVITIES

FNC + 1 = Turns microphone on or off.

FNC + 2 = Adjusts handset receiver volume.

FNC + 3 = Selects ringer tone.

FNC + 4 = Adjusts transmission/receiving volume.

FNC + 5 = Activates hands-free operation.

FNC + 6 = Deactivates hands-free operation.

LAST NUMBER REDIAL

TO RECALL THE LAST NUMBER DIALED

- Press **LNR/SPD**. Receive dial tone.
- Press *****. Outside or internal station is automatically redialed.
- When party has answered, lift handset to converse.

TO ORIGINATE A CALL USING SPEED CALLING (ONE-TOUCH BUTTONS)

- Press desired **SPEED CALL** button, or press **SPKR** and **SPEED CALL**.

TO PROGRAM

(Available only on D^{term} stations with speed calling keys.)

- Press **FNC** button.
- Press desired **SPEED CALL** button.
- Enter desired telephone number or feature code on the keypad. Display indicates digits dialed.
- Press **FNC** again to save the number.

SYSTEM FEATURES

CALL FORWARD ALL CALLS

Dial * 1 + the four digit extension to which you are forwarding your calls. Dial #1 to cancel.

In this mode you will receive a fast busy when trying to use your phone.

CALL FORWARD/NO ANSWER OR BUSY LINE

Dial * 2 + the four digit extension to which your calls should be forwarded. Dial #2 to cancel.

The call is forwarded if busy, or if not answered after about six rings. Using this feature will not interfere with the normal use of your phone.

CALL PICKUP GROUPS

Certain departments assign extensions within an area to call pickup groups. This allows any phone to answer an incoming call of any other extension within the pickup group. To answer, lift the handset and dial * 8.

FEATURES OF SINGLE LINE PHONES

CALL PARK

To park a call, press FLASH and dial * 3. To retrieve a call at the same location, dial #3. This frees your line to make another call.

You may retrieve the call from any other extension by dialing #4 + your extension number.

CALLBACK

If the on campus extension you are dialing is busy, press FLASH and dial *5. Your phone will ring when the party's line is free and the party's line rings when you lift the handset.

HOLD

Press FLASH * 4 to put a caller on hold. To retrieve the call hang up and the call will ring back.

TRANSFERRING CALLS

Press FLASH + the extension. You may stay on the line and announce the caller or hang up for a blind transfer.

CONFERENCE CALLS

With one party on your line, press FLASH and dial the second party's phone number. When the second party answers, press FLASH again to initiate the conference.

FEATURES OF MULTI-LINE PHONES

CALL PARK

To park a call, press TRANSFER and dial * 3. To retrieve a call at the same location, dial #3. This frees your line to make another call.

You may retrieve the call from any other extension by dialing #4 + your extension number.

CALL BACK

If the on campus extension you are dialing is busy press CALL BACK. Your phone will ring when the party's line is free and the party's line rings when you lift the handset.

HOLD

You may place a call on hold by pressing the red HOLD button. To retrieve, press the desired line.

EXECUTIVE HOLD

To restrict any other phone from retrieving a caller on hold press HOLD twice. Display will show EHD. You will only be able to retrieve the call from your phone.

TRANSFERRING CALLS

Press TRF and dial the extension. You may stay on the line and announce the caller or hang up for a blind transfer.

CONFERENCE CALLS

With one party on your line, press TRF and dial the second party's phone number. When the second party answers, press CNF to initiate the conference.

SPEED DIALING

To program any speed dial buttons, press FNC key, and then press the button you wish to program, dial the complete phone number or extension, and press the FNC key again. You will see SPD SET on your display. To use speed dialing lift the handset and press the desired button.

LAST NUMBER DIALED

To redial the last number you dialed lift the handset and press LAST # (LNC).

RECALL

If you misdial or wish to disconnect, press RECALL to receive dial tone.

ADMINISTRATIVE DIALING INSTRUCTIONS

ON CAMPUS CALLS

Dial the four digit extension number.

CAMPUS TO CAMPUS CALLING

Dial 8+ the campus code of the campus you wish to call + the four digit extension number.

CAMPUS CODES

81 Denton	83 Presbyterian
82 Parkland	84 Houston

LOCAL

Dial 9 + the seven or ten digit phone number.

LONG DISTANCE

Dial 9, 1 + area code + seven digit phone number, wait for the prompt (beep-beep) and enter your private authorization code (PAC).

Includes USA, Canada, Virgin Islands and Puerto Rico.

INTERNATIONAL

Dial 9, 01 + country Code + city code (if applicable) + number, stay on the line for operator assistance.

Note: Your University PAC cannot be used for international calls.

DIRECTORY ASSISTANCE

Check with your local directory assistance for the exact charges.

CREDIT CARD AND OPERATOR ASSISTED

Direct Dialing

Dial 9, 0 + area code + seven digit number, wait for "Bong Tone" and enter your phone company calling card number. To use other credit cards stay on the line for operator assistance.

Operator Assisted

If you need assistance in dialing the number, dial 9, 0 and stay on the line for operator assistance.

Credit Options

Calls may be charged to the following: Phone Company Calling Cards (GTE, Southwestern Bell, etc.), Sprint's FON card, American Express, Diner's Club, Discover, Visa, Mastercard, Carte Blanche, JCB (Japan Credit Bureau), collect and third party numbers (domestic numbers only).

Your University PAC cannot be used for operator assisted calls.

NOTE: Proprietary long distance cards, such as MCI, require special access. To place a call, please follow the directions on the back of the credit card.

TOLL FREE

Dial 9, 1 + 800(or 877, 866) + seven digit phone number.

USING YOUR PAC

Security of your Private Authorization Code is your responsibility. Do not use it for personal calls or share it with anyone.

The PAC is individually and uniquely assigned to you. If you want to make long distance calls, your manager will sign the request form for you and will assign which account the calls should be charged to.

In case you change departments, you need to request a new PAC and inform Information Technology Services of your move.

If a wrong or inactive PAC is entered, a fast busy is heard.

SERVICE REPORTS

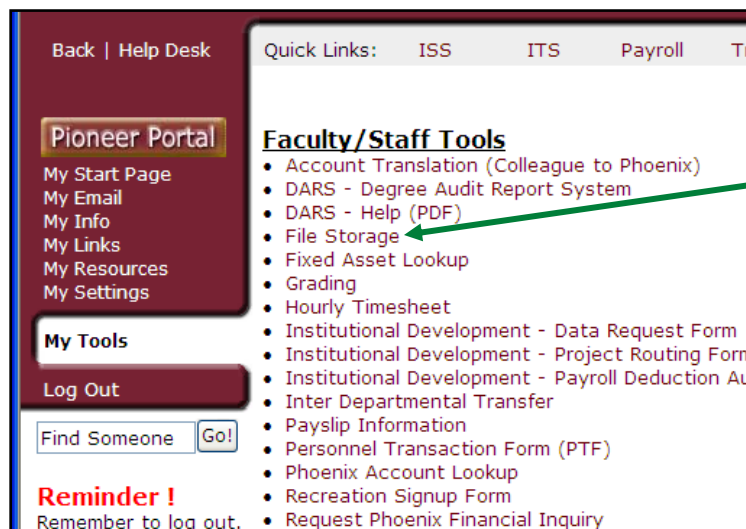
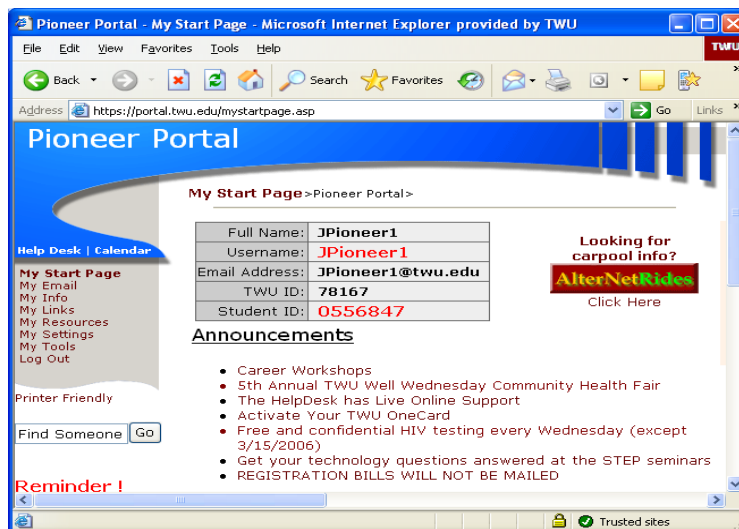
To report trouble, please send email to voicemail@twu.edu .



ABOUT PIONEER PORTAL

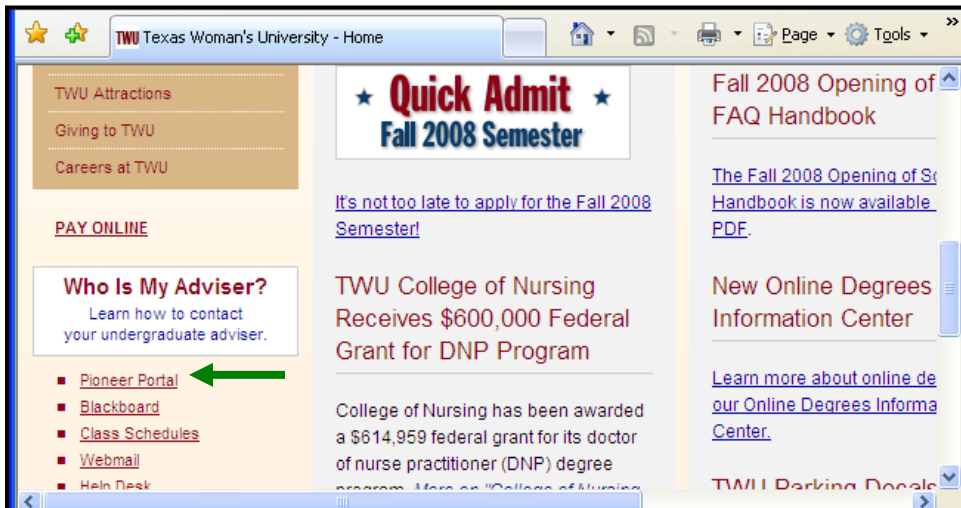
Here is a list of things that you could do in your Pioneer Portal:

- You can access your TWU email account by clicking **My Email** on the left side of menu.
- **My Info** will display information that's related to you.
- **My Links** can be used to create your own custom links.
- **My Resources** include academic calendar, catalogs, class schedule, policies and procedures, faculty handbook, etc.
- Under **My Settings**, you could change your portal password, customize your portal and forward your email.
- You can access different tools in **My Tools** depending on your status – faculty or staff.
- You can use TWU storage online for your documents as well as back-up location. It's located under **My Tools/Faculty Staff Tools/File Storage**.

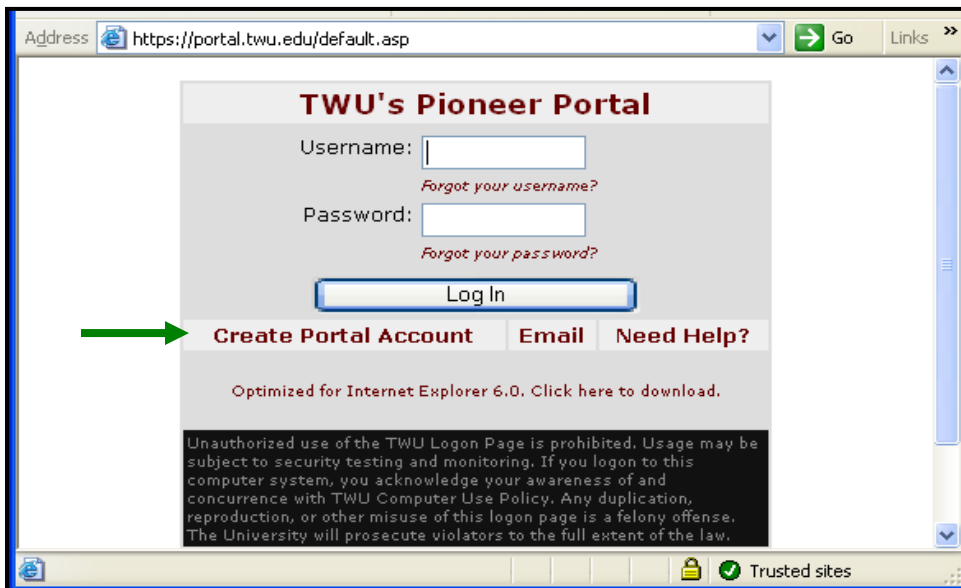


HOW TO CREATE A PIONEER PORTAL ACCOUNT

1. Open your browser and navigate to <http://www.twu.edu> .
2. Click on the **Pioneer Portal** link on the left-hand side of the browser.



3. Click on the **Create Portal Account** link to create your account.



4. Fill in the fields and click on **Create My Account**. Password field requires minimum of 8 characters. Make note of your user name and password.

Create a Pioneer Portal account

Last Name:

SSN:

Birth Date: Month Day Year

Password: (min 8 chars)
Strength Meter

Re-type Password:

Secret Question: Please choose one...

Secret Answer:

5. Go back to the login page after a few minutes and login using the user name and password you just created. ** Password is case-sensitive.
6. If you forget your password, go to the Pioneer Portal login page, and click on the link below your password field.

TWU's Pioneer Portal

Username:

Password:

[Forgot your password?](#)

[Create Portal Account](#) [Email](#) [Need Help?](#)

[Optimized for Internet Explorer 7.0. Click here to download.](#)

7. Enter required information in the fields to reset your password.

Reset Pioneer Portal Password

Username:

Social Security Number:

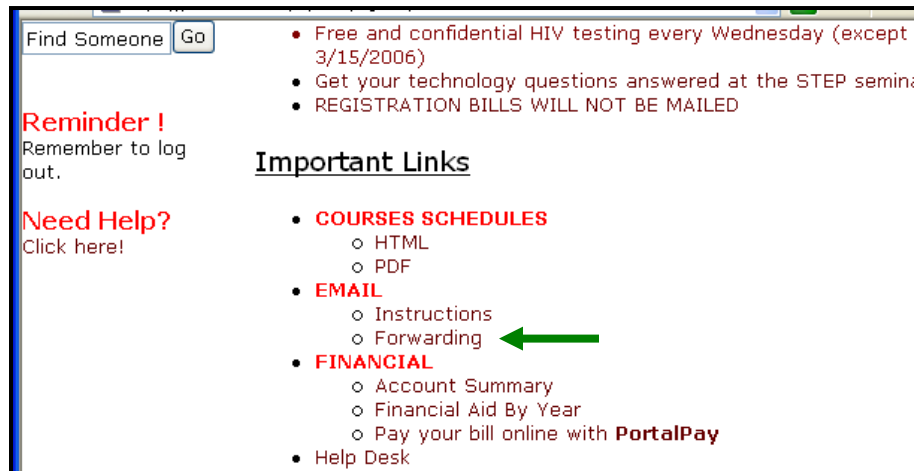
New Password: (min 8 chars)
Strength Meter

Confirm New Password:

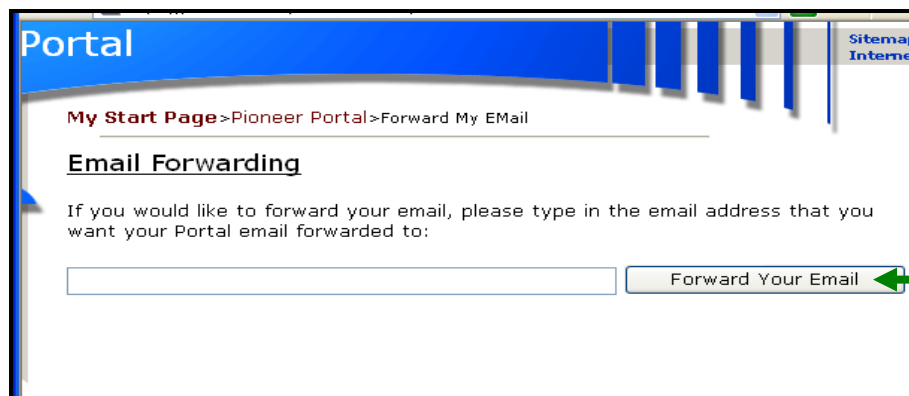
Disclosure of your social security number (SSN) is requested for personal

HOW TO FORWARD YOUR TWU EMAIL ACCOUNT TO YOUR PREFERRED EMAIL ADDRESS

1. Open your browser and navigate to <http://www.twu.edu> .
2. Click on the **Pioneer Portal** link on the left-hand side of the browser and login.
3. Under **Important Links: EMAIL**, click on **Forwarding**.

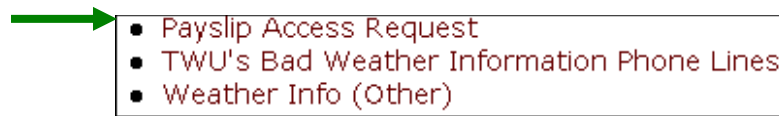


4. Type in the email address you most often check, and then click on **Forward Your Email**. You can change this later if the need arises. **Log Out** of the Portal when you are done by clicking on the **Log Out** button located along the left-hand side of the window.

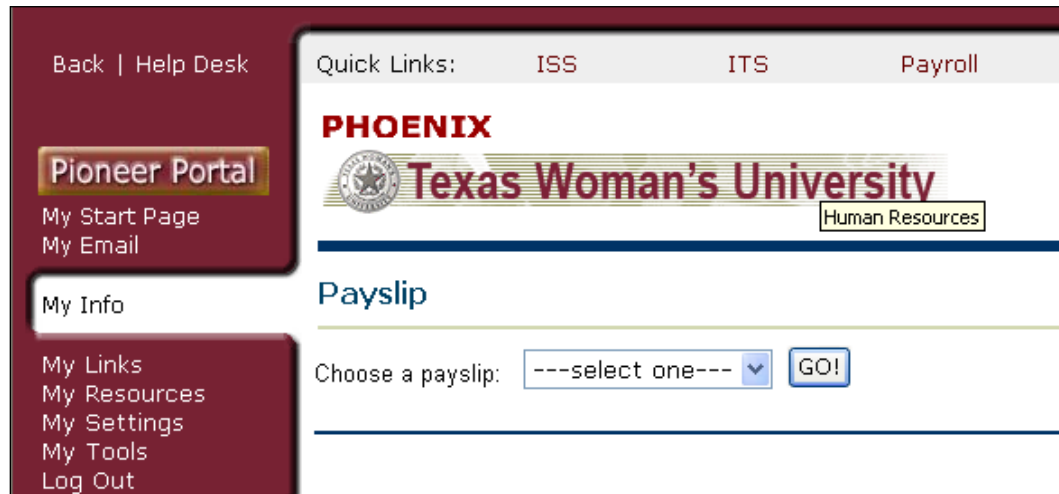


REQUESTING PAYSLIP ACCESS

1. Login to your Portal account, then scroll down to the link that says "**Payslip Access Request**". You should receive a confirmation screen after you click on the link.



2. Your payslip will be accessible through Pioneer Portal.



3. Choose a payslip from the list, and click Go button. Your payslip will display in the window.


HOW TO VIEW/PRINT YOUR PAYSLIP

1. Login to **Pioneer Portal** and select **My Tools** from the Navigation panel.
2. Under Faculty/Staff Tools, click **Payslip Information**.

Faculty/Staff Tools

- Account Translation (Colleague to Phoenix)
- DARS - Degree Audit Report System
- DARS - Help (PDF)
- File Storage
- Fixed Asset Lookup
- Grading
- Hourly Timesheet
- Institutional Development - Data Request Form
- Institutional Development - Project Routing Form
- Institutional Development - Payroll Deduction Authorization Form
- Inter Departmental Transfer
- Payslip Information ←
- Personnel Transaction Form (PTF)

3. Choose a payslip and click **Go** button.

PHOENIX
 **Texas Woman's University** as of 3/28/2007

Payslip

Choose a payslip: ←

---select one---

- 4/2/2007
- 3/1/2007
- 2/1/2007
- 1/2/2007
- 12/1/2006

4. Print or view your payslip as needed. Please pay special attention to the vacation and sick days (if staff) in the **Accruals** section. Notify the [Payroll](#) department at **813562 (713-794-2044)**, then **813562** from off-campus locations) if you see an incorrect entry on your payslip.

Accruals

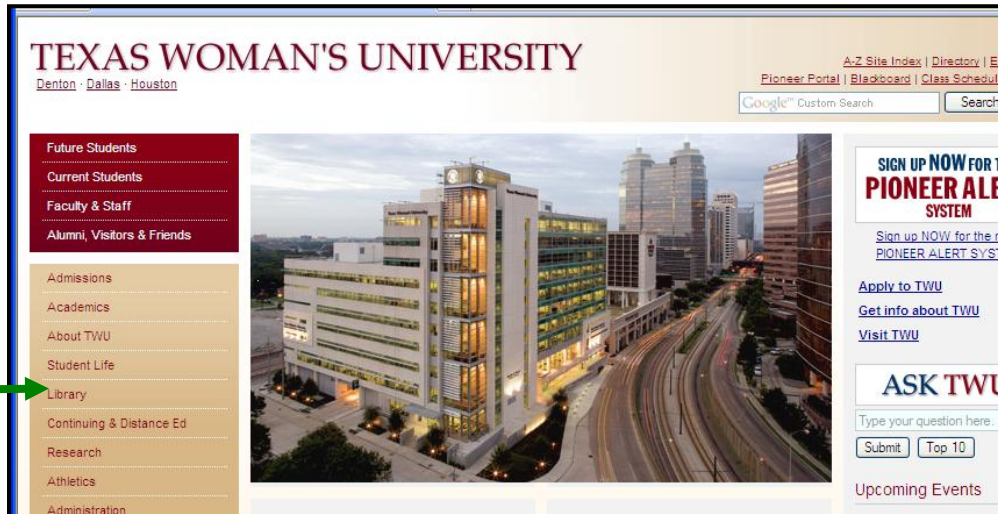
Description	Rate	Balance
Sick	8.00	289.00
Vacation	10.00	272.00
Compensatory Time	0.00	0.00

COMMONLY ENCOUNTERED PROBLEMS

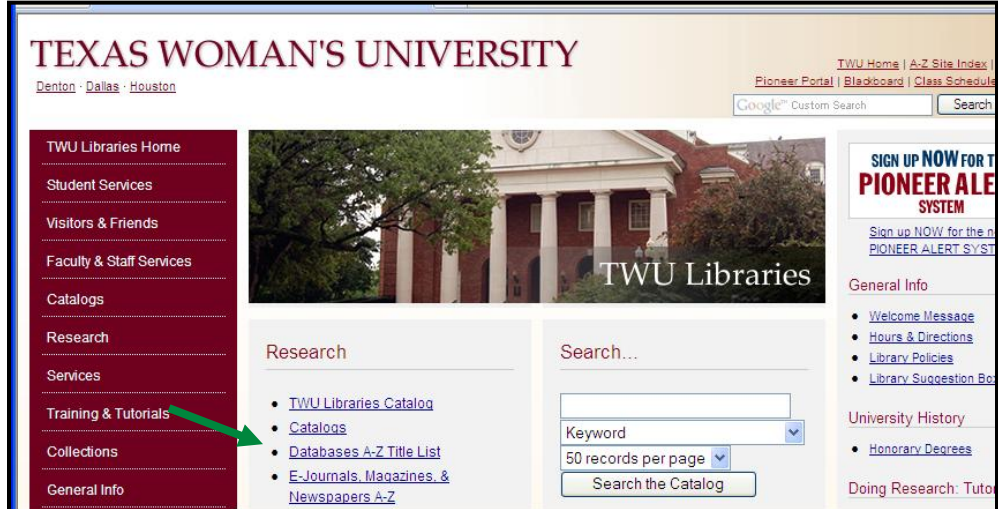
PROBLEMS	SOLUTIONS
1. I'm having trouble creating my Pioneer Portal account. What should I do?	If you are a new hire, it's possible that your paper work has not been processed in the system. Please contact your hiring department on the process.
2. I entered my username and password, but it didn't let me login.	Make sure you entered correct username and password. Remember that password is case-sensitive. If you can't remember password, go to the Pioneer Portal login page, and click on the link Forgot your password? and follow the instructions to reset password.
3. I am not able to receive or send emails recently. What should I do?	Currently, 500MB limit is set for faculty/staff email. If your mailbox reaches 450MB, the server will issue a warning. If you reach 500MB, server will prevent you from sending and receiving email. Please delete old messages or backup them to your local computer. Also, make sure that you empty the Deleted Items folder.
4. I need to work on some files at my home computer. What's the best way to transfer files from my office computer to home computer and vice versa?	<p>There are several options:</p> <ul style="list-style-type: none"> A. Use your X:\ drive storage. Save your files to X:\ drive from your office computer. Login to your Pioneer Portal when you are home. Under My Tools, click on File Storage link. You will see three folders – My Personal Folder, My Shared Folders, and My Web. Click Enter to open the folder, and click View to open the file you need to work on. You can save the file to your home computer, and work on it. Once you are done, upload the file back to the File Storage in your Pioneer Portal. You can continue working on the file at your office. There's a limit of 3GB storage space in My Personal Folder in X:\ drive. B. Copy your files from office computer to a flash drive. Take it home and work on the files. Save the files in flash drive and bring to your office. C. Copy your files from office computer to a CD, and then take it home. Save the files from CD to your home computer and work on them. After you are done, copy the files to a CD and bring to your office.

HOW TO LOGIN TO THE LIBRARY DATABASES

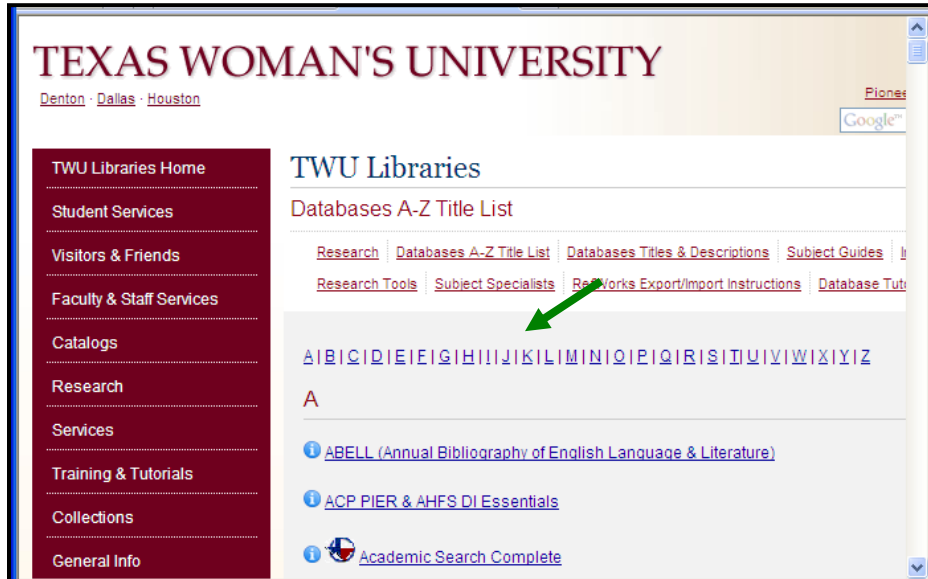
1. Open your browser and navigate to <http://www.twu.edu> .
2. Click on the **Library** link on the left-hand side of the browser.



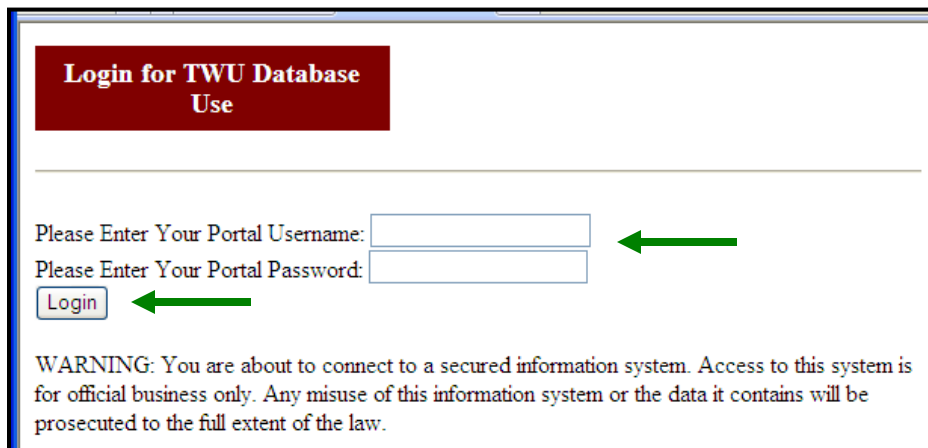
2. Click on the **Databases A-Z Title List** to browse the online databases.



3. Select a database (e.g., CINAHL) by clicking on the letter link in the **Databases A-Z**.



4. Type your Portal user name and Portal password, and then click on the **Login** button.



PHOENIX



Phoenix Login

TWU

PHOENIX

User Name

Password

Connect

Please log in with your portal username and password.

Phoenix is TWU's internal system for the entry and management of the following:

- Payables/Receivables
- Purchase Orders
- Requisition Creation
- Personnel Records
- Financial Records
- Timecard entry

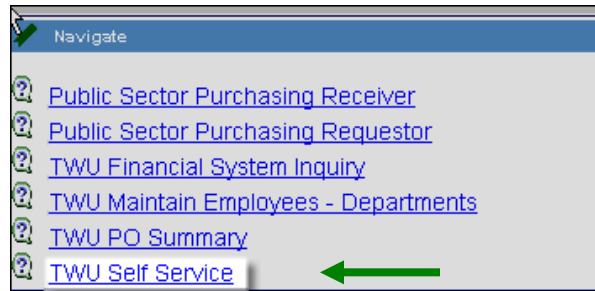
For security reasons, **Phoenix** can only be accessed from a TWU campus computer. Tutorials covering all aspects of the **Phoenix** system can be found at:

<http://www.twu.edu/itds/phoenix-colleague.asp>

PHOENIX: TIMECARD ENTRY (Staff only)

* Always make sure your pop-up blockers are turned off when using Phoenix.

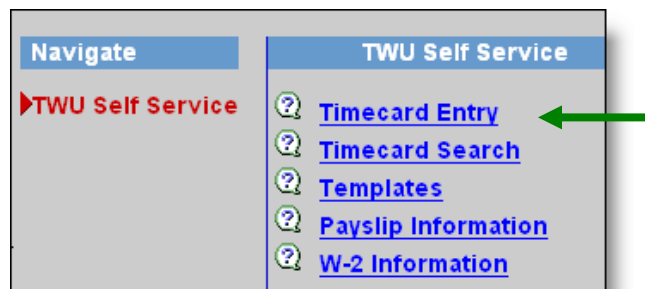
1. Login to **Phoenix** and select **TWU Self Service** from the Main Menu.



2. Click on **Timecard Entry** and follow the instructions linked below based on your employment type: (Portal login may be required).

Exempt: http://www.twu.edu/downloads/iss/exempt_timecards.pdf

Non-Exempt: http://www.twu.edu/downloads/iss/nonexempt_timecards.pdf



If you do not see anything in your menu, please contact the [HelpDesk](#) at **813971** (or **713-794-2044**, then **813971** from off-campus locations).

For instructions on how to view and print your Payslip in Pioneer Portal, please refer to page 17 of this manual.

BLACKBOARD



Blackboard is TWU's online course management system which allows students, faculty, staff and organizations to communicate, educate, and learn in an online academic setting. Courses may range from 100% online where a course resides completely in an online environment to supplemental in which various aspects of the classroom environment like syllabi, grades or assignments may reside online.

Blackboard may be accessed from any computer with Internet access. Course materials and communication features are integrated in the program, and you will be able to access course materials, view announcements, take online tests and check grades, communicate with faculty, students and peers, and participate in collaborative or group assignments.

You will find a variety of information and resources at <http://www.twu.edu/blackboard> . We hope that you will find that your Blackboard experience is user friendly and rewarding.

Blackboard Sample Course

Would you like to see what an online course at TWU looks like?

Log into TWU's Blackboard system at <http://online.twu.edu> using:

Username = online
Password = online

For Blackboard questions, contact your local support staff:

Jeff Brown: jbrown@twu.edu, (713) 794-2351
Iris Du: idu@twu.edu , (713) 794-2010

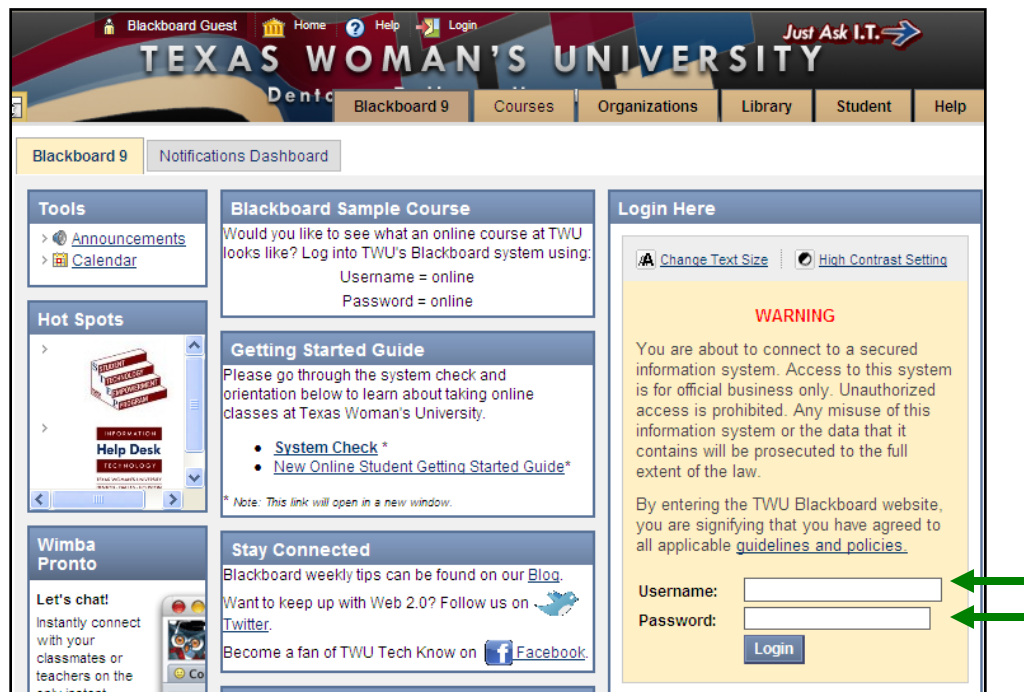
Main Blackboard support email: blackboard@twu.edu
Blackboard support page: <http://www.twu.edu/blackboard>

HOW TO LOGIN TO AND NAVIGATE BLACKBOARD

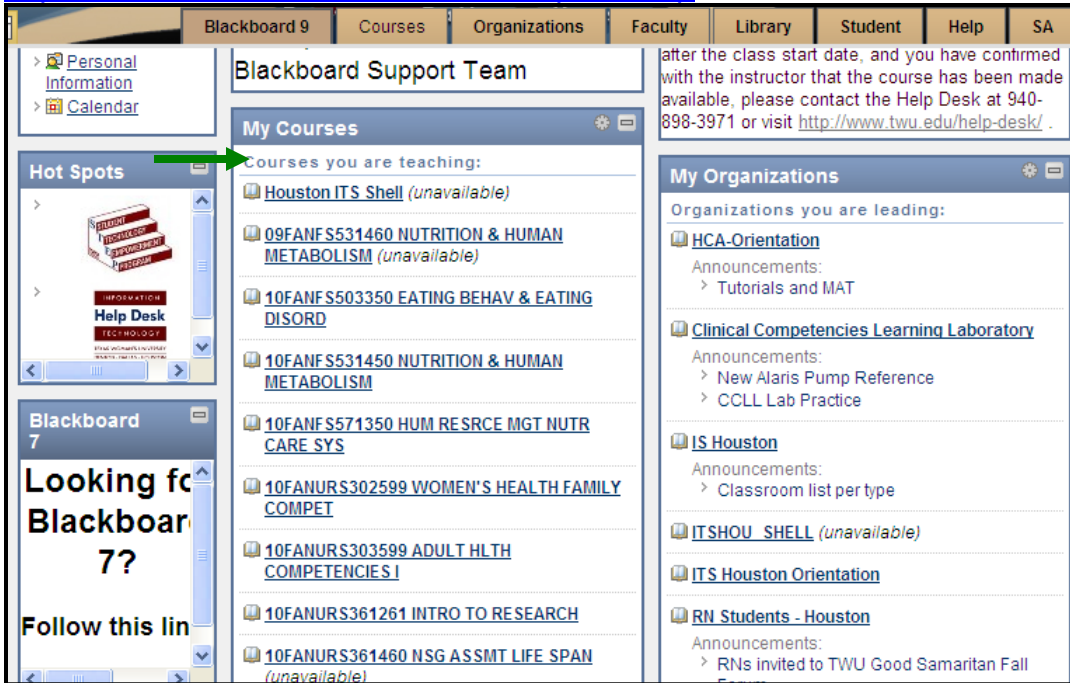
1. Open your browser and navigate to <http://www.twu.edu> .
2. Click on the [Blackboard](#) link on the left-hand side of the browser.



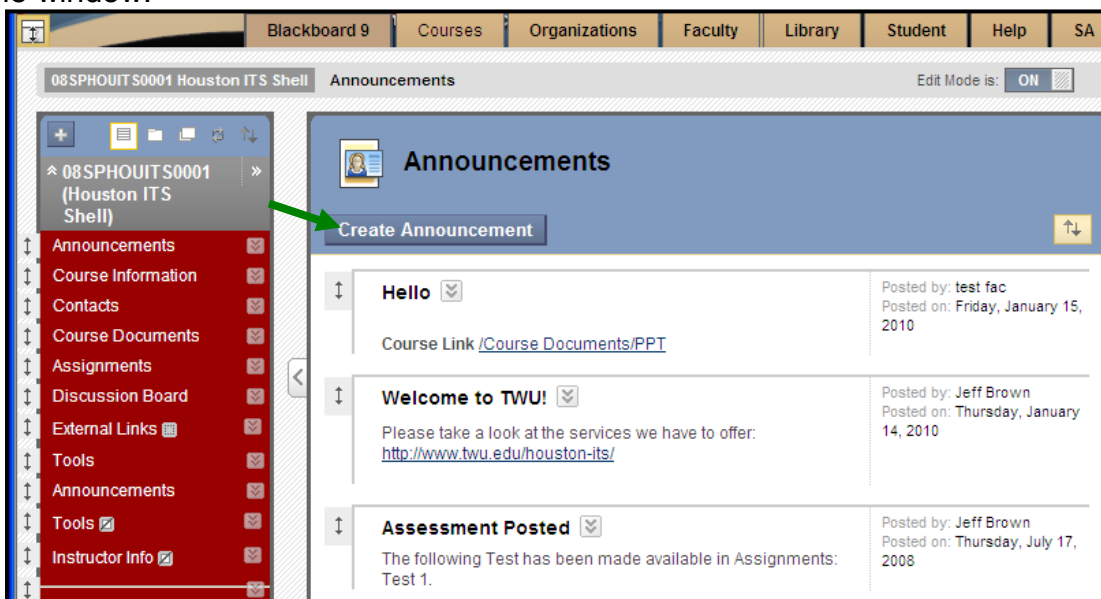
3. Type your Portal user name and Portal password in the **User Name** and **Password** fields and then click on **Login**. * Do not forget that the password is case sensitive.



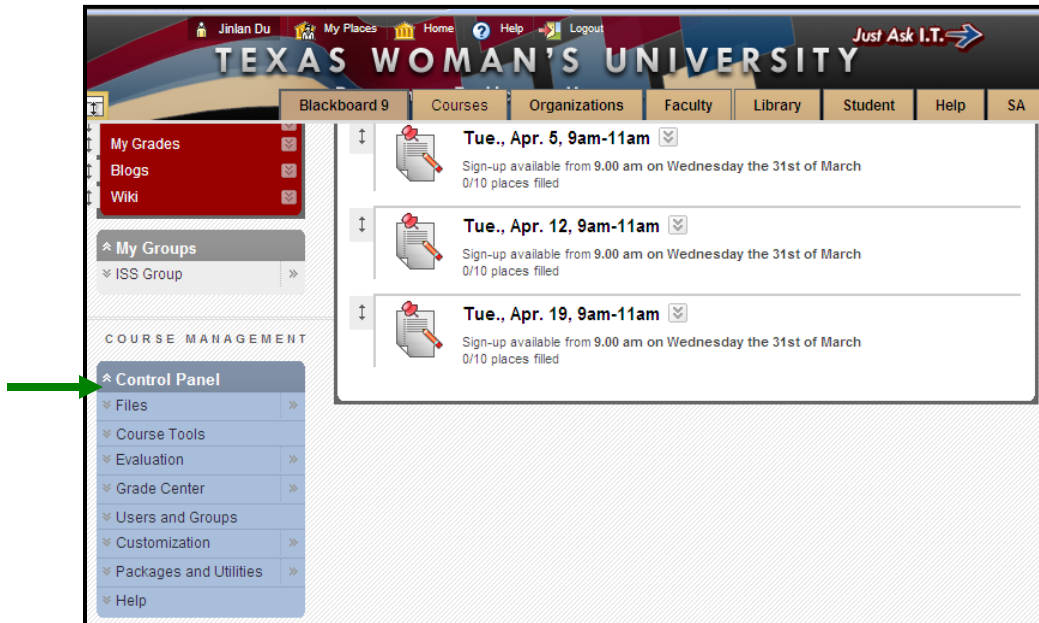
4. The Blackboard system welcomes you by name and lists your courses under **My Courses**. The courses are broken down as follows: **Courses you are teaching** and **Courses you are enrolled in**. To enter a course area, simply click on the link. For more assistance on the Course List, browse to: <http://www.twu.edu/blackboard/control-panel.asp>



5. The default course entry point is the **Announcements** page. Course announcements are posted here for easy viewing by the students. The left-hand side of the browser window lists the tab or text links for the course content and tools. Each link launches in the browser frame to the right, below the blue tabs at the top of the window.



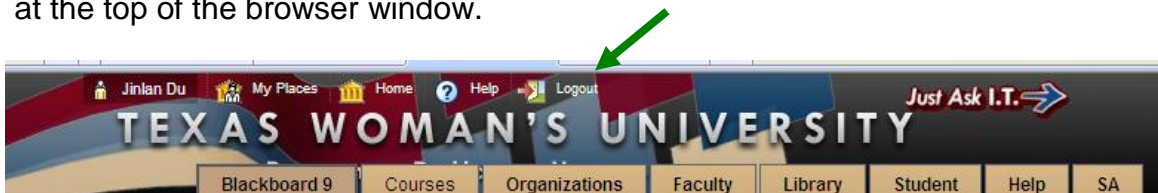
- To post course content, update grades, manage students in the course, etc., scroll down and click on the **Control Panel** link along the left-hand side. This takes you, as the instructor or TA, behind the scenes to manage your course.



Please check TWU Blackboard Support website for useful handouts on new features in Blackboard 9.1.

<http://www.twu.edu/blackboard/control-panel.asp>

- When you complete each Blackboard session, click on the **Logout** button located at the top of the browser window.

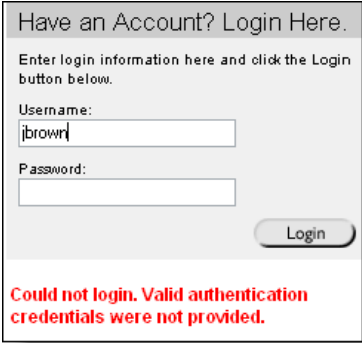


See the [troubleshooting table](#) on the next page for solutions to a few common issues with Blackboard.

Check out the student support page on Blackboard at the link below:

<http://www.twu.edu/blackboard/student-support.asp>

TROUBLESHOOTING COMMON BLACKBOARD ISSUES

PROBLEM	SOLUTION
<p>I can't login.</p>  <p>The screenshot shows a login form with the following text: 'Have an Account? Login Here. Enter login information here and click the Login button below. Username: [jbrown] Password: [] Login'. Below the form, a red error message reads: 'Could not login. Valid authentication credentials were not provided.'</p>	<p>If you just created your Portal account, wait a few minutes and try to login again.</p>
<p>I do not see the course I am teaching in my Quick View list</p>	<p>Contact Jeff Brown (jbrown@twu.edu) or Iris Du (jdu@twu.edu) with the Course Number and section. You will be contacted when you are set up as the instructor.</p>
<p>My students say that they do not see my course in their Blackboard list.</p>	<p>Login to your course in Blackboard and go to the Control Panel. Click on the Customization link and then go to Properties. Set Availability to Yes in 3, and click on Submit. This will make your course appear in the students' course list.</p>
<p>I need two or more sections of a course combined into one Blackboard course.</p>	<p>Prior to the semester send an email with the Course and section numbers to be combined to blackboard@twu.edu . During the semester, contact Jeff Brown (jbrown@twu.edu) or Iris Du (jdu@twu.edu) for instructions on copying students from one class to another.</p>