New Faculty and Staff Info

1555 Laurie Sherrod June 7, 2023

What is my username and password?

An employee Username is automatically generated when appointment transactions for employees are posted in the CUBS system. Each new employee should be notified of their username by their supervisor or they can find it by looking themselves up in the [university directory](#). Passwords for new employee Usernames are set by default to the last five digits of the employee's social security number, and can be reset by each user.

- [More information on usernames and passwords](#)
- [Password Change Utility](#)
- [Who Am I](#)

What is Duo Two-factor Authentication?

Passwords are essential for security and privacy, but they are often not enough. Two-factor authentication requires *something you know* (your Clemson password) and *something you have* (like the Duo smartphone app) as an added layer of security to prevent anyone else from accessing your account. Many of Clemson's systems including Peoplesoft (HR/Payroll/Accounting), iRoar/Banner, Canvas, Box Storage, etc. are protected by Duo. You can also choose to protect your employee email with Duo as well.

You can setup & manage your Duo account at https://2fa.clemson.edu. There you can register new devices or phone numbers, reactivate when you change phones, and opt-in for additional protection on various services.

How do I setup and access email?

Clemson University's primary email system for employee communications is Microsoft Exchange provided by Office365. You can access Exchange through a local client (Outlook, Apple Mail, etc) or through the web at http://365.clemson.edu.

Gmail is another alternative offered through our G Suite for Education contract. G Suite accounts can be setup from the Clemson Email forwarding page at http://www.clemson.edu/email_forwarding.

- [Setting up Outlook](#) (Windows)
- [Setting up Outlook](#) (Mac OS)
- [Creating a Clemson Google Apps for Education account](#)

How do I print and what is Papercut?

Papercut is the application that allows faculty and staff to print on campus printers. [Click here for information on PaperCut](#)

What is the Network Registration System (netreg)?

The Network Registration System(netreg) is in place to manage the different network-capable pieces of electronic equipment that each user may find themselves using here at Clemson University. In order for a user to connect to the campus network they must first register that device's MAC address with the system in order for it to be recognized and tied to a specific person. In the event of an issue, such as a virus, that person can be contacted directly. Only devices using ethernet (wired) connections must be registered. Devices using wireless do not need to be registered because the user is authenticating at the time of connection.

There are two ways to get hardware registered. The first is to simply open an internet browser on the connected, non-registered device. You will automatically be redirected to the NetReg page. Alternatively, you can manually register your device by entering the MAC address at http://netreg.clemson.edu. This website is where you can view all of your registered devices, and delete old registrations if necessary.

What wireless network does Clemson use?

eduroam (**edu**cation **Roam**ing) is the primary secure wireless network available to faculty, staff and students using WPA2-Enterprise technology. It can be found not only on Clemson's main campus, but also at many of the University's satellite areas such as Clemson at the Falls and ICAR.

What makes eduroam different from other wireless networks is users can utilize their Clemson credentials to connect to the Internet at other participating colleges and universities. No longer will users visiting other colleges have to be put on the network by the college consultants. They just have to power on their machine and be connected.

Depending on your device, you can use the following settings to connect to eduroam:

EAP Method: PEAP
Phase 2: MSCHAPv2
CA certificate: Use system certificates
Domain: clemson.edu
Username (identity): your_username@clemson.edu
Anonymous Identity: (leave blank)
Password: your_clemson_password

Additional wireless networks are available for guests or devices that don't support WPA2-Enterprise.

More information can be found here: [Clemson Wireless](#).
More information can be found about connecting other devices to Clemson Wireless here: [ResMediaNet](#)

What is iROAR?

iROAR is Clemson's Student Information System. The goals of the iROAR project are to:

1. provide a single sign-on for all users
2. provide improved data integrity
3. provide an enhanced management of data and an intuitive portal for all aspects of the Clemson community

- [iROAR Site](#)

Other Faculty/Staff Resources

- [Canvas](#)
- [Audio Video Classroom Technology](#)
- [Knowledge Base](#)
- [Research Computing](#)

How do I get help from IT?

IT support is provided both by the central IT Service Desk as well as local college-level support groups. You can contact the Service Desk using the following methods:

- Call or Text: (864) 656-3494
- Email: ITHelp@clemson.edu
- Chat: https://ccit.clemson.edu (Chat Now link at top of page)
- Walk-in:
    - Cooper Library, 2nd floor
    - Freeman 142 (Engineering)

It is very advantageous to **submit requests yourself**, because you will get the response. If you allow an Admin Assistant to enter the ticket, they will get any response that you are looking for on your issue. A help ticket can be entered by emailing ithelp@clemson.edu or by going to the web interface at https://ithelp.clemson.edu.

If the Service Desk is unable to resolve your issue, your request will be routed to a local support group dedicated to your college or department. You can find more information on the Tech Support Program and your area consultants [here.](#)

Online URL: https://hdkb.clemson.edu/phpkb/article.php?id=1555