1. What is OCIS’s On-Boarding process for new employees?
   a. In order to ensure the necessary office equipment is in place prior to an employee’s start date, 30 days prior to the new employee’s anticipated start date the department’s business officer should reach out to OCIS for a consultation on the necessary equipment/software, etc. Depending on the vendor we need to purchase equipment from, delivery time could vary therefore it is important that this process is started early in order to ensure we a lot ample time for the equipment to be delivered and for the workstation to be set up prior to an employee’s start date.
      i. The following things need to be considered for the incoming employee:
         1. Will they require a desktop or laptop computer?
         2. What will be the location of the workstation?
         3. What types of programs or software will they require on their machine?
            a. By default, the following applications are loaded onto every machine:
               i. Office 365, which includes:
                  1. Outlook
                  2. Excel
                  3. PowerPoint
                  4. OneNote
                  5. Publisher
                  6. Access
                  7. Teams
               ii. One Drive
               iii. Microsoft Edge Explorer
               iv. Google Chrome
               v. Firefox
               vi. Acrobat Reader DC
            b. Are there additional applications that will need to be acquired?
i. If so, are they available from campus?
   1. UNC Information Technology Services provides software to 
      faculty, staff and students at the following site. Some 
      applications could be downloaded at no cost, others are 
      available to Faculty and Staff at a discounted rate for work-
      related purposes only: https://software.sites.unc.edu/software/
   2. Searching for “Software Center” on a machine provides you 
      with the UNC application where various applications could be 
      downloaded, such as SharePoint Designer, Adobe Creative 
      Cloud, etc. Some of these applications may require the 
      purchase of a license in order to use them.

c. What printers will the incoming employee need to be connected to?

ii. For new employees here is the overall process that takes place in working with Human 
    Resources (please note that this process is independent of the support OCIS provides):
    1. After an incoming employee clears the background check a PID is created by the 
       University.
    2. In working with HR, the following steps are completed by the incoming employee prior 
       to their start date:
       a. The incoming employee goes to onyen.unc.edu to create their ONYEN.
       b. After their ONYEN is created, the incoming employee goes to 
          selfservice.unc.edu to create their Office 365 account. This account allows for 
          access to Microsoft Outlook, Teams, etc.
          i. It usually takes about 1-2 days for their Office 365 account to become 
             active.
       c. After their ONYEN is created the department should request access to the 
          necessary School of Dentistry systems prior to the employee’s start date
          i. This can be done via the System Access Request form on the OCIS 
             Webpage.
    3. On their first day, the employee attends:
       a. Orientation at the Friday Center in the morning
       b. Orientation with School of Dentistry HR in the afternoon
       c. Hiring Department reaches out to get ONYEN in order to request access to SOD 
          Systems. (System Access Request Form is submitted)
    4. On their second day of employment, the employee meets with the School of Dentistry 
       HR to complete computer-based training.
    5. Finally, they report to their workstation where their machine should be available to 
       them; provided that their hiring department has consulted with OCIS at least 30 days in 
       advance of their start date.

iii. Note the following services that OCIS does not provide:
    1. New Phones – a Request for Service should be submitted on help.unc.edu. UNC Campus 
       assists with requests involving phones.

2. How do I relocate a workstation?
   In order to relocate a workstation, on the help.unc.edu web page a Request for Service should be 
   submitted for the relocation of a workstation. The generic “Request Something Else” service request 
   could be used to complete your request; this type of request is used when you are unsure of the type of 
   request being made or if none of the categories of service requests meet your needs. The Service Desk 
   will review your request and route it to the right area. Please submit these requests well in advance of 
   the move in order to prevent a significant delay in OCIS providing this service.
To ensure that we have all necessary information to process your request, please be sure to provide as much detail as possible, including where the workstation is currently located, where the workstation needs to be moved to and when the relocation needs to take place.

In order to ensure your request is completed at a time that meets your needs please submit your request in advance of when you will need to be at the new workstation. After requests are submitted, they go into a work queue with all other service requests. Request are addressed based on their priority in the service desk’s work queue therefore ample time should be provided.

3. How do I request access to a shared drive?

On the help.unc.edu web page a Request for Service should be submitted to request access to a shared drive. The generic “Request Something Else” service request could be used to complete your request; this type of request is used when you are unsure of the type of request being made or if none of the categories of service requests meet your needs. The Service Desk will review your request and route it to the right area.

To ensure that we have all necessary information to process your request, please be sure to provide as much details as possible; including the full path to the shared drive you are requesting access to along with the date the access is needed by if known.

In order to ensure your request is completed at a time that meets your needs please submit your request in advance of when you will need the shared drive. After requests are submitted, they go into a work queue with all other service requests. Request are addressed based on their priority in the service desk’s work queue therefore ample time should be provided.

4. How do I request access to a system?

For requests to access a specific system, on the help.unc.edu web page a Request for Service should be submitted. The generic “Request Something Else” service request could be used to complete your request; this type of request is used when you are unsure of the type of request being made or if none of the categories of service requests meet your needs. The Service Desk will review your request and route it to the right area.

To ensure that we have all necessary information to process your request, please be sure to include as much information as possible; including the date the access is needed by if known.

In order to ensure your request is completed at a time that meets your needs please submit your request in advance of when you will need the shared drive. After requests are submitted, they go into a work queue with all other service requests. Request are addressed based on their priority in the service desk’s work queue therefore ample time should be provided.

5. How do I connect a device to Eduroam?

Connect to the “UNC-SetUp” Wi-Fi. Go to wifi.unc.edu. Select “Click here to configure” then enter your ONYEN and Password. Click “Join Now”

6. How do I set up a cell phone to receive emails?

Use the default mail app or download the Outlook app. For additional details go to help.unc.edu and search for “Office 365 Email Setup - Getting Started“
7. How do I reset my ONYEN password?
   From a web browser, go to onyen.unc.edu (UNC ITS). Click on “Create or Manage Onyen” and follow the steps that follow to reset your ONYEN password.

8. What is the URL for Office 365?
   From a web browser, go to office.unc.edu.

9. Who are the members of OCIS and what are their primary responsibilities?
   - David Rankin – Assistant Dean IT – Head of OCIS and HIPAA Security Officer
     - Phani Bolisetty – Project Manager – manages/oversees OCIS’s portfolio of projects
     - Shenika Jones – Administrative Support – performs administrative tasks in support of OCIS
     - Gerald McElreath – Help Desk Support – manages/services help desk related issues
       - Kione Rogers – Help Desk Support – handles help desk related issues
       - Lynda Turner – Help Desk Support – handles help desk related issues
       - Andrew Turnier – Help Desk Support – handles help desk related issues
     - Tim Murphy – Application Programming – manages/works on programming responsibilities
       - Dale Andrews – System Administrator – handles operation/upkeep of ASoD systems
       - Brian Rascoe – System Administrator - handles operation/upkeep of ASoD systems
       - Younus Syed – Applications Specialist – handles programming for ASoD systems
     - Lynda Sookbir – IT Business Analyst – responsible for customer relationship and process improvement
     - Samuel Garcia – IT Security Specialist – ensures applications and systems at ASoD remain secure

10. How does OCIS prioritize its incoming work?
    On one end of the spectrum, requests categorized as critical are given the highest level of priority. Whereas on the opposite end, projects and consulting work or things that could be scheduled are given a lower level of priority. The following pyramid of request categories depicts this in further detail: