GRADUATE MEDICAL EDUCATION

2021-22 TRAINEE IT ORIENTATION

By

William McKinney

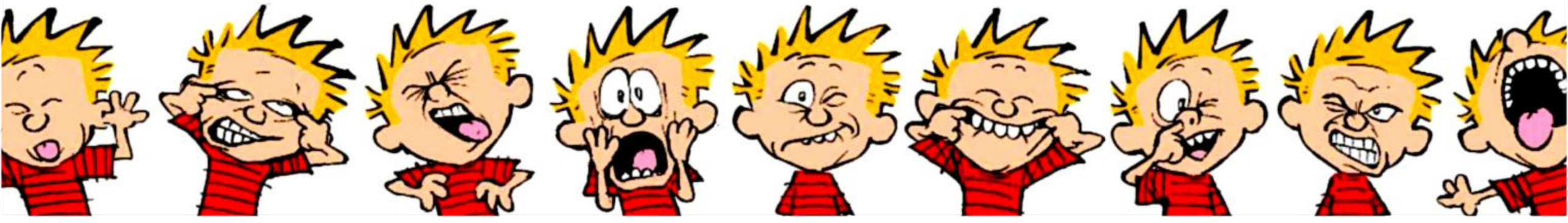
Instructional Technology Specialist

Blackboard/ExamSoft System Admin

OVERVIEW

- Single Sign-On
- Blackboard
- MedHUB
- Up-To-Date
- vBrick
- VPN
- Wi-Fi
- Mobile Devices
- Free Software
- Free Storage
- IT Rules

WHERE TO GO FOR HELP



WHO TO SEE FOR WHAT?

- **Education Information Technology**
  - Blackboard
  - VPN
  - Wi-Fi
  - ExamSoft
  - Technology & Librarian Support

  ed-tech@bcm.edu

- **BCM Information Technology**
  - Password Issues
  - Email Issues
  - Email Service
  - Email service for your phone

  http://it.bcm.edu

  BCM Popular Services Brochure

  it-support@bcm.edu

  713-798-USER (8-8737)

  - Please ID yourself as a “new trainee/resident/fellow” if you call

SINGLE SIGN-ON

BCM FEDERATED LOGIN

- Must use your BCM username and password for access
- VPN not required
- If you get locked out by trying 3 or more times to login, you must contact the BCM Helpdesk at 713-798-8737 or you can log onto the Password Self-Service and change your password: https://password.bcm.edu
- If you get an error message when logging in:

Symptoms

Users experience a 404 error when trying to access an internal BCM web site that requires authentication.

Cause

The cause for this error is cached logon credentials. The web browser has cached, or saved, previously used user name and password.

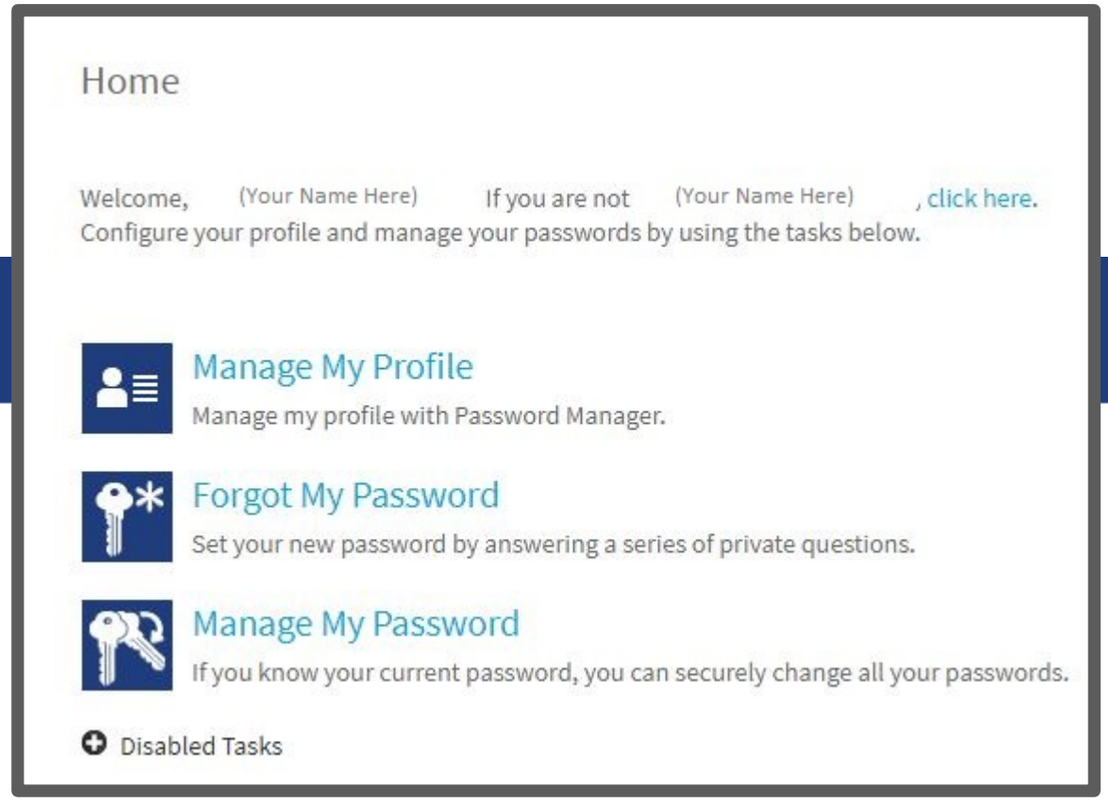
Resolution

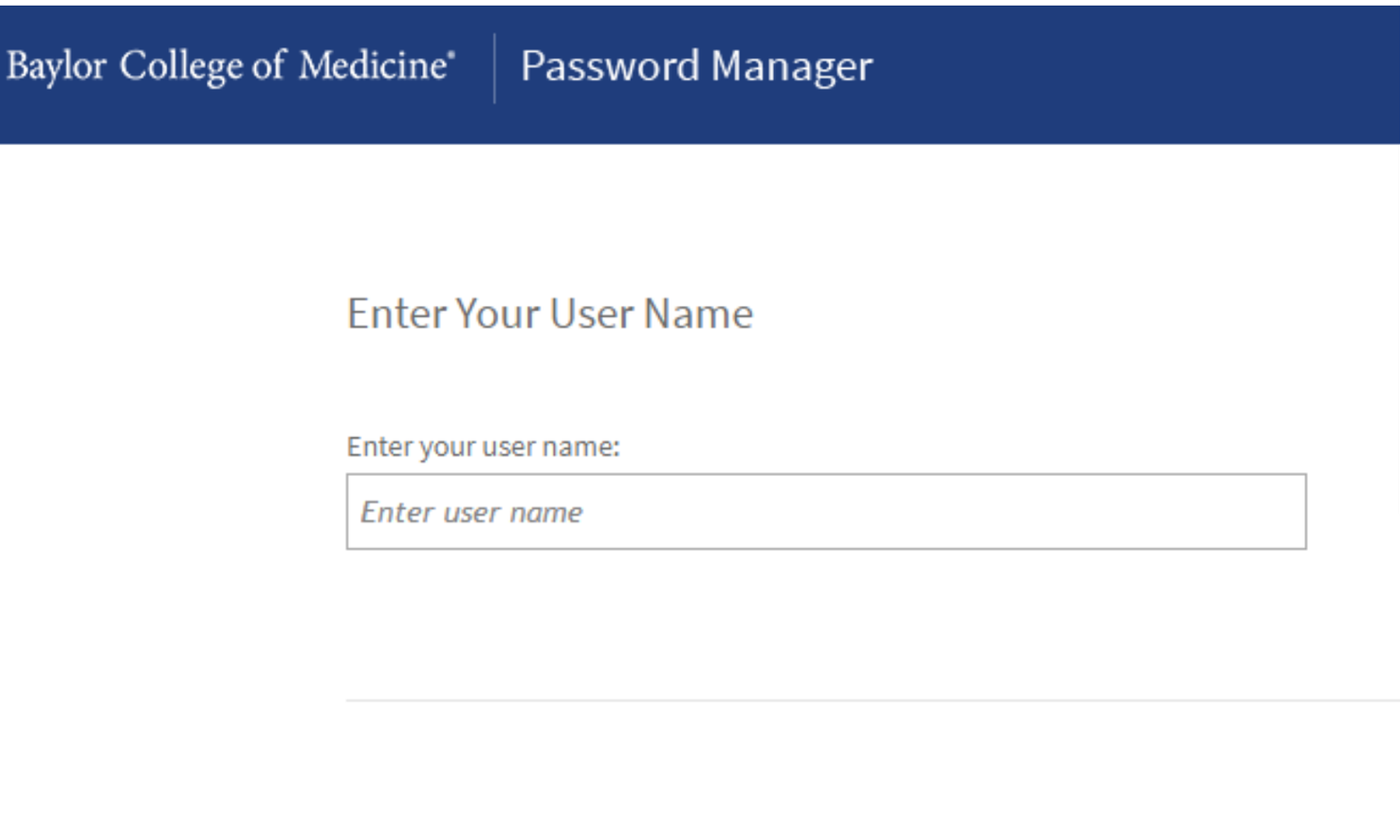
The user needs to delete the browser's cached, or saved, logon credentials. (clear the browser cookies)

- (Keyword search in the IT Service Portal on "Clear" will pull this up.)

BCM PASSWORD MANGER

- The BCM Password Manager, available at https://password.bcm.edu, provides you with the ability to independently reset/change your BCM account password at any time and unlock your account.
  - Register using your BCM username and password
  - Set up security questions and answers
  - Complete the registration





“

All BCM faculty and students are to understand and adhere to BCM IT security and compliance policies with the bottom line, any computing devices connecting to the BCM network, to include Wi-Fi, must have up-to-date operating system/associated applications security patches and anti-virus/anti-malware running, and use a strong password/PIN that is not to be shared.

-BCM IT

BLACKBOARD

William McKinney - Admin

ABOUT BLACKBOARD

- Blackboard Learn is our current LMS
- You can access it, using your browser, from anywhere!
- URL is http://bcm.blackboard.com
- Use your BCM Username and Password (Single Sign-On)for access
- **What information can be found in Blackboard?**
  - Courses & Faculty Information
  - Accreditation & Attestations
  - Textbook Information, Goals & Objectives
  - Faculty Contact Information
  - Lecture Schedules
  - PowerPoints for Lectures
  - Quizzes, Assignments, Problem Sets

Baylor College of Medicine

BCM's Current Blackboard Home Page

http://bcm.blackboard.com

Blackboard Learn Login

BCM users

Non-BCM users

Need Help Logging In?

Login Assistance: 713-798-8737
Default login information (PDF)

Blackboard Helpdesk

Office: M220, Debakey building
Mon-Thur: 8 a.m.-4 p.m.
Fri: 11 a.m.-4 p.m.
Email: ERC@bcm.edu
Blackboard policies

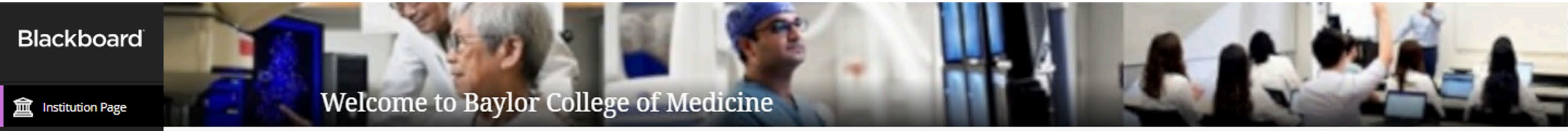
Student Resources

Bb Learn help for students
Student technology sheet (PDF)
Is my browser supported by Blackboard?
Submitting assignments
How to get your grades
About Bb Student App

Faculty Resources

How to use Bb Learn for faculty
Faculty technology sheet (PDF)
Is my browser supported by Blackboard?
Design content for Mobile Learn
How to use Collaborate
Join the Blackboard Community

BLACKBOARD – ONCE YOU LOG IN



Stream

Filter Show All

System Notifications Create

Upcoming

Nov 28, 2018
Leading & Managing Healthcare Systems 2019 Spring Edited
Due: Anesthesia Reimbursement Assignment
Due Date: 2/11/19, 11:59 PM

Nov 28, 2018
Leading & Managing Healthcare Systems 2019 Spring Edited
Due: Module 3 - U.S. & World Healthcare Systems : Module 3 - Healthcare S...
Due Date: 7/1/19, 11:59 PM

Nov 28, 2018
Leading & Managing Healthcare Systems 2019 Spring Edited
Due: Module 4 - Patient Safety and the Healthcare System : Module 4 Com...
Due Date: 7/8/19, 11:59 PM

Nov 28, 2018
Leading & Managing Healthcare Systems 2019 Spring Edited
Due: Module 5 - Organizational Theory & Function : Module 5 Competency ...
Due Date: 7/15/19, 11:59 PM

Nov 28, 2018
Leading & Managing Healthcare Systems 2019 Spring Edited
Due: Module 6 - Leadership & Power : Module 6 Competency Check
Due Date: 7/22/19, 11:59 PM

Show more upcoming activity

Today Friday, December 14, 2018

Baylor College of Medicine Announcement

Notification Settings

Stream Notifications

Notifications for due dates, grades and feedback, and new gradable items always appear in your stream.

Also notify me in the stream about these activities

- [x] New course calendar items
- [x] New messages
- [x] New content added
- [x] New gradable items
- [x] New courses available
- [x] New discussion messages
  - (•) Discussions for all of my courses
  - ( ) Only discussions I'm participating in
- [x] Student performance alerts

BLACKBOARD ALLY

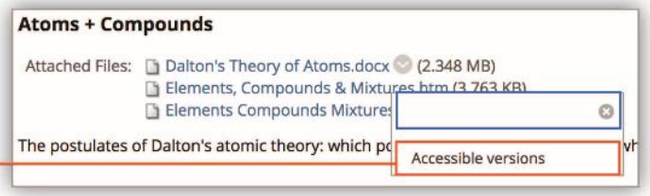
Blackboard Ally is a tool to help make your course content more accessible. Download alternative accessible formats of your course files - choose from semantic HTML, audio, electronic braille and more.

Accessible files include readable text for screen readers, pictures with captions, and easy-to-navigate content. Ally creates multiple accessible alternatives from the original documents in your course. You can download accessible formats anywhere that files are used.

Accessible Formats	
Ally generates alternative formats for these file types: ▪ PDF ▪ Word ▪ Powerpoint ▪ OpenOffice/LibreOffice ▪ HTML	Ally creates these alternative accessible formats: ▪ OCR version for scanned documents ▪ Tagged PDF version of Word, Powerpoint, and OpenOffice/LibreOffice files ▪ Semantic HTML ▪ ePub ▪ Electronic braille

Find Accessible Files

In your Blackboard course, locate a file's menu and select "**Accessible versions**".



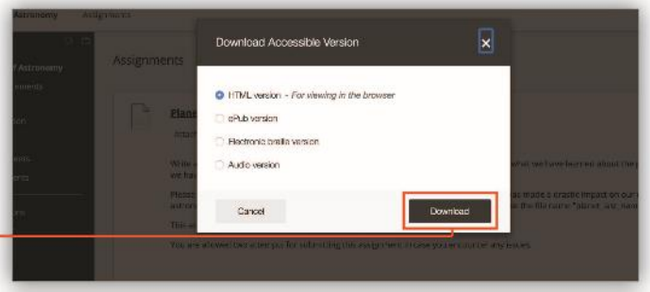
Download Accessible Files

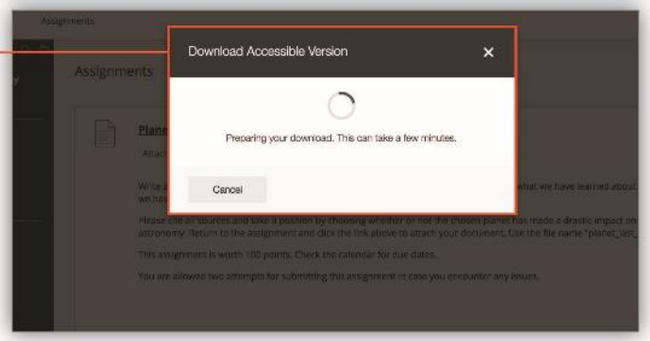
Once you found your course file, select the file dropdown and select Accessible versions.

A pop-up window lists accessible file options. Accessible versions may vary depending on the file type. Choose a version and select "**Download**".

If this is your first download of a specific file type, a Preparing download notification appears. The download may take multiple minutes to complete.

Once your file downloads, you can open or save the accessible version. You can also return to the original file to get different versions. The instructor's original file will always remain in your course, regardless of which alternatives you select.

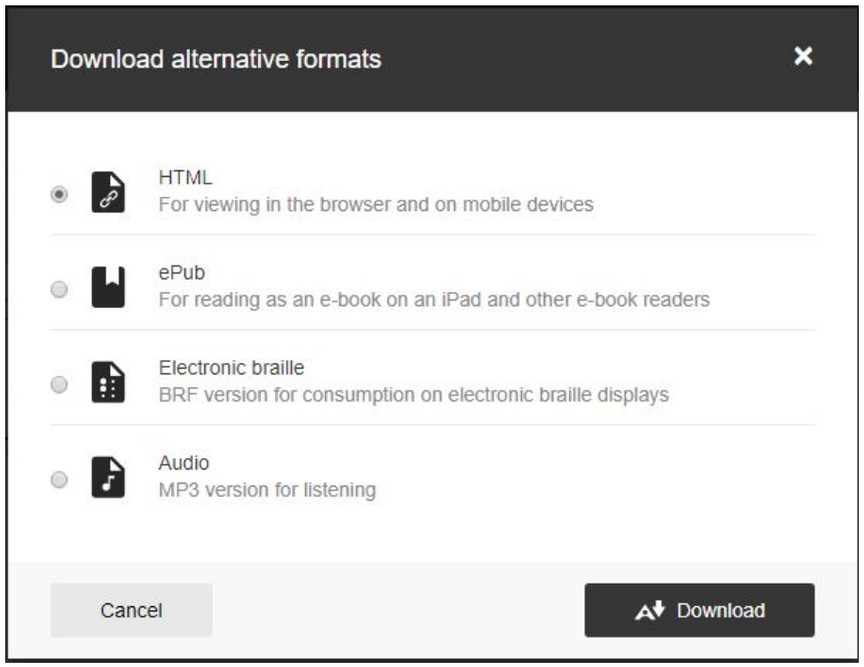




ERC Resources

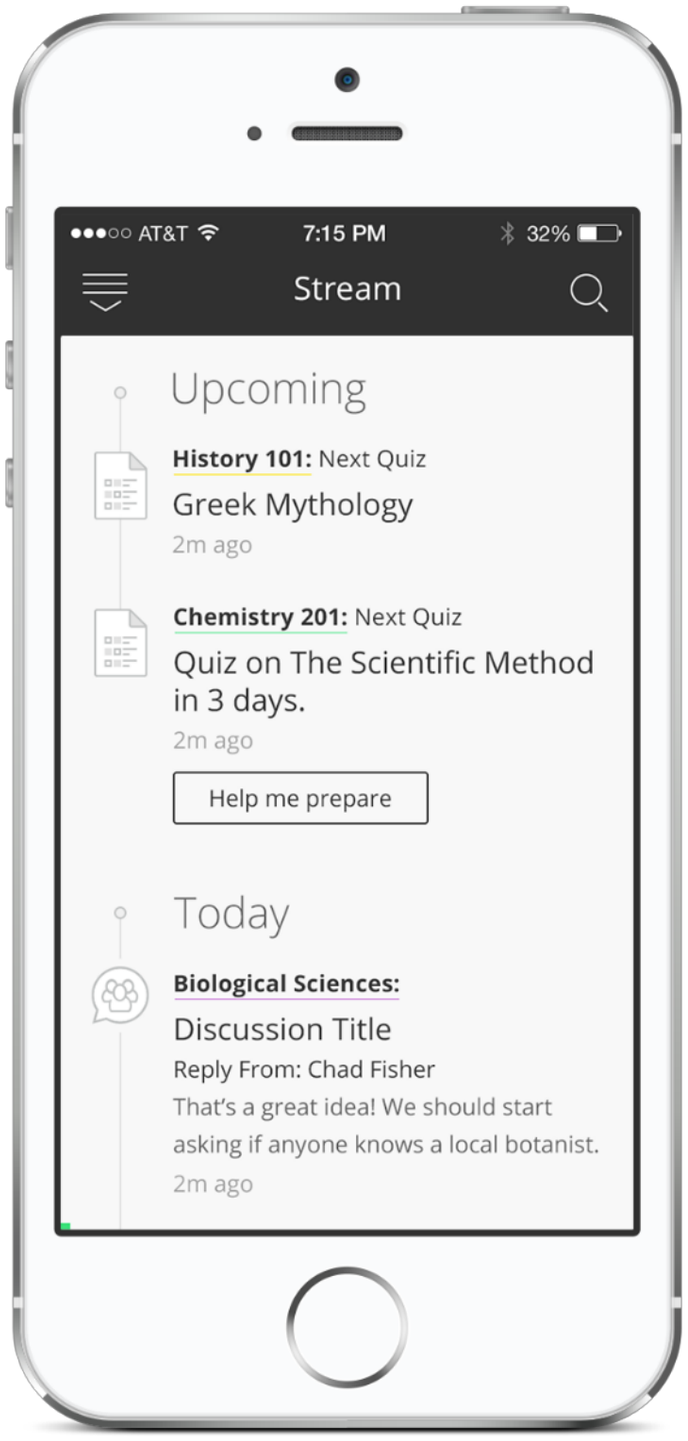
Student Technology Page 2017-2018

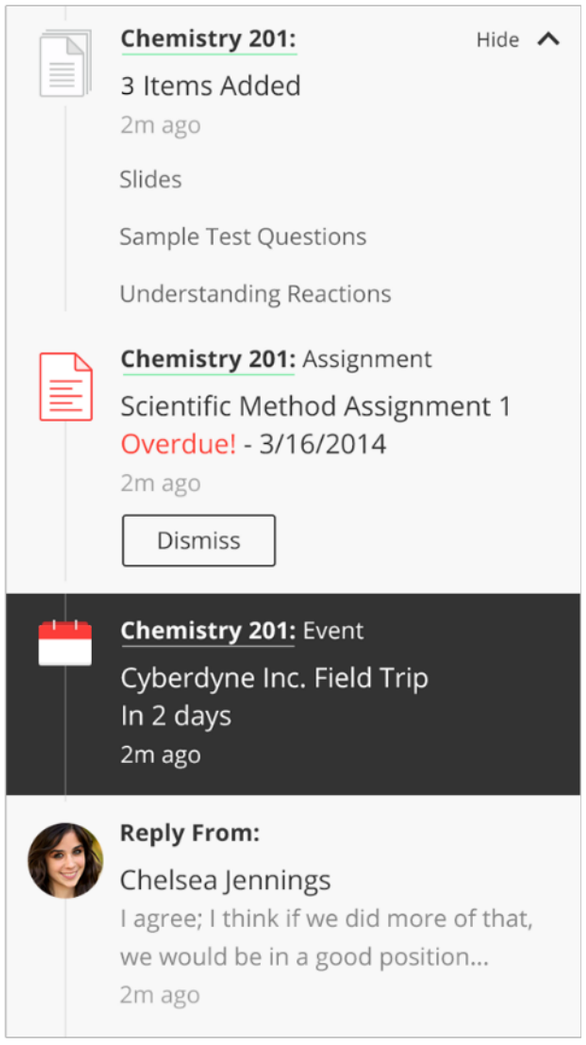
Faculty Technology Page 2017-2018



BLACKBOARD MOBILE

- Access grades, course content, and more - right from he Blackboard app on your phone. Available on the Apple App Store or Google Play





MEDHUB

MedHub is a web-based Residency Management System designed to track and document a variety of program and resident activities for scheduling, curricula delivery and evaluations, which are required for program and institutional accreditation.

- **For content issues contact:** ask-gme@bcm.edu
- **Website Address:** https://bcm.medhub.com/
- **Login Information:** Single Sign-On [BCM username and Password]
  - For login issues contact the BCM Help Desk (713) 798-8737 or by email it-support@bcm.edu

UP-TO-DATE

HOW TO ACCESS

- So that the site recognizes you are with BCM and you won't be prompted to pay for a subscription:
  - If you are on campus, connect to BCM Wifi, NOT Guest
  - If you are away from campus, you must be connected to VPN, then access the site.
    - For instructions on how to get VPN, please visit the Student/Trainee Ed-Tech page
- This applies to the website and mobile app

- https://www.uptodate.com/home

VBRICK

VBRICK

- BCM's video system
- Similar in look and feel of YouTube
- Use your BCM username and password (Single Sign-On) for access
- URL: https://bcm.rev.vbrick.com

RECENTLY ADDED VIDEOS

Browse All

Bioinformatics Gen...
May 1, 2018 9:00 AM

ID: Protozoans 080...
May 1, 2018 8:00 AM

BS: Suicide 1110 0...
Apr 30, 2018 11:10 AM

NS: Cerebrovascula...
Apr 30, 2018 8:00 AM

CMD-Neuro: Multipl...
Apr 27, 2018 2:05 PM

Tshuma Presentati...
Apr 27, 2018 12:00 PM

UPCOMING EVENTS

Browse All

ID: Protozoans: Lei...
May 2, 2018 8:00 AM - 9:0...

BS: Professional D...
May 2, 2018 9:10 AM - 10:...

CMD-Neuro: Deme...
May 2, 2018 11:05 AM - 12...

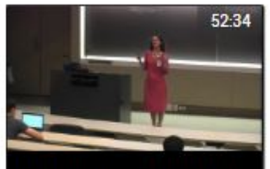
NS: Differential Dia...
May 3, 2018 8:00 AM - 9:0...

Bioinformatics Gen...
May 3, 2018 9:00 AM - 10:...

ID: Case Conferenc...
May 3, 2018 9:10 AM - 11:...

CATEGORY: ARCHIVE

Browse All



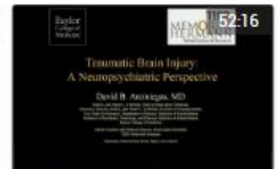
Behavior - Terminol...
Feb 3, 2017 8:46 AM

Behavior - Introduc...
Feb 3, 2017 8:46 AM

Behavior - Defense ...
Feb 3, 2017 8:46 AM

Behavior - Antidepr...
Feb 3, 2017 8:46 AM

Behavior - Sleep Di...
Feb 3, 2017 8:47 AM



Behavior - Mood St...
Feb 3, 2017 8:46 AM

CATEGORIES

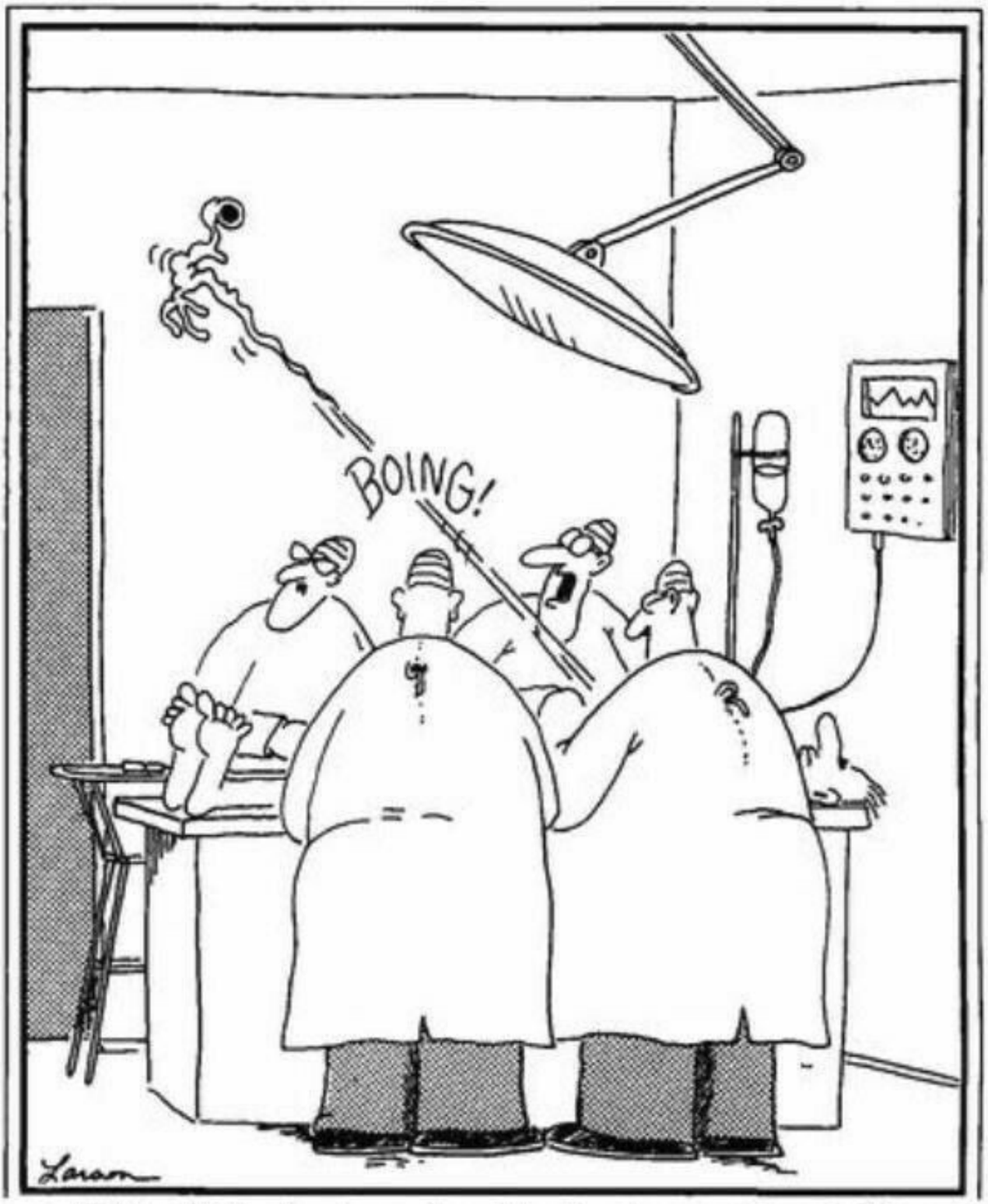
- ARCHIVE
- COMMUNITY
- EDUCATION
- Ethics, Professionalism, and Policy Program
- Live Event Broadcasting
- RESEARCH
- Uncategorized

Browse All

EVENTS

ID: Protozoans: Leishmaniasis, Chag...
May 2, 2018 8:00 AM
Infectious Disease
Protozoans: Leishmaniasis, Chagas, and African

More Info



"Whoa! Watch where that thing lands—we'll probably need it."

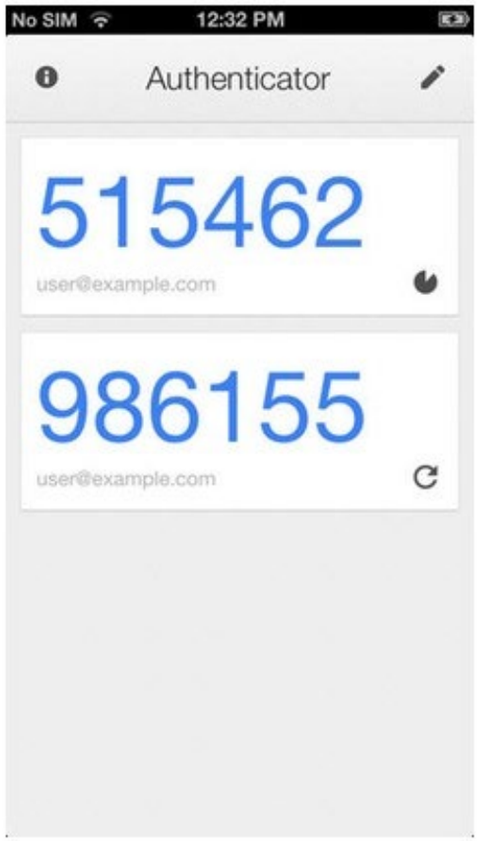
VPN

VPN

- Only needed to access BCM resources from off campus
  - Used to access Up-to-Date
- Must be on the BCM network to set this up.
- Only the ERC Option works for BCM resources like Up-to-Date (VPN not needed for Blackboard or ExamSoft)
- Note: Any computer connecting remotely to the BCM network must be up-to-date with all operating system security updates and anti-virus definitions.

HOW TO INSTALL VPN

- Open your browser
- Go to [vpn.bcm.edu](vpn.bcm.edu) and follow the directions
- Must install the Google Authenticator app on your mobile device to provide the secure token to enter into the VPN app.
  - For detailed instructions on how to install the Google Authenticator: https://it.bcm.edu (Use MFA in the keyword search)
- Once the Google Authenticator app is installed, the token refreshes every 15 seconds, so you have to be quick in entering it into VPN.
- Must be on the BCM network to set this up.



“

Warning: Since this involves a software installation, your laptop/desktop computer may request “permission” several times during this installation.

-BCM IT

FREE
WiFi

BEFORE YOU CONFIGURE YOUR LAPTOP FOR WI-FI

- Change your BCM password.

- Why?

- Your 1st BCM Password is TEMPORARY and only last for 10 working days - making it necessary to setup Wi-Fi again!

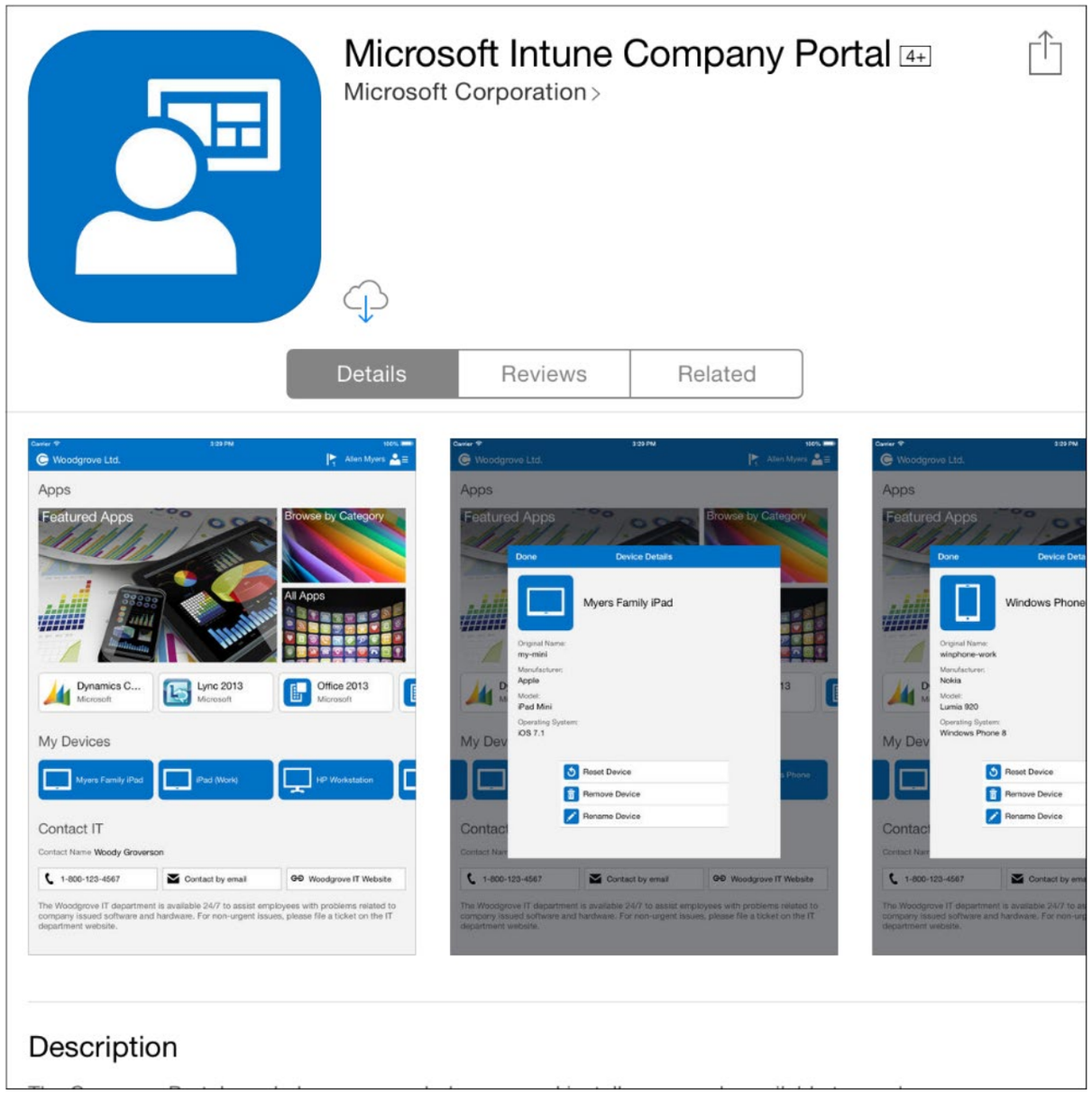
BCM-WIFI NETWORK

- Wireless connectivity is available in all BCM buildings throughout campus. If prompted, use your BCM username and password.
- You will need the BCM Wireless Network to:
  - Access the BCM Intranet
  - Access applications that BCM licenses
  - Change your BCM password
- Do not configure the Guest Network
- If you change your password. Log out of any mobile devices before making the change. Make the change, then log back into your devices. If not, you may get locked out.

MOBILE DEVICES

WHAT PHONES DOES BCM SUPPORT FOR EMAIL

- BCM supports the iPhone and Android
- To set up your email, you must download the Mobile Device Management (MDM) app called Microsoft Intune and follow the instructions for configuration.
- To access instructions, go to: https://it.bcm.edu (use keyword “mobile” for more information)



MFA & MDM

MFA is Baylor's 2 Step Verification for various sites

2 Step is triggered when outside of the BCM network

There are 2 Ways of Authenticating

- Google Authenticator
- SMS Authentication

MDM is the ability to add BCM email to your mobile device

It is separate from MFA

Manages mobile devices passively to ensure security of potential sensitive information

It is required for all Office applications on mobile devices such as teams and power apps.

More information on both services can be found at

IT.BCM.EDU

Baylor College of Medicine

FREE SOFTWARE/STORAGE

FREE SOFTWARE THROUGH IT SERVICE PORTAL

- Office 365 ProPlus - Students may install on up to five (5) personal computers for home use using your BCM username and password. Go to Settings through www.mail.bcm.edu.

- ***For Personal Devices:***

  Anti-Virus for personal devices is highly recommended; however, Baylor College of Medicine does not currently provide a no-cost option. There are many excellent options available for Mac and Windows computers, including free programs such as Microsoft Security Essentials for Windows 7, Microsoft Defender for Windows 8 & 10, Sophos Anti-Virus for Mac Home Edition, or Malwarebytes for Mac.

FREE STORAGE

- OneDrive is Baylor's online file sharing service. Use OneDrive to store, share, and collectively edit files. OneDrive can be accessed from any browser at https://mail.bcm.edu (1TB limit) by logging in with your BCM username and password, click on the app launcher and chose One Drive.

[HTTPS://MAIL.BCM.EDU](https://mail.bcm.edu)

Learn more about [*Mobile Device Management*]

Baylor College of Medicine

LOGIN

USERNAME (CAS)

PASSWORD

SIGN IN

Password Self Service
it-support@bcm.edu
713-798-8737

HTTPS://IT.BCM.EDU

Baylor College of Medicine

INFORMATION TECHNOLOGY | IT SERVICE PORTAL

Report a Problem | Request A Service | Browse Knowledge | View Status

Keyword Search

Report A Problem

Is something not working right? Tell us what it is and we'll look into it.

REPORT A PROBLEM

Request A Service

See and request the IT services you need to get through your workday, such as e-mail or clinical desktop support.

VIEW SERVICES

View Status

Take a look at how your incident or service request is coming along.

VIEW STATUS UPDATES

Top Requests

Mobile Device Management Request
Request to Receive Access to the BCM Mobile Device Management Solution
REQUEST

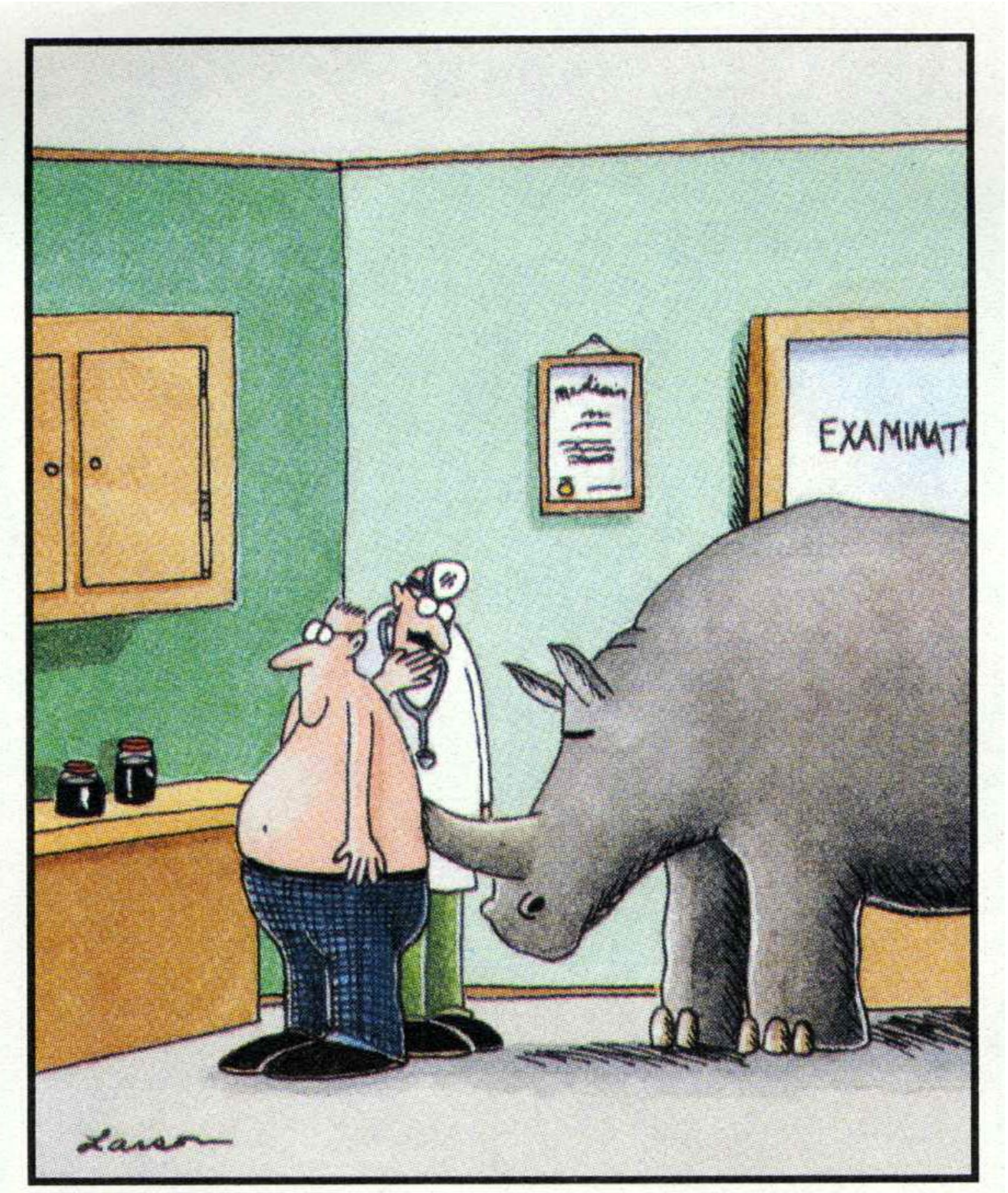
EPIC Provider Template Request
Patient Billing Systems Provider Template Requests
REQUEST

https://bcm.service-now.com/bcmsp?id=bcm_index

Top Knowledge Base Articles

BCM Multi-factor Authentication (MFA)
MFA explained in detail; What is it, how do I use it, FAQs, and more
READ

Symantec Endpoint Protection
Symantec Endpoint Protections is the standard Anti-Virus software used for all BCM Devices
READ



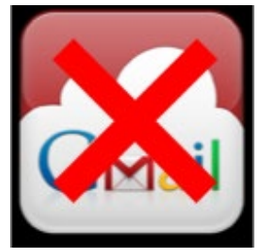
"Wait a minute here, Mr. Crumbley. ... Maybe it isn't kidney stones after all."

A FEW IT RULES

IT RULES

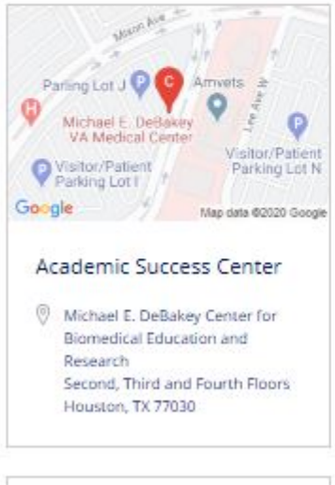
- Do not give your Username or Password to anyone else
- Be certain that your computer is clean, i.e., has Antivirus Software and that it's virus definitions are current
- Be certain your computer's operating system and software have the most recent patches
- If you discover URL's to College materials, do not provided them to non-Baylor students or personnel.
- Do not post College Materials or Patient Data on public Web sites, Social Media platforms, e.g., Google Groups, Google Docs, SlideShare, Facebook, etc

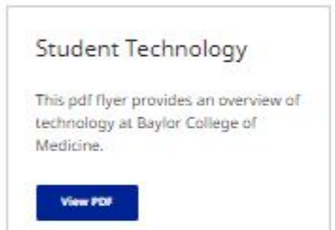
IT RULES



- BCM provides unlimited email storage. It is not necessary to forward, copy, or move BCM email out of Baylor's email system.
- Your @bcm.edu student email address is used for ALL college email communication. You MUST check this email account daily.

WWW.BCM.EDU/STUDENT-ED-TECH





Student/Trainee Ed-Tech Resources

About Education Technology

Education technology support is provided by the Academic Technologies team within the Office of Information Technology. We offer a wide range of services to enhance the instructional/learning experience for Baylor College of Medicine faculty and learners.

Educational Resources

Software Link	Description	Comments
Aquifer →	Aquifer provides case-based virtual courses for clinical learning. Aquifer's courses are evidence-based, peer-reviewed, and continuously updated by the Educators Consortium, to support best practices in clinical teaching and learning. Created by educators, for educators—in close collaboration with their national organizations—Aquifer's courses build essential knowledge and clinical reasoning skills for health professions students, grounded in Aquifer's pedagogy.	Access only for SOM. Request access by sending an email to ed-tech@bcm.edu →
Blackboard Resources → Login →	BCM Learning Management System.	**You will be prompted to login using SSO**
Box →	BCM Cloud Storage	Getting Started with Box → Contact the BCM Help Desk at 713-798-8737 for issues or concerns. **You will be prompted to login using your SSO**
Comprehensive Academic Management System (CAMS) →	Unofficial transcripts, Letter Grades, Financial Aid Info, Student Account Info, Student Directory, Elective Registration (MS1)	**You will be prompted to login using SSO**
E*Value →	Web-based Evaluation Software	School of Medicine - contact Lori Ezzell → School of Health Professions PA Program - contact Yvonnne Baier →
ExamSoft Resources → Login →	Assessment software for Educational Programs	**You will be prompted to login using SSO**
MedHub →	MedHub is a web-based Residency Management System designed to track and document a variety of program and resident activities for scheduling, curricula delivery and evaluations, which are required for program and institutional accreditation.	Graduate Medical Education Contact: Dennis Jeorje → **You will be prompted to login using SSO**
	MedlinePlus brings together	

THANK YOU