WHAT IS A HACK?

- Shortcut
- Effective
- Using tools at your disposal
- Popular sites for discovering hacks:

  - lifehacker
  - YouTube
  - Pinterest

USE A (CLEAN) DUSTPAN TO FILL A CONTAINER THAT DOESN'T FIT IN THE SINK

View these slides at sld.ku.edu. For questions, contact itcsc@ku.edu or 4-8080.
WHAT IS A KU WORK HACK?

Technology solutions for your work day.

1. Media Production Studio, VoiceThread and Media Hub
2. Multifunction Devices (MFDs)
3. Email
4. Windows Shortcuts
5. Software, Content Management System (CMS)
6. Phone
7. Other Technology Tools
8. What’s Coming
9. Discussion, “What’s your favorite work hack?”

View these slides at sld.ku.edu.
For questions, contact itcsc@ku.edu or 4-8080.
MEDIA PRODUCTION STUDIO

Computer lab and studio with equipment checkout, sound booth, graphic design and editing software, studio with green screen and classes.

Tip: Great option for students, faculty, and staff who don’t have Adobe or equipment.

To get started: Learn more at technology.ku.edu/mps or just walk in to Budig 10!
VOICETHREAD

Multimedia presentation and collaboration tool

**Tip:** Create and narrate presentations for anytime collaboration. Viewers can leave comments.

**To get started:** You automatically have access. Go to [voicethread.ku.edu](http://voicethread.ku.edu) to learn more and sign in.

View these slides at sld.ku.edu.
For questions, contact itcsc@ku.edu or 4-8080.
MEDIA HUB

Video hosting, like KU’s YouTube

**Tip:** Works well for presenting videos on the CMS. You can also capture your screen or Web cam.

**To get started:** You automatically have access. Go to [mediahub.ku.edu](http://mediahub.ku.edu) to log in and upload videos.
MULTIFUNCTION DEVICES

TIPS & TRICKS

Get more function than:
• Printing
• Copying

You can also:
• Scan
  • Send to email
  • Send to network
• Forwarding faxes to email

*MAY REQUIRE SETUP BY TL*

View these slides at sld.ku.edu. For questions, contact itcsc@ku.edu or 4-8080.
MULTIFUNCTION DEVICES

TIPS & TRICKS

- Log in with KU credentials > “Fax Scan”
- Scan to Email, V Drive, Anywhere on the Network

*MAY REQUIRE SETUP BY TL*

View these slides at sld.ku.edu.
For questions, contact itcsc@ku.edu or 4-8080.
MULTIFUNCTION DEVICES

TIPS & TRICKS

- Fax Forwarding
  - Forward to email account
  - Forward to network location
- Saves paper
- Security
- Notification (if forwarding to email)
- Can be set to forward, and print if forward fails.
DEPARTMENT EMAIL ACCOUNTS

Shared email accounts

Tip: You can request an email account be created for:

• Department
• Project
• Working Team
• Event

To get started:

Go to technology.ku.edu/departmental-accounts and click on “Email Account Request Form.”
- **Recover Deleted Items:**
  - Folder Tab > ‘Recover Deleted Items’
- Select file > ‘Recover Selected Items’
- Can select multiple via ctrl-click.
OUTLOOK WEB APP (MAIL.KU.EDU)
TIPS & TRICKS

- **Set an Out Of Office message via OWA.**
  - Log in to mail.ku.edu > select ‘options’ in the top-right corner > ‘Set Automatic Replies...’
KU IT Account Management can create DLs based off of the identity management database. Here are some ways DLs can be populated:
- Staff assigned to a specific department code.
- Students with X amount of hours completed.
- Staff based out of a specific building.
Print & Email Files

You can print or send a file by email by right-clicking the file.

Multiple Files:

1. Select up to 15 (need to be in same location) using Ctrl or Shift and clicking on the files.
2. Right click to view more options.
3. You can now print or share as an email.
## SOFTWARE

<table>
<thead>
<tr>
<th>Work</th>
<th>Home</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request to switch from 2010 to 2013</td>
<td>Home Use Program (HUP)</td>
</tr>
<tr>
<td>No cost</td>
<td>$9.95</td>
</tr>
<tr>
<td>Request it from your TL</td>
<td><a href="http://Software.ku.edu">Software.ku.edu</a></td>
</tr>
<tr>
<td></td>
<td>(Students also get discounts.)</td>
</tr>
</tbody>
</table>
CONTENT MANAGEMENT SYSTEM (CMS)

The CMS is KU’s system for managing Web content.

**Tip: Web Forms**
- Help collect information
- Can include file uploads
- Examples:
  - Summit registration
  - Speaker’s info

**To get started:**
- Attend basic training. Go to [workshops.ku.edu](http://workshops.ku.edu) to sign up.
- Request a development site at [cms.ku.edu](http://cms.ku.edu) or contact your web editor to get access.
- **Call Forwarding**

- **You can set your Avaya desk phone to forward all your calls to another number.**

  - Get a dial tone on your phone.
  - Dial * 2 #.
  - Then dial the number to forward it to as you would normally dial it (for example, 4-#### or 8-#####).
  - You will hear three confirmation beeps.
  - To deactivate, dial # 2. You will hear three confirmation beeps.

*DOES NOT WORK ON EDWARDS CAMPUS*
Programmable Buttons

- Speed Dial
- Station Busy - doubles as a busy lamp field to tell when a specific line is in use
- More options available by selecting a user guide at: technology.ku.edu/telephone-set-user-guides
BLACKBOARD

Learning management system

Tip: You can request a course shell and use it for department training and orientation.

To get started: Go to blackboard.ku.edu to learn more and request a shell at blackboard.ku.edu/practice-course-request.

View these slides at sld.ku.edu. For questions, contact itcsc@ku.edu or 4-8080.
WORKFLOW (IMAGENOW)

Online document management and workflow

**Tip:** This service can help your office take a huge step in becoming paperless.

**To get started:** You can request a custom workflow at [workflows.ku.edu](http://workflows.ku.edu).

View these slides at sld.ku.edu. For questions, contact itcsc@ku.edu or 4-8080.
ADOBE CONNECT

Online meetings and webinars

**Tip:** You can record meetings and present them later for those who couldn’t make it. You can even hold public meetings and webinars.

**To get started:** You automatically have access—no need to request. Log in at [desktopconnect.ku.edu](http://desktopconnect.ku.edu).

View these slides at [sld.ku.edu](http://sld.ku.edu).
For questions, contact [itcsc@ku.edu](mailto:itcsc@ku.edu) or 4-8080.
MICROSOFT ACADEMY

On-demand training for Microsoft software

**Tip:** The hardest part is getting logged in. Must use a PC and access with Internet Explorer.

**To get started:** Go to [kuknowledgebase.ku.edu](http://kuknowledgebase.ku.edu) and search for Microsoft Academy for directions to sign up and log in.
## WHAT’S COMING THIS YEAR

<table>
<thead>
<tr>
<th>Technology</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automated Resource Booking</td>
<td>Helps manage conference rooms by setting up preferences to automate some of the process</td>
</tr>
<tr>
<td>KU Software Web Store</td>
<td>Locate, purchase and download discounted software for office and/or home use</td>
</tr>
<tr>
<td>Blackboard Collaborate, Outcomes, Content Management, Community Engagement,</td>
<td>New collaboration tools integrated in KU’s LMS</td>
</tr>
<tr>
<td>Microsoft Lync</td>
<td>Real-time communication and collaboration using chat, Lync-to-Lync voice and/or video, online meetings</td>
</tr>
</tbody>
</table>

*View these slides at sld.ku.edu.*

*For questions, contact itcsc@ku.edu or 4-8080.*
WHAT IS LYNC?

Communicate and collaborate in real time from anywhere!

• Integrates with Outlook and the Global Address Book
• Move from instant message to sharing voice, video or desktop seemlessly
WHAT IS LYNC?
DISCUSSION

What’s your favorite KU work hack?

Andy Jackson  
Tier Two Technical Support  
andy@ku.edu

Suzie Johannes  
Technology Trainer  
sjohannes@ku.edu
## SERVICES

<table>
<thead>
<tr>
<th>Technology</th>
<th>Function</th>
<th>More info:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content Management System</td>
<td>Manage Web content</td>
<td><a href="https://cms.ku.edu">cms.ku.edu</a></td>
</tr>
<tr>
<td>Workflow at KU (ImageNow)</td>
<td>Electronic document management and workflow</td>
<td><a href="https://workflows.ku.edu">workflows.ku.edu</a></td>
</tr>
<tr>
<td>Department Email Accounts</td>
<td>Cut down on personal email</td>
<td><a href="https://technology.ku.edu/departmental-accounts">technology.ku.edu/departmental-accounts</a></td>
</tr>
<tr>
<td>Adobe Connect</td>
<td>Stream meetings online also includes recording</td>
<td><a href="https://desktopconnect.ku.edu">desktopconnect.ku.edu</a></td>
</tr>
<tr>
<td>Blackboard</td>
<td>KU’s learning management system</td>
<td><a href="https://blackboard.ku.edu">blackboard.ku.edu</a></td>
</tr>
<tr>
<td>VoiceThread</td>
<td>Narrate presentation and feedback</td>
<td><a href="https://voicethread.ku.edu">voicethread.ku.edu</a></td>
</tr>
<tr>
<td>Media Production Studio</td>
<td>Access multimedia software and equipment</td>
<td><a href="https://technology.ku.edu/mps">technology.ku.edu/mps</a></td>
</tr>
<tr>
<td>MediaHub</td>
<td>Video hosting</td>
<td><a href="https://mediahub.ku.edu">mediahub.ku.edu</a></td>
</tr>
<tr>
<td>Discounted Software</td>
<td>Software for home and/or office use</td>
<td><a href="https://software.ku.edu">software.ku.edu</a></td>
</tr>
<tr>
<td>Microsoft Academy</td>
<td>Online Tutorials for KU Staff</td>
<td><a href="https://kuknowledgebase.ku.edu">kuknowledgebase.ku.edu</a></td>
</tr>
</tbody>
</table>

View these slides at sld.ku.edu. For questions, contact itcsc@ku.edu or 4-8080.