I. College Technology Policy

a. Mount Carmel College of Nursing (MCCN) recognizes that principles of academic freedom, freedom of speech, and privacy hold important implications for information technology use and services. The College provides all information technology resources in support of the teaching, learning, research, and community/public service mission of the College and all administrative functions that support this mission. MCCN encourages the use of its information technology resources to share information, to improve communication, and to exchange ideas in support of these purposes.

b. Censorship is not compatible with the goals of the Mount Carmel College of Nursing. While the College may limit the use of some computers or resources to specific research or teaching missions, freedom of expression will generally be protected. While the College rejects censorship, behavior that constitutes misconduct will not be protected. Such behavior includes, but is not limited to the use of MCCN’s information technology resources in connection with child pornography, harassment of any kind, copyright infringement, theft, unauthorized access, and other violations of the law.

c. All information technology systems and services, including telecommunication equipment, computer systems hardware, software, and supporting infrastructure provided by the College are the property of the Mount Carmel Health System. Accordingly, Mount Carmel reserves the right to manage all systems and services, including accessing records and other files resulting from use of these resources. Intellectual property and copyright laws may supersede College ownership of specific file content. Use of information technology systems and services should be undertaken with the knowledge that many electronically generated and stored records may be defined as “educational records” subject to the nondisclosure provisions of the Family Educational and Privacy Rights Act (FERPA).

d. To comply with federal regulations governing tax-exempt organizations, MCCN technology resources may not be used for mass and unsolicited communications used in connection with lobbying (except official College of Nursing activities authorized by the Office of the President) or political campaigns. Communications that in part may contain political information, when sent to a select few individuals and that pertain to professional and work-related issues are permissible. In addition, such resources should not be used for private business or commercial activities, except where such activities are otherwise permitted under applicable MCCN policies.

II. Consequences of Policy Violation

Violations of the Mount Carmel Computer Access Policy may result in disciplinary action. Disciplinary action may range from temporary suspension of email and Internet privileges up to and including termination from Mount Carmel College of Nursing and/or the Mount Carmel Health System.

III. Computer Systems Access

a. A number of different systems provide faculty and staff access to Mount Carmel information. Instructions regarding username and password for the various systems are distributed upon employment. Students receive username and password information at the beginning of the first semester of enrollment.

b. Access to the Internet from any MCCN computer requires authentication (user name and password). Clinical systems access is only available within the MCHS environment. Passwords expire every six months. Per the Mount Carmel Health System Confidentiality and Network Access Agreement, passwords are confidential and must not be shared with anyone else.
c. Internet access is for academic and work purposes only and is monitored. Do not share usernames and passwords. For faculty who are also students, use your student user name for academic purposes; use your employee user name for work; **do not mix the two**. Unauthorized access to any system is prohibited (i.e., logging in as another user or looking at another user's email messages, other than authorized through delegation rights). Protected health, educational, and financial information must only be transmitted using approved, secure technology procedures.

d. Faculty, staff and students are required to exercise good judgment and responsibility when viewing websites. The following actions are **prohibited**:
   - Harassment
   - Slander
   - Stalking
   - Bullying
   - Violation of copyright laws
   - Downloading music and videos (unless a course requirement)
   - Selling products or gambling
   - Visiting pornographic sites
   - Damaging computer equipment

e. Links to access to CARMELink (student/faculty/staff portal), MyMCCN|canvas (the learning management system [LMS]), Nightingmail (MCCN email), and the MCHS Libraries databases can be found on the MCCN website; each system requires a user name and password for access.

**CARMELink**

CARMELink is the MCCN communication, information, and student portal. Access to CARMELink is provided either:

- Via link from the MCCN website (http://www.mccn.edu)
- Via Internet browser at https://carmelink.mccn.edu/ics/
- Username: first initial and last name
- Password: system generated (initially)

Change the password at first login to CARMELink. To change a password:

- Click on "Personal Info" located next to "Logout"
- Select the "Password" tab
- Enter the old (current) password
- Enter and confirm new password

**Important Tip**: Click on "Password Hint" and enter a Hint Question and Answer

If you encounter problems with CARMELink access, use your mccn.edu email account and send a detailed message describing your concern to: HelpLine@mccn.edu. You will receive a return email with an assigned ticket number.

**MyMCCN|canvas**

MyMCCN|canvas is the MCCN learning management system (LMS). Both CARMELink and MyMCCN use the same username and password for authentication. Access to MyMCCN|canvas is provided either:

- Via link from the MCCN website (http://www.mccn.edu)
- Via Internet browser at http://mccn.instructure.com
- Username and password: same as CARMELink
Nightingmail
MCCN provides an email account (Nightingmail) to all faculty and staff. Please note that use of the Nightingmail system is subject to the terms and conditions in the "Confidentiality and Network Access Agreement." Access to email is provided either:

- Via link from the MCCN website (http://www.mccn.edu)
- Via Internet browser at http://mail.mccn.edu
- Username: first initial and last name
- Initial password: Pass4mccn (case sensitive)
- Note: All student user names will be differentiated with a unique number assigned by College Technology Staff.

MCHS Libraries
The MCHSL has a comprehensive website and can be accessed:

- Via the MCCN website (http://www.mccn.edu → Faculty & Staff → Library Services)
- Via your Internet browser at www.mccn.edu/library
- Via Insight (the Mount Carmel intranet, Resources → Library Resources)
- Library login, On campus: no access login is required.
- Library login, off campus or remote access by user name: last name, followed by your Mount Carmel Associate ID number.
- For problems with access, contact MCHS Library Services at library@mchs.com, 614-234-5214.

MCHS Clinical Systems
- MCHS clinical systems provide access to patient care information during clinical experiences. Clinical faculty provide students with appropriate passwords.
- **Username:** first and last initials and MCHS employee ID number
- **Passwords** are unique for various clinical systems
- If you encounter problems with access, contact MCHS IR Customer Support, 614-234-8700.

MCHS HealthStream
- HealthStream is used to complete mandatory and annual online educational modules assigned by MCHS.
- To access HealthStream from any PC, use the following URL: https://www.healthstream.com/hlc/login/dir.aspx?trinityhealth or
- Navigate from the Resources tab > Education > HealthStream
- **User ID:** employee ID number
- **Password:** employee ID number

**IV. How to Get General Technology Help**
HelpLine ticketing and tracking is through Google Apps and is integrated into Nightingmail.

- Using your Nightingmail account, send an email to HelpLine@mccn.edu
- You will receive a return email with an assigned ticket number. **Note:** the first time you open a HelpLine ticket via email, you must validate your email address to the system by clicking the link in the "Your confirmation is requested" email message.
- Files cannot be attached to your first ticket. Once you have confirmed as noted above, you can attach files to ticket requests.
- There is an alternative way to open a ticket:
Login to your Nightingmail account.
Click on "3x3" box at the top right of the screen beside your email address.
Click on the "More" link at the bottom of the icons that appear.
Click on "Mojo Helpdesk."
Click on the "+ new ticket" link on the upper left.
Complete the form and click on "submit ticket."

- You can also view the status of your ticket, add or view comments/notes, or just review tickets you have opened in the past. Follow the instructions above and click the "My Tickets" link from the HelpLine home screen to view status of a ticket or to add new comments/notes.
- It is also possible to submit a ticket from an external email address (although Nightingmail is the preferred email account). Requests received from an external address must be manually reviewed and will require additional time to be processed. To receive the quickest response, use your Nightingmail account.
- The HelpLine system is for College technology issues only. Issues with MCHS clinical applications must be addressed by MCHS Information Resources (5-8700 from an internal phone). If a ticket requires the assistance of Mount Carmel Health System IR, the College Technology Team will provide assistance to open a MCHS help ticket.
- If you have no access to email, please call: 614-401-6226 and leave a detailed message (including your phone number). Phone requests are assigned a ticket number and placed into the same queue as email requests.

V. Faculty Computer Hardware Requirements for Online Teaching/Learning

The following are suggested minimal requirements to fully engage with MCCN online teaching/learning materials.

**Note regarding ExamSoft:** ExamSoft is used for testing at MCCN. Chromebooks are not compatible with ExamSoft so please avoid these devices or ensure that you have an alternative, compatible device to use for testing. Resource: [Compatible devices for ExamSoft (Examplify)]

**Operating system**
- Windows 10 or Mac OS X 10.13 or newer

**Processor (CPU)**
- Intel i7 or i9 processor

**Display and Video Card**
- 1280x720 resolution or higher
- Dedicated video card

**Hard drive**
- 500 GB or larger hard drive (SSD preferred)

**Memory (RAM)**
- 8 GB or more

**Removable storage**
- USB flash drive (32GB or larger)

**Software**
- Microsoft Office Suite
- PDF reader such as CutePDF Writer, PDFCreator, or Adobe.

**Networking**
- Ethernet or Wireless card that supports 802.11 b/g/n protocol

**Multimedia**
- Headset w/microphone and webcam are all required.
Other

- Install an additional browser other than Internet Explorer or Safari. Mozilla Firefox or Google Chrome is recommended.
- Extended warranty (2-3 years) is recommended for laptops. Consider purchasing a backup battery as well.
- Make sure to have physical copies of the install disks for any additional software purchased with the device. This will include software keys or licenses needed should a reformat be needed.
- Ensure you have everything needed to connect and use your systems, including power cables, USB cables, and Ethernet cables.