



TO: All Employees/Network Users
FROM: Clinton Stapleton, Ph.D., IT Director
RELEASED: October 28, 2014

The following is being communicated for improving user accessibility to VIDE network and IT support services.

Network Access and IT Support Services Requirements:

1. VIDE Education Territory Area Network (E-TAN), user account passwords expire every 90 days.
2. All users must enroll in the VIDE Password self reset program to reset their own password.
3. Email message over 15 megabytes must not be transmitted using VIDE E-TAN email accounts.
4. Files over 15 megabytes can be sent and shared via VIDE FirstClass, Google Drive, One Drive, etc.
5. All school and office sites using the Mitel phone system (black phones) must turn off "night mode" via the telephone operator phone at the start of each business day.
6. Contact Innovative at 340-779-9999 or 712 to report problems with fax and telephone lines.
7. All users must open a ticket in the VIDE ticket eHelpdesk system to report access issues and/or to request IT support services (Internet, Wi-Fi, network cable drop repair, etc.).
8. A ticket must be opened, at least 48 hours, in advance for video conferencing & Skype services.
9. An unblock site request must be sent using the pop up template automatically activated by the filter when a restricted or blocked site is attempted.
10. All users must use their VIDE assigned username & password to access resources (Internet, etc).
11. Passwords must never be shared with ANYONE (supervisors, IT staff, friends, family, etc.).
12. Educators must not use student accounts to access the internet.
13. All requests for 1) new employees to receive an account (email, phone etc.) with various rights, 2) employee transfers, title and other changes, 3) employee separation from VIDE via termination, death, retirement etc., must be submitted to VIDE Human Resources.
14. Computers running Windows XP operating system must not be used on the VIDE network.
15. No device (wireless access point, personal device, router, server, etc.) is to be connected to the VIDE network without authorization from the VIDE IT Division.
16. All users must do their part to protect themselves, other users, the E-TAN network and VIDE student, employee, financial, confidential and other data from scams, malware, inappropriate content, cyber bullying, social engineering, cyber attacks and other security and federal E-rate funding loss risks. Contact the IT Division ASAP, regarding any suspicious website, inappropriate content or email message received, especially those from unknown sources that 1) offer something free 2) appear too good to be true 3) request that they click on a link or 4) request that they submit their VIDE account or personal information (password, social security number etc.).



Instructional Technology
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1834 Kongens Gade
St. Thomas, VI 00802
Phone: 340.774.0100
Fax: 340.715.3460

IT Division Contact Information

- Open ticket in eHelpdesk at: <http://www.vide.vi/pages/portals-151>
- Email IT Division at: doeitstaff@doe.vi
- Vladimir Williams 642-2537 ext 7543
- Loren Hughes 643-5229 ext 7536
- Coujoe Jacobs 642-9027 ext 8205
- Clinton Miller 642-8837 or ext 7541
- Joseph Philbert 201-5515 ext 8125
- Kirth A. Mills 642-8838 ext 8105
- Jeannine Bonelli 774-0100 ext 8175
- Coraline Greenaway 774-0100 ext 8071
- Clinton Stapleton 643-5228 ext 8124