

Accessing IT @ a glance

Network Account

What is this account? This account will allow you to log onto all university owned computers and the ResNet/Wireless networks.

When is this created? The network account is created within 24 hours after you register for classes.

What is my username? Your username is your last name + first name initial @shawnee.edu. For example, Teresa Smith will be smitht@shawnee.edu.

What is my password? Your initial password is your date of birth. If you were born on May 23, 1989, your initial password will be 19890523. You will be prompted to change this password.

Will the account be removed? At the point you are not enrolled for a current semester, your network account will be removed and all information within the account will be lost.

Please note the network account and email account are two separate accounts. For more detailed information about your accounts, please visit www.shawnee.edu/uis.

MySSU

What is this account? This account is used to access SSU's Web Portal. The MySSU account also provides integrated logon for Blackboard.

What is my User ID? This ID is assigned to you when you first apply at SSU and can be found on your student ID card and all official communications from SSU.

What is my password? Your initial password is your date of birth. If you were born on May 23, 1989, your initial password will be 19890523. You are not forced to change this password; however, UIS strongly suggests that you do change the password.

Will this account be removed? This account is not deleted. The information you have access to may change, depending on your current status at SSU.

For more detailed information on your MySSU account, please visit www.shawnee.edu/uis.

Email Account



When is this created? The email account is created within 48 hours after you register for classes.

What is my username? Your username is your last name + first name initial @MyMail.shawnee.edu. For example, Teresa Smith will be smitht@MyMail.shawnee.edu.

What is my password? Your initial password is your date of birth. If you were born on May 23, 1989, your initial password will be 19890523. You will be prompted to change this password.

Will the account be removed? No. This email account will not be removed by Shawnee State University.

Please note the network account and email account are now two separate accounts. For more detailed information about your accounts, please visit www.shawnee.edu/uis.

Need help with IT?

If you have an issue accessing the wireless network or the wired network in housing or if your phone in housing isn't working, please contact the Help Desk. The best way to contact the Help Desk is by submitting an email to help_desk@shawnee.edu. In your email be sure to include:

- Your name
- Phone number
- Housing number (if you live on campus)
- Description of the issue. Be sure to include any error messages that may be displayed. Remember, the better the description of the issue, the easier it will be for the Help Desk to resolve the issue.

After you submit your email, a technician will be assigned to your ticket. This technician may call you or send an email to your SSU email account to get more information or set up a time to look at the computer. Please work with our technicians as they work through your issue.

Technicians at SSU can only work on personally owned computers if the issue relates to network connectivity. Unfortunately, if your computer is experiencing issues beyond network connectivity, our technicians will not be able to provide assistance.

Contacting IT

Need more information or have additional questions?

University Information Services

Administration 035
940 Second Street
Portsmouth, OH 45662

Phone: **740.351.3538**

Fax: **740.351.3636**

Email: **Help_Desk@shawnee.edu**
www.shawnee.edu/uis

File Sharing Statement

Students are reminded that sharing of copyrighted materials over the network such as software, music, images, videos, publications, or any other protected materials is a violation of federal copyright statutes and is strictly prohibited. Students who are cited in infringements notices under the Digital Millennium Copyright Act (DMCA) will have their ResNet/Wireless Network access suspended. Repeat violations will result in judicial referral.

Information Technology @ SSU



 **Shawnee State**
UNIVERSITY

www.shawnee.edu/uis

Welcome to Shawnee State University and University Information Services. UIS looks forward to offering the latest Information Technology to the campus and is eager to assist students in preparing for the changing needs of business, industry, education and society by ensuring that current technologies are in place and in working order. This means we are committed to offering a computer network that offers timely access to campus resources as well as the ability to communicate on and off campus. Whether it concerns your network, email or MySSU account or connecting to the Internet, do not hesitate to contact us if you need assistance. After all, IT is what we do!

Sincerely,
Chuck Warner
Director, University Information Services

Bringing IT with you

UIS offers wireless technology across campus that students can access from classrooms to living rooms. More and more students are bringing a personal computer to campus and we want to ensure that every student is successful in connecting their personal computer to the SSU network. We provide a minimum hardware standard for connecting to the network and to ensure that networked resources can be accessed efficiently, and suggest that students should reference these standards when making a computer purchase. The standards can be viewed on the UIS website (www.shawnee.edu/uis).

What you'll need (to receive UIS support):

- A computer that meets or exceeds UIS standards
- Your computer will need a network card or a wireless network card
- A network cable for residential students (available in the SSU bookstore)
- Follow the instructions provided on how to connect your computer to the ResNet/Wireless Network. Instructions can be found at the Help Desk or simply by connecting your computer to ResNet/Wireless Network.
- A review of all policies, conditions, procedures, and guidelines for a safe, secure, and easy-to-use computing environment

What is provided:

- Wireless access across campus
- One wired connection (in your room) for each housing student
- Microsoft Security Essentials or Symantec Anti-virus (Free of Charge)
- Student discounts on Windows operating systems and Microsoft Office
- A safe, secure, and easy-to-use computing environment
- Timely support from a UIS technician when assistance is needed

Saving IT

Students now have two locations they can save their work to:

The first choice is a new service offered at SSU. Students now have a virtual flash drive. This **25 GB**, free, online storage can be accessed by logging onto your @MyMail.shawnee.edu account. This virtual flash drive requires no download and can be accessed from both on and off campus.

The second option for students will be to save documents in the My Documents folder. If you save your work in the My Documents folder, your documents will follow you to each classroom and lab on campus. For example, if you are typing a paper in the library, you can go to your class in Kricker Hall and open the document you saved for class.

Each student is granted 30 Megs of storage in the My Documents folder, so we suggest you reserve the space for academic work instead of personal music or pictures. Documents that are saved in this folder are only available on campus and from university-owned computers and will be removed once your network account is removed.

Backing IT up

Many of you will be working on documents off-campus and then bringing them to campus to finish them or to print the documents. Flash drives (jump drives, USB drives, or thumb drives) are fast becoming the standard for carrying work to and from campus. All campus computers will support these drives but some drives attempt to install software on the lab computers. Unfortunately, you will encounter a problem if your drive attempts this action. The easiest way to correct this is to open My Computer then right click on the icon representing your drive. If you select Explore the contents of your drive will be displayed.

We also suggest that you use a second flash drive as a back up for important documents. All devices have the potential to fail without warning and without an up-to-date backup, your data may not be recovered. If you encounter a failure on a flash drive or diskette please bring it to the Help Desk and let us try to recover the data.

Surveying IT

UIS is always looking for ways to improve service to the entire campus. One way we look for improvements is by sending surveys to various groups of students. The information gained from these surveys provides us with ideas on improvements. If you receive a survey through email, please take the time to complete it.

Anytime, you have a suggestion for an improvement, you don't need to wait for a survey. You can email your suggestion to Help_Desk@shawnee.edu.

IT is everywhere

If you have a laptop with a wireless network card, you will be able to access our wireless network across campus. All you need to do is install our Network Access Control appliance (known as Cisco Clean Access) and perform all the necessary Windows Security and Anti-Virus updates.

This software is user friendly and provides step-by-step instructions for completing the network access prerequisites. We are glad to offer assistance if you encounter any issues, but we are confident if you attempt the installation as instructed, once connected to the ResNet/wireless network, you will succeed.

Is IT mobile?

If you have a cell phone with a data plan, you can configure the device according to the instructions provided by the manufacturer. To view the necessary information to enter into the settings of the phone, please refer to the web site below. The support on establishing this connection must be provided by your cell phone/device company.

For more information visit www.shawnee.edu/uis.

Can I install IT?

UIS is able to offer students software packages such as the Microsoft operating system and Office Suite at a significant discount in the campus bookstore. You must visit www.shawnee.edu/microsoft prior to visiting the campus bookstore to purchase the products.

