IT INSTRUCTIONS

Your Ursuline ID Number is:

Information Technology (IT)

From email and the D2L learning management system to the Jenzabar administrative system, IT provides instructional and classroom systems, infrastructure, technical services, and computer help to the campus community.

Your Ursuline Login

IT provides a login to all current students at Ursuline. You will need this login to gain access to any computer on campus as well as any Ursuline computer function such as your email account, your My Ursuline account and your Desire to Learn (D2L) account. My Ursuline is a great tool that allows you to keep track of information regarding your student record, register for classes and keep up to date on current campus information. Desire to Learn (D2L) is our online learning system. Your Ursuline College email account is the most important tool we will use to communicate with you. We strongly encourage you to check your email regularly!

You can access My Ursuline from the quick links dropdown box at the top of the website (ursuline.edu). If you have previously attended Ursuline, your email address and password will be the same as before.

- **Your login** will be your first name plus "." plus your last name. Your first name will be your legal name, not your preferred name. For example, Liz Jones (legal name is Elizabeth) will be elizabeth.jones@ursuline.edu. If you have trouble logging in, follow the directions below to submit a Help Desk Ticket. If you have previously attended Ursuline, your email address will be the same as before.

- **Your password** will be the first letter of your first name plus the first letter of your last name plus the *first* five digits of your Social Security Number. If you do not have a Social Security Number, the numbers will be the *first* five digits of your Ursuline ID Number. Once you log in you will be able to change your password and we encourage you to do so at this time.

If you are having trouble with your email or password, send an email from your personal email address to helpdesk@ursuline.edu. Make sure to include your name, Ursuline email address, phone number and a description of the problem you are experiencing.

College Email Policy

Ursuline College has established email as a primary vehicle for official communication with students, faculty and staff. Each admitted student and active faculty and staff member is assigned an official Ursuline College email address by Computer Information Services (CIS) according to a naming convention regulated by CIS. All official college email communications will be sent to the assigned ursuline.edu address, including but not limited to communications from faculty to students registered in their classes and from administrative units to students.

The College expects that registered students, faculty and staff will receive and read email in a timely manner.

Failure to receive and read College communications delivered to official email addresses in a timely manner does not absolve recipients from knowing and complying with the content of such communications. Students, faculty and staff may redirect their official Ursuline College email address to another address, such as @outlook.com, @icloud.com, or @gmail.com at their own risk. The College is not responsible for the handling of email by other service providers. Having email redirected does not absolve recipients from knowing and complying with the content of the communication sent to their official College email address.
Improper use of computing systems, including email, as described in the Acceptable Use Policy is prohibited and may result in disciplinary action.

Acceptable Use Policy

Access to computer systems and networks owned or operated by Ursuline College imposes certain responsibilities and obligations and is granted only to current Ursuline College students and employees subject to college policies, and local, state, and federal laws. Acceptable use always is ethical, reflects academic honesty, and shows restraint in the consumption of shared resources. It demonstrates respect for intellectual property, ownership of data, system security mechanisms, and individuals' rights to privacy and to freedom from intimidation and harassment.

Guidelines In making acceptable use of resources you must:

- use resources only for authorized purposes
- protect your user id and system from unauthorized use. You are responsible for all activities on your user id or that originate from your system
- access only information that is your own, that is publicly available, or to which you have been given authorized access
- use only legal versions of copyrighted software, movies, music, games, and the like in compliance with vendor or publisher license requirements
- be considerate in your use of shared resources. Refrain from monopolizing systems, overloading networks with excessive data, degrading services, or wasting computer time, connect time, disk space, printer paper, manuals, or other resources

In making acceptable use of resources you must not:

- use another person's user id and/or password with or without permission
- use another person's system, files, or data without permission
- use computer programs to decode passwords or access control information
- attempt to circumvent or subvert system or network security measures
- engage in any activity that might be purposefully harmful to systems or to any information stored thereon, such as creating or propagating viruses, disrupting services, or damaging files or making unauthorized modifications to college data
- use college systems for commercial or partisan political purposes, such as using electronic mail to circulate advertising for products or for political candidates
- make or use illegal copies of copyrighted software, movies, music, games, and the like, store such copies on college systems, or transmit them over college networks
- use mail or messaging services to harass or intimidate another person, for example, by broadcasting

unsolicited messages, by repeatedly sending unwanted mail, or by using someone else's name or userid

- waste computing resources or network resources, for example, by intentionally placing a program in an endless loop, printing excessive amounts of paper, or by sending chain letters or unsolicited mass mailings
- use the college's systems or networks for personal gain; for example, by selling access to your userid or to college systems or networks, or by performing work for profit with college resources in a manner not authorized by the college
- engage in any other activity that does not comply with the General Principles presented above

Enforcement the College considers any violation of acceptable use principles or guidelines to be a serious offense and reserves the right to copy and examine any files or information resident on college systems allegedly related to unacceptable use, and to protect its network from systems and events that threaten or degrade operations. Violators are subject to disciplinary action as prescribed in the Code of Conduct, the College Student Handbook and College Employee Handbook. Offenders also may be prosecuted under laws including (but not limited to) the Communications Act of 1934 (amended), the Family Educational Rights and Privacy Act of 1974, the Computer Fraud and Abuse Act of 1986, the Computer Virus Eradication Act of 1989, Interstate Transportation of Stolen Property and the Electronic Communications Privacy Act. Access to the text of these laws is available through the Besse Library Reference Department.

Information Disclaimer Individuals using computer systems owned by Ursuline College do so subject to applicable laws and College policies. Ursuline College disclaims any responsibility and/or warranties for information and materials residing on non–college systems or available over publicly accessible networks. Such materials do not necessarily reflect the attitudes, opinions, or values of Ursuline College, its faculty, staff or students. These guidelines should not be construed as a limit on any individual's right under the constitutions of the United States or the State of Ohio. (For more information, see http://www.ursuline.edu/Campus_Resources/CIS/policy.html)

The Student Drive

Students have access to network file space for temporary storage of files. This drive is called the Student Drive. Materials saved to the Student Drive are open to anyone on campus with a Network login. This means that students (and faculty) can, if they wish, browse through any assignment saved to the Student Drive, including those of other students. The Student Drive is not accessible from the Internet though it is available from any computer on campus. Files saved on the Student Drive are deleted at the end of the academic year. Students should not save files on the computers in the library, classrooms or lab. Each night IT runs a Windows Disk Protection utility that removes all changes. So, files saved during the day will be gone the next day.

Wireless Internet

If you carry a laptop or another device, Ursuline has free Wi-Fi (UCGUEST) access throughout campus.

Computer Printing Allowance

Printing and copying Allowance: Ursuline College provides a $10 printing and copying credit to each student on the first of every month. Amounts may be carried over one additional month to a $20 credit maximum. The charges for printing and copying are posted next to each printer, they average 8 cents for B&W prints and 25

cents for color. Once you have exhausted your credits, printing and copying will be blocked. Additional credit can be purchased through one-stop or the library using cash or check. This is one of the "green" initiatives the college has implemented. You can check your balance and review your charges at any time by browsing to http://print.ursuline.edu or if you are using an Ursuline workstation, right-click the Papercut icon in the system tray and choose Print Manager.

Desire2Learn: Ursuline's Online Learning Management System

As of Spring 2014 all Ursuline courses have at least a syllabus and a grade within Desire2Learn, and many courses have a significant amount of content and activities within the system as well. To access Desire2Learn visit: https://ursuline.desire2learn.com

Recommended Browser for Desire2Learn and Ursuline Online Systems The internet landscape is changing constantly, and technology companies are always in a race to keep up. As a result, sometimes one browser or another tends to work better for different systems. Whether you use Internet Explorer, Mozilla Firefox, Google Chrome, Safari, or another browser, the most important thing is to makes sure your browser is up to date with the latest version.

In addition to keeping your browser updated, we suggest you have more than one browser installed on your computer. A good starting place with a PC is Internet Explorer and Mozilla Firefox. If you have a Mac, Safari and Mozilla Firefox is the equivalent.

The following Ursuline Systems have specific recommended browsers:
- Desire2Learn – Mozilla Firefox
- Astra Calendar – Mozilla Firefox

Visit the following link to download Mozilla Firefox: http://www.mozilla.org/en-US/firefox/new/

Frequently Asked Questions

How can I contact Tech Support (The Ursuline Help Desk)?
Ursuline College Help Desk provides technical support services for current students, faculty, and staff. The best way to contact the Ursuline College Help Desk is to email helpdesk@ursuline.edu, Ursuline Helpdesk. Please include your name, location, and phone number as well as a thorough description of what your problem is. We prefer you send the request form your Ursuline email address because that will allow us to connect your case with your user information. However, if you are unable to access your Ursuline email you can submit a request from any email address.

What happens next?
After you click submit, your issue goes immediately into a queue for attention. Your issue will be routed to the best group of analysts to solve your problem. You will receive an email with instructions to help you solve the problem or possibly ask more questions about the issue you hare having.

When can I expect my response?
After you submit your issue, you can expect a response back during the hours the Help Desk is open. During times the Help Desk is open, you will usually receive a response within four hours for Urgent requests, and eight hours for Normal requests. The Help Desk is open 8am to 5pm, Monday through Friday.

How do I access my email?

To access your Ursuline email, visit https://login.microsoftonline.com/. Enter your Ursuline email address, including @ursuline.edu, and your password.

How do I access my Ursuline Office 365 email on my Smartphone?
Use the following information based on the type of smart phone you use. iPhones, Android, and Window's phones all need the following server address: outlook.office365.com. For more info about your specific phone, visit: http://wp.me/p4gGuE-3U

Do I need an office program for my computer?
In order to be a successful student you do need a word processing, presentation, and spreadsheet program. Microsoft Office is the de facto standard for creating documents. All Ursuline students have access to the basic web version of Word, Power Point, and Excel through their Office 365 account. Or, you can purchase the full version of Microsoft Office at a discounted student price through the bookstore: www.ursuline.bkstr.com. Visit OnlineatUrsuline.wordpress.com for more info about the online version of Office.

How do I change my password?
You can change your password at any time, and as often as you would like. If you do not know your current password, you will need to contact the Computer Help Desk at helpdesk@ursuline.edu.
All of your Ursuline computer system usernames and passwords are the same. If you need to change your password follow these steps from any computer on campus:

1. Log on to an Ursuline computer on campus.
2. On your keyboard hold down the Ctrl key, the Alt key and the Delete key all at the same time.
3. Choose Change Password.
4. Follow the directions to enter your old password, a new password, and then the new password again to confirm.

If you are not on campus and you need to change your password please email the helpdesk at helpdesk@ursuline.edu.

How can I find my schedule, my final grades, my academic transcript and any other registration–related information?
Your My Ursuline record contains important academic information that you will use each semester. Visit My Ursuline to find your course schedule with class room locations and instructor names or to see your final grade for a course. Also, visit My Ursuline to track your academic progress by accessing your course history and your unofficial transcript. To do this, please visit the quick–links menu at ursuline.edu. Select My Ursuline from the drop–down menu. Once you reach the entry page, enter your user name and password (the same as your email). Once you are logged in, you will see a welcome line at the top of the page. You should scroll down and read the "Information for Ursuline Students" before you start. <u>After your initial advising and registration session you will use your My Ursuline account to register for classes in subsequent semesters. Refer to the Registrar's web page for a full set of instructions about online registration.</u>

How can I find information about specific courses I am taking?
Ursuline College uses Desire to Learn (D2L), a course management system that will allow you to find information about all the courses you are taking. You can access your course syllabus which will tell you about your assignments, exam dates and project due dates. Most instructors will use D2L to post announcements and course notes as well as your grades for specific assignments. To find D2L, visit the quick–links menu at

ursuline.edu. Select Desire to Learn from the drop–down menu. <u>Be sure to visit D2L approximately one week before classes begin for important updates or information about your classes.</u>

How will I find out about closings due to bad weather or other campus emergencies?
URS Alert is a mass notification system that enables College students, faculty and staff to receive alerts and updates as text messages on cell phones. Participation by the College community is voluntary. It is powered by Omnilert Network e2Campus. Register at: http://www.ursuline.edu/Campus_Resources/Facilities/ursalert.html

URS Alert will be activated for the following situations:

- College Closings or Delays – due to weather, power failure, or any other emergency requiring that the campus be closed or its opening delayed.
- Campus Emergencies – such as fire, intruders, or any other campus–based emergency requiring notification to all members of the College community and that may or may not include closing the campus.
- Crime Alerts – such as thefts or assaults.
- Other Emergencies – judged by the administration to require immediate notification to the College community.