



Client Services, Taylor University

<http://4040.taylor.edu>

Welcome to Taylor University!

The staff of Client Services (also known by our helpdesk phone number, 4040) would like to welcome you to Taylor and introduce ourselves. Client Services is located on the main level of Zondervan Library and provides technology support to Taylor faculty, staff, students, parents, and guests of the university.

We know how overwhelming a new job can be, and we're here to help make the transition a bit smoother. In this email, we have included information that we hope you will find helpful covering some of the technology that Taylor provides as well as instructions for requesting help. Contact us at 4040@taylor.edu or extension 84040 any time you have technology related questions or needs. You will also find business hours, complete contact details, and other helpful information on our support site, <http://4040.taylor.edu>. You might want to keep this e-mail for future reference,

Again, welcome to Taylor! We look forward to meeting you sometime soon and greeting you in person.

The staff of Client Services,

Geri Bradford
Helpdesk Technician
Helpdesk phone: 765.998.4040
Email: 4040@taylor.edu

Tony Wormgoor
Client Services Manager
Email: anwormgoor@taylor.edu

TJ Higley
Director of Client Services
Email: tjhigley@taylor.edu

Information Resources

Services: Listed below are some of the services provided to employees. While not all services are listed here, these represent the services most commonly used by new employees.

Accounts & Passwords: Taylor provides network accounts to all employees. Use your username & password to access all Taylor network resources.

- **Human Resources provides you with your Taylor username** and Taylor employee ID. Use your Taylor username to log onto Taylor's network and to access Taylor resources like e-mail, myTAYLOR, file shares, etc. Be sure to provide H.R. with your non-Taylor email address. We will contact you there in the event you have trouble with your Taylor username or password. You can also update your non-Taylor email address and other personal info using TOWER. Contact 4040 for assistance.
- **Activate your Taylor account and select a secure password.** Once you have completed your H.R. paperwork and have been given your username, you will want to activate your account using Taylor's Password Manager (<https://passwords.taylor.edu>). Use the Reset My Password option. Enter your Taylor username, and click Continue. To verify your identity, choose **one** of the presented options. Either method verifies your identity and allows you to activate your account. Once you have verified your identity, assign yourself a secure password. If you are not presented verification options, contact 4040 for assistance. Read our [Password Manager Tutorial](#) for step-by-step instructions.
- **Passwords** expire every 180 days. No one from Taylor will ever ask you for your password. Never share your password with anyone.
- **Taylor Email:** All Taylor employees are provided an e-mail account. Email is accessible from both on campus and off-campus (via Microsoft Outlook or myTAYLOR). If you have been assigned a Taylor-owned computer, contact 4040 to have it configured for your use.
- **myTAYLOR:** myTAYLOR is your portal to Taylor network resources and the internet. Use it to access Taylor e-mail, local weather, employee payroll, employee & student directories, TOWER, Banner, and Blackboard. You will find myTAYLOR on the web at <http://my.taylor.edu>. You may find the Interactive Guide (<http://www2.taylor.edu/myTAYLORDemo/>) especially helpful.
- **Personal Network Folders:** Taylor employees are provided secure server space for document and backup purposes. 4040 can help you access your folder and configure your backup. Employee Personal Network Folders are located at <\\filesrv\UniversityPNF\username>. You can browse there from the Start menu.
- **Personal Web Pages:** Secure server space for web page storage is available to employees upon request.
- **Voicemail:** Employees are assigned desk phones with voicemail (where appropriate). Training is available by contacting 4040.

- **SPAM Filtering:** Taylor provides SPAM email filtering. Each employee can choose the level of filtering they desire. Our [SPAM Tutorial](#) explains this service. 4040 can help you select the level of filtering appropriate for your situation.
- **Internet Filtering:** Access to the Internet from on-campus is filtered to limit objectionable content. Unfiltered access is available on special research computers in Zondervan library.
- **Spyware/Virus Protection:** Protection from virus, spyware, and other threats is provided via Microsoft's Endpoint Protection. All Windows-based, Taylor-owned computers have Endpoint Protection installed by Information Technology, and protection is updated automatically. Employees are asked to refrain from installing non work-related programs onto university computers and to report any unusual activity or suspicious messages to 4040 immediately.
- **Wireless Network Access:** Access to Taylor's network and the Internet are available wirelessly in most academic and many public areas on campus. Registration of all network devices is required, and access to secured areas of Taylor's network is restricted. Your Taylor-owned laptop is pre-registered by Information Technology when you receive it. Employees are asked to contact 4040 for any issues with device registration.

Help & Support: Client Services offers support for computers, printers, scanners, handhelds, telephones, and a multitude of network resources.

- **Contact Info:** Taylor employees can request help in the following ways:
 - o Walk Up:
 - Visit the Technology & Learning Connection on the main level of Zondervan Library
 - o Phone:
 - 84040 from on-campus
 - (765) 998-4040 from off-campus
 - (866)-694-1385 toll-free
 - o Email: 4040@taylor.edu
 - o Online: <http://4040.taylor.edu>
- **Business Hours:**
 - o School Year Hours:
 - 7:30am-midnight, Mon-Thu
 - 7:30am-10pm, Fri
 - 9:00am-10pm, Sat
 - 7:00pm-midnight, Sun
 - o Summer Hours:
 - Mon-Fri: 7:45a-4:30p
- **Tutorials:** Client Services provides a complete offering of self-help tutorials on the Tutorials page of our 4040 support site (<http://4040.taylor.edu>).