Technology plays a key role in the learning process for nursing students at Duke. This is your guide to the technology used at the Duke School of Nursing and how to request assistance for all of your technology needs.

**IT Service Desk**

For any of your technology questions, please call or email the DUSON IT Service Desk. If we can’t resolve your issue, we will connect you to the group that can help you.

**Hours:** Monday – Friday, 8:00 am – 5:00 pm (EST)

**Location:** Pearson Building, Room 1032

**Phone:** (919) 684-9200

**Email:** citdl@mc.duke.edu

**After-hours IT Support Process**

If you are having difficulty reaching any on-line resources needed for a class at any time after our normal business hours (8am to 5pm) on weekdays, or on the weekend at any time, please call the DHTS Service Desk at (919) 684-2243 and report the problem – they are staffed 24x7. There may be a wait of up to 5 minutes, but someone will answer and get the required information. When anyone from the School of Nursing calls and reports that a student cannot access required class resources, DHTS has been instructed to page the CITDL on-call analyst, who will return your call within an hour.

**Network Access - Your User ID**

As a Duke Nursing student, you will have two network IDs, one called your NetID account that is used to access Duke University resources, and another called your DHE account, used to access Medical Center resources. These two accounts will probably have the same username and you have a way to ensure that your passwords for the two accounts match.

Use your NetID account for the following resources:

- Student email
- Blackboard Learning Management System
- Aces
- The OIT Website
User your DHE account for these resources:
- All hospital, School of Nursing or School of Medicine Computers
- eBrowser
- Medical Center VPN account
- Wireless Network

If you are ever unsure which account you should use for a particular resource, please call our Service Desk at 684-9200.

Your Student Email Account

You can manage most of your email needs by visiting Online@Duke (www.duke.edu/online). From this location, you can manage your privacy settings, spam filters, email alias and vacation messages. Here are some pointers to help you get started:
- Your e-mail address will be based on your NetID – <Your NetID>@duke.edu
- Login to your email account at https://webmail.duke.edu
- When logging in, use your NetID and password
- Configure your favorite email browser to use Duke Mail by following the instructions located at http://www.oit.duke.edu/email-accounts/dukemail/setup.php

Our Service Desk can help you resolve any issues you have with your email.

Accessing Your Learning Management Systems (LMS) – Blackboard and Sakai

Blackboard and Sakai are web-based learning management systems used by School of Nursing faculty to manage class activities and communications. Many of your class resources, such as lectures, assignments and handouts, will be available online through Blackboard. To use the LMS:
- Login
  - For Blackboard, visit http://blackboard.duke.edu
  - For Sakai, visit http://sakai.duke.edu
- Select the LOGIN prompt
- Use your NetID and password when instructed
- Find your courses
  - For Blackboard, your current courses will be listed under the My Blackboard tab and all of your courses will be listed in the Courses tab.
  - For Sakai, your current courses will be in tabs across the top of the Sakai window
- For a review of the Sakai Online Testing Guidelines including browser expectations, visit http://support.sakai.duke.edu/2012/01/11/online-testing-recommendations/

The IT Service Desk is trained to handle most of your Blackboard and Sakai questions. Start with a call to 684-9200 when you are experiencing problems or have questions related to either of these Learning Management Systems.
Accessing the Wireless Network

While on campus, you can use your laptop or other wireless-enabled mobile device to connect to the Duke wireless network. Most laptops and devices have wireless capabilities built in. If you aren’t sure whether or not your device is wireless-capable, contact your equipment vendor or refer to the documentation that came with your device.

If your device is not capable of connecting to a wireless network, you will need to purchase a wireless adapter, either from the Duke Computer Store or a local retailer. We recommend purchasing a card with the following specifications for optimal performance on Duke’s wireless network:

- 802.11a/n
- Support for 802.1x, WPA, and WPA2

There are two wireless networks available to you when you are on the School of Nursing campus:

- **Guest** – available to everyone but has no Duke Network connectivity
  
  - This network does not require login, but you will need to launch your browser and agree to the terms displayed on the authentication page
  
  - You will need to use VPN to access internal websites and other Duke resources

- **Diamonds** – requires an administrative key available from the Service Desk
  
  - This network requires you to login using your DHE account
  
  - There is no need to use a VPN

Our IT Service Desk can help you with any wireless network access questions that you have.

Network Security

Computer and network security are the responsibility of each member of the DUSON community. Your obligation will be to help ensure the confidentiality, integrity and availability of all electronic protected health information and protect against any anticipated threats or hazards in the security of sensitive information. This includes:

- **Use strong passwords** – be sure to password protect all accounts and devices, including your laptops and PDAs, using the following rules:
  
  - Use a minimum of 8 characters
  
  - Use upper- and lower-case letters
  
  - Use at least 2 numbers
  
  - Make sure your password does not contain any common names or dictionary words embedded anywhere within the password
  
  - For a demonstration on ways to create strong passwords, the IT Staff has produced a short “IT Minute” video you can watch to give you some ideas. It can be reached by going to our YouTube channel – [www.youtube.com/DUSONCITDL](http://www.youtube.com/DUSONCITDL), and selecting the video “Creating Passwords”.

- **Protect your computer** – install anti-virus software on your personal system. McAfee is a commonly used anti-virus software used at Duke and is available free to all members of the Duke community. Also, it is a good practice to install a spyware detector, such as Spybot. Finally, be sure to use the Windows Firewall and always keep your system updated with the latest MS Security patches.
• **De-identify all patient and research data** – remove any data that can identify a patient. This includes SSN, phone number, name, etc.
• **Lock your device** – don’t leave any of your devices unattended without locking them down to prevent unauthorized entry.

Your IT Service Desk will help you to secure your system and data. Drop by our office with your laptop or give us a call at 684-9200 if you have any questions.

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**Virtual Private Network (VPN) Accounts**

A Virtual Private Network, or VPN, will allow you to securely connect to the Duke network over the internet when you are off-campus. While using the VPN, your remote computer appears to the Duke network like it is locally connected at Duke rather than off-site. The VPN provides an additional layer of security to the technologies already in place within the Duke network, allowing confidential information to be safely transported across a public network.

In order to use the VPN, you will need to install a piece of software called a VPN Client, which handles the security and encryption portion of the connection. This software does not start automatically when your computer starts, so you will need to start it each time you want to use the VPN. You can download this software at no charge from OIT at: [http://www.oit.duke.edu/net-security/network/remote/vpn/](http://www.oit.duke.edu/net-security/network/remote/vpn/)

This page provides general information about Duke VPNs along with download links and instructions for installing and connecting with the client. PhD, DNP and students engaged in research grants may be required to apply for a health system VPN account in order to access certain research data.

Once you have the VPN client installed, you can safely login to the Duke network and access most of the Duke services you will need when you are away from campus.

Please contact the IT Service Desk for any questions about downloading, installing or using the VPN.

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**DUSON Computer Lab**

The School of Nursing provides students with a computer lab that is available 24x7, except during times when it is reserved for testing, demonstrations or other school activities. The lab contains all of the software you will need to complete your course requirements. Here are some guidelines for using the computer lab:

• Login with your DHE account. If you are unsure if your DHE account is active or not, please call our Service Desk at 684-9200 for help.
• Be respectful of others. Keep the area clean and do not take or damage the equipment.
• Printing is managed by ePrint, a service offered by Duke University, and by the School of Nursing Service Desk. For any printing problems, call our Service Desk for assistance.
• Remember that you cannot save files to these computers. Save to a flash drive or your free web files account: [http://www.oit.duke.edu/comp-print/storage/webfiles/index.php](http://www.oit.duke.edu/comp-print/storage/webfiles/index.php)
NOTE: Webfiles and flash drives are not approved for HIPAA data.

Connecting to Duke Medical Center Library Resources

Many students routinely use Duke Medical Center Library resources as part of their coursework. Your student VPN account should allow you access to a majority of the features and article search engines, such as Medline, available. More information about remotely accessing library resources can be found at:

http://www.mclibrary.duke.edu/services/remoteaccess.html

Additionally, some Ovid users may experience difficulties attempting to connect using some newer 64-bit VPN clients. Users experiencing issues connecting to Ovid are encouraged to request an Ovid personal account using the convenient online request form at:

http://www.mclibrary.duke.edu/services/ovidform

With an Ovid personal account, you may connect to Ovid from non-Duke IP addresses and save search strategies for later use. This access applies only to the Ovid databases. Other Medical Center Library resources may be limited to computers from within the Duke network or through VPN.

Our IT Service Desk can assist you with any additional questions accessing these resources.

Useful Online Resources

Duke School of Nursing  www.nursing.duke.edu
  Use the Current Students tab to access student resources
Duke OIT  www.oit.duke.edu
  Use this site for email, software and Webfiles
DHTS  www.dhts.duke.edu
  This site contains information about Duke Hospital IT Support and Services
Online@Duke  https://webacct.acpub.duke.edu/online/
  Manage your email and NetID accounts through this convenient site
Webmail  http://webmail.duke.edu
  Use this link to access your email
Blackboard  http://blackboard.duke.edu
  Allows access to the Duke Learning Management System
DUSON IT  www.youtube.com/DUSONCITDL
You YouTube Channel  Videos that you might find helpful for IT Services
Computer Recommendations

The following list includes requirements for both Windows-based PC systems and Mac-based systems. If you have both, or if you haven’t already purchased a computer, we recommend that you select a Windows-based PC for use at the school.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>Intel Based processor (2.0+ GHz) (Windows/Mac)</td>
<td>Intel Multi-core processor (3.0+Ghz or above) (Windows/Mac)</td>
</tr>
<tr>
<td>Memory</td>
<td>1 GB</td>
<td>4 GB</td>
</tr>
<tr>
<td>Hard Drive</td>
<td>40 GB</td>
<td>250 GB</td>
</tr>
<tr>
<td>Optical Drive</td>
<td>CD-RW/DVD Recordable</td>
<td>CD-RW/DVD Recordable</td>
</tr>
<tr>
<td>Networking</td>
<td>Built in LAN 10/100 (Ethernet) for all systems; wireless for laptops (Windows: 802.11b/g/n; Mac: Airport Extreme)</td>
<td>Built in LAN Gigabit (Ethernet) for all systems; wireless for laptops (Windows: 802.11n; Mac: Airport Extreme)</td>
</tr>
<tr>
<td>Video RAM</td>
<td>128 MB</td>
<td>256 MB</td>
</tr>
<tr>
<td>Operating System</td>
<td>Windows XP, SP3 / Mac OS 10.5 or higher</td>
<td>Windows 7/ Mac OS 10.5 or higher</td>
</tr>
<tr>
<td>Software</td>
<td>Microsoft Office 2003 or newer Anti-virus Software Adobe Reader (latest version)</td>
<td>Microsoft Office 2010 or newer Anti-virus Software Adobe Reader (latest version)</td>
</tr>
<tr>
<td>Other</td>
<td>High Speed Internet Access</td>
<td>High Speed Internet Access</td>
</tr>
</tbody>
</table>

**NOTE:** The software listed above, including McAfee Antivirus software, is available to all faculty, staff, and students through the Duke University Site License Office at the following site*:


(A Duke NetID is required to access this site)

The latest version of Adobe Reader can be obtained from http://www.adobe.com/.

*Additional software purchases may be required to satisfy individual course requirements.