

Faculty and Staff Onboarding Guide

CLEMSON
ENGINEERING
COMPUTING
APPLIED SCIENCES

CORE

COMPUTING OPERATIONS AND RESEARCH ENTERPRISE

Please see our [CORE Onboarding Page](#) for updated information as this document may change.

Welcome!

We would like to extend you a warm welcome to Clemson University's College of Engineering, Computing, and Applied Sciences (CECAS). As CORE provides IT support for CECAS, this onboarding guide is designed to make your first experience at Clemson as productive as possible.

Upon hire, a member of the CORE staff will be connected with you. We will then work with you to facilitate the purchase and setup of your new IT equipment. In the meantime, the following guide will help you navigate our processes and systems later. Additional resources are also published on the [CORE website](#). Please feel free to reach out to your liaison or email CORE support from our webpage at any time.

Username

Upon hire, new faculty and staff are assigned a username, and this is a permanent, unique identifier used to access Clemson computers, networks, and web resources. Prior to hire, this username can be searched for in the [university directory](#), but it will also be included in your Welcome Email once hired. Sometimes, there are unexpected delays in the provisioning of usernames; in this case, please [reach out to Clemson Human Resources](#) or check with your hiring manager.

Password

If you are new to Clemson, your temporary password is the last five digits of your Social Security Number. Previous employees should use their previous Clemson username and password.

 Should you need to set your reset your Clemson password at any time, please use the [Password Change Utility](#).

XID

New hires can request a physical ID card, or setup a mobile wallet with their ID. To do so, please follow the [Employee Identification process](#).

Duo 2-Factor Authentication

Clemson web systems and user information are secured with Duo Two-factor Authentication (2FA). Duo's mobile app will therefore be required to access many of our web information systems (e.g., HR systems, Canvas, PeopleSoft).

After you have set up your username with a new password, you should install and configure Duo using the instructions [on this page](#).

WiFi Connection to Eduroam

Eduroam is an international wireless network and therefore allows for internet access at all supporting institutions. As such, logging in does require your full Clemson domain address (e.g., [username@clemson.edu](#)).

See connecting to [Eduroam on Mac](#).

See connecting to [Eduroam on Windows](#).

Email Setup


All faculty and staff will have an email account at [_username@clemson.edu_](#), and this is an Exchange/Microsoft 365 account. You can access the email account via Microsoft Outlook or Apple Mail. Opening Outlook on a managed Windows system will auto-populate your account once it is enabled. Check out how to set [Exchange mail up from your Mac](#).

✓ New hires will need to ensure that their Clemson Exchange email is enabled and properly configured in order to receive mail. Please visit the [Email Control Panel](#), copy the settings you see below, and save your changes. With any issues, please reach out to us directly.

- ✓ Use Exchange Server. [Click here for more Exchange info](#)
If you create an Exchange account, other Exchange users may inadvertently send you mail to this Exchange address. You should periodically check this account for mail at office365.clemson.edu
 - ✓ Deliver email to my Exchange mailbox (jsande3@exchange.clemson.edu).
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Phone Setup

Clemson uses Cisco VoIP phones, which allows you to check voicemails digitally. As a new hire, you may need to transfer an existing office phone number to your Clemson username. In order set your phone up, please email ITHELP@clemson.edu and provide the phone number and office location. Once you provide this information to Telecom services, you will receive additional documentation on how to set up voicemail. Once complete, you will be able to receive calls and access your voicemail from the [Cisco Unity Web Inbox](#).

 You may need to reconnect the phone's network cable in order to retrieve the phone number off the display. The Cisco VoIP phones receive power over the ethernet cable.

Using VPN to Access Clemson Resources Off-campus

Accessing certain Clemson resources from off-campus will require a VPN connection to the Clemson network. Such resources include shared drive space or launching site-licensed software programs installed locally. See how to [Connect to the VPN](#) for additional help.

Web Systems

The [Web Systems](#) section of our Onboarding page provides an overview of systems that are used for the purposes of teaching, coursework, and administrative duties. Many systems are maintained at Clemson, from student registration to learning management, and from card access to financial systems. Information about these systems with links for access are included on our page.

Resources

The [CORE Resources Page](#) includes valuable information on available software, cloud storage solutions, professional websites, training opportunities, computer hardware policies, guest WiFi, and more.

Teaching

The [CORE Teaching Page](#) publishes a host of resources for teaching faculty. Related guides on include information on course design, Canvas LMS, blended learning - and importantly - classroom technology configurations.

- ✓ New and returning professors are strongly encouraged to visit their classrooms prior to semester start. Each classroom space is unique and may have different connections, configurations, or capabilities.

Software List

This list is a snapshot of the software available to you. For any questions about access or use, please feel free to reach out using the contact information on the CORE website.

Cloud Subscriptions

- [Microsoft 365](#)
- [Adobe Creative Cloud](#)

Video Conferencing, Chat, and Team Collaboration


- Zoom
 - Integrated with Canvas Learning Management System
 - Used for scheduling meetings or recording presentations
- Microsoft Teams
 - Customizable chat and team collaboration environment where documentation and informational pages can be stored, published, and shared

Applications:

A short list of engineering software and related applications can be found on the [CORE Resources Page](#). As this list is not exhaustive, more information on available software can be found [here](#).

Software Access


Clemson faculty and staff have the privilege of accessing a large suite of supported software applications, which are available to help with research and core curricula. There are three ways in which the software can be accessed, but please note that there may be some vendor licensing restrictions.

 Software may be restricted to departments, where others may be restricted to specific uses: teaching or academic research. To check what is available to you, you can log into the Citrix workspace to see, or send us a message about other specific applications.

Much of the site-licensed software can be used in a virtual application space accessed primarily with Citrix desktop software. This workspace is great for teaching and coursework, as the desktop client is installed on all classroom computers. Accessing software in this way is most recommended method.

1. Virtual Apps using Citrix

The officially supported and recommended solution for software access is using the Citrix Workspace App, which is a virtual application environment. When software is being used for certain research or business cases, however, we recognize that local installations may be required (please see the *Local Installations* section below).

 To connect to working files when using Citrix apps, please check out additional steps outlined in the [Software Access](#) section of our webpage.

2. Local Installations

While much of the software can be accessed virtually, there are cases where software may be recommended for a local installation:

1. Widely used cloud applications that can easily be self-installed.
2. Software that is not available in the Citrix workspace due to licensing or software constraints.
3. Software that requires additional modules, or that is being used for intensive simulations and/or computations. The virtualization servers do have capacity limits and can experience bottlenecks, so heavy computational work is not recommended in Citrix.

✓ Should your computational needs exceed the capabilities of your physical device, Clemson does have [high performance computing](#) clusters which are available upon request. Check out the [Research and Computing](#) section of our webpage for a summary of Clemson's Research, Computing, and Data offerings.

3. Virtual Apps in Web Browser

It is possible to [launch applications in your web browser](#). While this is also a virtual environment, computational/graphical resources are not fully utilized from within a browser. For

this reason, accessing apps in the web browser is recommended when students need a temporary, workaround solution to complete coursework.