## 

### New Employee Information

HWCOM IT provides support for most of your technology needs.

It also provides you with access to resources that you need to succeed in your new role.

#### WHERE CAN I STORE MY FILES?

### Network drives & Storage



DEPARTMENTALDRIVE

PERSONAL "H" DRIVE

SHARED "S" DRIVE

SHAREPOINTSITES

N: Academic Affairs

O: Student Affairs

Q: Clinical Affairs

R: Dean's Office

X: Finance & Admin

Your personal network folder

Files stored here can be viewed, edited, or deleted by all HWCOM employees.

A web-based collaboration platform

#### STORAGE & BACKING UP



- Departments are provided <u>departmental drives</u> in which all employees within that department may use to share documents.
- Employees are provided their own personal Home "H" drives that only they have access to.
- The Shared Drive is available to all HWCOM employees and is not meant for documents containing sensitive information such has Protected Health Information (PHI) or student information such as Family Educational Rights and Privacy Act (FERPA).
- SharePoint is a web-based collaboration platform which offers a multitude of productivity features such customized forms development with automatic workflows, task tracking, calendar, and more.

#### SECURE STORAGE

To store sensitive documents such as PHI or FERPA information, HWCOM employees must submit a request with HWCOM IT. HWCOM IT will create a document storage location with the necessary safeguards. FIU PHI must only be stored in the authorized locations, applications or information systems.

#### BACKINGUP

Documents stored on the employees' computer hard drive (e.g. Desktop and Documents folders) are not backed up. Employees must save their documents to the network drives or SharePoint sites.



For any questions or access to these available resources, please contact HWCOM IT Help Desk and submit a request.





# HWCOM



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#### SUBMITTING A REQUEST

There are several ways to submit a request...

Medzen Web-based ticketing system Link: medzen.fiu.edu (Login with your AD account)



Email: com-ithd@fiu.edu

Phone: (305) 348-4843

Walk-in: 11200 SW 8th Street AHC2 358 HelpDesk Hours: Monday – Friday, 7:30 AM – 6PM







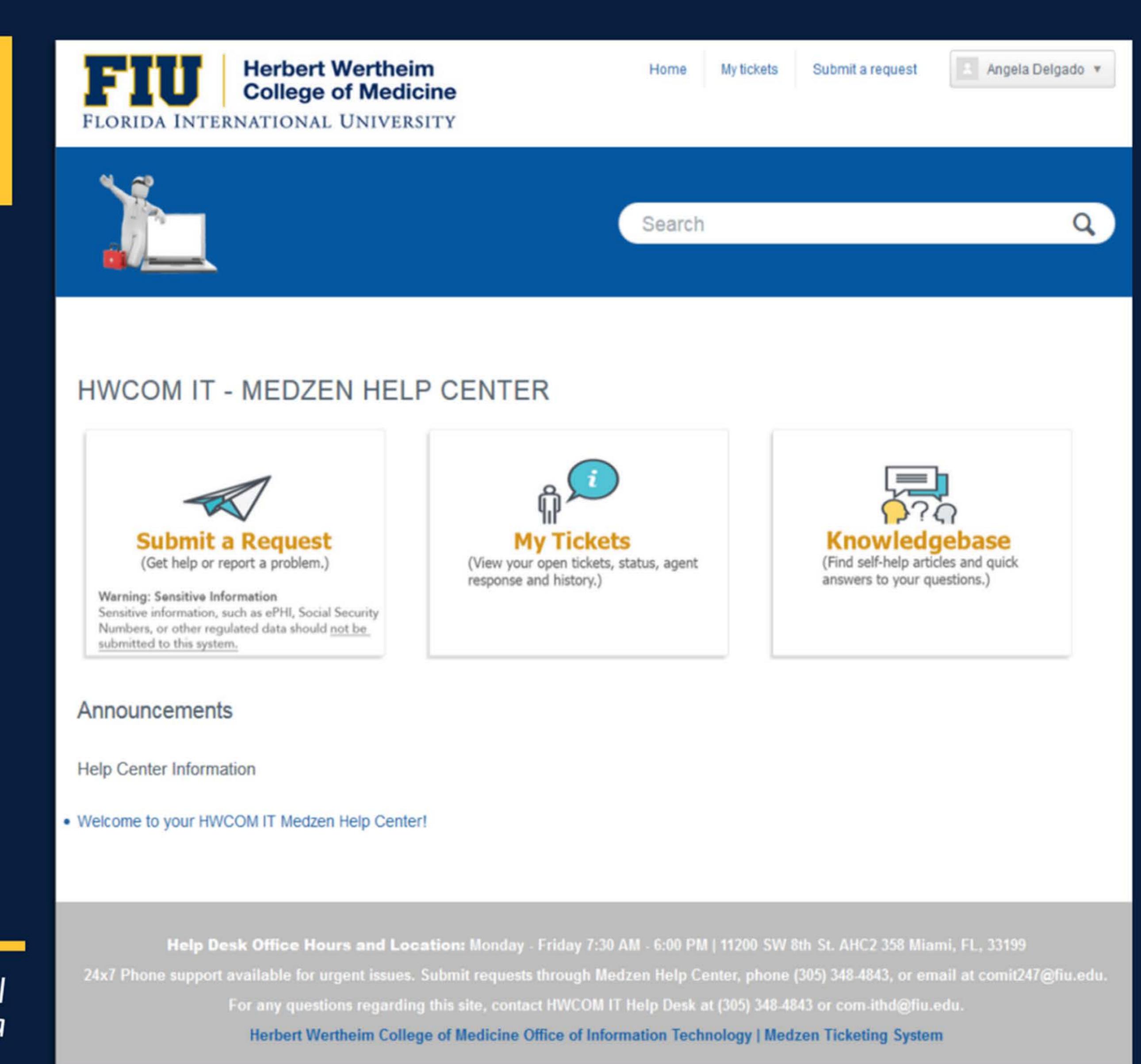






24 x 7 Phone Support is available for urgent requests which cannot wait until the next business day. Call the COM IT Help Desk line and press 1 and leave a voicemail or email comit247@fiu.edu.

The on-call support agent will contact you within two hours.

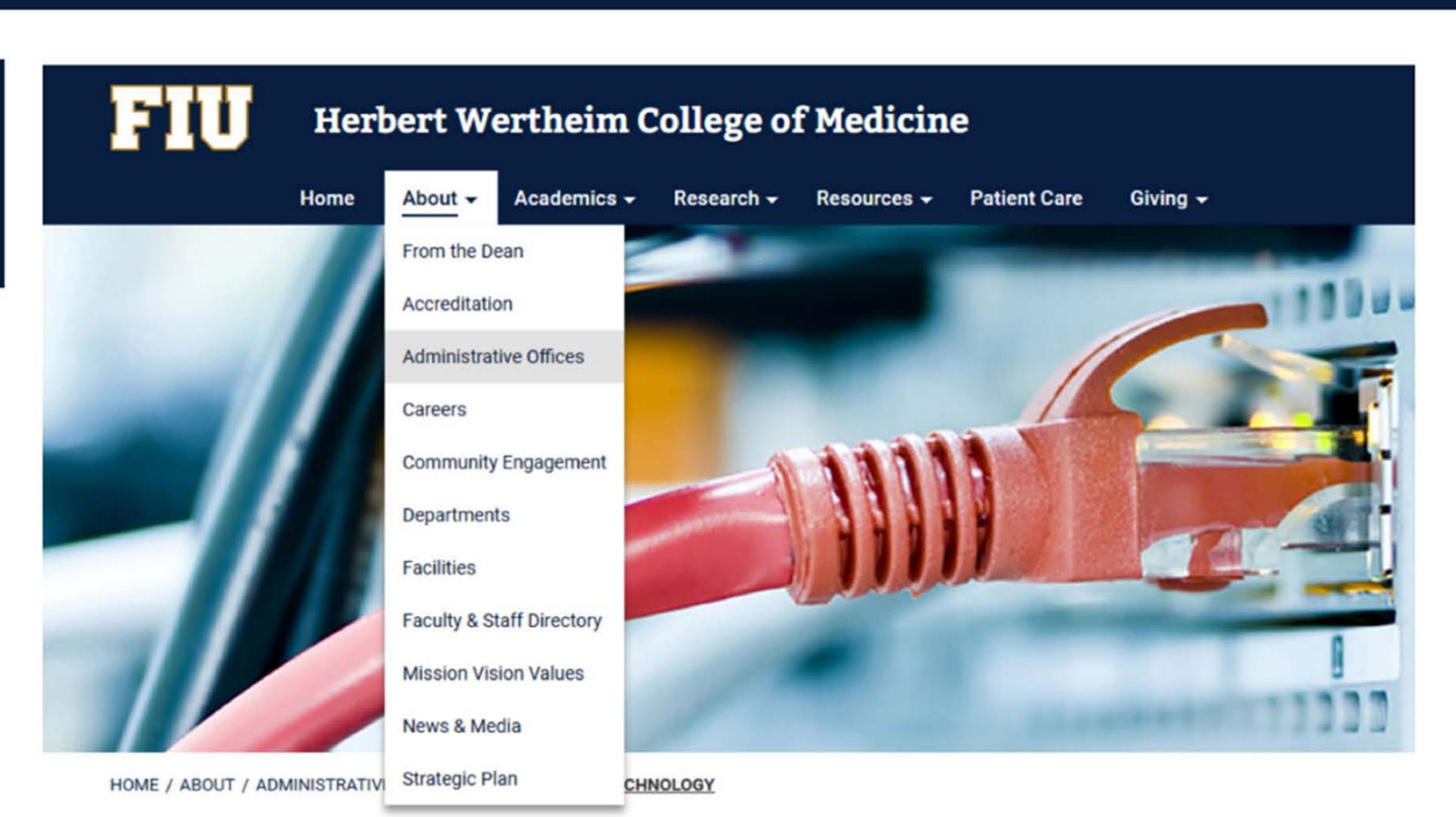


#### HWCOM IT WEBSITE

To learn more about the technology services offered, please visit the HWCOM website under the section titled "About" and "Administrative Offices".

https://medicine.fiu.edu/about/administrative-offices/informationtechnology/index.html





#### Information Technology

The Office of Information Technology provides technology services to the HWCOM and FIU Health including all satellite locations. HWCOM IT operations include: