

# INFORMATION TECHNOLOGY APPLICATIONS TEAM

# THE ALMANAC USER GUIDE

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Hood College  
401 Rosemont Ave.  
Frederick, MD 21701  
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## 1. IT APPS

### 1.1 Introduction

The **IT APPS Team** is the information systems department at Hood College responsible for managing and supporting the technology systems and services that keep our campus running smoothly. We assist staff and faculty with their day-to-day technology needs to ensure that key applications operate efficiently. Our team is dedicated to improving user experience for everyone who interacts with the college, both on campus and online.

At Hood College, the IT Applications Team continuously develops, maintains, and integrates a range of applications to facilitate collaboration across departments. Whether providing support for specific software, resolving technical issues, or ensuring smooth access to essential tools, our team is committed to assisting students, staff, and faculty with all their needs related to anything mentioned in this IT Apps Almanac-User's Guide.

### 1.2 Navigating This Manual

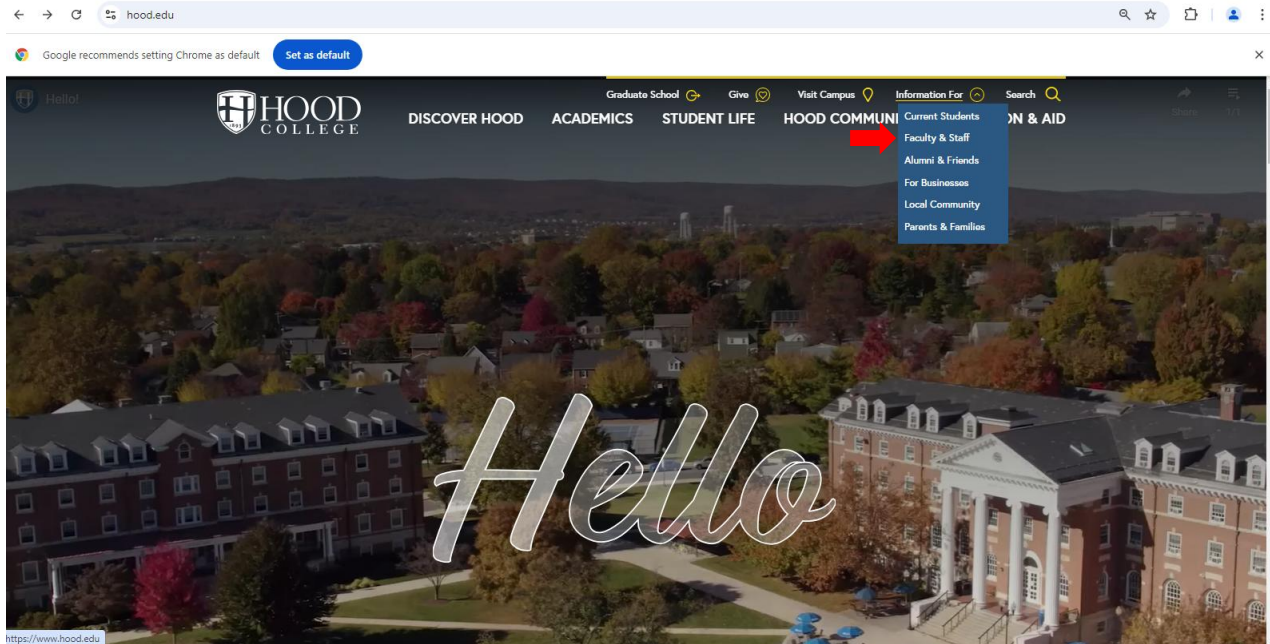
- In the Table of Contents, users can quickly navigate to any section of this manual by clicking on the corresponding title.
- Users may also return to the appropriate section on the Table of Contents by clicking on the  icon.
- You can also use a keyboard shortcut to return to the previous section of this manual by holding the Alt command key and pressing the left arrow.

## 2. IT HELP DESK SYSTEM

### 2.1 Navigating & Researching the Helpdesk System

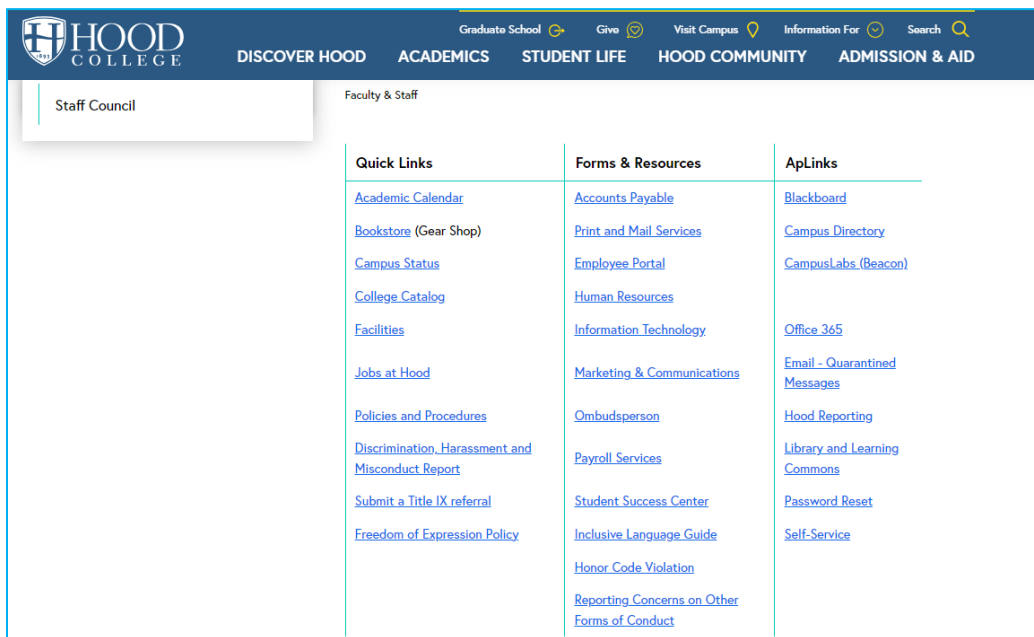
Navigating the virtual systems at Hood College can sometimes be challenging, but the IT Help Desk is here to support you with all your IT-related needs. This section of the manual will guide you on how to access additional assistance or seek clarification on specific issues. Hood College provides these essential resources just a few clicks away. Follow this step-by-step guide to learn how to submit a Help Desk ticket and address your digital needs efficiently.

First, access the [Hood College homepage](#), then locate the **"Information For"** tab at the top of the screen (as shown by the red arrow in the image below). Hover over this tab to reveal a drop-down menu, then select **"Faculty and Staff."**



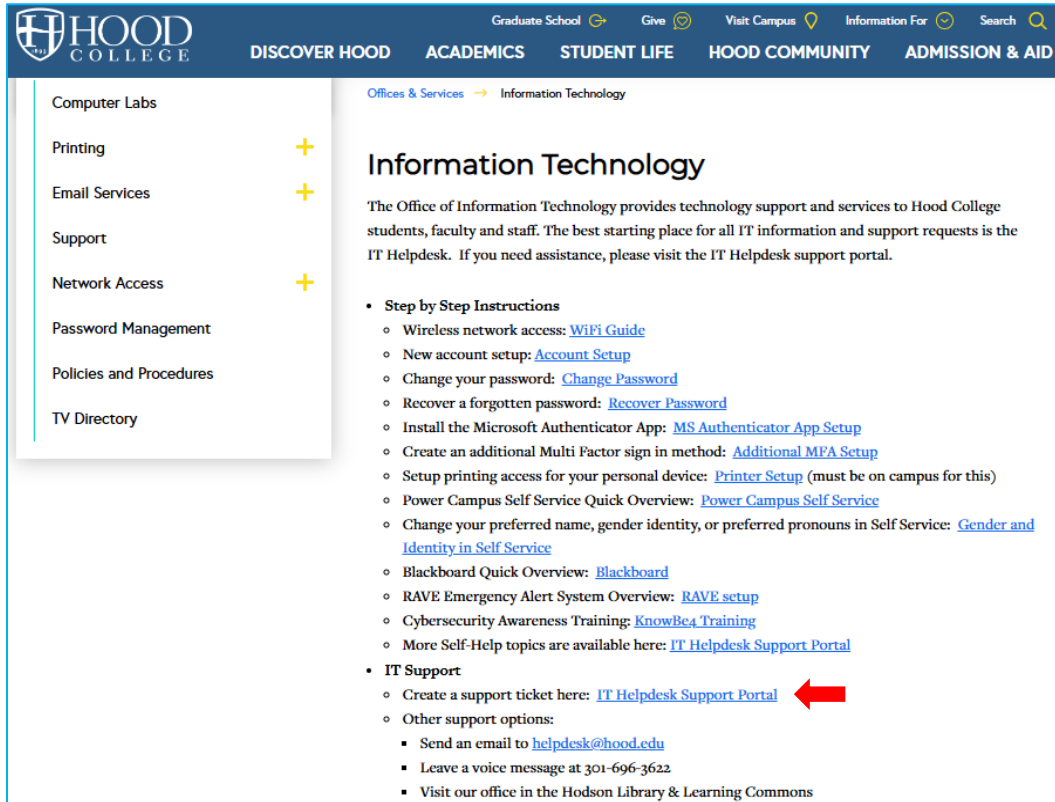
**Figure 2.1 - Accessing Hood College Homepage**

On the next page, locate "Information Technology" listed under the **Forms & Resources** section. See Figure 2.2 below.



**Figure 2.2 - Accessing the Information Technology Support Page**

Under the **IT Support** heading, click the highlighted link for [IT Helpdesk Support Portal](#) (Figure 2.3). You will be prompted to sign in with your Hood College credentials if you are not already logged into that account in this browser.



HOOD COLLEGE

Graduate School Give Visit Campus Information For Search

DISCOVER HOOD ACADEMICS STUDENT LIFE HOOD COMMUNITY ADMISSION & AID

Offices & Services → Information Technology

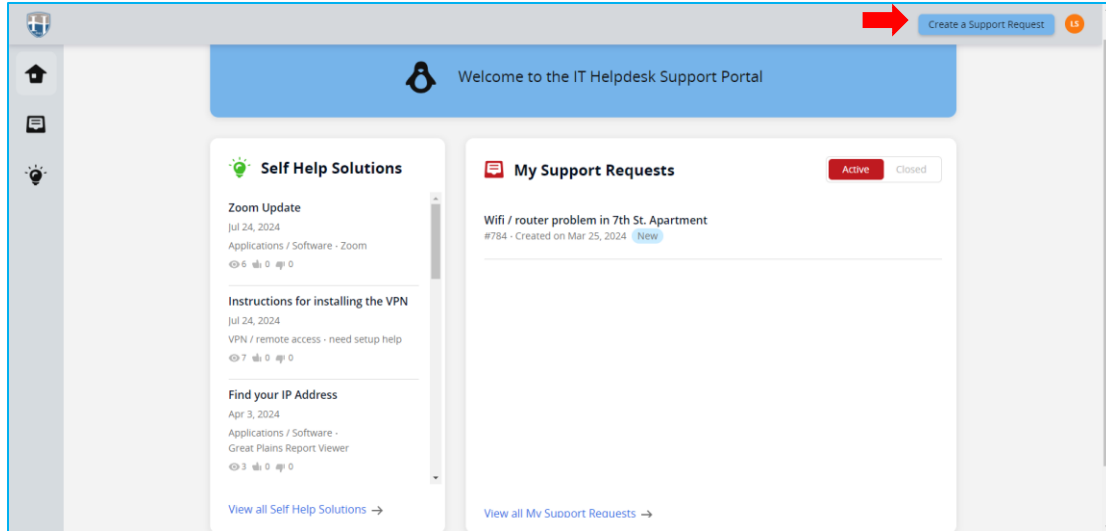
## Information Technology

The Office of Information Technology provides technology support and services to Hood College students, faculty and staff. The best starting place for all IT information and support requests is the IT Helpdesk. If you need assistance, please visit the IT Helpdesk support portal.

- **Step by Step Instructions**
  - Wireless network access: [WiFi Guide](#)
  - New account setup: [Account Setup](#)
  - Change your password: [Change Password](#)
  - Recover a forgotten password: [Recover Password](#)
  - Install the Microsoft Authenticator App: [MS Authenticator App Setup](#)
  - Create an additional Multi Factor sign in method: [Additional MFA Setup](#)
  - Setup printing access for your personal device: [Printer Setup](#) (must be on campus for this)
  - Power Campus Self Service Quick Overview: [Power Campus Self Service](#)
  - Change your preferred name, gender identity, or preferred pronouns in Self Service: [Gender and Identity in Self Service](#)
  - Blackboard Quick Overview: [Blackboard](#)
  - RAVE Emergency Alert System Overview: [RAVE setup](#)
  - Cybersecurity Awareness Training: [KnowBe4 Training](#)
  - More Self-Help topics are available here: [IT Helpdesk Support Portal](#)
- **IT Support**
  - Create a support ticket here: [IT Helpdesk Support Portal](#)
  - Other support options:
    - Send an email to [helpdesk@hood.edu](mailto:helpdesk@hood.edu)
    - Leave a voice message at 301-696-3622
    - Visit our office in the Hodson Library & Learning Commons

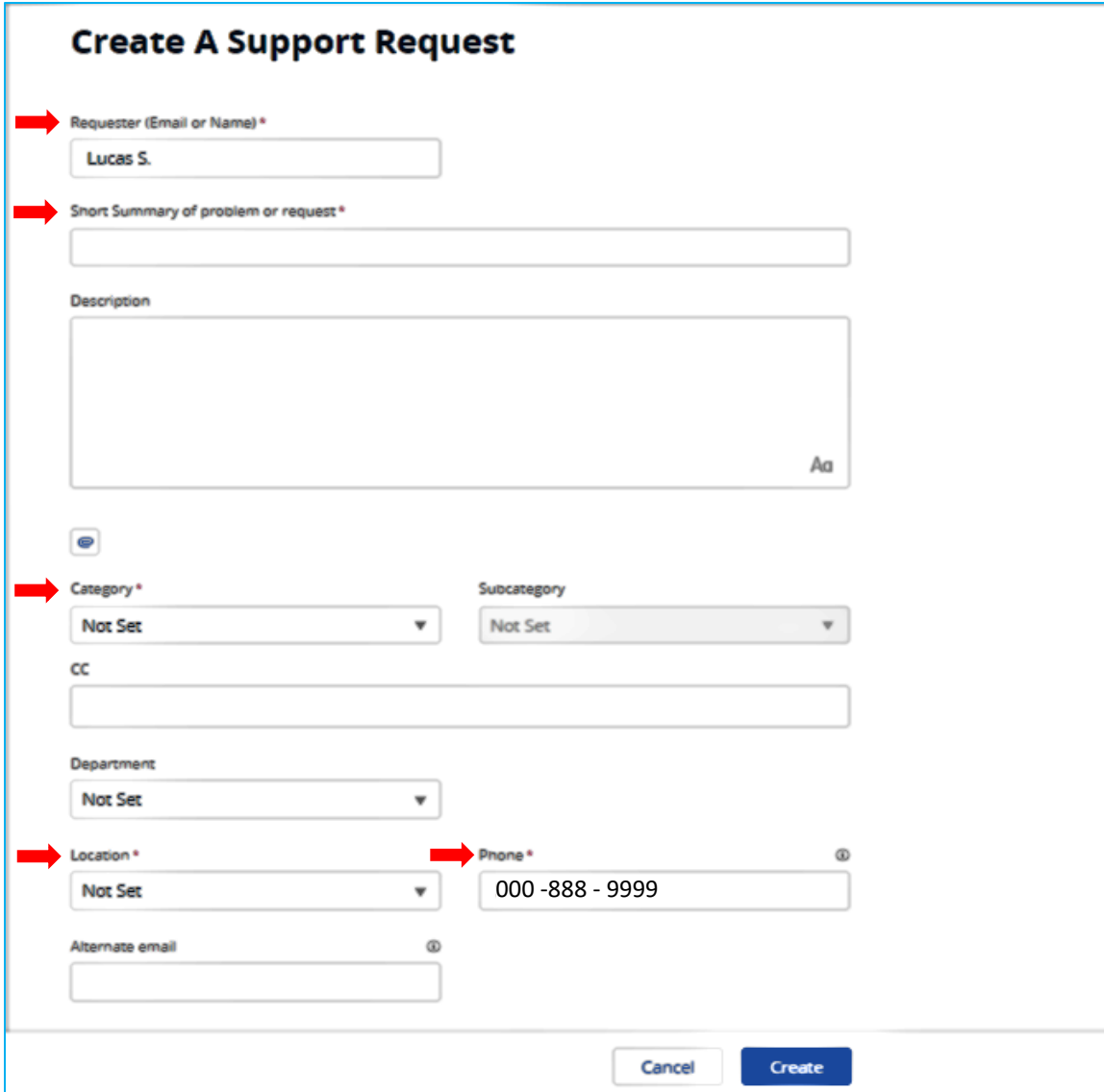
**Figure 2.3 - Hood College Information Technology Page**

Once logged in, navigate through the **IT Ticket System** to create a new support request (Figure 2.4) and submit the ticket.



**Figure 2.4 - Navigating the Ticket System**

To Create a support request, you will be prompted to enter more details about your specific request. Required fields are marked with an asterisk (\*) as shown in Figure 2.5. This means you must complete all required fields correctly or make a valid selection before your ticket is approved for submission. For more information on common user errors, please refer to the [Common User Errors](#) section.



**Create A Support Request**

Requester (Email or Name) \*  
Lucas S.

Short Summary of problem or request \*

Description

Category \*  
Not Set

Subcategory  
Not Set

CC

Department  
Not Set

Location \*  
Not Set

Phone \*  
000 -888 - 9999

Alternate email

Cancel Create

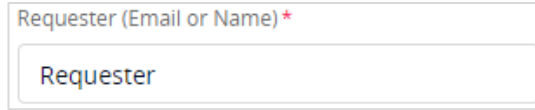
Figure 2.5 - Create a Support Request Page

## 2.2. Creating a Hood IT Helpdesk Ticket

This section explains each field used while creating a Hood IT Helpdesk ticket.

- **Requester (Email or Name)** - Your name will automatically appear here, but you can change it if you are submitting a ticket on behalf of someone else.

**Note:** Your name will still be stamped as “submitted by.”



**Figure 2.6 - Requester (Email or Name) Field**

- **Short Summary of the problem or request** - This field allows you to provide a brief description of your ticket, up to 47 characters in length.




**Figure 2.7 - Short Summary Field**

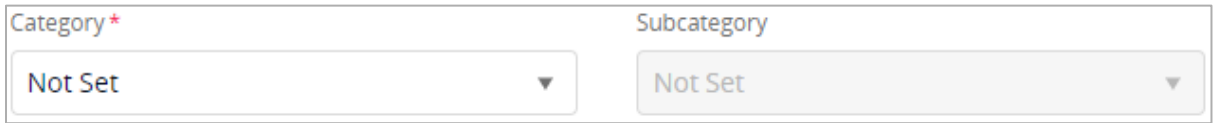
- **Description** – Use this field to provide the following key information.



**Figure 2.8 - Description Field**

You can format the text, insert tables, and add visual content such as images and videos directly into the description box. Additionally, the form allows you to attach files by clicking the **attachment icon** . Files can either be uploaded from your computer or selected from their Dropbox account.

- **Category & Subcategory** – You must select the category of your request using a drop-down menu, which indicates the main area to which the request pertains. While selecting a subcategory is optional for some categories, most require you to make a selection. The system automatically assigns a technician based on the category and subcategory you choose.



Category \*      Subcategory

Not Set      Not Set

**Figure 2.9 - Category and Subcategory**

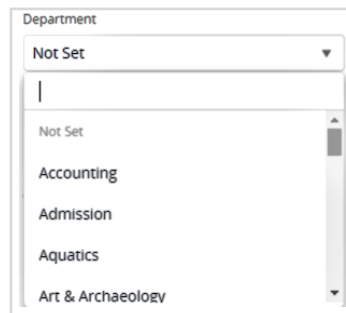
- **CC** – Given the multiple personnel working in each department and the cross-communication among them, you can cc other employees whom you would like to be notified of the progress of the ticket.



cc

**Figure 2.10 - CC Field**

- **Department** – Select the department relevant to the request from the options in the drop-down menu.



Department

Not Set

Not Set

Accounting

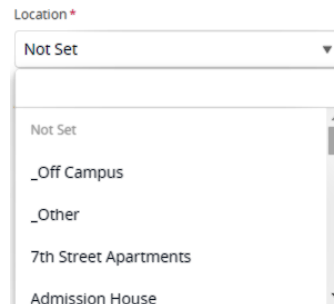
Admission

Aquatics

Art & Archaeology

**Figure 2.11 - Department Drop Down Menu**

- **Location** – Select the location through a drop-down menu, indicating whether the office is on campus (specific building), off campus, or at another location.



Location \*

Not Set

Not Set

\_Off Campus

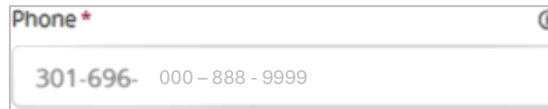
\_Other

7th Street Apartments

Admission House

**Figure 2.12 - Location Drop Down Menu**

- **Phone** – Enter your office phone number, using the format displayed in the watermark.

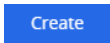

 A text input field labeled "Phone" with a red asterisk and an information icon. The field contains the text "301-696- 000 - 888 - 9999".

**Figure 2.13 - Phone Number Field**

- **Alternate email** – Enter an additional email address to receive updates about the ticket.

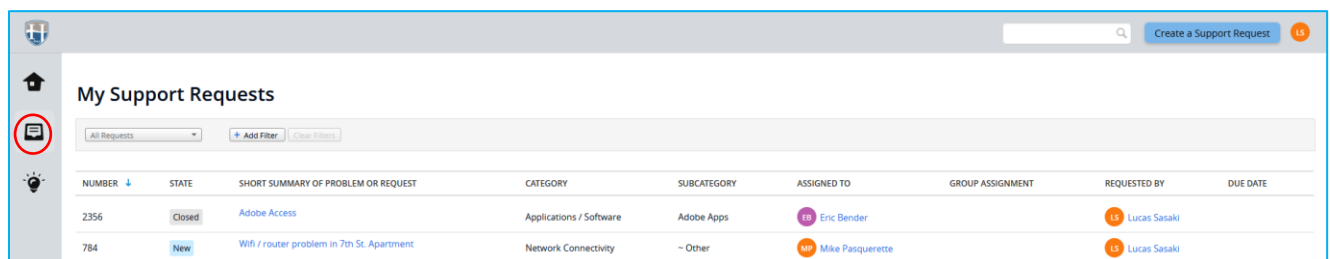

 A text input field labeled "Alternate email" with an information icon. The field is currently empty.

**Figure 2.14 - Alternate Email Field**

Once all the required information has been entered, you may click the  icon located at the bottom of the page to submit the support ticket.

### 2.2.1 Viewing Ticket Status & Information

You can check the status of your tickets by accessing the “My Support Requests” section, located on the left side of the page. Refer to the red circle on Figure 2.15.


 A screenshot of the "My Support Requests" dashboard. The dashboard shows a list of tickets with columns for NUMBER, STATE, SHORT SUMMARY OF PROBLEM OR REQUEST, CATEGORY, SUBCATEGORY, ASSIGNED TO, GROUP ASSIGNMENT, REQUESTED BY, and DUE DATE. A red circle highlights the "My Support Requests" icon in the left sidebar.
 

NUMBER	STATE	SHORT SUMMARY OF PROBLEM OR REQUEST	CATEGORY	SUBCATEGORY	ASSIGNED TO	GROUP ASSIGNMENT	REQUESTED BY	DUE DATE
2356	Closed	Adobe Access	Applications / Software	Adobe Apps	Eric Bender		Lucas Sasaki	
784	New	Wifi / router problem in 7th St. Apartment	Network Connectivity	~ Other	Mike Pasquerette		Lucas Sasaki	

**Figure 2.15 - Ticket Status Dashboard**

By clicking on the ticket name under “Short Summary of Problem or Request,” you will be presented with a new tab that provides additional information about the ticket, including past dialogue between the requester and the IT Help Desk Team.

## 3. HOOD COLLEGE REPORTING (HCR)

### 3.1 Introduction

Welcome to the **Hood College Reporting (HCR) User Manual**, a powerful tool for generating and managing reports within each department.

Before requesting a report in HCR, please be sure to exhaust all possibilities in the native applications.

HCR is a server-based reporting platform that allows us to create, manage, and deliver reports across the organization. It enables you to generate detailed and customized reports from multiple data sources, providing comprehensive insights to support decision-making and increase operational efficiency.

In this manual, you will find more information on how to effectively navigate HCR. The following topics will be covered:

- Accessing the HCR Homepage
- Navigating the HCR Home Page
- Folder Content
- Running Reports
- Requesting the Creation of a New Report or Editing Existing Reports

### 3.2 Accessing the Hood College Reporting Homepage

You can access HCR through the Hood College homepage by following these steps:

- Access the [Hood College homepage](#).
- Go to “Information For” on the top right of the page.
- Select “Faculty & Staff.”

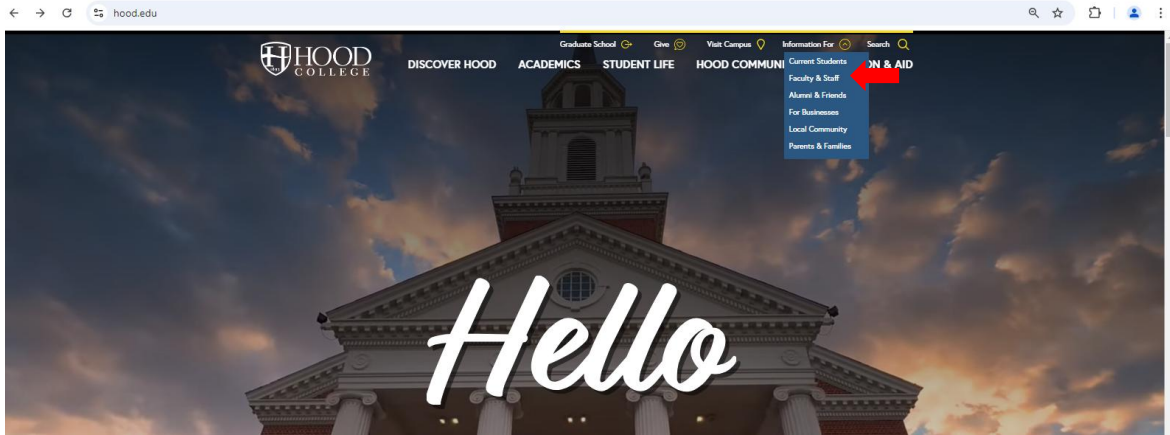


Figure 3.1 - HC Home Page

- Locate the ApLinks column.
- Click on “Hood Reporting.”

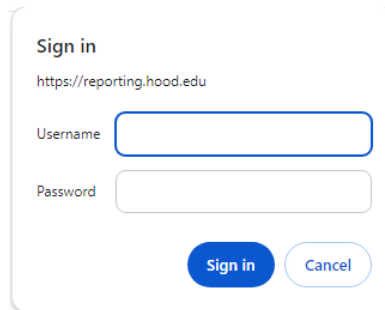
Faculty & Staff		
Quick Links	Forms & Resources	ApLinks
<a href="#">Academic Calendar</a>	<a href="#">Accounts Payable</a>	<a href="#">Blackboard</a>
<a href="#">Bookstore (Gear Shop)</a>	<a href="#">Print and Mail Services</a>	<a href="#">Campus Directory</a>
<a href="#">Campus Status</a>	<a href="#">Employee Portal</a>	<a href="#">CampusLabs (Beacon)</a>
<a href="#">College Catalog</a>	<a href="#">Human Resources</a>	<a href="#">Office 365</a>
<a href="#">Facilities</a>	<a href="#">Information Technology</a>	<a href="#">Email - Quarantined Messages</a>
<a href="#">Jobs at Hood</a>	<a href="#">Marketing &amp; Communications</a>	<a href="#">Hood Reporting</a>
<a href="#">Policies and Procedures</a>	<a href="#">Ombudsperson</a>	<a href="#">Library and Learning Commons</a>
<a href="#">Discrimination, Harassment and Misconduct Report</a>	<a href="#">Payroll Services</a>	<a href="#">Password Reset</a>
<a href="#">Submit a Title IX referral</a>	<a href="#">Student Success Center</a>	<a href="#">Self-Service</a>
<a href="#">Freedom of Expression Policy</a>	<a href="#">Inclusive Language Guide</a>	
<a href="#">Podcasts &amp; Radio</a>	<a href="#">Honor Code Violation</a>	
	<a href="#">Reporting Concerns on Other Forms of Conduct</a>	

Figure 3.2 – HC Faculty & Staff – Accessing Hood Reporting

- Access to Hood Reporting is restricted due to the sensitive nature of the reports in the system and is available only under the following two conditions:
  - 1- On-campus internet access via hardwired connection or secured Wi-Fi.
  - 2- Off-campus access through the Ivanti VPN, for which users must first be granted permission to use it.

If you do not have access or need assistance with the reporting system, please contact the Hood College IT Help Desk by submitting a [help desk ticket](#).

Once connected through one of the two approved methods, you can proceed to the **Report Server Login** page, where you will be prompted to enter your credentials for access.

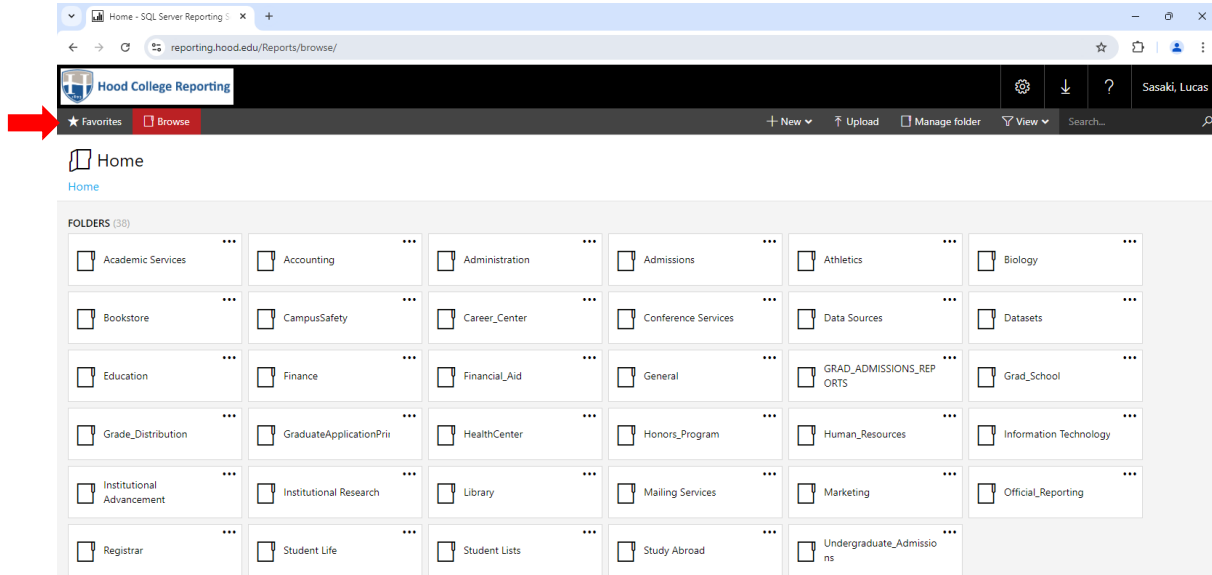


The screenshot shows a login form titled "Sign in" for the URL "https://reporting.hood.edu". It contains two input fields: "Username" and "Password". Below the fields are two buttons: "Sign in" (a solid blue button) and "Cancel" (a white button with a blue border).

**Figure 3.3 - HCR Login**


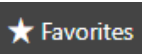
### 3.3 Navigating the HCR Home Page

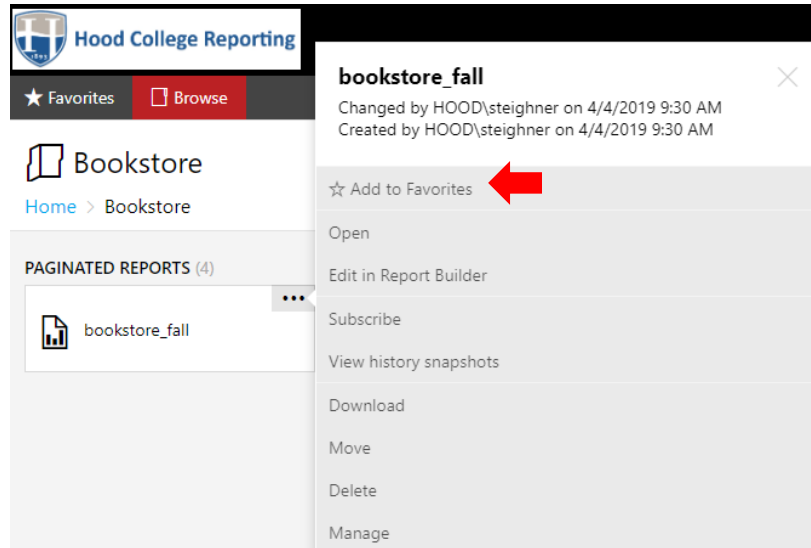
Once you successfully log in, you will be taken to a page similar to the one shown in Figure 3.4.




**Figure 3.4 – Hood College Reporting Home Screen**

In the toolbar below the “Hood College Reporting” header, you will find two main tools:


- The  highlighted red button, when clicked, displays all folders and reports available to you.
- The  button, directs you to a personalized folder where you can view and open your favorite reports. To add a report to favorites, navigate to the desired folder, click on the report's settings (ellipsis), and select "Add to Favorites" as depicted in Figure 3.5.



**Figure 3.5 – Adding a Report to Favorites**

- The  icon found at the top-right corner of the page allows you to browse the Hood College Reporting server by typing in keywords. The search is not case-sensitive and will display relevant results based on the entered input.

### 3.4 Exploring the Dashboard and Folders

- On the HCR home screen, you will find a variety of folders available for use. In the following section, you will learn how to navigate these folders:
- Folders are represented by the following icon: 
- As a user, you will be granted access to a specific set of folders based on your department's granted authorization. Each folder may contain multiple reports.
- Additionally, folders can be nested within other folders, and there is virtually no limit to how deep these subfolders can go.

### 3.4.1 Folder Ellipsis

- **Purpose:** Each folder includes a settings button, also known as ellipsis. Clicking on the folder ellipsis will provide you with additional information, such as the latest update and creation date —as seen in Figure 3.6.

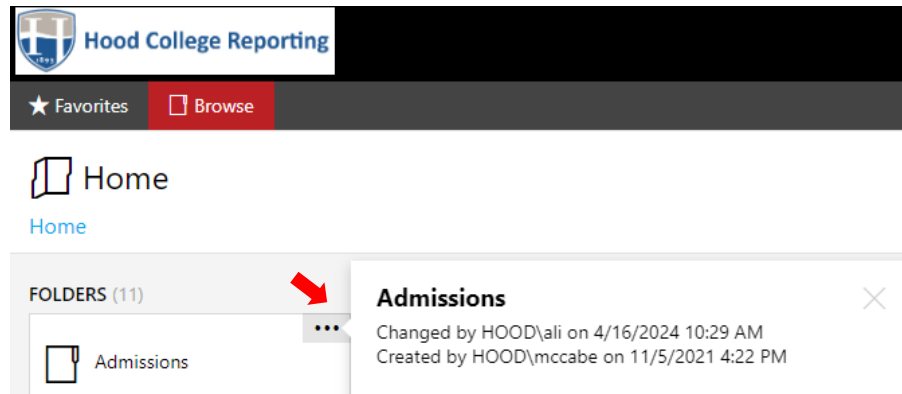




Figure 3.6 – Folder Ellipsis

## 3.5 Folder Content

### 3.5.1 Types of Files and Data Formats

You will encounter two types of reports:

-  **Paginated Reports:** are reports that spread data over multiple pages. They are designed for detailed and well-organized presentations, making them ideal for printing or thorough analysis. These reports are owned by the department under which folder this report lives.
-  **Shared Paginated Reports:** are the same as paginated reports but owned by a different department. This makes it easy for multiple users to view or run the same report from a central location. Only the owning department may request edits to these reports.

### 3.5.2 Report Ellipsis

Every report has its own ellipsis. As you saw previously, you can add a report to your personal “Favorites” folder. Clicking the report’s ellipsis gives you additional options, including:

- **Open** – Opens the report (we will discuss this further in the "Running Reports" section).
- **Subscribe** – You can subscribe to automated report deliveries, which are sent periodically to your Hood College email or a Windows file share. The subscription is customizable, allowing you to add a description, choose the subscription type, select the destination, pick a file format, and set the priority level.

## 3.6 Running Reports

To run a report, you must first locate the report of interest in the appropriate folder. Once the report is selected, the server may ask you to input parameters. The available parameter options will vary for each report; some will be automatically generated without input parameters.

**Parameters** can be of different types, allowing for a tailored report generation.

- **Text:** Enter textual information.  
Example: "Enter your name" field where you type "John Doe."
- **Integers:** Input whole numbers only.  
Example: "Enter your age" field where you input "25."
- **Floats:** Provide decimal numbers.  
Example: "Enter your weight" field where you input "68.5."
- **Boolean:** Use checkboxes for true/false values.  
Example: "Are you a student?" checkbox where you select either "True" or "False."
- **Date/Time:** Select/input specific dates or times respecting the format suggested by the report.  
Example: "Enter your birthdate" field where you input "08/15/1990" or "Select a meeting time" where you choose "3:30 PM."

- Data Field (Dropdown Menus with multi-select):** Allows you to select from a list of pre-set options. In some cases, you are allowed to choose more than one value. Example: "Select the coding languages you are proficient in " dropdown menu, where you can select one or more options: "Python", "Java Script", "SQL", "C#", "HTML 5".
- Null:** Check the Null box if the value is unknown, or if you prefer not to specify. Example: "Enter your phone number" field where you check the "Null" box if you prefer not to provide this information.

\*Null does not mean value equal to zero or empty string: It is just an unknown or missing value.

**Figure3.7 - Example of Report Parameters**

Once the parameters have been set, click on [View Report](#) to generate it.

When a report is generated, a new toolbar will appear above the report header. This toolbar provides you with tools to manage and interact with the information displayed in the report.

001	F	19	AFHS	257	01	Scott	25	26
001	F	19	ANTH	302	01	Hixson	30	7
001	F	19	ARAB	101	01	Wright	22	21

**Figure 3.8 - Reports Toolbar**

### 3.6.1 User Icons in the Toolbar

**1. Page Controls:** |< < 1 of 1 > >|

**Current Page:** Accepts user input to navigate to a specific page of the report. (Input must be an integer. For example: 1,2,3...)

- > **Next Page:** Moves to the following page in the report.
- < **Previous Page:** Returns to the previous page.
- ◀ **First Page:** Jumps to the beginning of the report.
- ▶ **Last Page:** Jumps to the end of the report.

2. **Viewing Options:**  

 **Refresh:** Updates the report to reflect any recent changes or updates.


**Zoom:** Adjusts the report's zoom level for better readability.

3. **File Management:**  

 **Export Drop Down Menu:**

Allows you to save the report in various file formats according to your preference. The following formats are supported: Word, Excel, PowerPoint, PDF, TIFF file, MHTML (web archive), CSV (comma delimited), XML file with report data, and Data Feed).

We recommend **Excel, PDF, or CSV.**

 **Print:** Provides options to print the report with the desired format and page orientation.

**Note:** This option does not allow formatting before printing the data.

4. **Search Functionality:**  Find | Next

**Keyword Search:**

Enter keywords into the search box and click "Find" to locate occurrences of the term within the report. For reports with multiple matches, click "Next" to navigate through each found instance.

**Note:** The keyword search only works on the page you are currently viewing. For searching within multi-page reports, we recommend exporting the report results first.

## 3.7 Requesting Creation of a New Report or Editing Existing Reports

The IT Apps team is available to assist with reporting needs. Whether you need to create a new report, edit an existing one, deactivate an outdated report, or resolve any issues or concerns related to reports, the IT Apps team is ready to help. Before making any changes or deletions, you are encouraged to consult with the team to explore all available options.

Before requesting a report in HCR, please be sure to exhaust all possibilities in the native application.

To request assistance, you must submit a helpdesk ticket to the IT department. Instructions for submitting a helpdesk ticket can be found on the Hood College website under the IT page. You can also access the Instructions [here](#).

When submitting a ticket:

- Select the category: **"Reports."**
- Choose the appropriate subcategory related to your current needs.

## 4. HOOD COLLEGE FORMS (HCF)

### 4.1 Introduction

Welcome to the Hood College Forms section of the IT Apps User's Almanac. In this section, we explore Hood College forms. These forms are essential tools for collecting and managing user information. Each form is carefully designed using **FormAssembly®** to gather specific data from users through secure and unique pages. Once submitted, the data is directed to the appropriate department and securely stored, ensuring the integrity of your information.

This manual provides the necessary information about how forms are created and managed by the IT APPS team using **FormAssembly®**. These forms are tailored to address a wide range of administrative, academic, and operational needs, ensuring efficient and effective data management across multiple departments within the college body.

It is also important to note that some forms include **workflows**, which automate transitions between departments and streamline processes. In this manual, you will find all the information you need to understand the Hood College Forms (HCF).

**The topics covered in this section include:**

- Requesting the management of forms for your department
- Form Features
- Verifying Authenticity
- Managing Forms Information
- Common Issues and Troubleshooting
- Security

### 4.2 Starting a form request.

Any department at Hood College can request the creation of a form tailored to its needs. This section of the user guide explains how internal constituents can submit a form request to the IT APPS team.

**Form Ownership** – The requesting department holds ownership and jurisdiction over the form and its contents. This includes responsibility for the information collected through the form and for receiving the submitted form data.

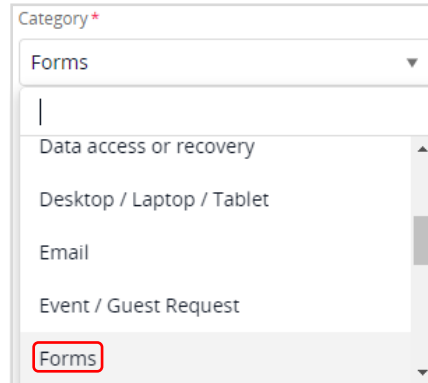
#### 4.2.1 Step-by-Step Guide for Submitting a Form Request:

You must submit a form request by initiating a helpdesk support ticket. Instructions can be found [here](#).

In the description box, make sure to include the following.

- The information needed from the user
- The recipient department's email address (@hood.edu)
- The form's desired availability and expiration date (if applicable)

**Category** – choose “Forms.”



Category \*

Forms

Data access or recovery

Desktop / Laptop / Tablet

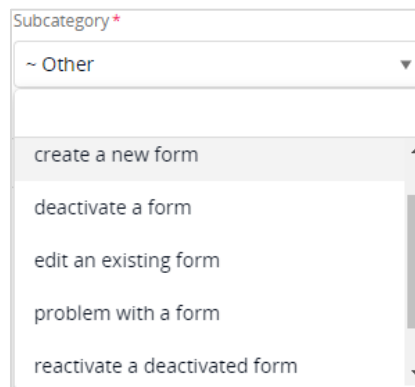
Email

Event / Guest Request

Forms

**Figure 4.1 - Category Drop Down Menu**

**Subcategory** – choose the option relative to your current needs.



Subcategory \*

~ Other

create a new form

deactivate a form

edit an existing form

problem with a form

reactivate a deactivated form

**Figure 4.2 - Figure 4.1 - Subcategory Drop Down Menu**

In the next section, you will learn more about the features that the Hood College IT APPS team can provide to help meet the needs of your department.

## 4.3 Form features

### 4.3.1 Sharing a form with users.

Forms can be shared with users through various methods:

1. **Link Sharing:** A URL to the form can be emailed or posted online for user access.
2. **QR Code:** A scannable QR code can be provided to users, allowing them to access the form directly via smartphones or tablets.

### 4.3.2 Main Form Features

#### Understand the Field Types:


Hood College forms are designed to collect a variety of data using different field types. In the table below, you can find a menu with options that best fit your department's needs when collecting user information. Specific requests can be added to the "Create a report request" process.

#### Tip 1:

When requesting a form, please mention the fields that are required for the user to enter information. Required fields are marked with a red asterisk (\*) and prevent the user from submitting the form without providing the necessary input.

#### Tip 2:



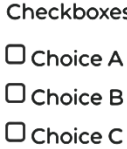
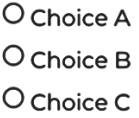
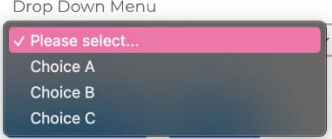
If your department requires a field to be entered in a specific format, please provide an example so that the IT APPS team can create a guide for the users. See Figure 4.3 for example where the desired input format is displayed.



Lesson Cost (\$) \*

ie: 18.93

**Figure 4.3 - User Input Format Instruction**

Field Type	Description	Screenshot
<b>Text Input</b>	A text input allows a single line of text. It is best used for questions that require a simple answer, such as <i>First Name</i> .	 <p>Text Input</p>
<b>Text Area</b>	A text area allows several lines of text. It is best used for questions that require longer responses, like an essay. You can also define a character limit for this field using validation rules.	 <p>Text Area</p>
<b>Checkboxes</b>	Checkboxes display a list of choices, and multiple answers can be selected.	 <p>Checkboxes</p> <p><input type="checkbox"/> Choice A</p> <p><input type="checkbox"/> Choice B</p> <p><input type="checkbox"/> Choice C</p>
<b>Radio Buttons</b>	Radio buttons display a list of multiple choices, but only one answer can be selected. The term “radio buttons” comes from old car radios, where selecting one station would automatically deselect the previous one.	 <p>Radio Button</p> <p><input type="radio"/> Choice A</p> <p><input type="radio"/> Choice B</p> <p><input type="radio"/> Choice C</p>
<b>Drop-Down Menu</b>	Like radio buttons, a drop-down menu displays a list of choices, but only one answer can be selected. This input type is especially useful when you have a long list of options.	 <p>Drop Down Menu</p> <p>✓ Please select...</p> <p>Choice A</p> <p>Choice B</p> <p>Choice C</p>

**Table 4.1 - Hood College Form Features**

#### 4.3.4 Additional Form Features:

- **Multiple Pages:**

Some forms may span multiple pages depending on the amount of information required or on the requester’s needs. The user can advance to the next page only if all required fields on the current page are completed correctly. If any required fields are missing or invalid, the user will be prevented from moving forward.

- **Hyperlinks:**

Forms may include hyperlinks embedded within the text. These links can direct the user to additional informational pages or other related forms.

- **Email Input:**

Certain forms will ask users for their email address. Hood College recommends always using the “@hood.edu” email domain for verification purposes.

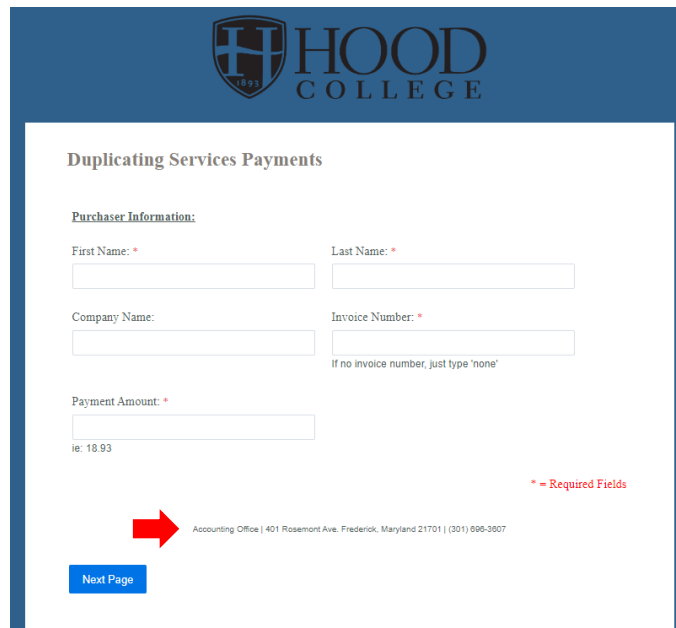
- **Department Information:**

The requester can choose to have the department’s information displayed in the form. This is usually located at the bottom of the page (Fig. 4.5) and can be useful for users who need to follow up with inquiries or request clarification.

- **Form Workflow:**

The Form Workflow feature allows for automated processes within designated forms. These workflows help streamline operations by automating tasks across departments and reducing manual responsibilities.

Workflows can manage data collection from multiple parties and improve team collaboration features such as email notifications, connector executions, multiple respondents, and conditional routing. This ensures that processes move efficiently and that the correct actions are triggered based on user input.



The screenshot shows a web form titled "Duplicating Services Payments" with the Hood College logo at the top. The form contains several input fields: "First Name: \*" and "Last Name: \*" (with an asterisk indicating required fields), "Company Name:", and "Invoice Number: \*" (with a note "If no invoice number, just type 'none'"). Below these is a "Payment Amount: \*" field with a value of "18.93" displayed. At the bottom, there is a red arrow pointing to a blue "Next Page" button. A footer line contains the text "Accounting Office | 401 Rosemont Ave. Frederick, Maryland 21701 | (301) 696-3007". A legend indicates "\* = Required Fields".

**Figure 4.4 - Department Information**

- **Save for Later option:**

In most cases, partial or incomplete forms are not saved unless successfully submitted. However, requesters may choose to include a checkbox at the top of the form (Fig. 4.6) that allows users to save their progress and resume later.



**Curriculum Committee/Graduate Council Proposal**

Save my progress and resume later | Resume a previously saved form

Upon completion, this form will be routed to the relevant committee(s)

Department(s) \*

<input type="radio"/> Academic Services	<input type="radio"/> African American Studies
<input type="radio"/> Art and Archaeology	<input type="radio"/> Biology/Environmental Science & Policy
<input type="radio"/> Chemistry and Physics	<input type="radio"/> Computer Science/Information Technology
<input type="radio"/> Doctoral Program	<input type="radio"/> Economics and Business Administration

**Figure 4.5 - Save Progress and Resume Later Option**

If a user wishes to save their progress, they should select the “**Save my progress and resume later**” checkbox. Once selected, a new page requesting additional information from the user will be displayed. Typically, the “Resume Later” feature asks the user to sign in with their email address and password. Additional information fields can also be added to this function if needed.

**Note:** If a user has multiple saved-progress forms, each saved attempt will generate an email containing a unique link to continue the submission. The name of the form will be included in each email to help the user identify which draft they are resuming.

## Curriculum Committee/Graduate Council Proposal

Save my progress and resume later | [Resume a previously saved form](#)

Resume Later

In order to be able to resume this form later, please enter your email and choose a password.

Your Email:

A Password:

Confirm Password:

**Password must contain the following:**

- 12 Characters
- 1 Uppercase letter
- 1 Lowercase letter
- 1 Number
- 1 Special character

**Figure 4.6 - User Sign Up to Resume Form**

Requesters may also request an optional processing feature that allows users to review their inputs before submitting.

OPTIONAL PROCESSING FEATURES:



Allow respondents to review their response before a final submit [?](#)

**Figure 4.7 - User Review Response Before Submission Option**

When using this feature, the following message will be displayed at the top of the page:  
 “You MUST click the confirm button at the bottom of this page to finalize your response.

If you want to print this page for your record, you may do it now.”

At the end of the page, the user will be presented with the following menu (Fig. 4.8):

|  [Make a correction](#) |  [Print this page](#)

**Figure 4.8 - Review Page Menu**

## 4.4 Form Authenticity

### 4.4.1 Verifying the Authenticity of the Form

Ensuring the authenticity of a form is a crucial step in protecting personal information and ensuring that data is delivered to the correct department. To verify the authenticity of a Hood College form, please follow these guidelines:

- **Trusted Source:** Always ensure that the link or QR code you receive originates from a reliable and trusted source, such as an official department email or college communication.
- **URL Verification:** Before submitting any personal information, verify the URL at the top of the browser. Check that the format aligns with Hood College's official structure.

The following example illustrates how a valid Hood College form URL looks like: <https://hoodcollege.tfaforms.net/wf5Qzxy>


The first part of the URL shown in blue ink follows the standard format used by Hood College forms. If the URL looks suspicious, do not proceed with the submission and immediately contact the IT Help Desk for assistance. Click [here](#) for instructions on how to open a ticket.

The portion in red in the example URL represents the subdirectory, which indicates the specific form being used. This can be referenced if needed, but it is not a critical factor in verifying authenticity.

### 4.4.2 User Form Title Verification:

In addition to verifying the URL, users should ensure they are filling out the correct form by checking the **form title**, which is displayed directly above the first input field. The title will clearly indicate the form's purpose, such as "Graduate/Teaching Assistant - Tuition Waiver Agreement." – Figure 4.9.

Verifying the title helps prevent submitting the wrong form, as Hood College offers multiple forms serving various purposes across different departments.



**HOOD COLLEGE**  
**GRADUATE SCHOOL**

Graduate/Teaching Assistant - Tuition Waiver Agreement

Student First and Last Name: \*  Student ID#: \*

Student Email: \*  Any previous employment with Hood College? \*  
 Yes  No  
Must be a "hood.edu" email.

Semester: \*  Year: \*

Hiring Department: \*  Direct Supervisor: \*

Direct Supervisor Email: \*

Tuition Waiver Information

Credits per Semester: \*  Hours of work per Week: \*

**Figure 4.9 - Form Title Example**

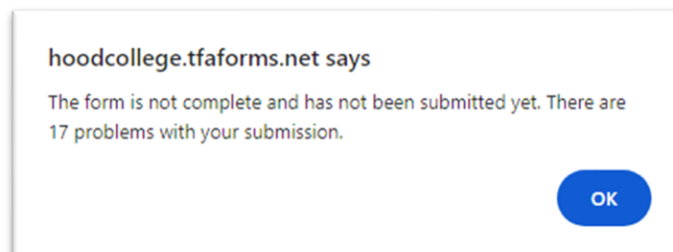
## 4.5 Post Submission: Now what?

When a user successfully submits a form, both the user and the designated department recipient will receive a notification on their registered email addresses confirming the successful submission.


The receiving department will then be granted access through an email, allowing them to manually import the necessary information into their preferred software. The user contact information will be available if the department needs to contact them for further instruction or updates.


## 4.6 Common User Errors:

When a user attempts to submit their forms with incomplete, missing mandatory fields, or incorrect input format, an error message will indicate the number of errors found in the current submission.



**Figure 4.10 - User Submission Error Message**

After clicking the icon , the user will return to the previous page where all the fields that require attention will be highlighted and with an error message below. Such as shown in figure 4.11:



The screenshot shows a form field labeled "Phone \*" with a red asterisk. The field contains the text "000 - 888 - 9999". Below the field, the word "required" is written in red. A small information icon is visible in the top right corner of the field.

**Figure 4.11 - Error Message - Required Field Empty**

Here are some of the most common errors users may find:

- **Input Errors:** Users may enter invalid data (e.g., entering text in a numeric field).
- **Auto-fill Conflicts:** Auto-fill features in browsers can sometimes result in incorrect or incomplete entries.
- **Saving Progress:** Not all forms have the "Save and Continue Later" option enabled, meaning users must complete the form in one session.
- **Timing Out:** If a form remains inactive for too long, it may time out for security reasons. In such cases, users may lose their data and have to start over.
- **Payment Processing:** Errors from the user input or mismatch of information such as billing address or card name holder.

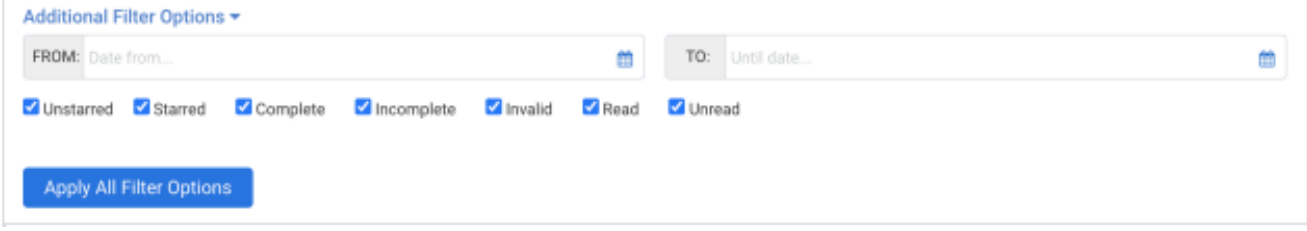
## 4.7 Form Resubmissions

In cases where a form is successfully submitted but the information is not in the desired format, the department responsible may request the user to resubmit the form. This can be done by sharing the same link or instructing the user to refresh the page.



Please note that when refreshing or leaving the page, any previously entered information will not be saved unless the form provides a "Save progress" option.

## 4.8 Hood College Form Reports

The IT APPS department will maintain a log of all operations to safeguard user information. In addition, authorized Hood College staff may request the retrieval of any submitted forms. Reports can be filtered by date ranges or by keyword search (with a minimum of four characters).



Additional Filter Options ▾

FROM: Date from...  TO: Until date... 

Unstarred  Starred  Complete  Incomplete  Invalid  Read  Unread

[Apply All Filter Options](#)

**Figure 4.12 - Filtered Forms Report**

The IT APPS team can also generate and share reports with the requesting department in the preferred format, including CSV, HTML, XML, or PDF.

## 4.9 Security

Hood College takes security very seriously and will implement best practices to keep both external and internal users' information protected.

The IT APPS team will implement different layers of protection to forms when needed. Here are a few options requesters might want to know about:


- **ReCAPTCHA**

ReCaptcha is a tool designed to differentiate between human users and bots, protecting the form from automated spam and malicious activity. The user may be asked to check a box ("I'm not a robot") or solve a challenge, such as identifying images that match a particular object (e.g., crosswalks or traffic lights). ReCaptcha verifies the user is a real person before allowing form submission.

- **eSignature**

eSignature allows users to digitally sign a document or form, ensuring the authorization of their input. This is often used in forms requiring formal consent or agreement, such as contracts or official requests. The user may need to type their name in a designated field or use a stylus/mouse to create a handwritten signature. Once signed, the form captures the user's intent to authorize their submission.

- **Data Encryption (SSL/TLS)**

Encryption ensures that the data submitted in the form is transmitted securely. Our forms use Secure Socket Layer (SSL) and Transport Layer Security (TLS) to encrypt the data between the user's browser and server. This works in the background, but users can recognize encryption through a padlock symbol in the browser's address bar (  <https://> ), indicating a secure connection.

- **Compliance with Regulations (e.g., HIPAA, GDPR, FERPA)**

Hood College forms can deal with sensitive data, such as healthcare or personal information, and it must comply with laws like the Health Insurance Portability and Accountability Act (HIPAA), the General Data Protection Regulation (GDPR), and the Family Educational Rights and Privacy Act (FERPA). Hood College ensures these forms meet strict data privacy standards. For the user experience, they may see disclaimers about data privacy and be required to give explicit consent to have their information processed. In some cases, users may have the option to download a copy of their data or request its deletion.

## 5. UNDER THE HOOD (UTH)

### 5.1 Introduction

The **UnderTheHood (UTH)** application is an internal platform developed by the IT APPS Team to enhance the services provided to Hood College staff and students. This platform includes a wide range of specialized sections tailored to meet the operational needs of our institution. Access to these applications is granted based on departmental requirements.

In this section of the almanac, you will learn how to navigate the **UTH** platform and efficiently manage your team's operations.

This is the landing (Home) page of UnderTheHood (UTH).

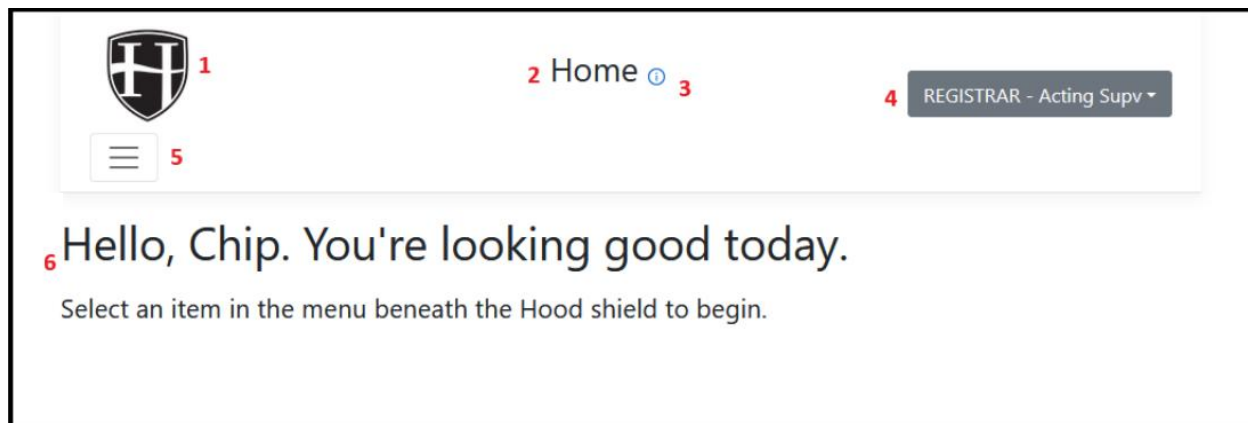


Figure 5.1 - UnderTheHood(UTH) Home Page

### 5.2 Features

1. **Hood College Logo** – Clicking this logo will redirect you to the main Hood College website (Hood.edu).
2. **Page Name** – Located at the top center of the page, this label shows which page you are currently viewing.

3. **Information Button** – Click this to open a help guide related to the page you're on.
4. **Role Drop-down Menu** – This menu allows users to switch between different roles. Each role provides different levels of access, so be sure to select the correct role before working on the UTH application.
5. **Page Selector** – Click the three-line menu (also known as the hamburger menu) icon to open a drop-down menu with numerous options (Fig. 5.2). Option availability may vary according to each user's department.
6. **Page Content** – This portion of the menu will display the content for each specific page. On the current page, the platform welcomes the user “Chip”.

### 5.3 Tips

While using the **UnderTheHood** portal, refer to the page-specific user guide by clicking the information icon (i). If you still need assistance after reviewing the manual, please contact our IT APPS team by submitting a ticket through the Hood College Help Desk System. Click [here](#) for instructions



**Figure 5.2 - Home Page Options**

From the main menu, select the desired action. An error message will appear if you attempt to access a feature for which you are not authorized. If you believe you need to

be granted access to a feature within UTH, please contact your supervisor or the IT department to request the necessary permissions.

## 5.4 Notice

Access to features in the **UnderTheHood pages** is determined by the respective departments, however additional access can be granted upon request:

- **Employees:** Have access to applications mostly pertaining to their specific department.
- **Students:** Have limited access to view information regarding their academic program, and dorm assignments for current sophomores, juniors, and seniors.