Title: CLASS IT New User Training

IT Code: 44500

Purpose: To help new CLASS staff members access and use the CLASS computer equipment, services, and networks, CLASS IT personnel, with the assistance or other CLASS Lab personnel, will provide training in the areas of: policies; resource access; software use; and, specialized software instruction.

Procedure:

1) The new user is provided with a set of the key CLASS IT policy statements, which explain our policies regarding use of CLASS computer equipment, services, and network. These include the following SOPs:

   SOP 50000 Acceptable Use Policy – CLASS Computing Infrastructure
   SOP 44000 IT Infrastructure Backup Policies
   SOP 44401 Installation Of Software On CLASS Workstations
   SOP 50200 Website Privacy Policy
   SOP 50201 Website Terms And Conditions Of Use

CLASS IT personnel are available to discuss these policies or answer any CLASS personnel questions about them.

2) A CLASS IT administrator will set up the new user’s accounts and access codes to CLASS computer equipment, services, and networks. This includes:

   Assigning new user account names and passwords
   Setting up e-mail program to access their University e-mail account
   Enabling access to user account on CLASS NAS server
   Provide training to the new user on how to access these services and devices

3) In general, new CLASS users are expected (as part of their hiring requirements) to have an adequate competence with the basic software tools in our user suite (Microsoft Office, e-mail clients such as Eudora, Filemaker Pro or Access, and Adobe Acrobat). However, for less common applications (such as statistical analysis packages), current CLASS staff members most familiar with that application will provide training.
4) Depending on the staff position of the new user, additional software training may be required for specific instrumentation or applications (e.g. the IRIS system on the ACS:180 assay machines). The current CLASS staff members most familiar with that application will provide this training.