



MEDICAL SCHOOL INFORMATION SYSTEMS

540 E. Canfield, 1313 Scott Hall, Detroit, MI 48201
 Phone: 313-577-1527 <http://support.med.wayne.edu>

Information Systems

Our goal in Information Services is to provide each of our users with technology and processes that allow them to perform their jobs with the greatest level of efficiency and quality. Our aim is to accomplish this by providing service in the timeliest manner possible based on all priorities in the best interest of our customers.

With regards to helping you reach your educational goals, we maintain the infrastructure and systems that you will use throughout your time here in Medical School.

Labs and Library Computers

The MD Lab Computers and computers located in the Library are assets of the school and are to be used in accordance with the acceptable use policy as outlined on <http://www.med.wayne.edu/msis/helpdesk/ethics.asp>.

The policy should be read in its entirety at the web address mentioned above!

Wireless Access

Wireless Access is currently available on the first three floors of Scott Hall and also in the public area of Shiffman Library. We are currently in the process of expanding that wireless network to all areas of Scott Hall. (*Current completion target is 12/15/2006*).

Email

Upon starting here at SoM you should have been given a SoM Email account. This email account has size limitations in place. When your mailbox reaches **125mb of storage you will be sent a warning about cleaning up your mailbox. At 150Mb you will no longer be able to send or receive email.**

You may have been given both an email account for Main Campus (@wayne.edu) as well as one for SoM (@med.wayne.edu). Our suggestion is for you to setup forwarding from your Main campus email to send mail to your SoM mailbox. Instructions can be found at <http://computing.wayne.edu/email/forwarding.php>.

Login ID and Support Information

Depending on what system you are trying to access you may need to use a different login ID and password.

SoM Login ID Access:

- @med.wayne.edu email
- Wireless access in Scott Hall
- MED School PC's
- Applications located on <http://apps.med.wayne.edu>

Contact **313-577-1527** for support

WSU Access ID Access:

- @wayne.edu email
- Pipeline
- Banner
- Library Systems

Contact **313-577-4778** for support

DMC Login ID Access:

- Citrix/CIS
- Applications located on <http://www.dmc.org/staff/>

Contact **313-966-2400** for support

Passwords

At the SoM you are required to change your password every 180 days. If the password is not changed the account will be disabled and will not be re-activated until you contact the SoM Helpdesk. It is also important that you **do not share your password with anyone**.

Password Challenge Phrase

You should set a password challenge phrase at <http://directory.med.wayne.edu>. This is a question that will allow you to validate your identity and change your password via the web or over the phone with the SoM Helpdesk in the event you forget your password or if the account becomes disabled due to the password age. Without this phrase being set, you will be required to visit 1313 Scott Hall for assistance with changing passwords.

Personal Computer Support

MSIS will provide *limited* assistance with connectivity issues on personal notebook and PDA's. Secure communications to the MED network is available via VPN. Instructions can be found at <https://vpn.med.wayne.edu>.

Non-SoM Computers

Computers that are put on the MED network, that are not configured or managed by MSIS, are expected to be fully patched and regularly cleaned for viruses by the primary user. Any computers found on the network with possible vulnerabilities or viruses will be disconnected and restricted from using the MED network until it is brought into compliance.

The policy is that all computers on the SoM network should be configured and managed by MSIS unless connected to critical lab equipment.

Frequently Asked Questions

MSIS often posts the answers to frequently asked questions and other general information at <http://kb.wayne.edu>. On the left side, select School of Medicine Information Systems.



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