SOU Information Technology's 2019-20

Guide to Student Computing

IT Help Desk (We're here for you!)
Pictured Above in the Computing Services Center
541-552-6900

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W*elcome to SOU! We have prepared this guide to help you take advantage of the computing resources available to you on campus. Please read and refer to this guide throughout the year.*

Acceptable Use Policy

The SOU Acceptable Use Policy governs the responsible use of campus computing, networking, and information resources. Your use of our network implies your agreement to abide by the policy. In general, you must respect the rights of other users, respect the integrity of the systems and related physical resources, and observe all relevant laws, regulations, and contractual obligations. Specific details, including examples of prohibited conduct, are outlined in the policy that is available at https://inside.sou.edu/it/it-policies.html.

Peer-to-Peer Copyright Violations

Students attending SOU must refrain from using our campus network to download or distribute copyrighted material (movies, music, etc.) without permission from the copyright holders. Copyright violators will be required to delete the offending copyrighted material and the software they used to acquire it from their personal devices in front of trained staff at the IT Help Desk and they will be referred to Student Support and Intervention. In addition, they may be subject to litigation by the copyright holder.

Accounts

All registered students are provided a network account with access to the following services.

- **SOU network account** – Allows use of most SOU networked computers, printers and online services such as InsideSOU.
- **Email account** - Sign in through InsideSOU or at https://mail.google.com using your network credentials.
- **Google Suite** - Google Mail, Google Calendar, Google Drive, etc.
- **Microsoft account** - All SOU network accounts are entitled to Microsoft Office 365 and OneDrive cloud storage.
- **Banner Self-Service / SISWeb -** For registration, grades, bills, and making payments.
- **Moodle** - For accessing course materials and lessons made available online at https://moodle.sou.edu.
- **AWS Educate** - SOU students are entitled to Amazon's Amazon Web Services (AWS) educate program. More information is available at: https://support.sou.edu/kb/articles/amazon-web-services-educate-program

Account Creation and Closure

Students receive their SOU network account automatically after they have been accepted to attend classes and they will retain access to their SOU network account until one of the following conditions is met:
- o Student has not registered for a class for one (1) year, which is defined as three consecutive quarters.
- o Student has officially withdrawn from the university.
- o Student has graduated from the university and the grace period has expired.
- o Student requested their account be deleted (provided they are no longer affiliated with the university).

Banner Self-Service Account

Your account provides you with permanent access to your student records, such as unofficial transcripts, and the interface for online course registration (course registration being subject to your admission status). If you need official transcripts, call Enrollment Services at 541-552-6600.

If you no longer have an SOU network account, you can still access Banner Self-Service through the Former Students and Employees section of InsideSOU, which is visible even when you aren't signed in to InsideSOU.

You can log in to your Banner Self-Service account using your SOU ID number or your Social Security Number, and a special PIN. If you have never set a Banner Self-Service PIN, you have forgotten what it is, or it isn't working, call the IT Help Desk at 541-552-6900.

Account Name

Your SOU network account name is nine (9) characters or less and is a combination of your last name and then your first initial. Account names must be unique. If the resulting account name is already in use, we append numbers to the end.

Email Address

Your SOU email address will always be your current SOU network account name @ sou.edu. E.g. Joe Smith's SOU username is smithj1, so his SOU email address is smithj1@sou.edu.

Your SOU email address is deleted along with your SOU network account when the account is terminated. Please refrain from using the account for personal business. (For example, don't open an online bill pay account tied to your SOU email address!) Also, keep in mind that your SOU email account may be subject to "discovery" if you are involved in legal matters.

Changing Your Account Name

The Information Technology Department will only change account names to reflect a change in your legal name or to remedy rare situations wherein our account naming procedure results in an inappropriate or embarrassing username.

If you change your legal name after receiving your SOU network account, please speak to the help desk and ask about the procedure to make a change. More information is available at: https://inside.sou.edu/it/it-forms.html.

Changing Your Preferred First Name

Students who wish to go by a nickname or a first name that is different from their legal first name can electronically update their preferred first name by following the instructions available at https://support.sou.edu/kb/articles/how-to-set-your-preferred-first-name. Your updated name will appear in the main directory, email, Moodle, and most other SOU systems.

Passwords

Your SOU password authenticates you to all of our services. It is important for you to keep it secure. DO NOT SHARE YOUR PASSWORD with anyone, including your parents or guardians.

Changing/Recovering Your Password

Update or reset your SOU password at any time at https://account.sou.edu. Alternatively, visit or call the IT Help Desk. If your SOU password has expired, you can still login to https://account.sou.edu with the expired password and update it.

Duo Authentication

To enhance the security of your network account we recommend enrolling in Duo (our Multi-Factor Authentication). It requires your password and a free app on your Apple or Android smartphone. Don't have a smartphone? Don't worry; we can help you get this working another way! To get started, visit https://support.sou.edu/kb/articles/duo-enrollment-guide or contact the IT Help Desk.

Account Lockout

If you ever find yourself locked out of your SOU network account, call our IT Help Desk (541-552-6900). The account may be locked for the following reasons, although this list is not exhaustive:
- o Your SOU password has expired.
- o Our IT security team has locked your account in response to an alert we received indicating that your SOU network account has been or is at risk of being compromised. If your account is locked, please call the IT Help Desk for assistance.
- o Your SOU network account has been locked because we have reason to believe you have violated one of the conditions of our acceptable use policy.

Friends and Family Bill Payment

If someone you trust, such as a parent or guardian, needs to pay SOU bills on your behalf, they can do so through a Friends and Family plan in CASHNet, our online payment system, using their own username and password that you set up for them. More information is available from Enrollment Services (541-552-6600) and at https://support.sou.edu/kb/articles/cashnet-tuition-and-payment-accounts-for-family-members.

You do NOT need to share your SOU account password with whoever will pay your SOU bills. You should never share your SOU account password with anyone.

Computing Resources for Students

InsideSOU
InsideSOU is our internal portal for students, faculty, and staff. It has links to most of our online services including email, Moodle, class registration, bill pay, and more. It is available at https://inside.sou.edu, and you can learn more about it at https://support.sou.edu/kb/articles/insidesou-help-videos.

Moodle
Moodle is our Learning Management System (LMS). Faculty may use it to help you get the most out of your in-person and online courses. It is available at https://moodle.sou.edu, and you can learn all about it at https://inside.sou.edu/distanceeducation/moodle-how-tos.html.

SOU Email
Email at SOU is powered by Google Mail, which you can learn more about at https://gsuite.google.com/learning-center/products/gmail/get-started. You will find a link to your SOU email account at the top of InsideSOU, or you can log in at https://mail.google.com by using your full SOU email address (e.g. smithj1@sou.edu) in the username field.

You can add your SOU email to iOS (Apple) and Android smartphones by adding it as a Google account. Be sure to use your full SOU email address as the username for the Google account. For assistance, please visit the Help Desk.

Google Suite
Your SOU account is also a full Google account that you can use to log in to all of Google's services. Wherever you encounter a Google login prompt, you can use your SOU email address (e.g. smithj1@sou.edu) and your SOU password to authenticate.

Below is a non-exhaustive list of the Google services that you can access with your SOU network account. You can learn more about all of these services at https://gsuite.google.com/learning-center/products.

Google Mail	Google Hangouts / Meetup	YouTube
Google Calendar	Google Drive	Google Docs
Google Sheets	Google Slides	Google Forms
Google Groups	Google Sites	Google Chat

Microsoft Office 365
All SOU students are entitled to use Microsoft Office 365 free of charge for as long as they have an active SOU network account. The Office 365 suite includes Word, Excel, PowerPoint, OneNote, and more. Use the apps online through a web browser or install the desktop versions on your personal devices. Get started by logging in to https://office.com with your SOU email address. Detailed information is available at https://support.sou.edu/kb/office-365.

SOU Campus Map
An interactive online map of the SOU Ashland campus can be found at https://map.sou.edu.

Parking Permits
Visit https://sou.nupark.com/portal to purchase a virtual parking permit for your vehicle, or visit https://inside.sou.edu/parking/index.html to learn more about parking (and to pay citations).

Information Technology Services
The IT department is here to make your experience with technology as efficient and productive as possible.

We employ approximately twenty student workers at any given time. If you're interested in earning money while developing your technical and customer service skills, please submit a student employment application using our online form at https://inside.sou.edu/it/it-forms.html.

IT Help Desk

The IT Help Desk is located on the first floor of the Computing Services East building on the Ashland campus (see map on page 8). Our hours are available at https://inside.sou.edu/it, and we can be reached at 541-552-6900 and at helpdesk@sou.edu or through chat at http://support.sou.edu .

Some of the services we provide at the Help Desk:
- o Access issues for SOU services that use your network account for authentication.
- o Account issues - Password reset, account lockouts, pin resets, etc.
- o Help with connecting personal devices to the SOU campus network, especially Wi-Fi.
- o Issues with printing to campus printers.
- o Help with using any of the lab computers on campus, physical or virtual.
- o Basic software questions or issues that do not require advanced knowledge of the software program or your particular use case for it.
- o Help removing malware from your personal computer. We'll also provide you with advice on how to speed up your slow and aging devices.
- o We are happy to provide basic computer advice and recommendations.
- o We can help you install software if you have a license for it and it is for educational purposes.

Examples of services we <u>do not</u> provide at the Help Desk:
- o We are happy to provide hardware repair *advice*, but we do not perform repairs or extensive diagnostics at the Help Desk. We can provide a list of repair shops in the area for you to review and take with you.
- o Data erasure or recovery.
- o Electronics disposal or recycling.

IT Support Website

Our support website, https://support.sou.edu, provides a "knowledgebase" for those who seek DIY information. You can also open or check the status of a support ticket there.

Training

Are you interested in learning about Microsoft Office, Google Suite, Internet Safety, password management, and more? IT staff provide over twenty free, hour-long seminars that are open to students. You can find the full listing of those classes, and our upcoming training schedule, at https://inside.sou.edu/it/it-training.html. Call the Help Desk to register.

Help Desk in the Halls

Do you need technology help or advice, but don't have the time to trek all the way across campus to get assistance from the IT Help Desk? Well, you are in luck! We bring the IT Help Desk to you at The Hawk dining commons lobby on the first and last Wednesday of every month from 5 PM to 7 PM. Our professional technicians will answer your technical questions, connect your devices to the Wi-Fi, and address common SOU account issues for you, so come visit us!

Physical Computer Labs

SOU's Ashland campus features over 500 student-use computers in dozens of labs and lounges. Our computer lab rules are posted online at https://inside.sou.edu/it/it-labrules.html. Lab assistance is provided by the Classroom and Labs support team, who can be reached at 541-552-8900 or helpdesk@sou.edu.

Virtual Computer Lab

In addition to physical labs, we also host a virtual lab that can be accessed from anywhere in the world, 24/7. For more information, please visit https://support.sou.edu/kb/remote-access and look up the instructions for how to connect to virtuallab.sou.edu from your personal computer's operating system.

The virtual lab provides the same access and experience afforded from one of our lab PCs. Remember to save your data to your P: drive before logging out. Data saved elsewhere in the virtual lab environment, such as on the desktop, will be lost when you log out. If you need assistance, please call, email or visit the Help Desk.

Printing

Most labs offer both color and black-and-white printing. Black-and-white printers generally charge 5 cents per page/side. Most color printers charge 25 to 40 cents per page/side. Charges for student printing are subtracted from the students pre-paid print credits. You can learn more about pre-paid print credits at https://support.sou.edu/kb/articles/pre-paid-printing-faq.

For more info on printing at SOU, visit our online knowledgebase at https://support.sou.edu/kb/paper-printing-and-copying. "Special" print jobs can be submitted through Digital Art Printing and Labs at https://sites.google.com/a/sou.edu/daprintlabs.

Online Data Storage

Data stored only on your device, such as your laptop's hard drive, is vulnerable to hardware failure, theft and misplacement. Flash drives, although convenient, are similarly vulnerable. To avoid losing your work, we provide a number of secure online data storage options.

Note: When your SOU network account is deleted (see Account Creation and Closure) all data stored on these online platforms will be deleted and cannot be recovered, so please ensure you migrate your important data before you graduate or stop taking classes. The IT Help Desk can help you with that.

Personal Network Drive (P: drive)
Every student at SOU receives 5 GB of storage on our SOU servers referred to as your "P: (or Personal) drive." You can access your P: drive from any SOU networked computer in the computer labs, including the virtual lab, as a mounted network drive.

When working in the computer labs, in-person, or remotely through the virtual lab environment, always save your work to your P: drive or other cloud storage. Data saved locally on the lab computer, such as on the desktop, will disappear when you log out.

Google Drive
Google's cloud storage platform is called Google Drive. You have unlimited storage that can be accessed from any web browser at https://drive.google.com.

Other Online Services

Qualtrics
All SOU students have a license to use Qualtrics for conducting online surveys. You can get started by logging in at https://sou.qualtrics.com, and you will find extensive training materials at https://www.qualtrics.com/support. Before using surveys for academic research, you will need to seek approval from the SOU Institutional Review Board. Learn more at https://inside.sou.edu/irb.

Zoom
Zoom is a product for online video conferencing and webinars that all SOU students have access to at https://sou.zoom.us. Just sign in with your SOU network account. You can learn more about our Zoom setup at https://support.sou.edu/kb/articles/587.

Technology in the Residence Halls and Family Housing

Connecting personal devices to the campus network
Most personal devices will work on our network without special setup by connecting them to our open Wi-Fi network called SOU-Wireless, or plugging them into one of the Ethernet jacks in your room. If you have issues connecting the device or reaching the Internet, contact the IT Help Desk.

Prohibited devices

The following devices are **prohibited** on our network:

- **Wireless Printers**. A USB cable or Bluetooth connection may be used.
- **Personal Routers**. Do not connect personal routers to the Ethernet jacks in your room and do not use them to broadcast your own Wi-Fi network. We monitor for these devices on our network and will take action to disconnect them when detected.
- **Peer-to-Peer network devices**. We do not support devices that try to connect to other network devices directly over the local Wi-Fi network. (For example, any device controlled from your laptop or smartphone by connecting to it via its IP address.)

SafeConnect

SafeConnect is a system that secures our campus network. Most of the time it is invisible, but when you connect to the SOU network with a personal laptop, you will be required to sign in and install a small piece of software that ensures your computer has the latest updates and has anti-virus software installed. No other data is collected by the SafeConnect client or reported to the IT department, and it does not give us remote access to your device. Please refer any issues you encounter to the IT Help Desk.

Where to Go for Help

For questions regarding any of the information in this guide or if you just need assistance, please stop by the IT Help Desk in the Main Computer Lab, give us a call at **541-552-6900**. For questions regarding special software used in a class, it is best to contact your instructor.