

Extension IT

Quick Reference



Pictured above from top to bottom, left to right: Rick Hayes, Steve Garner, Chris Canjar, Kelly Razor, Chris McKenzie, David Niece, Keith O'Hair, Nathan Wynn, Mark Machek, Mike Kennett, Chad Jennings, Terry Evans, Rob Dabrowski, and Minor Wilson

Information Technology Services

The Ag Communications Information Technology (IT) Section is comprised of the Extension IT Support Group, College Systems Support Group, Academic Facilities IT Support, and Desktop Support Services for Ag Communications and other College Personnel. The 14 members of the Section are located on campus (252 C.E. Barnhart Bldg., 234 Scovell Hall, N212 Ag North) and at three off-campus locations (UKREC-Princeton, Robinson Center-Quicksand, and Montgomery County CES). The College Helpdesk is also part of the IT Section, offering assistance with IT related problems and questions by phone, email, or remote assistance.

The Extension IT unit is responsible for managing and supporting the use of information technology resources within the Kentucky Cooperative Extension Service. Information Technology resources include desktops, laptops, file

servers, network equipment, tablets, and various other equipment. The District Extension Technology Contacts (DEITCs) also support several pieces of software used by both UK and Cooperative Extension, such as Microsoft Office and Adobe Acrobat. They provide IT support via phone, email, remote access software, and on-site visits to the Cooperative Extension offices. For more information on the DEITCs, including contact information, please see <https://deitc.ca.uky.edu>.

The College of Agriculture, Food and Environment (CAFE) Helpdesk is available Monday thru Friday from 8 AM to 5 PM EST to answer any computer or service-related questions. The Helpdesk assists both on- and off-campus faculty and staff by answering questions or fixing issues regarding network, security, smart classrooms, technology, and web conferencing. If you need assistance with any of these

matters, please contact the CAFE Helpdesk via e-mail at cithelp@uky.edu or phone at 1-800-900-4447.

The Information Technology Trainer position is here to support Cooperative Extension Services in meeting the ever-growing demand of using existing and new technologies to reach their clientele. The trainer posts short training modules that answer frequently asked questions at <https://www.tinyurl.com/agvideohelp>. Training is being offered on a variety of topics, including Office 365 products, county websites, and Zoom, with others are under development. Sessions are scheduled as needed and are also available by request. This position is dedicated to helping Cooperative Extension Services and the College of Agriculture, Food and Environment meet their internal and external goals.

Training

Training for Extension employees will be conducted by Chad Jennings. He has resources covering a wide range of software used regularly throughout Extension. He is available to schedule group or office training sessions on many topics.



Chad Jennings

Email: Chad.Jennings@uky.edu

Phone: (859) 323-8473

Training Recordings:
<https://www.tinyurl.com/agvideohelp>

Other training resources can be found at <http://learningservices.ca.uky.edu/>

Security

Two-Factor Log-In

Two-factor log-in (<https://www.uky.edu/its/ItTakes2>) protects your linkblue account and data that you can access with your linkblue, including personal, financial, and institutional information. Two-factor log-in is required for all students, faculty, and staff, and is enabled when you initialize your linkblue account. Your Office 365 account is also protected by two-factor log-in.

A secondary device is required to assist in the login process. You can use a smartphone with the Duo Mobile app, a non-smartphone using TXT/SMS, or a hardware token. Device enrollment instructions can be found at <https://www.uky.edu/its/ItTakes2/enroll>.

linkblue Password Requirements

Thanks to the added security of two-factor log-in, linkblue passwords only need to be changed every 365 days. Below are the requirements for choosing a password:

Minimum Length

Ten characters

Password History

You may not reuse your last 8 passwords.

Minimum Password Age

You may only change your password once each day.

Complexity Requirements

- Uppercase letters: A thru Z
- Lowercase Letters: a thru z
- Numerals: 0 through 9
- Non-alphanumeric characters
- At least one space

Other Requirements

- The password must not contain:
- Personal details such as first name, middle name, last name, username, birthdate, including birth year. (Years, in general, should be avoided.)
- Repetitive letters or numbers (meaning the same number or letter three or more times together).
- More than two sequential letters or numbers (such as 123 or abc).

Computer Password Requirements

All University and Extension computer systems must be protected with a password. The account you use on your computer is separate from your linkblue account, but as the first line of defense against unauthorized access to your data, it should use a separate password of equal strength to your linkblue password. It is recommended that this password is changed every two years.

Instructions for changing your Windows account password: <https://support.microsoft.com/en-us/help/4490115/windows-change-or-reset-your-password>

Instructions for changing your macOS password: <https://support.apple.com/en-us/HT202860>

It is recommended that you set a security question for your local computer account in case you forget your password.

Lock Your Computer Screen When Not in Use

It is highly advised that you lock your computer screen before leaving your desk for any amount of time. This will require that you enter your password before using your computer again, but also ensures that no one else can access your system while you are away.

To easily lock your PC, press **Win+L** (hold down the Windows key on your keyboard and press L).

To easily lock your Mac, press **Control+Command+Q** (or click the Apple icon at the top left corner and then click Lock Screen).

It is also recommended that you modify your screen saver settings so that a password is required after waking the system.

VPN

Information Technology Services strongly recommends the use of the University's virtual private network (VPN) when working remotely with certain applications to better ensure the protection of University data and computing systems. In addition, using a VPN protects your device and personal data on your device when connected to the University network. **But is not required to use and access Canvas, UK Email, Virtual Den, or Office 365 applications.**

While not required for most UK sites and services, VPN can be used as an added layer of protection when using public wi-fi at hotels and other common hotspots.

To request VPN access, please log into the UK account manager at <https://ukam.uky.edu> and look for the section labelled VPN account status. If you do not have VPN access, you should see a button that looks like this:



Select the domain your account is located in (AD/MC) from the "Domain" drop-down menu. Enter your reason for needing VPN access in the "Justification" field. Click **Submit Request** (F).

Once your request has been approved, you will receive an email with instructions on how to install and access the VPN client.

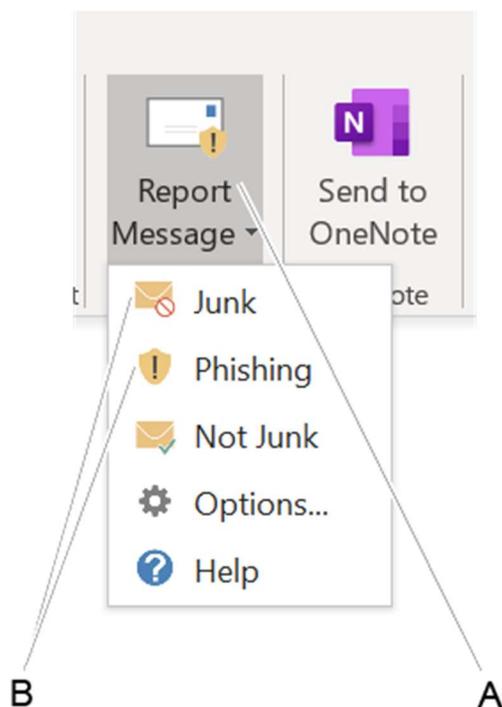
Blocking Spam and Phishing Email

Spam, also referred to as junk mail, is a term for unsolicited messages sent to your email account. Phishing emails attempt to obtain sensitive information, such as usernames, passwords, and credit card information for malicious reasons. If you believe you've received one of these solicitations, please report the email via the steps below.

How do I report spam and phishing emails?

Microsoft Outlook (PC)

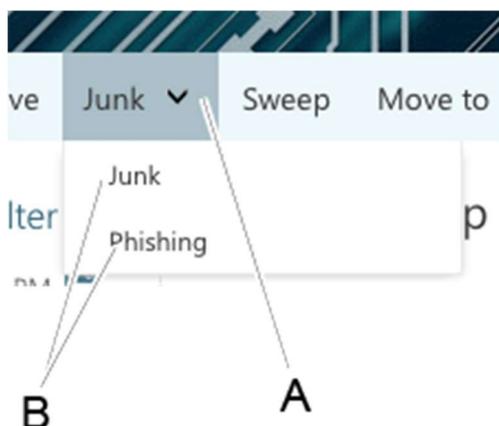
1. Open the email that you want to report in Outlook. *Do not click any links in the email.*
2. From the top menu ribbon, click the **Report Message** button (A).



3. From the drop-down menu, select the category of spam (B).
4. Once you've clicked the type of email you are reporting, a dialogue box will appear asking if you want to report the email to Microsoft for review. Click **Report**.
5. Your spam email will be sent to Microsoft for review. This spam email will also be included in a report to ITS at UK.

Microsoft Outlook (Office 365 Web Client)

1. Open the email that you want to report in the Outlook web client. *Do not click any links in the email.*
2. From the top menu, click the downward-pointing arrow next to "Junk"(A).



3. From the drop-down menu, select the category of spam (B).
4. Once you've clicked the type of email you are reporting, a dialogue box will appear asking if you want to report the email to Microsoft for review. Click **Report**.
5. Your spam email will be sent to Microsoft for review. This spam email will also be included in a report to ITS at UK.

Mac/Other

There is not currently a built-in option to report spam or phishing email in Outlook for Mac, but you can do so via the Office 365 Web Client option above, or:

Forward the original suspicious email to IsThisEmailSafe@uky.edu or Spam@uky.edu as an attachment.

What should I do if I've fallen victim to a spam or phishing attack?

Immediately upon realizing you have been spammed or phished, perform the following tasks:

1. Change the passwords to your user accounts. You should change the password to accounts that contain personal and financial information with urgency and then address other accounts.
2. Report the spam or phishing email per the steps above.
3. Run antivirus and antimalware software on your device to ensure your device wasn't compromised during the attack.
4. Contact your financial institution to ensure your banking account information hasn't been compromised.
5. Stay vigilant for warning signs of identity theft.
6. Protect yourself against future phishing attacks.

What is linkblue?

The University of Kentucky Information Technology Services (ITS) created the term "linkblue" to define a directory account (user ID and password) which can be used when connecting to many campus-wide systems, including myUK, Canvas, Office 365, Adobe Creative Cloud, KERS, Microsoft Teams, and Zoom.

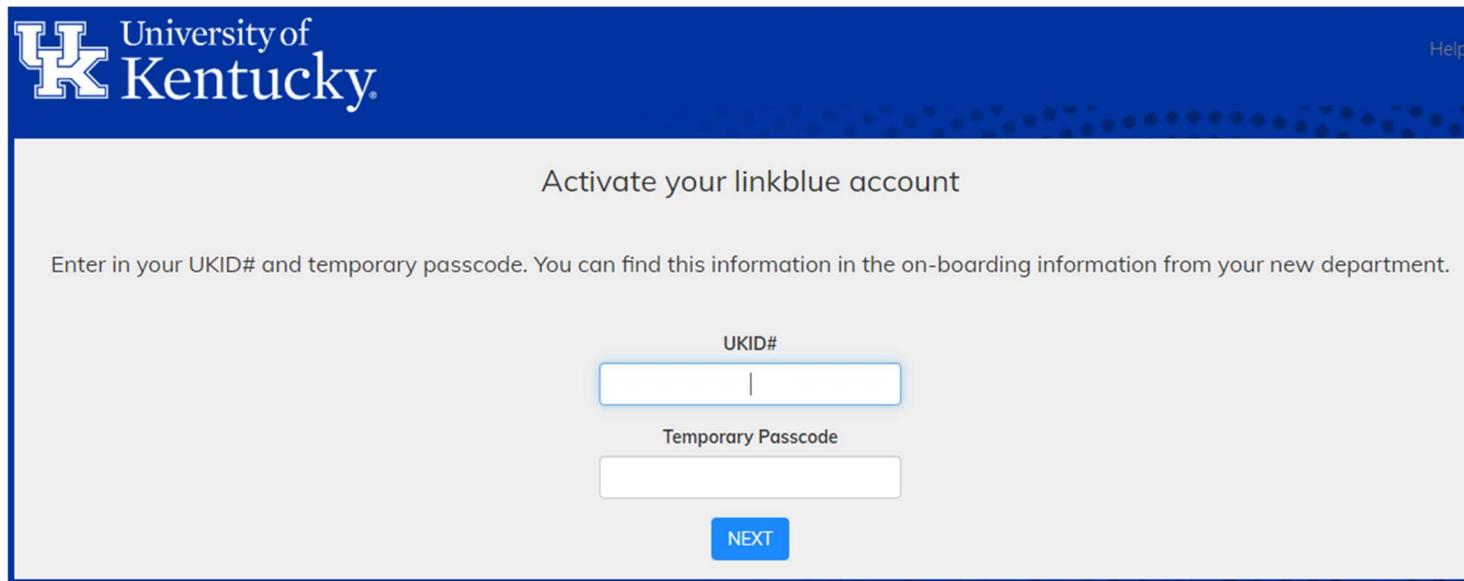
Because linkblue passwords are used for many different sites, it is important that they not be shared with others. If you need others to be able to assist with email, time approval, etc., you can set up delegation to allow those users to securely access those resources.

When signing in to UK resources such as MyUK or KERS, you only need to enter the username provided and do not need to enter @uky.edu. In some cases, adding @uky.edu may cause the login to fail. When logging in to external applications such as Office 365, you must enter the entire yourlinkblue@uky.edu for the sign in.

New Employee activation

Your linkblue account is created within two business days of when you are entered into payroll. The linkblue account must be activated to login to many services.

New employees can set up their accounts at <https://ukam.uky.edu/Account/NewEmployee>. Your DEITC will be happy to help you get your account activated and your machine set up the way that you need.



The screenshot shows the University of Kentucky logo and name in the top left corner. In the top right corner, there is a "Help" link. The main heading is "Activate your linkblue account". Below this, there is a text instruction: "Enter in your UKID# and temporary passcode. You can find this information in the on-boarding information from your new department." There are two input fields: the first is labeled "UKID#" and contains a vertical bar cursor; the second is labeled "Temporary Passcode". Below the input fields is a blue button labeled "NEXT".

When setting up your linkblue password, please keep in mind the requirements on passwords listed on page 3.

linkblue Account Manager

Returning Users »

New to the University of Kentucky?

Welcome! Please select one of the options below to activate your account

- New Students: [New Student Wizard](#)
- New Employees: [New Employee Wizard](#)

Forgot Password

linkblue customers have the option of supplying a mobile number or an external email address in addition to the traditional security questions.

This makes password resets much faster!

[Forgot Password](#)

Notifications

The **Notifications** tab allows you to control how you receive notifications. You can now opt-in to receive important updates via TXT/SMS.

Account Manager

If you need to make changes to your linkblue account, you can use the UK Account Manager at <https://ukam.uky.edu>. Examples of possible changes:

- **Updating your linkblue password.** It expires every 365 days, so you will want to make sure you change it at least once a year. Ten days before a password expires, UK will send out an email reminder with no links to click on.
- **Forgot your linkblue password.** If you forget your linkblue password or it has expired, you can use the “forgot password” button at the bottom of the page. Enter your linkblue username when prompted and send a two-factor push to your device. Then simply type your new password in the two fields and it will be changed. If you have trouble getting into your linkblue account, please contact the Ag Helpdesk or your DEITC for assistance.
- **Updating your two-factor log-in.** If you use the Duo app and get a new phone, you will need to remove the old phone and add a new phone. Please contact your DEITC or the Ag Helpdesk for assistance in getting a temporary two-factor log-in code. If you use SMS texting and get a new phone, nothing needs to be updated.
- **Updating your University Email Address (UEA).** Since you are assigned a username when your account is created, each person is allowed to setup a UEA. You can set your UEA to something easy to remember such as firstname.lastname@uky.edu. If your name changes, you may want to update your UEA to match. You can do this via the UK account manager. The new UEA will go into effect immediately. At some point, the old UEA will likely stop working, so you will need to decide if it is worth it.
- **Updating your account recovery options.** Use this option if you need to update the backup email address.

OneDrive

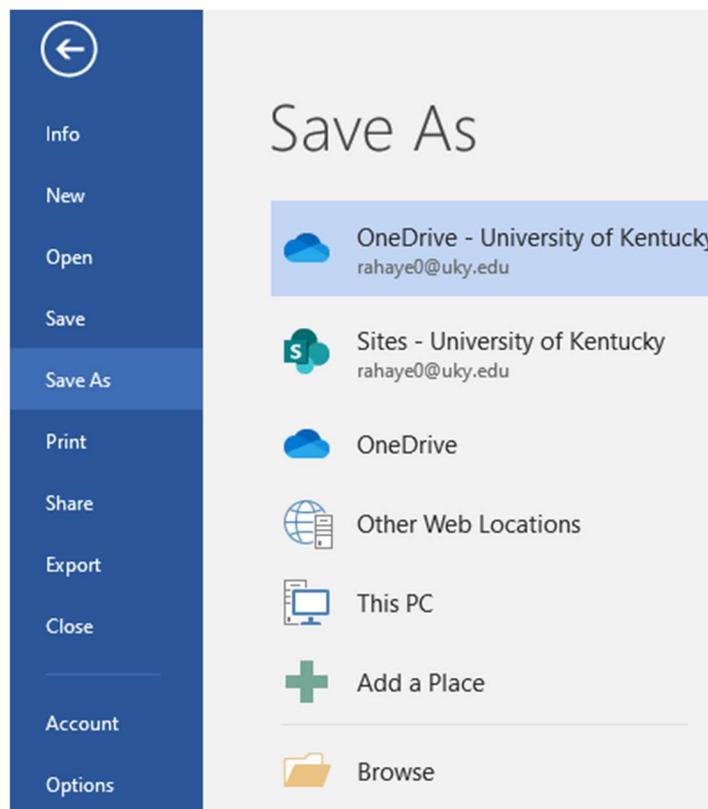
OneDrive is cloud storage powered by Microsoft and is offered to every UK employee. Each employee has access to 5 TB of storage space. Since the data is stored in the cloud, it can be accessed from any machine with Internet access. This can be very helpful if you don't have a lot of storage space available on your computer or if you regularly use multiple devices. For example, if you open a document on your iPad, make some changes and save it, when you open it on your desktop the changes will be there.

So how do you store files in OneDrive and access them?

- **From the Office 365 website.** At <https://office.com> you can log in with your linkblue credentials (make sure to use yourlinkblue@uky.edu). Once logged in, click the icon for OneDrive.



- **Directly from Microsoft Office.** If you are logged into your linkblue account in Office and connected to the Internet, you can save files to or open files directly from OneDrive.



- **Using the OneDrive app.** You can sync your OneDrive account to your computer so that files saved in OneDrive show up on the computer and vice versa. Files can be set to download to the computer automatically so that they are accessible when you don't have Internet access, or to show the files but only download them when they are accessed

What is MyUK?

MyUK is a website that is used to manage many of the important functions tied to your linkblue account. These include time entry, benefits, performance evaluation, and TRIP expense reimbursement. It also includes management tools such as time approval.

You can access MyUK by going to <https://myuk.uky.edu>. Click log-in, and you will be prompted for your linkblue credentials. You will then be prompted for two-factor authentication. For more information on two factor authentication, please see the security section below. Please note that there is an option on the two factor authentication request to remember this machine for 30 days. If you check this box before you complete your two-factor information, you will only need to provide your linkblue credentials on this machine and in this browser for the next 30 days.

The screenshot displays the MyUK dashboard with the following sections:

- Employee Search**: Search for University colleagues and find basic information about their positions. Once you have searched using the employee name, you may click on the presented last name to see more detail (such as the Organizational Unit and Supervisor of the employee).
- Quick Links**: Includes a link for **Who's Who**.
- Benefits and Payment**: Display the plans in which you are currently enrolled, enroll in new benefit plans and download an enrollment form. Display your salary statement.
- myUK Learning**: Search for UK offered courses, register for courses, and review your myUK Learning training history. Recommended browsers for completing training within myUK Learning are Internet Explorer and Firefox.
- UK Accounts and Services**: Access to accounts and services offered by the University of Kentucky.
- Performance Management**: Manage/View your performance evaluations.
- Working Time and Leave Requests**: Review your leave balance statement, submit leave requests, submit TDL to Vacation Leave conversion request, and enter working time.
- Personal Information**: Manage your preferred first name, addresses, bank information, and information about family members and dependents.
- Travel Requests and Travel Expenses**: Create and manage travel requests and travel expense reports.
- Giving**: Make donations to UK Gift and United Way.

MyUK delegation

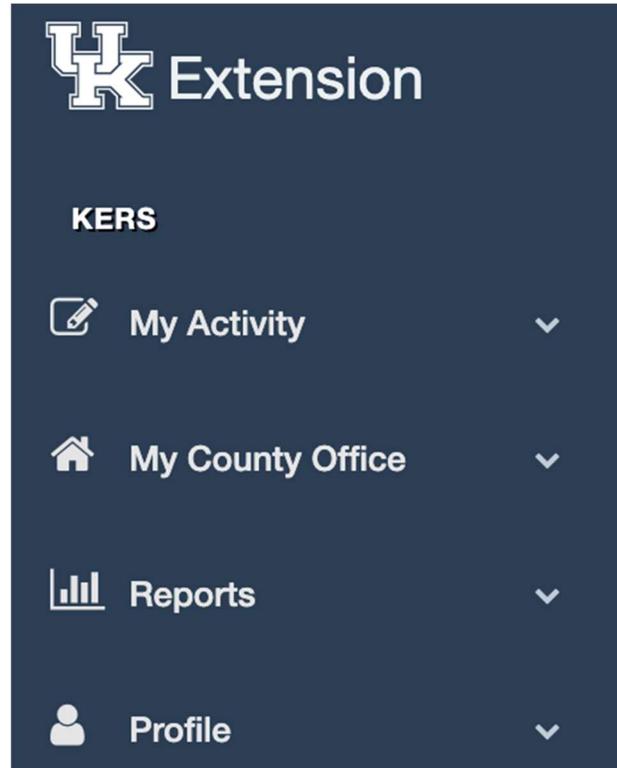
If you manage staff and need to have things such as time approval completed in your absence, please do not share your linkblue password with someone else. You can set it up so that another manager receives your requests for a specific time frame. For details on how to setup delegation, please see <https://www.uky.edu/hr/hr-home/myuk-online-guide/myuk-mss-guide/online-delegation>.

Kentucky Extension Reporting System (KERS)

KERS is the primary system where most statewide Extension programming is reported.

To access KERS, go to <https://kers.ca.uky.edu> and log in using your linkblue credentials. Chrome or Firefox are recommended for best results.

The KERS menu on the left of the screen may look different depending on your position, but the basic options are presented here.



When you log in for the first time, you will need to set up your Profile. There are two parts to the Profile: the **Personal Profile** and the **Reporting Profile**.

A Staff Directory can be found under the Profile menu, and changes made to your profile are reflected in your directory listing.



Personal Profile

(<https://kers.ca.uky.edu/core/reporting/user/personal>) can be customized however you prefer.

Your **First Name** and **Last Name** should be entered by default, but you can add your **Professional Title**, **Office Phone**, **Mobile Phone**, **Office Address** and **Time Zone**.

You can also add a list of your **Interests**, **Social Media Connections**, and there is an **About Me** section, as well.

You can also add a **Profile Image** if you wish.

Profile Image: 

First Name:

Last Name:

Professional Title:

Office Phone:

Mobile Phone:

Office Address:

Timezone:

Interests: Type interest below and press semicolon to add it to the list.

Social Media Connections:

About Me:

Customizations to the Personal Profile are optional. However, it is important to configure your Reporting Profile in order to receive pertinent information via email moving forward. As part of this process, you will be subscribed to different electronic mailing lists (listservs) that are relevant to your position.

Correctly configuring your Reporting Profile will also ensure that you see the proper data entry options under the My Activity section of KERS.

Reporting Profile

(<https://kers.ca.uky.edu/core/reporting/user/reporting>) is where you will select your **Extension Position, Program Area / Responsibility, Location, Planning Unit, Email Address, and Email Alias.**

(You can enter your full email address in both email fields.)

Extension Position:	Extension Agent
Program Area/Responsibility:	Family and Consumer Science
Location:	Off-Campus - County Extension Office
Planning Unit:	Marshall County CES
Email:	Your.Email@uky.edu <small>(this must be a functional email address)</small>
Email Alias:	Your.Email@uky.edu <small>(e.g. John.Smith@uky.edu) - (this must be a functional email ac</small>

The **My County Office** menu contains the following:

Plans of Work

This document outlines the Kentucky Cooperative Extension Service's combined Extension focus areas on an annual basis.

Affirmative Action Plan

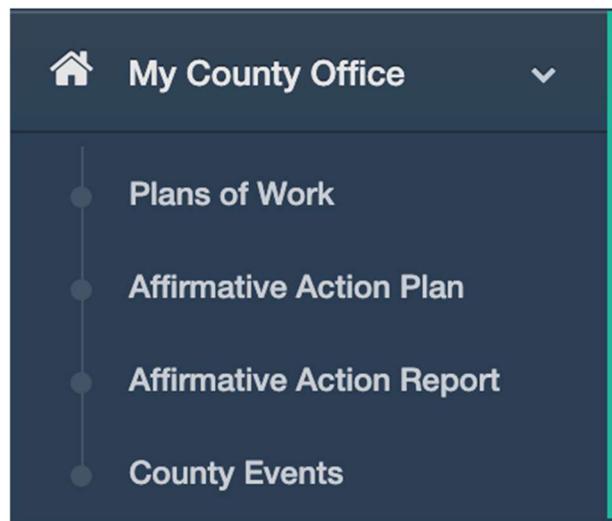
This is a total county plan and report. A single plan is required per year per county.

Affirmative Action Report

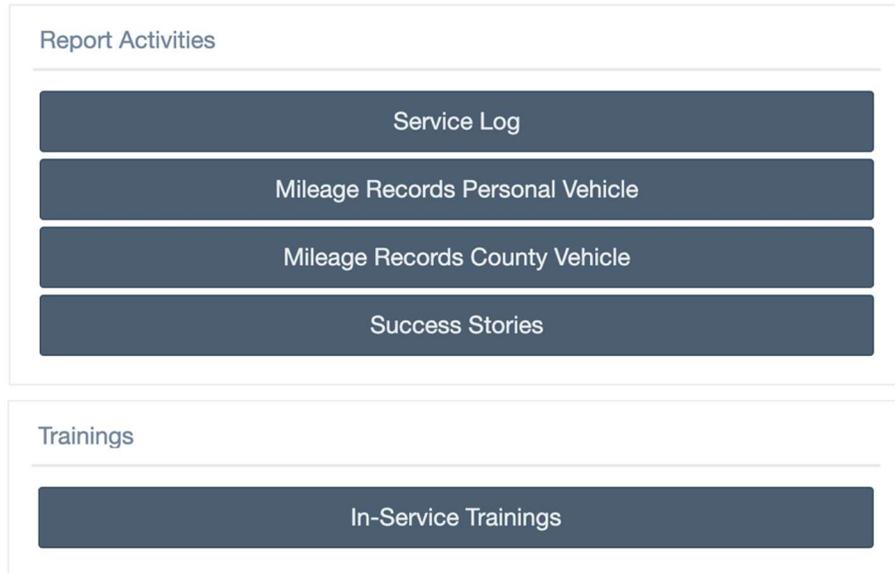
This is a total county plan and report. A single plan is required per year per county.

County Events

Upcoming and past events are displayed.



Depending on your position, you will see different options on the KERS home screen. Below are a few examples:



For questions or assistance with KERS, please email KERS-HELP@LSV.UKY.EDU.

Pesticide Applicator Training Information Management (PATIM)

PATIM is an online utility to manage information for the Private Pesticide Applicator Training Program. You will use PATIM to record information on people who have successfully completed training and have been issued a private applicator license.

To access PATIM, go to <https://patim-app.ca.uky.edu/> and log in using your linkblue credentials. Chrome or Firefox are recommended for best results.

If you do not currently have access to PATIM, you will need to contact Ric.Bessin@uky.edu or Jessica.Rishel@uky.edu to gain access. Each county should have at least two registered users.

After you log in, you will see on the home screen a list of users who have current certifications in your county.

To the right of each row, you will see the following:

Edit

will allow you to modify the personal ID, name, address, phone number, and email address for the selected user.

Delete

will remove the user's record from the database. A confirmation prompt will be displayed to prevent accidental deletion—*Are you sure you want to delete this certification?* Click OK to accept the prompt and delete the record.

If a record is deleted by mistake, contact Ric.Bessin@uky.edu or Jessica.Rishel@uky.edu to recover the information.

Print

will generate a PDF that can be used to print a card after registering a new applicator, or to print a replacement card for an existing user.

When printing a card, make sure you have loaded a blank applicator card form into the printer, and note that you will need to check the options before printing – DO NOT use any “Fit to Page” or “Shrink to Fit” options; these will likely cause the information to be misaligned on the card. Printing at 100% scale should ensure that the card is printed properly.

To register a record for a new applicator, click

+ Create a New Certification

on the home screen.

Here you will enter the date of training, the county in which they were trained, Personal ID, Last Name, First Name, Middle Name, Address, Phone Number, and Email Address (optional). Click **Create** to register the user.

Once a new applicator has been registered, you will be taken back to the home screen. Here you will need to find the user either by searching for their name or by navigating to the last page of records by scrolling to the bottom and clicking the highest numbered page. The new record should be the last on the list.

When the record has been located, you can verify information by clicking the certification number in the leftmost column. If any information needs to be corrected, click **Edit**. Otherwise, click **Print** to issue a new card.

Create a New Certification Record

Date of Training *

07/01/2020

Trained in County *

Marshall

Check box if this person a new applicator

Personal Id *

Personal ID **cannot** be a Social Security Number or Tax EIN

123456789

Last Name *

User

First Name *

Test

Middle Name *

PATIM

Address *

123 Home Street

Address Line 2

City *

Hometown

State *

KY

Zip *

12345-6789

Phone *

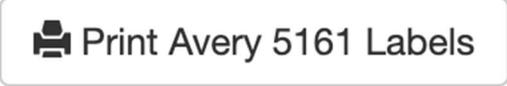
(123) 456-7890

Email

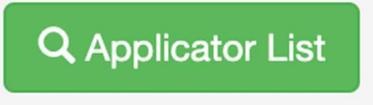
Cancel

Create

	<p>Clicking the orange button labeled Expiring on the home screen will display a list of users who are in their third and final year of certification.</p>
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 	<p>If you wish to generate a list of these users, click the blue button labeled Export Expiring to Excel and your browser will download a file named Patim.xlsx that contains the training date, name, address, and phone number of each person whose registration will expire on December 31 of the current year. This Excel file can be used to generate mailing labels in Word by utilizing the Mail Merge feature, or you can print labels directly from PATIM by clicking the button labeled Print Avery 5161 Labels.</p>
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	<p>Clicking the red button labeled Expired on the home screen will display a list of users whose certification has expired.</p>
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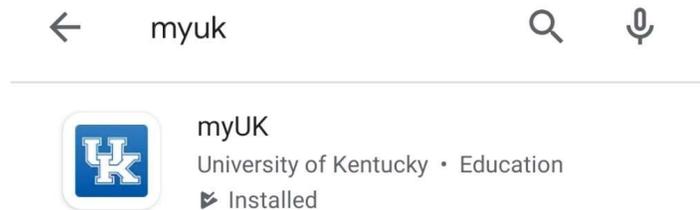
	<p>For those without PATIM access who wish to view a list of certified applicators in the state, this information is publicly available on the main PATIM page at https://patim-app.ca.uky.edu/.</p> <p>The green button labeled Applicator List will display the names of all counties, and clicking the desired county will display the full name and expiration date for each applicator.</p> <p><i>Note that the application number is not available on the list; it is considered a government-issued ID number. Only the applicator may release the ID number to any pesticide dealer who requires the information.</i></p>
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Mobile Devices

Software and Apps

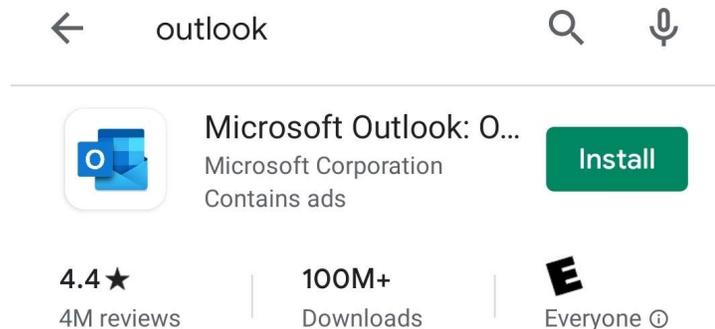
A wide array of mobile devices are available today, but the majority of people are using Android or Apple (iOS), so those are the two we primarily support. Both have access to the myUK app from the Play Store and App store, and also the Outlook app. While the built-in email app from your phone manufacturer MAY work, the Outlook app is recommended for your UK email.

To access myUK from your mobile device, download and install the myUK app from the Play Store (Android devices) or the App Store (iOS devices). Just search for myUK and install this one:



Once installed, log in with your linkblue ID and current linkblue password.

For email, download and install the Microsoft Outlook app from the Play Store or App Store simply by searching for the word Outlook and installing the one from Microsoft Corporation:



Once installed, open the app and choose Add Account. Put in your linkblue@uky.edu and click next. This will take you to a UK login page, enter your linkblue password and submit. It will then ask for Two Factor authentication, if desired, check the box to remember for 30 days. Then either enter the code if using the text message option or use the Duo Mobile app to approve the login. You now have access to your UK email on your mobile device.

Security

UK recommends the use of a PIN or passcode on any device used for work purposes. Per KRS 61.932, if you have personally identifiable information (PII) on your device or on your email that you access from your device then you must implement and maintain security policies and practices (such as keeping your device PIN/password protected) in order to protect and safeguard against security breaches.

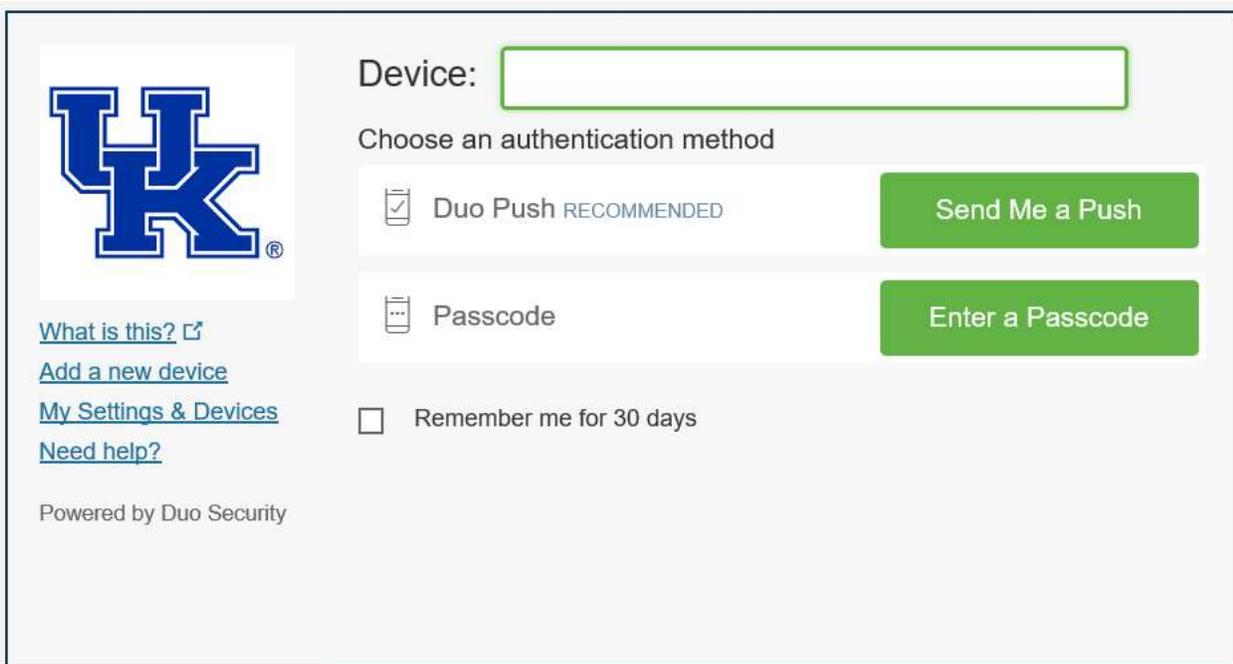
Personally identifiable information is any piece of information which can potentially be used to uniquely identify, contact, or locate a single person. Examples of PII include social security numbers, credit card numbers, bank account numbers, driver's license numbers, and account passwords.

UK Supported Software

Office 365

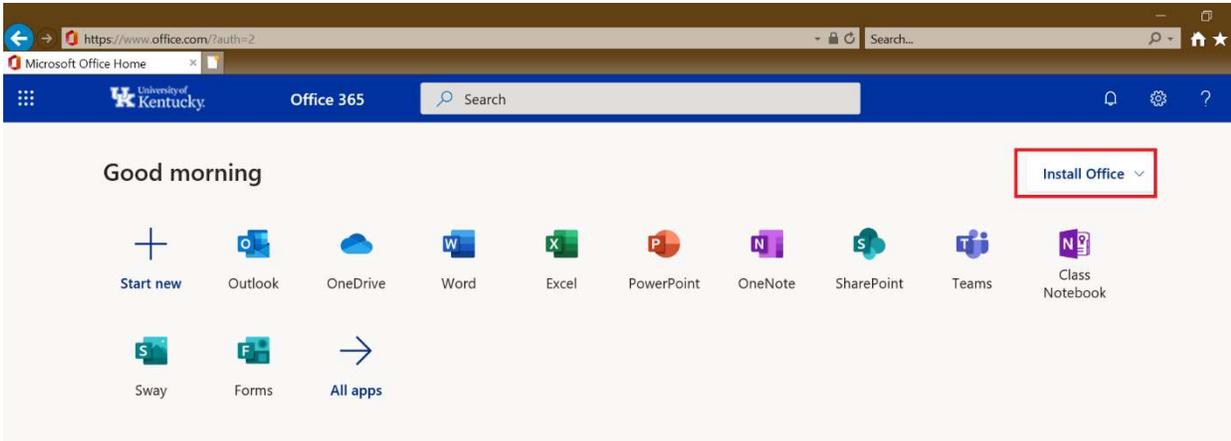
UK employees are now using Office 365 on work computers, and you also have access to it on your own devices. If Office 365 is already installed on your device, simply open one of the programs (Access, Excel, etc.), and it should prompt you to login. Log in with your linkblue@uky.edu and current linkblue password to link the Office 365 applications on your computer to your account.

If you need to install Office 365 on a device that doesn't already have it, simply go to <http://office.com> and put in your linkblue@uky.edu and sign in. This will take you to a UK login page where you will need to log in with your linkblue ID and current linkblue password. After this, it will ask you to select a device and choose an authentication method. This will be whatever you set up for two-factor authentication, either receiving a text message with a code or using the Duo Mobile app. If desired, you can choose to check the box to remember you for 30 days.



The screenshot shows a login interface for UK employees. On the left is the UK logo (a blue 'UK' monogram) with a registered trademark symbol. Below the logo are four links: 'What is this?' with an external link icon, 'Add a new device', 'My Settings & Devices', and 'Need help?'. At the bottom left, it says 'Powered by Duo Security'. The main form area has a 'Device:' label followed by an empty text input field. Below that is the heading 'Choose an authentication method'. There are two options: 'Duo Push RECOMMENDED' with a checkmark icon and a green button labeled 'Send Me a Push'; and 'Passcode' with a passcode icon and a green button labeled 'Enter a Passcode'. At the bottom of the form is a checkbox labeled 'Remember me for 30 days'.

Once authenticated, you will be logged in, and you will see the web portal for Office 365. Toward the top right of the screen you should see the option to install Office:



Click Install Office, then click Office 365 apps. This will download the install file; run it and the installation will proceed.

Just a few more steps...



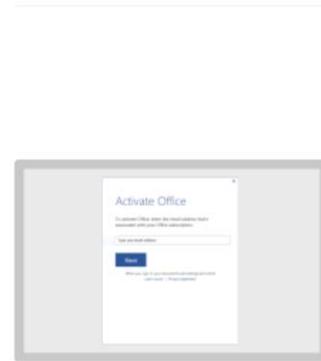
1 Click Run

Find it at the bottom of the screen or press ALT+N.



2 Say "yes"

Click Yes to start installing.



3 Stay online

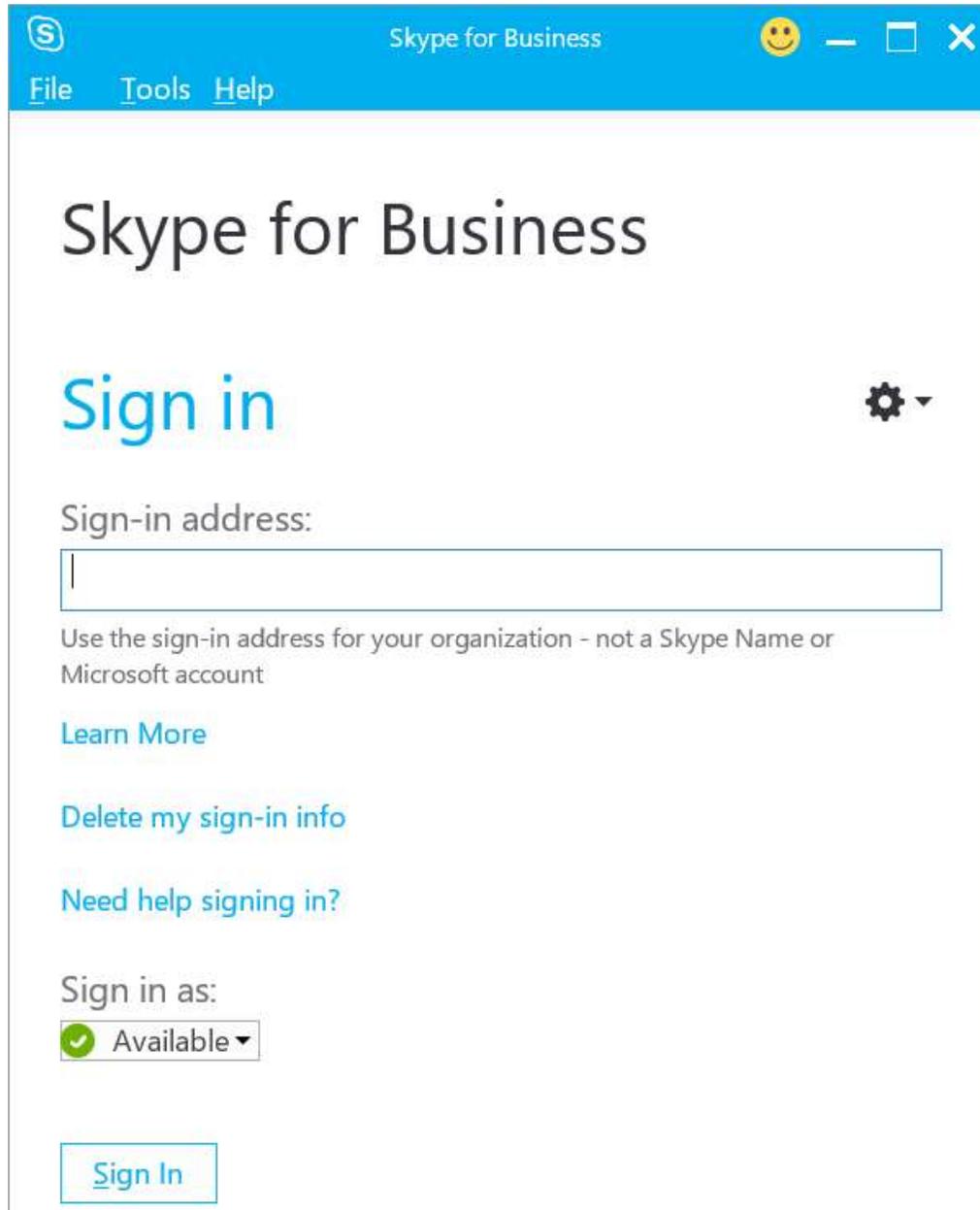
After installation, start Office and sign in with the account you use for Office 365:



Need help installing?

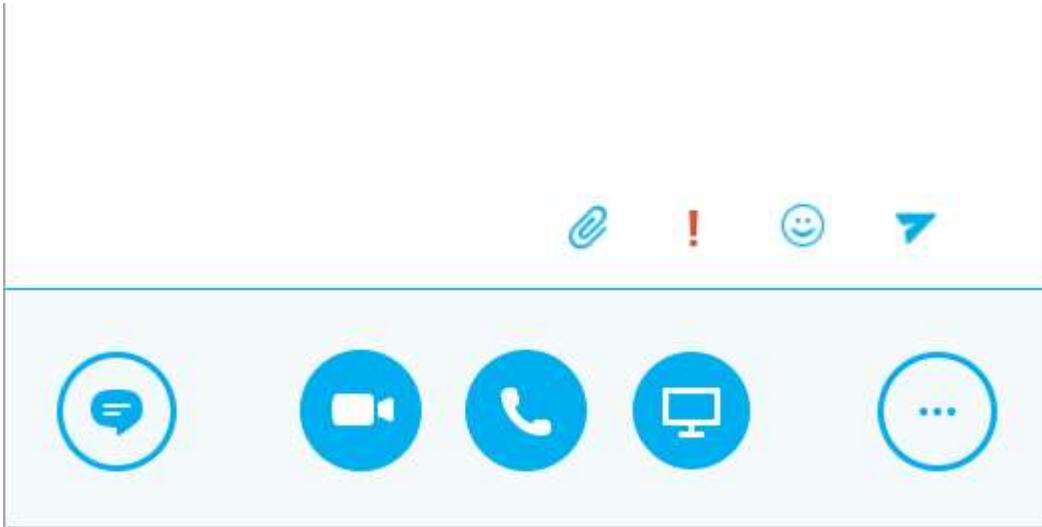
Skype for Business

UK has a few different tools to help with collaboration, and one of them is Skype for Business. Skype for Business is included as part of Office so if you have installed the Office products as described above, just find Skype for Business in your Start menu and open it. For the sign-in address, use your linkblue@uky.edu.



The screenshot shows the Skype for Business application window. The title bar is blue and contains the Skype logo, the text "Skype for Business", and standard window controls (smiley face, minimize, maximize, close). Below the title bar is a menu bar with "File", "Tools", and "Help". The main content area has a white background with the text "Skype for Business" in a large font, followed by "Sign in" in a blue font. To the right of "Sign in" is a gear icon with a downward arrow. Below this is the label "Sign-in address:" followed by a text input field. Underneath the input field is the instruction: "Use the sign-in address for your organization - not a Skype Name or Microsoft account". There are three links: "Learn More", "Delete my sign-in info", and "Need help signing in?". Below these is the label "Sign in as:" followed by a dropdown menu showing a green checkmark and the text "Available". At the bottom left is a "Sign In" button.

Select your desired status upon logging in, and click Sign In. When prompted, enter your current linkblue password and log in. After you are logged in, you can select your desired status from the drop down and set your working location if you would like. You will have to give it some time to download the UK address book, but after it has you can search for your coworkers and add them to your contacts lists. If you double click on someone either from the address book or your contact list, you can use instant, voice, and video messaging:



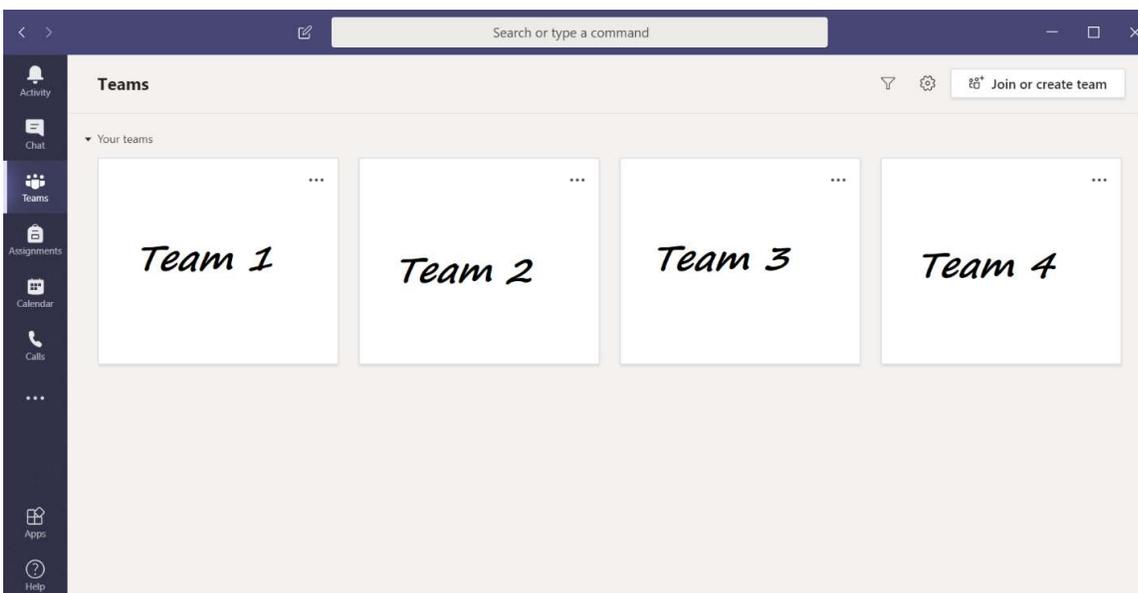
Microsoft Teams

Microsoft Teams is another tool that UK has provided access to that can help with managing communication and file sharing. Teams should already be installed on any computer provided to you by the County Extension Office, but if you do need to install it just go here and click:

Download Teams:

<https://products.office.com/en-us/microsoft-teams/download-app>

After you download the install file, run it and follow the prompts to install. To log in, use your linkblue@uky.edu as the sign-in address and your current linkblue password as the password. From there you will have access to Chat, any Teams you are currently a member of, etc.



You can also use the button near the top right to “Join or create team” to become a member of an existing team that you are not currently a member of, or create a new team from scratch.

SoilData

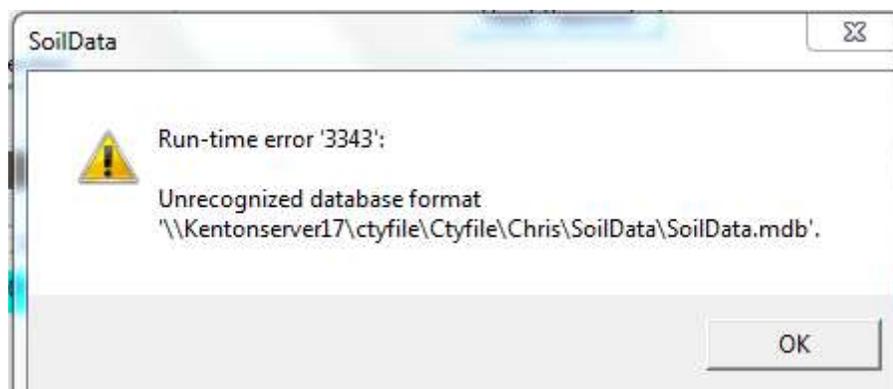
SoilData is a program used by UK to input soil samples for testing. SoilData needs to be run as administrator to run properly on newer computers, so to do that right click on the SoilData icon and choose Run as Administrator and click yes to allow it the permissions it needs.

Once open, you will see the screen below, where you can enter new soil samples, import results, and view current/archived reports.



SoilRepair

SoilData will occasionally run into some issues, such as this:

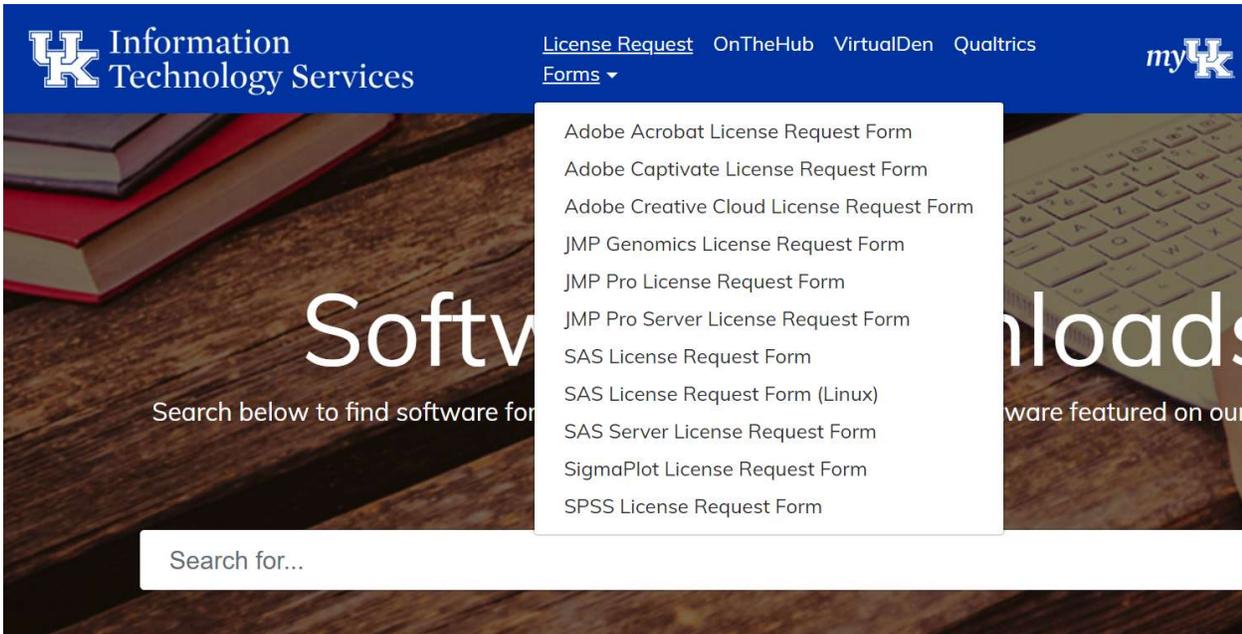


Most errors such as these can be resolved with the SoilRepair tool. Find the shortcut for the SoilRepair utility on your desktop or in the SoilData directory, right click and choose Run as Administrator. When the tool opens, select your SoilData database and click Repair. If it says Repair Successful then try SoilData again and see if it works.

If the repair fails or still does not work, contact your IT support person and we can direct you to the best next step.

Adobe Creative Cloud

Through UK, employees have access to several Adobe products such as Photoshop, InDesign, etc. First, you need to request a license. To do that go to the UK Downloads site (<https://download.uky.edu/>) and log in with your linkblue ID and current linkblue password. Once logged in, you can click License Request Forms, and select Adobe Creative Cloud License Request Form:



You will be taken to a UK login page; log in with your linkblue ID and current linkblue password. Then, fill out the form with your usage and the programs you want access to.

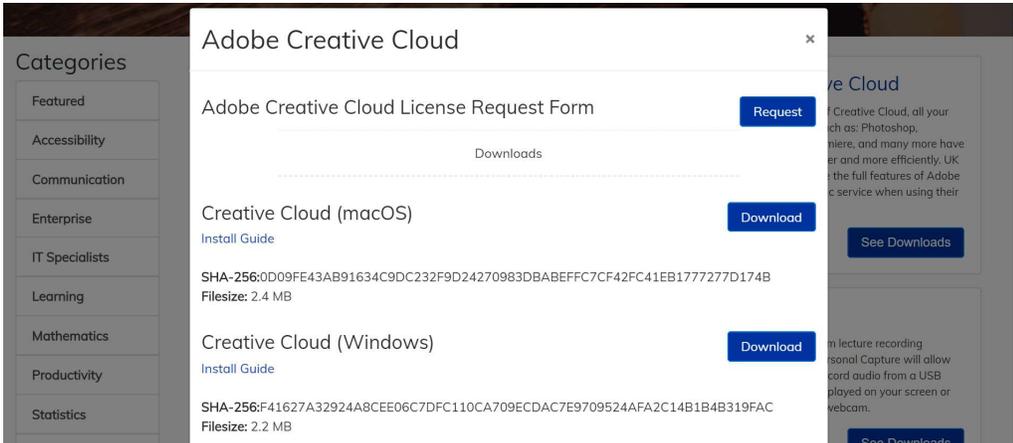
For which types of tasks do you plan to use UK-licensed Adobe software? Please check all that apply.

Academic / Instructional	Clinical
Administrative	Personal (Non-Commercial)
Research	Other (please describe)
	<input type="text"/>

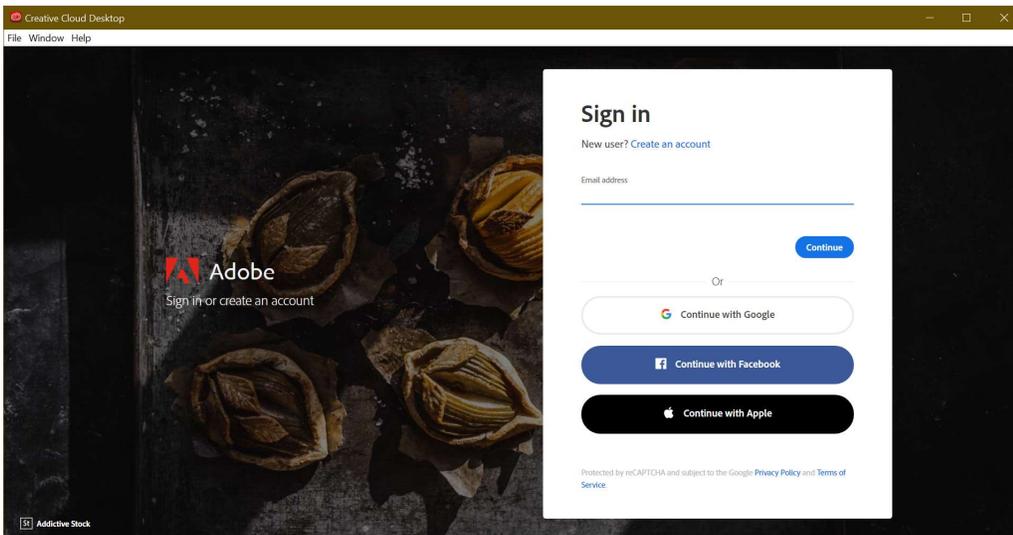
Which Adobe applications do you plan to use? Please select all that apply.

Acrobat Pro (licensed PDF creator/editor)	Premiere Pro
Photoshop	After Effects

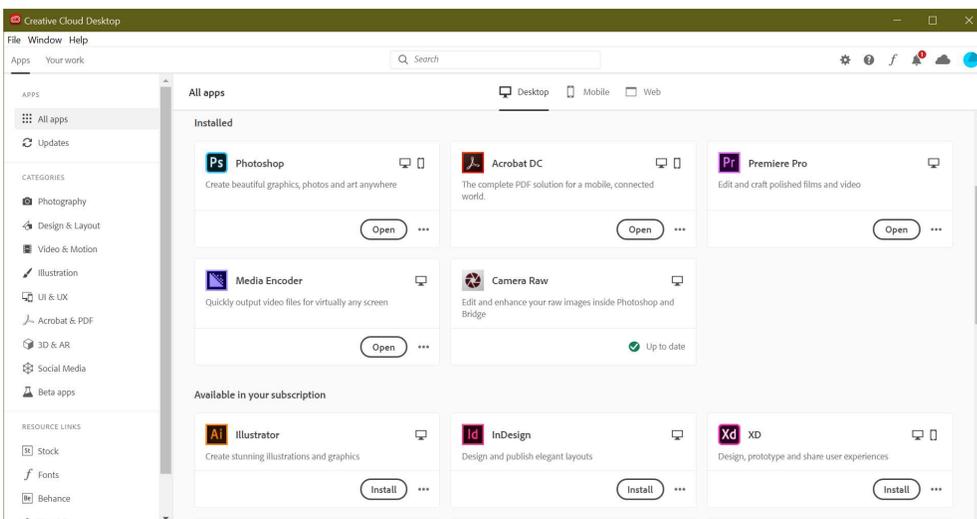
After you have made your selections, read the terms, click the box to agree, and click Submit. Back on the UK Downloads site, scroll down until you see Adobe Creative Cloud, and click See Downloads:



Click Download next to the one for your operating system, and once it downloads run it to install. It will ask you to sign in; sign in with your linkblue@uky.edu. If it asks what kind of account this is, choose Company or School Account.

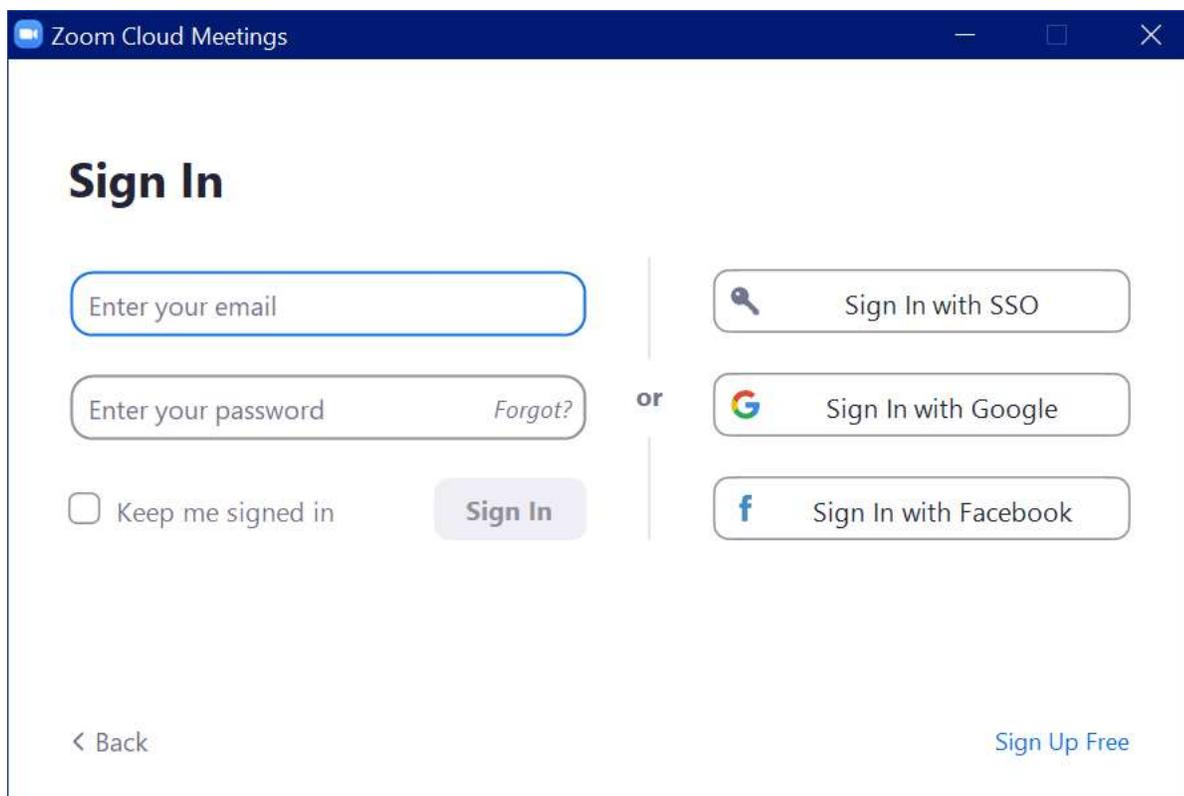


This will redirect you to a UK log in page where you log in with your linkblue ID and current linkblue password. When logged in, you will be able to get on the All Apps tab and install any programs you want but don't have installed, or update any programs you have installed but are out of date.



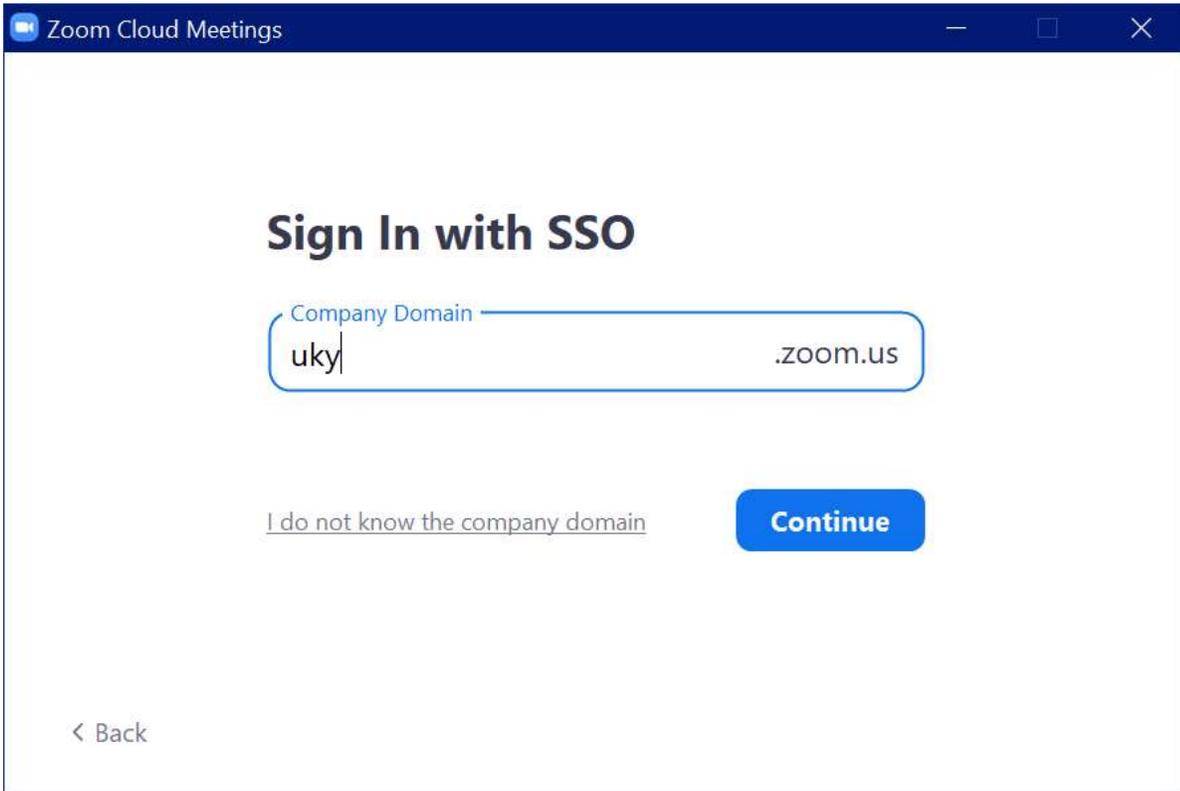
Zoom

Zoom is a useful tool UK employees have access to for meetings. To download it, just go to the Zoom download site at <https://zoom.us/download> and download the Zoom Client for Meetings. Once downloaded, run the file to install and then sign in.

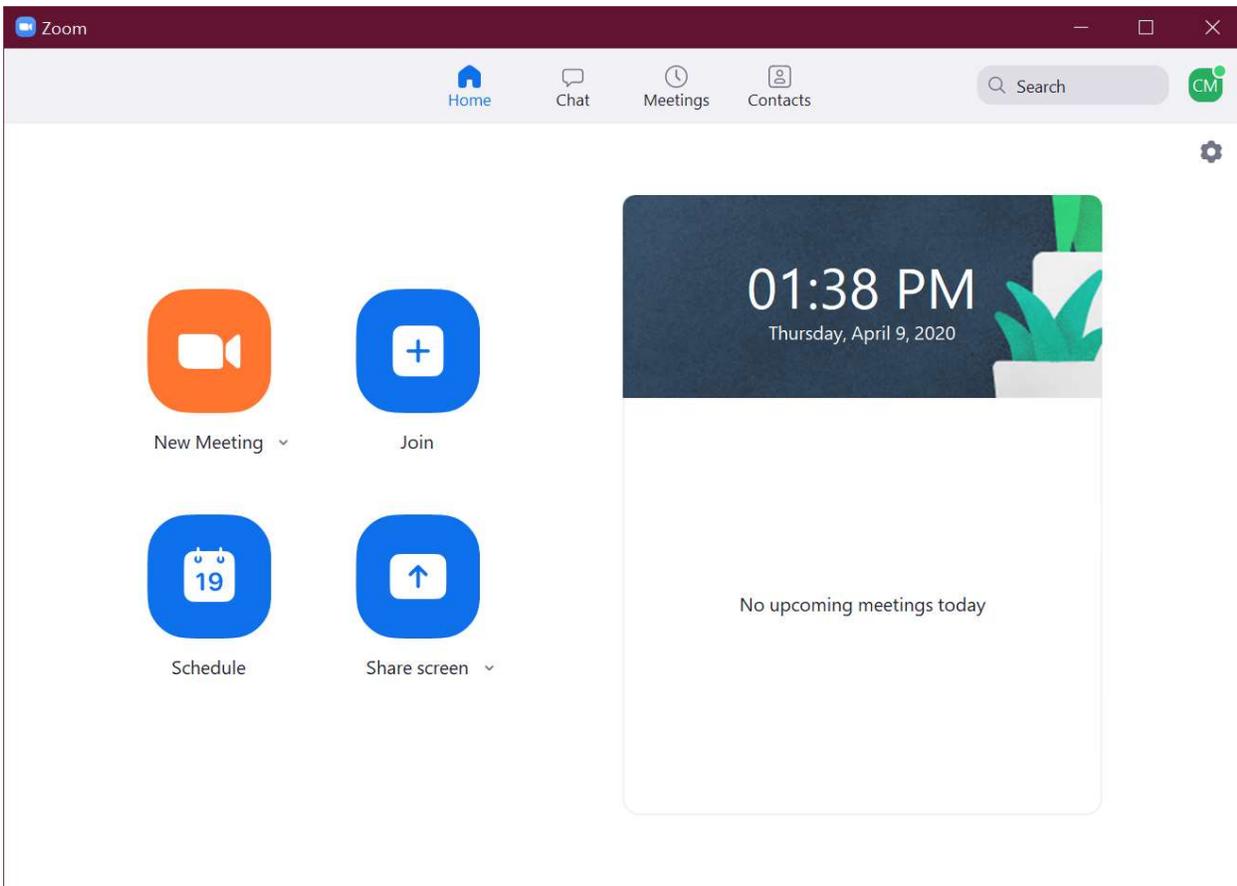


The screenshot shows the Zoom Cloud Meetings sign-in window. The title bar reads "Zoom Cloud Meetings". The main heading is "Sign In". On the left, there are two input fields: "Enter your email" and "Enter your password" with a "Forgot?" link. Below these is a checkbox for "Keep me signed in" and a "Sign In" button. On the right, there are three social sign-in options: "Sign In with SSO" (with a key icon), "Sign In with Google" (with the Google logo), and "Sign In with Facebook" (with the Facebook logo). A vertical line with the word "or" separates the two columns. At the bottom left is a "< Back" link, and at the bottom right is a "Sign Up Free" link.

Choose Sign In with SSO, enter the company domain uky, and click Continue.



Log in with your linkblue ID and current linkblue password and you will be taken to this screen where you can start a new meeting, join an existing meeting, or schedule future meetings.



Additional information for these programs is available upon request.

Listserv

What is it?

A listserv is a mailing list that you can create and manage to allow you and others to send emails to a specific group of people. There are listservs that are created and maintained through your KERS Reporting Profile such as listservs that go to all employees of a district or everybody with a specific Program Area selected.

Why would you use a listserv?

While there are listserv lists managed by the University consisting of UK employees, there are several instances where it might benefit you to have a listserv such as emailing Extension customers participating in specific groups. Once you create a listserv for a group of people, you or anyone else would have the ability to send an email to the listserv address and all subscribers to that listserv would receive it.

One benefit of larger groups is that Office 365 has a limit of 500 recipients of a single email, and a limit of 10,000 emails per day. So, if you have a group larger than 500 people, you would need to either send them in batches or create a listserv. While it is unlikely for an average person to hit the 10,000 emails per day limit, an email to a listserv only counts as one email regardless of how many people are subscribed to that listserv.

Why wouldn't you use a listserv?

If primarily just you or one or two other people are likely to be emailing this group, and you are not at risk for going over the limit of 500 email recipients, then an Outlook Group would be able to do what you need and would be easier to manage. Listserv management is not particularly difficult, but more so than Outlook Groups and also your listserv account will have a separate password to remember, unlike most UK resources which use your linkblue password.

Creating a listserv

To create a new listserv, go to <http://lsv.uky.edu>. Once there, you will click on "Request a new list" to be taken to a UK login screen. Log in with your linkblue ID and current linkblue password and it will take you to a screen to provide information regarding the list you want to create including name, title description, owner, etc. A full image of the requested information can be seen below.

Once you provide all necessary information, click Submit. If you haven't already set up a password for your listserv account, go back to the UK Listserv page and click on "Create or change your Listserv password." For email address use your linkblue@uky.edu then set a password of your choosing. You will then receive an email asking you to confirm.

Create Listserv (LSV) Request

Listserv Information

* What is the name of your List?
▶ More information

* Please provide a Title for your List
▶ More information

* Please supply a multi-line, more complete description of the list. When someone issues a REVIEW command for your list, Listserv sends this description, along with other basic information about the list.

Please Supply the List Owner Information Below

* Who is the List Owner?

* Contact Number

* What is your email address? Must provide a valid uky email address
▼ More information

If you plan on administering your list via e-mail, your owner address for the list must exactly match the "From:" address that appears on your outgoing e-mail, or Listserv will not recognize you as the owner once the list is set up.

Additional List Owner Email Address - Recommended but not required

List Specific Settings

*** Will this list be used for announcements or discussions?**
▶ More information

*** Do you want your list NAME to be confidential? (i.e., do you want your list name to appear on Listserv's "list of lists"?)**
▶ More information

*** Who should be able to post (send mail) to the list?**
▶ More information

*** How do you wish to handle subscription requests?**
▶ More information

*** Who should be able to see your list of subscribers?**
▶ More information

List Archival Settings

*** Do you wish to keep list archives (stored copies of all list postings)?**
▶ More information

Managing a listserv

To manage a listserv, go to the UK Listserv website (<http://lsv.uky.edu>), and click on “Manage your mailing lists.” This will take you to a LISTSERV Archives page; to manage your listserv(s) click the “Log in” link in the top right corner. Log in with your linkblue@uky.edu and your listserv account password. Once logged in, click on “List Management,” then “Subscriber Management.”

UK LISTSERV

SUBSCRIBERS

[View public list archives](#)

[Subscriber's Corner](#)

LIST OWNERS

[Manage your mailing lists](#)

[Request a new list](#)

[Create or change your Listserv password](#)

[Forget Listserv password stored in a cookie](#)



Subscriber Management

Single Subscriber

Bulk Operations

Examine or Delete Subscription

Name or Address:

henry@somewhere.com
Henry Brown
s*lvia

Add New Subscriber

Email Address and Name:

henry@somewhere.com Henry Brown
Henry Brown <henry@somewhere.com>

Send Email Notification
 Do Not Notify the User

From there, you can manage single subscribers or click the Bulk Operations tab to add or remove subscribers by uploading a CSV (comma separated values) list.

Single Subscriber

Bulk Operations

Caution: Some of the functions offered through this page will **remove all subscribers** from . Double-check your selection before submitting.

Function:

- Add** the imported addresses to ; do not remove any subscribers.
- Remove all subscribers** from and **add** the imported addresses (to remove all subscribers, select this option and omit the input file).
- Remove** the imported addresses from ; do not add any subscribers.
- Remove** the imported addresses from **all lists**.

Input File: No file chosen

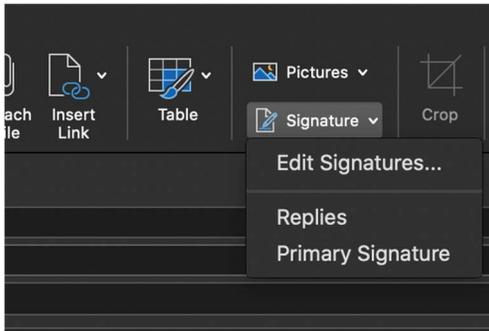
Employee Resources

UK Email Signature Generator

<https://www.uky.edu/prmarketing/branding-tools/email-signature-generator>

Using the signature generator is as simple as typing in your information and clicking the “Build my full signature” button.

Once that’s is done, you can add it to Outlook by opening a new message and selecting the “Signature” and then “Edit Signatures...” option in the ribbon bar at the top of the message. From there you can then add your signature and set options to apply it to all new messages, all replies, etc.



Email Signature Generator

First Name* <input type="text" value="Michael"/>	 Michael Kennett IT Contact for District 5 University of Kentucky College of Agriculture, Food, and Environment 252 C.E. Barnhart Lexington 859-257-7605 michael.kennett2@gmail.com
Last Name* <input type="text" value="Kennett"/>	
Credentials <input type="text" value="Ph.D"/>	<input type="button" value="COPY HTML VERSION TO CLIPBOARD!"/> <input type="button" value="DOWNLOAD HTML FILE"/>
Position/Title <input type="text" value="IT Contact for District 5"/>	
Department/Unit <input type="text" value="College of Agriculture, Food, and Environment"/>	Using your signature The steps for adding your signature vary depending on your email client. Consult your email client documentation for how to create and edit email signatures. Note: - Copy and pasting the email signature is not supported in the Apple Safari web browser. - Not all versions of email software support importing HTML signatures.
Address <input type="text" value="252 C.E. Barnhart"/>	
City, State ZIP <input type="text" value="Lexington"/>	<input type="button" value="BUILD MY FULL SIGNATURE"/> <input type="button" value="BUILD MY SIMPLE SIGNATURE"/>
Phone <input type="text" value="859 257 7605"/>	
Email <input type="text" value="michael.kennett2@gmail.com"/>	(For email software that doesn't support the full signature)

Extension Internal Site

<http://extension.ca.uky.edu/internal-site>

The Extension Internal Site has various links to important things related to Extension, ranging across the board from things such as Chi Epsilon Sigma, job listings within Extension, the pesticide applicator training program, etc. Ideally it is a one-stop shop for your extension needs.

UK Software Downloads

<https://download.uky.edu/>

After signing in to the above site with your linkblue ID and password, you will be able to access UK’s range of software for work use. This includes Microsoft Office Suite, Adobe Acrobat, and the entire Adobe Creative Cloud suite, which includes photo and video editing tools like Photoshop and Premiere.

Each employee at UK has access to licenses for Office 365 (up to five devices) and Adobe Acrobat (up to two devices) to be used on their work machines as well as personal machines, up to the device limits stated. These are used by signing into the respective programs with your linkblue@uky.edu and your linkblue password.

Employee Discounts

OnTheHub: As a UK employee, you can purchase software from On the Hub through our UK downloads page. Simply to go <https://download.uky.edu> login with your linkblue credentials, click on OnTheHub at the top.



You can purchase Microsoft Office, Adobe Acrobat, or Microsoft Windows for around \$10 each.

eBuy: <http://www.uky.edu/Purchasing/ebuy/>

UK Discounts and Benefits: <https://www.uky.edu/hr/benefits/more-great-benefits/employee-discount-program>

UK has various discounts that employees can and should take advantage of. At OnTheHub you can find a wide array of discounted software you can purchase for personal use.

eBuy is the portal to the hardware discounts we have available to us through Dell, Apple, CDW-G, and various other vendors.

The UK Discounts and Benefits page provides info about the discounts UK provides to employees, ranging from housing, cell phones plans, automotive repairs, and even discounts on entertainment options such as theme parks and resorts.