

2016

New Student Orientation Training



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St. John Fisher College

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Office of Information Technology

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OIT Service Desk

The OIT Service Desk is available to assist you with your technology needs. To better serve our students, we have partnered with an outside provider to offer 24/7 technical support. You may contact the Service Desk by email at oit servicedesk@sjfc.edu, by phone at 385-8016, or in person at Kearney 053, Academic Computing Center and the Lavery Library, first floor Learning Commons.

Current Service Desk hours are posted on the OIT website at <http://www.sjfc.edu/oit>.

SJFC Mobile App (Ellucian Go)

The St. John Fisher College mobile application provides important information for students, parents, faculty, staff and guests on your mobile device(s). From the app users can access:

- News and Events
- A map of the college
- Contact information for campus offices; i.e., Student Accounts, Registrar, etc...
- View grades and class schedules

Ellucian GO app can be downloaded via Google play or the App Store. Links and additional information on the [OIT website](#).



mySJFC (my.sjfc.edu)

is your one-stop-shop for academic information, campus services, and student life. Log in once and gain access to BlackBoard, Gmail, Atomic Learning, Fish R Net, and student life resources.

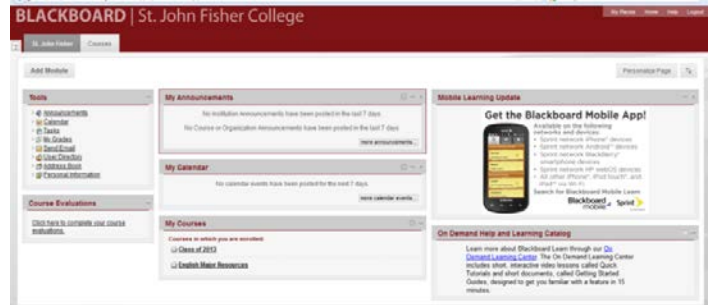
1. For *New and Off-Campus Students*- **You need to change your initial password before logging into mySJFC.**
 - a. Access the Network Account Password Change form at: <https://www1.sjfc.edu/change-password/>
 - b. After changing your password you will be directed to a pre-registration page allowing users to unlock or reset network credentials online quickly and easily.
 - c. After completing the above two steps you can log into Gmail at: <http://mail.google.com/a/sjfc.edu>
2. For *returning students*, from the Gmail login page enter your **username**, password and click on **Log On**. This is the same username and password (Network Credentials) you use to log onto a computer on campus and blackboard.
3. Gmail information - <http://www.sjfc.edu/campus-services/oit/services/faq-detail.dot?id=123407>
4. Student Password format information - <http://www.sjfc.edu/campus-services/oit/services/faq-detail.dot?id=1e1d31e5-70eb-467a-86bc-80a6511cddab>



Blackboard

Blackboard is a web-based course-management system designed to allow faculty to provide students with course materials, discussion boards, and more.

1. To logon: click on mySJFC (my.sjfc.edu) and enter your Network Credentials.
2. From the launch pad, click on the Blackboard icon.

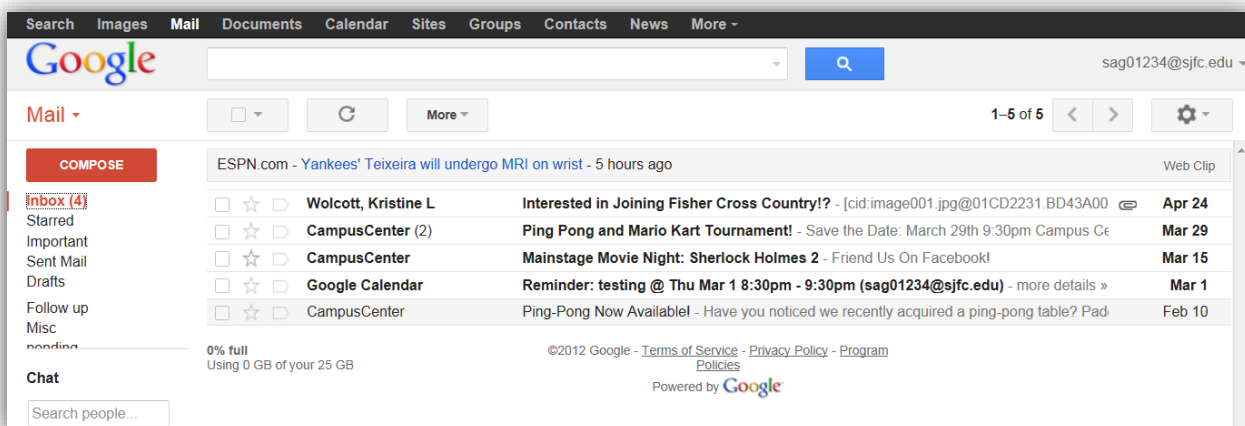


Gmail

1. Go to: mySJFC (my.SJFC.edu) and enter your **Network Credentials**.
2. From the launch pad, click on the Google icon.



Gmail Inbox View





Google Drive

Along with your Gmail account at Fisher all students have access to Google Drive. This allows you **unlimited secure cloud storage**, up to 5TB of space for a single file. It allows users to create and edit documents online while collaborating in real-time with other users. You can download the Google Drive App for your computer and/or Mobile Device for easy access to your files.

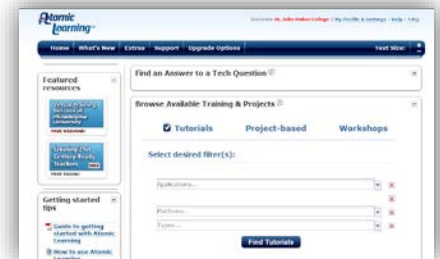
Google Apps Learning Center- <http://learn.googleapps.com/docs> is a good place for additional support. Check out the section on Learn by app. will be available soon.



Atomic Learning

Atomic Learning is an online, video-based software training solution available for use by faculty, staff and students. A library of thousands of short, easy-to-view tutorial movies can be viewed on the St. John Fisher College campus as well as off-campus.

1. Go to: mySJFC (my.sjfc.edu) and enter your **Network Credentials**.
2. From the launch pad, click on the Atomic Learning icon.
3. Click on **Find Tutorials** for a complete listing of all video tutorials offered.

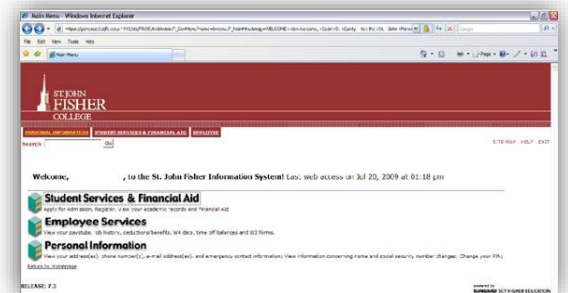


Fish 'R' Net

The Fish 'R' Net homepage contains upcoming class availability, links to your student bill, and access to your personal Fish 'R' Net account.

1. To log into Fish 'R' Net
 - a. User Id =your student ID number (@00XXXXXX)
 - b. Initial Pin number= your birthday (MMDDYY)
 - c. Upon logging in, you will be asked to change your pin.
 - d. To reset your pin online
https://genesee2.sjfc.edu:4443/pls/PROD/twbkwbis.P_WWWLogin , or for any other problems you may have with Fish 'R' Net, you can contact the **Registrar's office at ext. 8015** or email them at registrar@sjfc.edu.
2. **Registration** is where you will go when signing up for the next semester's classes. You can view your current schedule here as well, under the student schedule link.
3. You can view the holds on your account in the **student records** section of the student services. This portion of Fish 'R' Net is where midterm grades, final grades, and academic transcripts can be found and printed out. More importantly, in this section you are able to view your bill from the school, and pay it online.

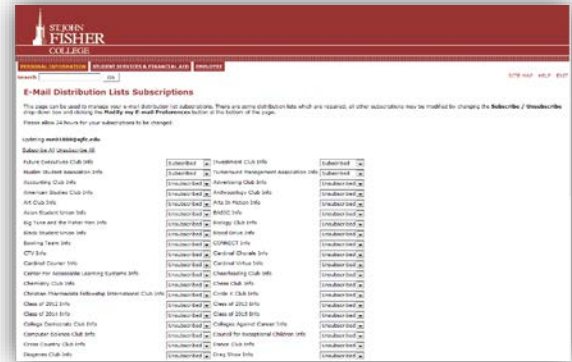
The **Financial Aid** portion of the Student Services segment of Fish 'R' Net is where you can check the status of your award. Cost of attendance can be viewed in this section as well as your financial aid eligibility.



Club E-mail Subscriptions

Students will have the opportunity to “opt in/out” for club emails that are sent to their Fisher email address by default.

1. From the **Fish ‘R’ Net** page, <http://www.sjfc.edu/fishrnet/list-opt-out> and from the **E-Mail Distribution Lists Subscriptions** page you can manage your e-mail subscriptions.
2. Once you log in, you will be able to select the clubs that you would like to receive emails from and click **Submit Changes** to update your subscription list.



WiFi

St. John Fisher College provides wireless in all buildings on campus. The College offers a secure wireless connection to provide enhanced wireless security to the College Community. When using the SJFC wireless networks, you will have enhanced security and your Internet usage will no longer be visible by others using the unsecured wireless network.

The three wireless networks available across campus are:

In Academic & Administration Buildings, and Residence Halls

SJFC-WiFi will utilize the WPA-2 Enterprise protocol. WPA-2 Enterprise is built into all current operating systems and mobile devices. Users connect to the College’s main network through a secured encrypted connection. The secure network is available for all St. John Fisher College owned/managed devices as well as any personal devices (BYOD).

SJFC-Guest is an open wireless network routed directly to the internet (similar to Starbucks). The unencrypted wireless connection provides basic internet access with no access to campus resources, i.e., printing. The guest service is subject to the College’s Acceptable Use Policy (AUP).

In Residence Halls

The wireless network for residential halls **Res-Guest** is available in all locations in each building for devices that can’t connect to SJFC-WiFi.

Computer Labs

Each lab offers access to a variety of software, including productivity and academic applications, and a variety of hardware, including PCs, black and white printers, and scanners.

When working in any of the campus computer labs, you can contact the OIT Service Desk for assistance, either by calling x8016 from the campus phone in the lab, or by stopping by the OIT Service Desk (located in Kearney 053 adjacent to the computing lab & library main floor).

Please note that food and drinks are not permitted in any computer lab on campus at any time. To protect your data (such as e-mail and other files) and avoid others having access to your account, you must log out of the workstation.

Network Storage Space

Students can securely store files on their network storage drive. This storage space, which is backed up daily, is sometimes referred to as the “P” drive.

1. How to access from a PC:
 - a. From the **labs computers including (ITEC’s, Library computers, Cyber Café, etc)**, “My Documents” is defaulted to your P: drive.

Portable Storage Space

Flash drives are portable drives that can be used to store data when plugged into a computer’s USB port. They can range in size anywhere from 512MB to 16GB of potential data storage. It is recommended that students purchase a flash drive to use at SJFC. Although not required, they are helpful in many situations and some classes may require the use of a flash drive. Learn how to encrypt a USB drive: <http://www.sjfc.edu/campus-services/oit/services/faq-detail.dot?id=123742>

Mobile devices that can function as a flash drive require mass storage device mode functionality so they can also be used to store data.

Pharos Printing Policy

To encourage sustainability and reduce waste the college has a student printing policy. Every student has a Pharos Printing account with a credit of \$35.00 which is equivalent to 500 pages printed double sided. When printing from a lab computer, a dialog box appears showing the cost of the print job, the balance of the student’s Pharos Printing Account and to confirm that the student wants to continue the print job. After clicking OK, the print job is printed at the lab printer. More information on printing at SJFC can be found on the OIT website: <http://www.sjfc.edu/campus-services/oit/services/faq-detail.dot?id=130776>

SJFC Mobile Print

Students can print from their portable devices when on campus and connected to the SJFC network using SJFC Mobile Print.

- Send - attach a document to an email message and send to: **mobileprint@sjfc.edu**
- Release - from your mobile device, using a web browser, enter: **print.sjfc.edu**. Select a printer (printers & locations below) and release document to be printed
- Print jobs are stored for 2 hours

SJFC Print Dashboard

From the web, enter: **print.sjfc.edu** and log in with your network credentials.

The Print Dashboard allows students to view:

- Current print jobs - number of pages, amount of paper, costs
- Print Options - change printer options prior to printing document
- My Funds - how much money is in your Pharos account
- Activity - printing history and costs

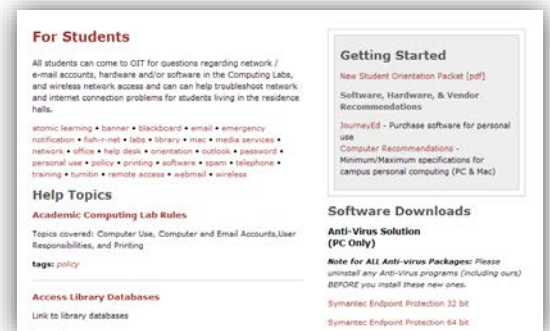
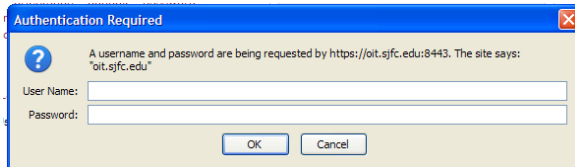
Peer to Peer File Sharing (Digital Millennium Copyright Act)

St. John Fisher College does not condone the illegal downloading of music, movies, software, and any other online data protected by copyrights from campus resources, including computing labs and the wired and wireless campus network.

The College's Infringement of Intellectual Property Rights Policy can be found on the [OIT website](#). This important document describes St. John Fisher College's policies on infringement of Intellectual Property Rights. It is the role of OIT to respond to and investigate all copyright infringement claims submitted to the college by the RIAA, etc. If caught downloading music on campus, you could face removal of network privileges and other academic related consequences.

Software

1. Symantec Anti-virus is a free program available for all SJFC students enrolled with the college and is available for download from the OIT website.
 - a. To access go to: <http://www.sjfc.edu/oit>. From the **Services** dropdown menu, click on **For Students**, the software downloads appear on the right hand side.
 - b. Log in with your username and password (same log into my.sjfc.edu).



2. All computers on the St. John Fisher College campus are running **Microsoft Office 2013**.
 - a. If interested in purchasing software applications, the **Campus eStore** website offers discounts on software for students. Visit the **Campus eStore** link, available from the [OIT website](#).
 - b. SJFC provides **Office 365** for currently enrolled students at the College. Microsoft Office 365 is a cloud based office productivity suite that includes Word, Excel, PowerPoint, Access (for PC), and Outlook. To download Office 365 please visit office.com/GetOffice365.