Welcome
IRT Training Services provides technology training in university applications such as Banner, Cognos, Qualtrics, EPAF, RIMS and more to all Rowan faculty, staff, and administration. Check out our training resources which include hands-on in-person classes, online training, videos and training guides.

- To discuss how IRT Training Services can meet your technology development needs, contact irt-training@rowan.edu.
- To register for classes go to http://rowan.gosignmeup.com
- Check out our Training Tips: IRT Training Tips
- For online training videos on Microsoft Office, Adobe products and much more, go to http://www.rowan.edu/lynda
- Need some help with Banner 9? Check out our videos and new Banner Finance manual on our Banner 9 Training page.

For Information about and training on Blackboard, Media and Faculty Technology go to: https://confluence.rowan.edu/x/d4D7Aw

IRT Training News

- **Resolved: GoSignMeUp - Updated 1/2/18** —
  GoSignMeUp is now working and available for registrations, doing evaluations and downloading certificates. Please go to http://rowan.gosignmeup.com

  Thank you for your patience.

Rowan Daily Mail - Approving and Submitting
Information Resources & Technology is updating the Rowan University system used to distribute the Rowan Daily Mail, also known as the Rowan Announcer, in order to streamline administrative duties. If you have any questions about these changes, please contact the Technology Support Center at support@rowan.edu or 856-256-4400.

**Submitting a Rowan Daily Mail**
The procedure for submitting Rowan Daily Mail is mostly the same. However, only staff and faculty can now submit a Rowan Announcer. Students will need to use the ProfLink system for message distribution. The other change is that you will be able to remove your own message before it is distributed. See the Quick Reference Guide below for more information.

**Approving a Rowan Daily Mail**
A small group of employees will be authorized to review and approve messages submitted to the Rowan Daily Mail. If you are a Rowan Daily Mail approver, you would have received an email with more information from IRT right before the holiday break. Approvers will receive a digest email at noon on each workday with the list of messages pending review. After logging in to Self-Service Banner, they can approve messages to be included in the following day’s Rowan Daily Mail or to be distributed as an “Extra Edition” immediately. All messages must be approved before they are published in the Rowan Daily Mail. See the Quick Reference Guide below for more information.

**Quick Reference Guide: Directions for Approving and Submitting Rowan Daily Mail**
(use Chrome to view this .pdf or right click and download to your computer)

**Video Demo - Rowan Announcer Approvers** (best viewed in Chrome)

**Video Demo - Rowan Announcer Submitters** (best viewed in Chrome)

Qualtrics
Qualtrics is the official Rowan University survey tool. You will be able to use Qualtrics to create, edit and distribute surveys, as well as analyze the collected data. Qualtrics is supported by modern web browsers. It’s recommended that you use the latest versions.

To request a Qualtrics account:
• Send an email to support@rowan.edu and request a Qualtrics account.
• Do not sign up for a free account at Qualtrics.com
• You will receive an email once your Qualtrics account has been set up.

Qualtrics User Manual
Qualtrics Quick Reference Guide

Banner 9 Training Information
Jim Keches, Banner Finance Consultant for Ellucian, did two Q & A sessions with Finance end users at Rowan on November 30, 2017. Below are the answers to the questions we posed to him that day and the PowerPoint with the Banner SelfService Screen Shots. We will post the recording of the session as soon as it is available.

Banner Finance Q & A with Jim Keches (updated 12/18/17)

Banner 9 Self Service
The Banner 9 Self Service Video and PowerPoint are located in the O drive:

O:\Openarea\Computer Training\Banner 9 Self Service Video

The full original Banner 9 Self Service webinar can be found here - you need to log on with your Ellucian Hub account:

Banner 9 Webinar

If you don't already have an Ellucian Hub account, information about creating an account can be found here:

Ellucian HUB Account (online Banner information from the vendor)

New Quick Reference Guides
Are you just too busy? Not enough time to look though our detailed user manuals or videos? Just want the facts?

We have created two page Quick Reference Guides that you can print (two sided), laminate, or hang on you wall. So far we have created them for Banner Requisitions, RIMS and EPAF and will be adding more over the summer months for Banner Receiving, Banner Budgets, Cognos, Confluence, Web Time Entry and more.

Banner Budgets
Banner Requisitions
Banner Receiving
Cascade
EPAF
Qualtrics
RIMS

How can we help you?
Banner Finance Resources - Banner Finance handouts and training videos.
Training Resources - See all our training handouts and videos.
Recorded Training Classes - Excel, Outlook, Mail Merges, Google Docs and Web Time Entry.
Lynda.com - Thousands of videos on multiple applications and other subjects.
About IRT Training Services - Meet our staff, see our mission and find out what we do.
GoSignMeUp - Find the calendar of workshops and register for classes.
Training Tips - Quick tips on Banner, Outlook, Word to help you be efficient at your job!

Looking for a user manual or video for Banner, Cascade, Qualtrics, Cognos etc? Check our our Training Resources page where you will find links to these and more. Training Resources Page

PageUp

Electronic Personnelf Action Forms
Page Up, the new university applicant tracking and hiring system is live and ready for use NOW. This system will be used in place of the request to hire and appointment recommendation form, as well as for applicant tracking and search committee processes.

*Please note: Hourly employees will still be processed using the Hourly Request Form*

For information on system access and use as well as training materials, please visit the Human Resources website. Additional materials will be added as they become available.

Training classes are available until mid October via in-person classes or live-stream at Glassboro and SOM. After the live classes are over, we will provide a video on the HR website. Register for classes at [http://rowan.gosignmeup.com](http://rowan.gosignmeup.com)

### RIMS

The Rowan Identity Management System (RIMS) is a web-based application designed to collect hierarchical data from the top down and facilitates management by clarifying relationships, defining roles, levels of authority, and supervisory or reporting lines. Supervisors will be responsible to collect, update, and maintain their employee data in RIMS for efficient and accurate organization and reporting.

Since April 10th, departments have been going live with RIMS on a rolling basis. Your department leader will be notified when your department will go live in the system. The RIMS training video and the manual can found on [http://www.rowan.edu/hr/rims](http://www.rowan.edu/hr/rims) to help you learn the RIMS process.

If you wish to set up in-person guided RIMS work sessions in Glassboro or via a webinar, please contact IRT Training Services at irt-training@rowan.edu

### Class Registration System

To register for the new training classes or our recurring offerings or to access your account, visit the class registration system below.

Go Sign Me Up has a new look!

Check it out - It is now easier to see our classes, download certificates and complete evaluation surveys.

Here are directions on how to use the new interface.

### lynda.com

[http://www.rowan.edu/lynda](http://www.rowan.edu/lynda) is an online training library provided at no cost to Rowan employees and students. This includes 24/7 online access to the entire library of over 2,000 training videos for software like Microsoft Word, Excel, Adobe Photoshop and even Pinterest and Twitter. They can be viewed anywhere you have internet access and there are videos for all skill levels. Most provide exercise files for you to follow along with the lively and interesting instructors.

### ServiceNow

Information Resources & Technology is replacing our system for creating and managing support requests. For more information for end users see: [https://confluence.rowan.edu/x/wIIOB](https://confluence.rowan.edu/x/wIIOB)

For ServiceNow resources for technicians see: [www.rowan.edu/servicenow-resources](http://www.rowan.edu/servicenow-resources)

### Cascade - Website Management

Cascade CMS (Content Management System) is a robust tool you will use to manage your website content. You can use it to add new pages, edit the content of pages and make changes to your site navigation and structure. For more information see: [http://rowan.edu/home/web/training](http://rowan.edu/home/web/training)

Cascade Quick Reference Guide

If you need training in Cascade, sign up for a one-on-one session at [http://rowan.gosignmeup.com](http://rowan.gosignmeup.com)

### Electronic Personnel Action Forms (EPAF)

Electronic Personnel Action Forms (EPAF) are used to enter student worker information into Banner.

Check out the EPAF web site - [http://www.rowan.edu/hr/recruitstaff/epaf.html](http://www.rowan.edu/hr/recruitstaff/epaf.html) - for links to the manual, video and FAQ.

You can also register for an EPAF class at [http://rowan.gosignmeup.com](http://rowan.gosignmeup.com)