



**PRINCE MOHAMMAD BIN FAHD
UNIVERSITY
(PMU)
Office of the CIO
ITD WELCOME PACKAGE**

I. Document Control

Distribution

This document will be available in soft or hard copy (upon request) and will be uploaded to the PMU website. This is a revision original version created back in 2009 as there are major changes in ITD services.

Purpose

This document will be as an ITD welcome package for all PMU employees.

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Welcome to Prince Mohammad Bin Fahd University (PMU) and we wish you success in your new career.

To help you get started with our onboarding process, we are providing you this information to help you get started accessing / using the PMU IT facilities such as, IP Telephone, Network / Internet, Printers and Computer Systems.

II. PMU's Vision for Technology Excellence (Click [Here](#))

The ultimate goal of Prince Mohammad Bin Fahd University is to enable a learning-centered environment that is both effective and rewarding.

In order to accommodate this noteworthy goal, the vision of the university's Information Technology Department is to provide state-of-the-art methodologies and technologies that support the diverse needs of our students, faculty and staff.

III. Information Technology Department Services and key areas

1. **Academic Computing Services (ACS)** – is a unit of ITD that caters the following:
 - ✓ Technical support to Students, Faculty & Staff
 - ✓ Laptop & desktop technical support
 - ✓ Classroom & Labs technical support
 - ✓ Access to network printing services
 - ✓ Classroom technology training & support
 - ✓ Queuing System technical support

PMU acquired enterprise Short Messaging Service (**SMS**) for sending bulk messages for students, faculty and staff. This service has been a great solution specially for students.

2. **Audio Visual System** – is another unit and it maintains and operates the Auditorium, Lecture Hall, MATV Live Streaming, PA System, CCTV, Video Conferencing, Digital Signage Programming and Display.

Video Conferencing

Video Conferencing facility allows Audio Visual interaction between campuses. We provide dedicated video conferencing rooms in the main Auditorium, Male & Female Campus Lecture Hall, and few smart classrooms equipped with high-definition cameras & microphones.

All AV facilities are being maintained by AV technicians and engineers in both Male & Female Campuses.

Video recording can also be done upon request and can be saved in a preferred media format.

3. **Management Information System (MIS)** - This unit is responsible for managing all software applications being used by Prince Mohammad Bin Fahd University which aims to deliver essential services to the students, faculty and staff.

The MIS team provides training and assistance to PMU personnel in the use of the application systems, continuously creates documentation, responds to a wide variety of ad-hoc query reports, data extractions for the Admissions, Registrar, and Budget and Accounting offices. In addition, the MIS Team develops and maintains in-house application software and application tools exclusively for the Senior Administrators of this University.

- ✓ Banner
- ✓ Blackboard
- ✓ Oracle EBS
- ✓ Book store
- ✓ TAA (Time Attendance Application)
- ✓ LMS (Library Management System)
- ✓ Others

The MIS can provide detailed reports on banner system concerning Faculty and Students.

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4. **IT Infrastructure Services (ITIS)**- Provides services for effective communication and ensuring the availability of critical data is secure, as a part of effective computing environment.

Infrastructure Services is highly committed to provide best of the services to meet the pace of ever-changing state-of-the-art computing technology. In order to better manage its IT infrastructure, ITD invested in Microsoft Servers, Microsoft Services helping PMU to get the most out of those requirements to resolve critical issues along the way, PMU ITD believes that through better system design and more efficient system administration, it can continue to support the university's expanding technology requirements in a long-term.

The infrastructure services manage the Data Center along with its equipment and services:

- ✓ Cisco System & Devices
- ✓ Microsoft Servers, Domain Controllers, Exchange Server & Devices
- ✓ EMC – Enterprise Storage
- ✓ VCE VBlock
- ✓ VCE ISILON
- ✓ File and Print Servers
- ✓ System Center Configuration Manager
- ✓ Smart Access and Attendance Server
- ✓ Symphony
- ✓ McAfee Anti-virus
- ✓ Watch Guard Campus Firewall
- ✓ McAfee Stonewall Perimeter Firewall

5. **Web Center Services** This unit is an In-house web development center responsible for creating, updating and managing the whole website and module at Prince Mohammed bin Fahd University. Web center services provide PMU's faculty, students & staff with accessibility to all platform benefits user strategy and interface design services. We provide consultation regarding online graphic standards and best practices, and collaborate with administrative and academic units on a wide range of strategic online communications initiatives.

In order for PMU websites to adhere to PMU policies for web standards and accessibility, website templates should be either coded or work supervised by a digital & web staff member. Web Team is responsible for the visual design and front end development of the university website on the pmu.edu.sa domain and other subdomains, and must be contacted in the first instance by all areas in PMU for website design requirements including:

- Consulting, strategies and support services relating to web properties Strategic thinking and planning
- Design of a new website
- Redesign of an existing website
- If required, outsourcing and other departments for website design and development (i.e. graphic design, html coding etc.).
- Subdomain Websites
- Online forms
- Online calendars
- Analytics

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- Web content management and design
- Social media posting and support
- Web marketing
- Web design
- Information design
- Emerging technologies
- Search Engine Optimization

IV. Your PMU User Account

Your PMU user account establishes your identity in PMU's security system and provides you with access to several technology services and resources on campus such as:

- ✓ Email Services
 - ✓ Printer & Photocopier
 - ✓ Personal Shared Folder
 - ✓ Department Shared Folder
 - ✓ IP Telephone
 - ✓ Banner
 - ✓ Blackboard
 - ✓ Time Attendance Application
 - ✓ Oracle EBS
 - ✓ LMS
- **Centralized Printing Solution and Quota per User**
 UNIFLOW is the University's centralized printing & copying solution that cater PMU students, faculty and staff. Your PMU user account & ID is connected to a central server which provides you access to this service with specific quota per user. A one-time authentication will be required for you to gain access to the services and subsequently you will only need to "tap" your PMU ITD to any Canon printers in the University. Although, El Ajou Group is our main provider for these services, ITD is the main contact for access control and technical support.
- **ITD Policies and Standards (Click [Here](#))**
 PMU ITD recognizes its vital role in accordance to University's missions, academic and administrative activities in protecting information in all forms. Today, more information is being used and shared in digital format thus information security and protection is highly required to ensure the stability and availability of all the resources.
- **Laptop & Desktop PC Standard**
 Below you will find the **minimum** and **recommended** specification for laptop and desktop computing at PMU.

Operating System	Minimum – Win 7 Pro Recommended – Win 10
Productivity Tools	Minimum – MS Office 2013 Recommended – MS Office 2016
Processor Type	Minimum – i5 Processor x32 Recommended – i7 Processor x64 or recent
Memory	Minimum – 4 GB Recommended – 8 GB or higher

Hard drive	Minimum – 350 GB Recommended – 500 GB to 1 TB
Graphics Card	Minimum – 512 Recommended – 512 MB or higher

➤ **Electronic Door Access Card Reader**

All PMU classrooms and labs are equipped with an electronic card reader. With the purpose to provide secured learning and teaching environment, your PMU ID will be programmed to gain access to classrooms that corresponds to your class schedules. An access log can be generated whenever needed to identify the previous employee that opened the classroom.

➤ **Information Security and Sharing Documents via email**

The purpose of this information is to provide a security framework that will ensure the protection of University Information from unauthorized access, loss or damage while supporting the open, information-sharing needs of our academic culture. University Information may be verbal, digital, and/or hardcopy, individually-controlled or shared, stand-alone or networked, used for administration, research, teaching, or other purposes.

Who Is Affected by This Policy?

The Information Security Policy applies to all University faculty and staff, through service on University.

Procedural Guidelines for Sharing Data with Internal Audiences

Those requesting private data need to demonstrate a “legitimate university interest”. At the discretion of the data owner or data provider and on a case by case basis; requests may require review and approval by the owner of the requested content.

At the discretion of the data owner or provider, requests may require follow up with the respective department head, dean’s office or administrative office of those requesting data to determine appropriate use and to determine if requester’s work assignment reasonably requires access.

Data will be shared in a number of ways including following methods:

- i. Through the Shared Folder (e.g. university Servers)
- ii. Through AD hoc reporting requests via email.

Data shared to the requester that may contains sensitive information such as: Name, National or Residency National Number, email, Home Address, Phone Numbers, Grades, Financial will be password encrypted as requires special handling because of the increased risk of harm to an individual if it is compromised.

The responder will share the password information to the requester on individual basis in a separate email. It is the responsibility of the requester person to keep it a confidential and he/she may share it within their department if it may require to complete the task.

When sharing the data, providers should limit the data and reporting to the scope, depth and breadth that is consistent with the requester’s needs.

➤ **Password Complexity**

PMU is committed to secure its information technology environment in support of its mission. In today's environment the need for a strong password policy is greater than ever to protect users from malware,

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spam, viruses, phishing and other malicious attacks, many systems at the University require the use of strong passwords to prevent unauthorized or inappropriate access to various Electronic Resources like email accounts, academic and administrative applications, computing labs, online library resources, student information systems, file repositories.

In an ongoing effort to provide better security for our campus systems, on **1st July 2018** ITD began enforcing a new password policy that is applied to all PMU users.

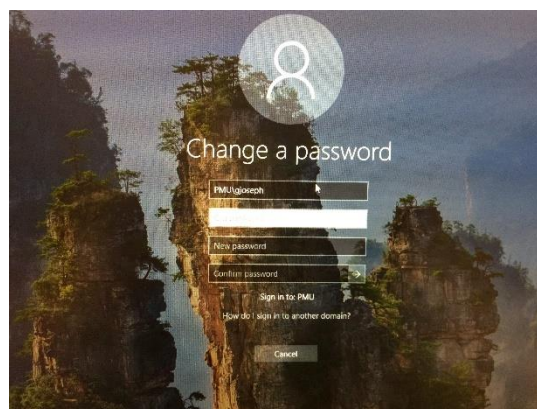
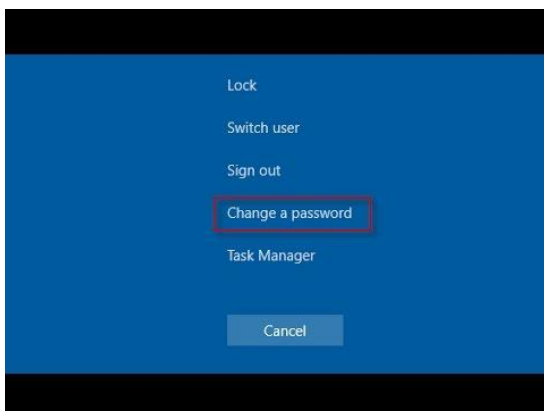
Employee Password Policy Change FAQ:

What are the complexity requirements for the password?

- Your password must be at least **8 characters**. characters limited to: **a-z, A-Z, 0-9** and **[] & + * @ ! % ? = ~ #**
- It must contain at least one **number**, one **capital letter**, and one **lowercase letter**. E.g.: **Pmu@user9**
- It cannot be the same as any of your 6 previous passwords.
- Your password must be changed every 90 days.
- Finally, your password can only be changed once per day.

Steps for changing your password through computers login screen.

- You can change your password by following below screen steps. i.e. click on the “Change Your Password” to update your password, once finished saving all your documents logoff and re-login with the new password.
- Press CTRL + ALT + DELETE
- Then on this window, please select CHANGE PASSWORD



- You may now type the “old password” and then type the “new password” & “confirm”
- Then hit “Enter” then you will be prompted that your password has been changed successfully.

➤ One Time Password (OTP)

In order to secure and protect the data related to the academic records in Banner Student Module and in accordance with the university goals, we are pleased to announce that One Time Password (OTP) has been activated for the administrative staff only for Banner INB Module. The purpose of this feature is to add extra level of security and only authorized user will be able to access the system records it and

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perform their duties as assigned. Other steps are planned to introduce the dual authentication method to the remaining PMU application.

➤ **USB storage / CD Optical Drive in Public Areas**

Part of protection for PMU assets from various viruses and intruder's tools utility, ITD will disabled the access to USB and CD-ROM drives, ITD strongly recommend to use the trusted cloud storage such as your H:\ Drive, you can access it from any computer at PMU or One drive, Google Drive, Box and Dropbox to store and access your files from multiple places in safe and protected. You can visit the IT-Helpdesk for any assistance.

➤ **Cloud storage**

ITD has given access to your favorite cloud storage (*e.g.; dropbox, google docs, MS Drive, etc..*) in uploading and accessing all your teaching documents.

➤ **Screen Saver**

As part of the University published policy, ITD advise you to activate the screensaver on all your computers to protect your data on your computer in case you forget to log out. ITD enforces the screensaver activation on your workstations automatically after 10 minutes.

➤ **Wireless Password**

PMU students, faculty & staff can connect to PMU wireless network which is available in both Male & Female Campus. ITD will be implementing additional authentication for secured access to PMU's wireless network. Your PMU username and password will be used to gain access to our wireless network.

➤ **Online Forms (Oracle E-Business Suite) (Click [Here](#))**

The Oracle E-Business Suite (EBS) plays a critical role in the organization related, business and financial transaction in a day-to-day basis. During the last two years if its Phase (1) implementation, the Oracle E-business Suite have created an effective and automated business process to PMU. Some of the modules are:

- Oracle Human Resources
- Oracle Payroll
- Oracle Self-Service Human Resources
- Oracle iRecruitment
- Oracle Financials
- Oracle Purchasing
- Oracle iSupplier Portal for Oracle Purchasing
- Oracle iProcurement
- Oracle Property Manager
- Oracle Enterprise Asset Management
- Oracle Sourcing for Oracle Purchasing

ITD already started working on the Second Phase of Oracle EBS and it will include the implementation of additional modules such as Oracle Internet Expenses, Oracle Mobile Supply Chain Application, Oracle Time and Labor, Oracle Talent Acquisition Cloud Service (Taleo) to existing Oracle EBS Suite.

V. IT Support Services

IT- Helpdesk – is ITD’s main interface to the PMU Community (both in male & female campus). IT- helpdesk personnel are available from 8:00 AM to 4:00 PM (Sunday – Thursday) to provide assistance to your IT related concerns. You can contact the IT-helpdesk by:

- ✓ Email – it-helpdesk@pmu.edu.sa
- ✓ Phone Ext: - 8888

PLEASE contact **IT- Helpdesk** for any IT related concerns in facility, classrooms, labs and offices.

Office Location is G037 at the Male Campus and F071.

Note: If ever you are going to change the password in your Email it will automatically be change in your BlackBoard & Banner as well. You will only use one password for all the accounts.

Friendly Reminder:

- Your email has a capacity of 500MB; if you will receive Mailbox is full, just cleanup by deleting unnecessary emails.
- In case you forgot your password to all the accounts, please go to IT-Helpdesk to reset your password and don't forget to bring your PMU ID card for verification purposes.

VI. Department Publication (Click [Here](#))

Check this with Aziz of what can be shared in terms of a list of documents which can be retrieved from our PMU archive.

IT Connect

IT connect is an E-Newsletter which aims to disseminate information not only relating to ITD computing services but more importantly the whole ITD as a family connected to the PMU Community.

The first IT Connect E-Newsletter was released last September 19, 2018 and it will be uploaded & available on the PMU Website.

https://pmu.edu.sa/Resources_Services/Department_Document_Production_IT_Dept.aspx

Contacts

Name	Title	Contact Number
OFFICE OF THE CHIEF INFORMATION OFFICER		
Osama S. ALSaif, PMP	Chief Information Officer	013-849 9292
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Yassir Aboobacker	Technical Support Engineer	013-849 9287
Paulo Alvarado	Lab Technician	013-849 5442
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Mary Annalee Vega	IT Support (Female)	013-849 9370
Vanessa Go	Lab Technician (Female)	013-849 5468
Khadija Mahrous	IT Helpdesk Assistant (Female)	
INFRASTRUCTURE AND CORE TECHNOLOGIES (ICT)		
Syed Muzaffar Ali (Team Leader)	Sr. Systems Engineer	013-849 9289
Mohammed Sajid Ansari	Systems Engineer	013-849 9308
Mohammed Mujahid Ali	Network Engineer	013-849 9279
Muhammed Shajahan A.D	Systems Engineer	013-849 9245
Efren A. Lumagbas	Network Engineer	013-849 5473
Muhammed Fahad Khan	System and Network Administrator	013-849 5456
MANAGEMENT INFORMATION SERVICES (MIS)		
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Allan Ellis	Database Administrator	013-849 5447
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AUDIO VISUAL		
Ayman Abu Hamad (Team Leader)	Audio/Video Supervisor	013-849 9361
Hilme Yousef Abu Hamad	Audio/Video Supervisor	013-849 8519
WEB CENTER		
Ahmad A. Ali (Team Leader)	Supervisor /Developer	013-849 8546
Mohammad Anamul Haque	Web/Graphic Designer	013-849 9794
Mohammad Dilshad Ali	Web Designer	013-849 9213

VII. Walkthrough Documents

How to access PMU Webmail first time (Click [Here](#))

Sample Email & Default Password:

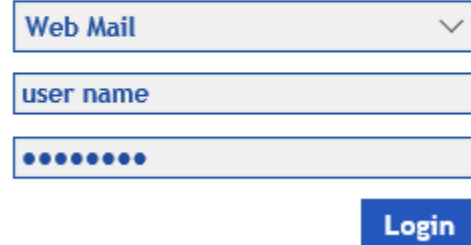
Username: FAC123456

Password: FAC@pmu1

How to Change the Password:

1. Go to PMU website:
www.pmu.edu.sa
2. Choose Web Mail then click
Login
(Do not input username & password)
3. Input your **Username & Password** then click
Sign In

PMU Login



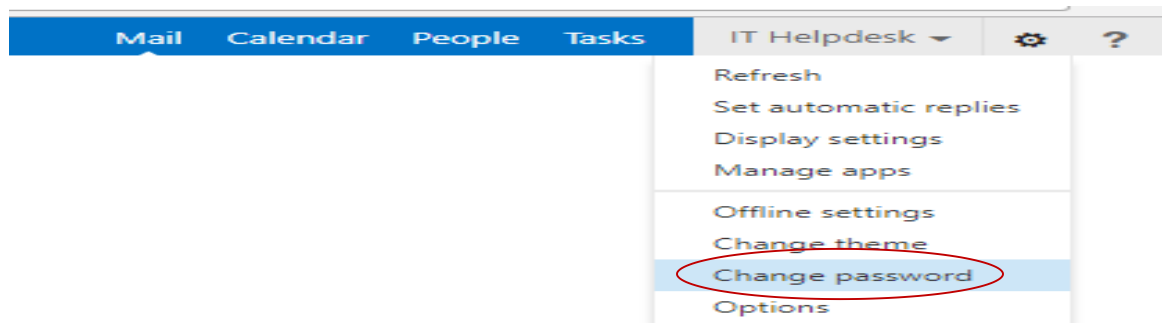
The screenshot shows the PMU Login interface. At the top, there is a dropdown menu labeled 'Web Mail' with a downward arrow. Below it are two input fields: the first is labeled 'user name' and the second contains a series of dots representing a password. To the right of the password field is a blue button labeled 'Login'.

Outlook® Web App

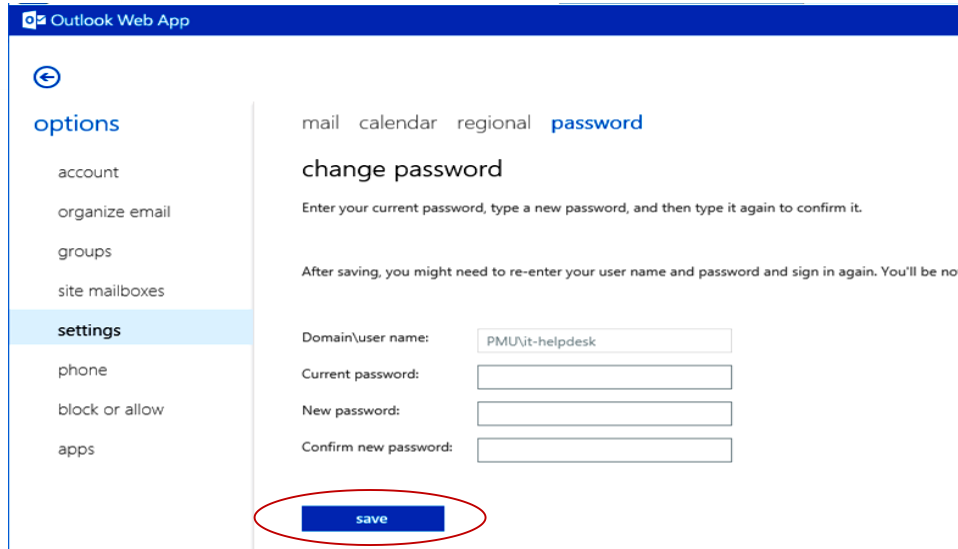


The screenshot shows the Outlook Web App login form. It has two input fields: 'User name:' and 'Password:'. Below the fields is a blue button with a right-pointing arrow and the text 'sign in'.

4. On the upper right corner click the  **Settings button** then Select **Change password**



5. Now you can change your password, by inputting your Current password, New password & Confirm new password. Then click **SAVE** button.



Outlook Web App

options

- account
- organize email
- groups
- site mailboxes
- settings**
- phone
- block or allow
- apps

mail calendar regional **password**

change password

Enter your current password, type a new password, and then type it again to confirm it.

After saving, you might need to re-enter your user name and password and sign in again. You'll be notified.

Domain\user name:

Current password:

New password:

Confirm new password:

save

Blackboard (Click [Here](#))

A web based interface where the students upload their assignments and communicate with their Instructors.

How to Login to BlackBoard:

1. Go to PMU website www.pmu.edu.sa
2. Choose **BlackBoard** Option then click **Direct Link**

PMU Login



BlackBoard

Select Online Service

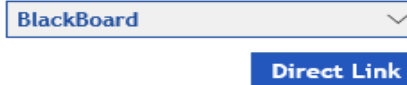
Banner Self Service

BlackBoard

Web Mail

Employee Self Services

PMU Login



BlackBoard

Direct Link

- Now you can input your **Username** and **Password**.

Single Sign-On

Prince Mohammad Bin Fahad University offers Single Sign-On (SSO) for ease and security of students faculty using one ID and password across all IT systems.

Sign in to your account

User Name	
Password	Sign In

Banner (Click [Here](#))

A web based interface where students view Registration, Class Schedule & Grades.

How to Login to Banner Self-Service:

- Go to PMU website www.pmu.edu.sa
- Choose **Banner Self Service** Option then click **Direct Link**

PMU Login

Banner Self Service ▼
Select Online Service
Banner Self Service
BlackBoard
Web Mail
Employee Self Services

PMU Login

Banner Self Service ▼
Direct Link

- Now you can input your **User Name** and **Password**

Single Sign-On

Prince Mohammad Bin Fahad University offers Single Sign-On (SSO) for ease and security of students faculty using one ID and password across all IT systems.

Sign in to your account

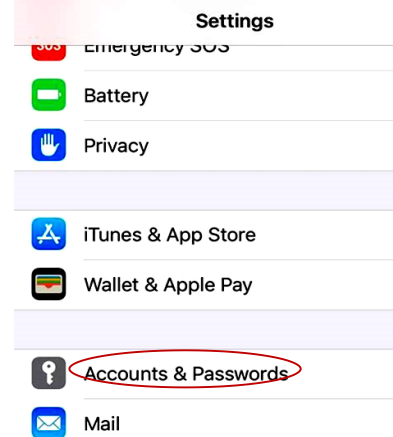
User Name	
Password	Sign In

PMU Email Mobile Configuration

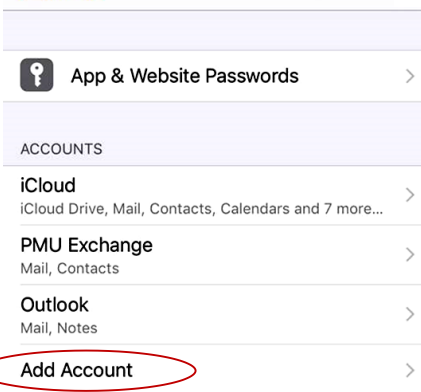
For IOS Devices:



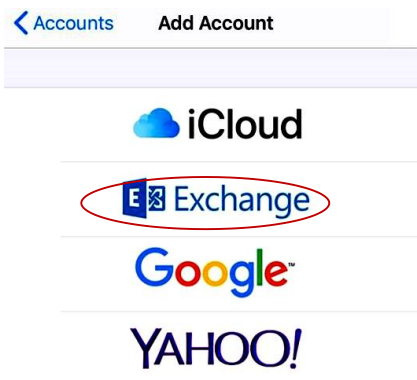
1. From the Dashboard, click **Settings**.
2. Depending on your iOS Version:
 - iOS (11 Latest): select **Accounts & Passwords**
 - iOS 10: select **Mail**
 - iOS 9 and later: select **Mail, Contacts, Calendars**
3. Select **Add Account**



< Settings Accounts & Passwords



4. Choose **Exchange**



5. Enter your **Email address** and **Password** then tap **Next**.

Cancel Exchange **Next**

Email 201812345@pmu.edu.sa

Description Exchange

Cancel **Next**

Email 201812345@pmu.edu.sa

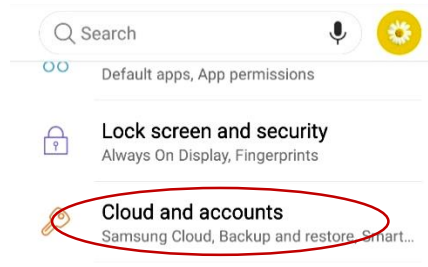
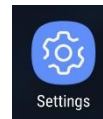
Password ●●●●●●●●

Description Exchange

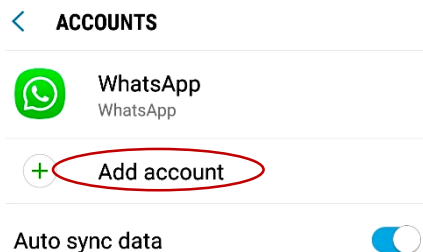
6. Then click on **Save**.

For Android devices:

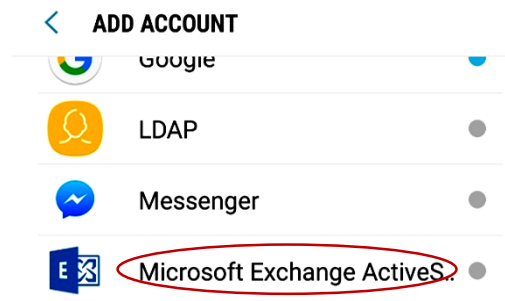
1. On your device, tap on the system **Settings** icon.
2. Tap **Cloud** and **Accounts**.
(Accounts on some devices)



3. Tap **Add Account**.



4. Tap **Microsoft Exchange Sync**.



5. Enter your **Email address** and **Password**, then tap **Sign IN** and **Apply Security Settings**.

< EXCHANGE ACTIVESYNC

201812345@pmu.edu.sa

.....

Show password

Set as default email

MANUAL SETUP

SIGN IN

< EXCHANGE SERVER SETTINGS

ACCOUNT

Email address

201812345@pmu.edu.sa

Domain\username

\201812345@pmu.edu.sa


Apply security settings?

To use this account, you need to apply the security settings required by its IT policy.

CANCEL **APPLY**

6. Tap **ACTIVATE**.

< DEVICE ADMINISTRATOR

 **Email**

Server mail.pmu.edu.sa must be able to remotely control some security features on your device.

Activating this admin app will allow Email to perform the following actions:

- **Erase all data**
Erase phone's data without warning, by performing factory data reset.
- **Set password rules**
Control the screen unlock password length and character restrictions

CANCEL **ACTIVATE**

MALE CAMPUS LABS		
Room No.	LABORATORY	DEPARTMENT SPECIALIZATION
G-053	English Lab	Preparatory Program
G-055	English Lab	Preparatory Program
G-039	Chemistry Lab	Core Curriculum
G-042	Mathematics Lab	Core Curriculum
G-043	Physics Lab 1	Core Curriculum
F-148	English Lab	Preparatory Program
F-149	E-Portfolio Lab	Core Curriculum
G-020	Physics Lab 2	Core Curriculum
F-059	Matlab	College of Engineering (Electrical)
F-060	Lab View Academy	College of Engineering (Electrical)
F-061	Communications & Systems Lab	College of Engineering (Electrical)
F-064	Civil Engineering Lab	College of Engineering (Civil)
S-053	Robotics Lab	College of Engineering (Electrical)
S-054	Mechanical Engineering Lab	College of Engineering (Mechanical)
S-059	Electrical Engineering Lab	College of Engineering (Electrical)
F-056	Web Development Lab (Diploma Lab)	College of Computer Engineering & Science
F-057	Programming Lab	College of Computer Engineering & Science
S-049	Networking Lab	College of Computer Engineering & Science
S-051	General Purpose Lab	College of Computer Engineering & Science
S-046	iOS /Android Development Lab	College of Computer Engineering & Science
S-052	Networking Lab (Diploma Lab)	College of Computer Engineering & Science
G-064	Hydraulics Lab	College of Engineering (Mechanical)
G-065	Measurement Lab	College of Engineering (Civil)
G-066	Geo Technical Engineering Lab	College of Engineering (Civil)
G-067	Hydraulics Lab	College of Engineering (Civil)
G-068	Material Engineering Lab	College of Engineering (Civil)
F-160	Electronics Lab	College of Engineering (Electrical)
F-162	Data Acquisition Lab	College of Engineering (Electrical)
F-163	Mechatronics & Sensors Lab	College of Engineering (Electrical)
F-164	Flow and Temperature Lab	College of Engineering (Electrical)
S-150	Process and Control Lab	College of Engineering (Electrical)
S-151	Open Lab	College of Engineering (Mechanical)
S-152	Cisco Lab	College of Computer Engineering & Science
S-153	Electrical Machinery Lab	College of Engineering (Electrical)
S-154	Circuit Lab	College of Engineering (Electrical)
S-155	Digital Systems Lab	College of Engineering (Electrical)
S-156	Automatic Machinery Lab	College of Engineering (Electrical)

FEMALE CAMPUS LABS		
Room No.	LABORATORY	DEPARTMENT SPECIALIZATION
G-044/G-045	Circuit Lab	College of Computer Engineering & Science
G-046	Networking Lab	College of Computer Engineering & Science
G-047	Sun Lab	College of Computer Engineering & Science
G-051/G-052	Cisco Lab	College of Computer Engineering & Science
F-131/F-132	Digital Systems Lab	College of Computer Engineering & Science
F-133/F-134	Electronics Lab	College of Computer Engineering & Science
F-136	iOS & Android Development Lab	College of Computer Engineering & Science
F-137	Networking Lab	College of Computer Engineering & Science
F-138	Web Development & Senior Design	College of Computer Engineering & Science
S-106/S-107	Interior Design Lab	College of Engineering (Interior Design)
S-108/S-109	Interior Design Lab	College of Engineering (Interior Design)
S-111	E-Portfolio Lab	Core Curriculum
G-038	English Lab	Preparatory Program
F-139	Computer Lab	College of Computer Engineering & Science
F-142	Programming Lab	College of Computer Engineering & Science
F-143	Programming Lab	College of Computer Engineering & Science
F-146	Computer Lab	College of Computer Engineering & Science
S-113	Interior Design Lab	College of Engineering (Interior Design)
S-114/S-115	Interior Design Lab	College of Engineering (Interior Design)
S-116	Interior Design Lab	College of Engineering (Interior Design)
S-117	Interior Design Lab	College of Engineering (Interior Design)
S-118/S-119	Interior Design Lab	College of Engineering (Interior Design)
G-33/G-034	Drawing Lab	College of Engineering (Interior Design)
G-019	Physics Lab	Core Curriculum
G-021	Physics Lab	Core Curriculum
G-022	Matlab	College of Computer Engineering & Science
G-023	Chemistry Lab	Core Curriculum
G-025	Biology Lab	Core Curriculum
S-051	Physics Lab	Core Curriculum
G-013	English Lab	Preparatory Program
G-017	English Lab	Preparatory Program