

# **TECHNOLOGY GUIDE 2011-2012**



***Technology &  
Communications***



**EDINBORO  
UNIVERSITY**



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**It is with great joy that I welcome you to Edinboro University! Here, you will have great opportunities to take advantage of a wide-ranging, robust technology environment to help you with your studies, enhance your means to communicate, and provide ways to unwind. Within the pages of this guide are the keys to success with Edinboro University technology!**

While the entire guide is a wealth of information, it will benefit you greatly to come to campus in the fall with your computer prepared to connect to our network in the residence halls or, if a mobile device, anywhere on campus. Check out pages 14, 16 and 17 and follow the steps.

The other action I urge you to take is to initiate your email account and become familiar with My.Edinboro.edu and your accounts and passwords required for accessing various resources. These steps are outlined on pages 5– 11.

Finally and perhaps most importantly, is to bring this guide with you when you arrive on campus in August. It should hold a prominent place on your bookshelf! Our Technology Help Center is also standing by to assist you should you need us.

With Regards,

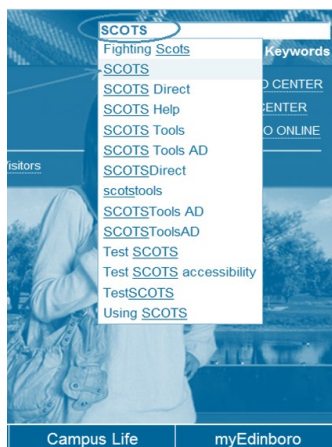
Andrew C. Lawlor, Ph.D.  
Associate Vice President for  
Technology & Communications

## TECHNOLOGY ACCOUNTS

### » SETTING UP A S.C.O.T.S. ACCOUNT

Students have access to S.C.O.T.S., our Student-Centered Online Transaction System. With it, students can register, add and drop classes, view their academic history, grades, and conduct other University business.

Students can also access their financial aid and bill via S.C.O.T.S. and pay their bill.



**Step 1** - Go to the Edinboro University homepage and search: *SCOTS*

**User ID:**

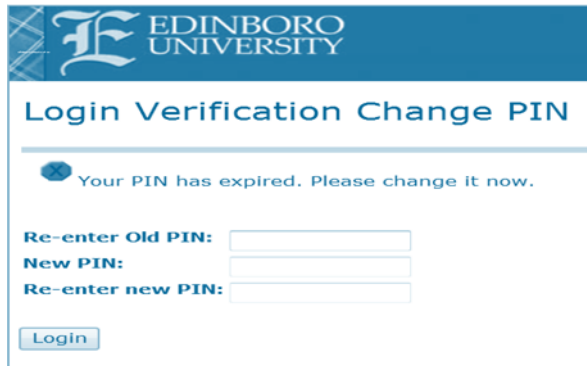
**PIN:**

**Step 2** Log in by entering:

- ⇒ Your Student ID number (@01234567) - include @ symbol
- ⇒ Your 6-digit **PIN**

*First time S.C.O.T.S. user?* - your PIN will be your 6-digit birthday (MMDDYY) - no slashes, dashes or spaces.  
If you do not remember your PIN, enter your User ID, then click **Forgot PIN?** You will be able to reset it.

## » SETTING UP A S.C.O.T.S. ACCOUNT - continued



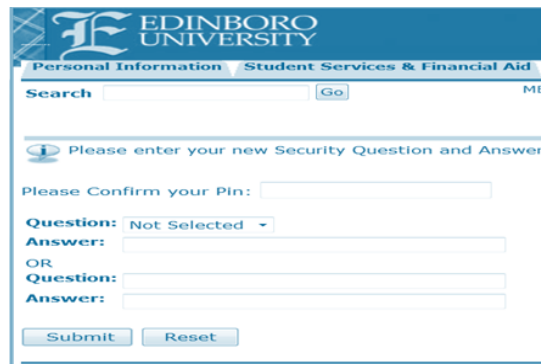
The screenshot shows the Edinboro University logo at the top left. Below it, the page title is "Login Verification Change PIN". A message states: "Your PIN has expired. Please change it now." Below this message are three input fields: "Re-enter Old PIN:", "New PIN:", and "Re-enter new PIN:". At the bottom left of the form is a "Login" button.

### Step 3

If you are a first time user or have just reset your PIN, you will be asked to change your PIN:

- ⇒ **Re-enter Old PIN**, enter your 6-digit birthday (MMDDYY)
- ⇒ **Enter your New PIN**, 6-digits different than your birthday
- ⇒ **Re-enter your New PIN**
- ⇒ **Click login**

***REMEMBER YOUR NEW PIN!***



The screenshot shows the Edinboro University logo at the top left. Below it, there are two tabs: "Personal Information" and "Student Services & Financial Aid". Below the tabs is a search bar with a "Go" button. Below the search bar is a message: "Please enter your new Security Question and Answer". Below this message are two sets of input fields. The first set is labeled "Please Confirm your Pin:" and has a single input field. The second set is labeled "Question:" and has a dropdown menu with "Not Selected" selected. Below the dropdown is an "Answer:" input field. Below the "Answer:" input field is the word "OR". Below "OR" are two more input fields, one labeled "Question:" and one labeled "Answer:". At the bottom of the form are two buttons: "Submit" and "Reset".

### Step 4

- ⇒ Re-enter your new PIN
  - ⇒ Create a **Security Question**
  - ⇒ Click SUBMIT to activate your S.C.O.T.S. account
- This feature allows students to reset their PIN without contacting someone at the University. You can select a question and provide an answer or create your own.

## » LOCATING YOUR EMAIL ADDRESS & NETWORK ACCOUNT USERNAME AND PASSWORD

### 1. Click "Personal & Account Information"



### 2. Click "View Your Email and Network Account Information"



### 3. Note your email address (under username) & original password

*Your original password will begin with a capital letter followed by a lowercase letter then six digits.*

#### Account Information

##### Username

ar108336@scots.edinboro.edu

##### Original Password

Vf058192



## » CHANGING YOUR NETWORK ACCOUNT PASSWORD

Locate the "Password Reset Center" by searching for *SCOTS Tools* from the homepage. Under "students" select the scenario that best fits your need.



## » CHANGING YOUR NETWORK PASSWORD – continued

1. If you know your current password and you wish to change it then select - **“I know my password and want to change it”**.

### Students

#### I need my Initial Password.

- [Click Here](#) to Login to SCOTS to retrieve your Initial Password.

#### I forgot my password or my password is expired.

##### I know my Student ID (@12345678).

- Step 1 - [Click Here](#) to Request a Password Reset.
- Step 2 - When that is complete [Click Here](#) to Sync your passwords with the PASSHE Domain.

##### I do not know my Student ID (@12345678).

- You must contact Records and Registration to reset your password: (814) 732-5555.

#### I know my password and want to change it.

- [Click Here](#) to Change your password.

2. Type the following information:

Email Address:	<input type="text"/>	<b>Password Rules</b> <ul style="list-style-type: none"><li>• Must Be at Least 8 Characters Long</li><li>• Must contain at least 1 Upper Case Character</li><li>• Must contain at least 1 Lower Case Character</li><li>• Must contain at least 1 Number</li><li>• Cannot contain Spaces</li><li>• Cannot contain any part of your username or name</li></ul>
Old Password:	<input type="text"/>	
New Password:	<input type="text"/>	
Confirm New Password:	<input type="text"/>	
	<input type="button" value="Submit Query"/>	

⇒ EMAIL ADDRESS: your full email address found previously in S.C.O.T.S.

⇒ OLD PASSWORD: your original network password previously found in S.C.O.T.S.

⇒ NEW PASSWORD: type a new password following the “Password Rules” on the right

⇒ CONFIRM NEW PASSWORD: retype your new password

## » CHANGING YOUR NETWORK PASSWORD - continued



**PLEASE NOTE:** Your password may take up to one hour to synchronize for the following services: Online Campus (D2L) and eTime. All other services such as myEdinboro and logging into campus computer labs, password changes will take place immediately.



### Why might you want to change your password if you already know it?



- It is a requirement that you have to change your password within every **90 days**. Resetting your password will give you another 90 days before your account will expire.
- You should also change it if you suspect that your password has been compromised.
- It will also synchronize your password with:
  - \* myEdinboro Portal
  - \* Logging into campus computer labs
  - \* Online Campus (D2L)
  - \* eTime (for student employees).



## » My.EDINBORO PORTAL

**Access Live@edu email, online campus (D2L), grades, financial info and much more!**

Go to [www.edinboro.edu](http://www.edinboro.edu) and click on “myEDINBORO” or directly at [my.edinboro.edu](http://my.edinboro.edu)

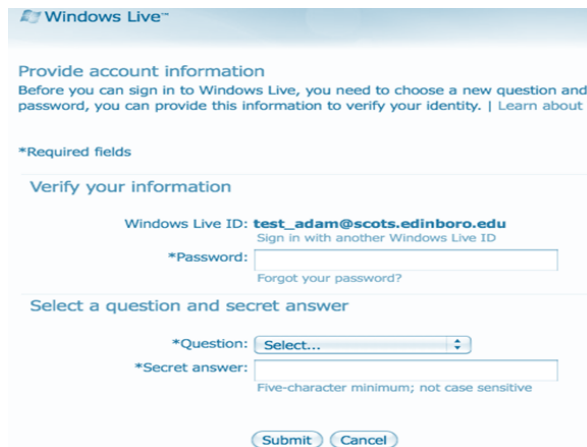
Enter your username only  
**(NOT your full email address)**  
and your new network password.

The screenshot shows a login form with a blue header bar labeled "Login". Below the header, there are two input fields: "User Name" with the value "ab123456" and "Password" with the value "Network account password". A "Log In" button is located at the bottom of the form.

## » MICROSOFT LIVE@EDU EMAIL Instructions for first time users

1. Log into myEdinboro with your username (ab123456) and your new network password.
2. Click the “Live@edu” icon on the left.
3. For password, you must use the “original password” found in S.C.O.T.S. (see page 7).
4. Select a security question from the list and type an answer.  
(Your answer MUST be at least 5 characters and is NOT case sensitive.)

\*You may have additional information to supply other than what is displayed below. \*



Windows Live

Provide account information  
Before you can sign in to Windows Live, you need to choose a new question and password, you can provide this information to verify your identity. | Learn about \

\*Required fields

Verify your information

Windows Live ID: test\_adam@scots.edinboro.edu  
Sign in with another Windows Live ID

\*Password:   
Forgot your password?

Select a question and secret answer

\*Question:

\*Secret answer:   
Five-character minimum; not case sensitive

- ⇒ Microsoft Live@edu allows you to create or edit Word, Excel, and Power Point files in your web browser without needing Microsoft Office installed on your computer. This is accessible anywhere there is Internet connectivity and its free.
- ⇒ Microsoft Live@edu gives you 25gbs of storage for your files called the “Skydrive”. The Skydrive is accessible anywhere there is Internet connectivity and can be used in conjunction with the Microsoft Office Web applications mentioned above.
- ⇒ For more information on Live@edu, keyword search “Live” from the Edinboro University homepage.

## » ACCESSING D2L ONLINE CAMPUS

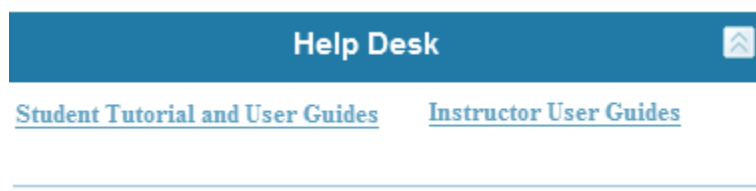
Desire2Learn (D2L) is a learning management system used by Edinboro University to provide students and faculty access to course materials. This learning system incorporates excellent teaching and learning tools, built-in accessibility adherence, powerful measurement and assessment options, and standards-based technology.

In addition, it integrates with a variety of software applications designed to enhance the online learning experience.

Access D2L online campus through the myEdinboro portal when you click on the online campus icon:

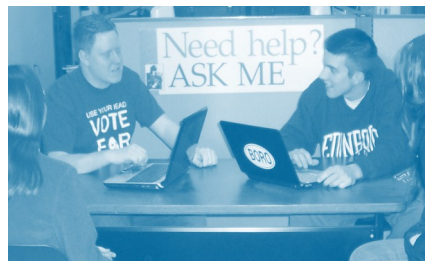


Links to user guides and tutorials are available on the online campus main page.



## TECHNOLOGY SUPPORT FOR STUDENTS

⇒ **The Technology Help Center** is a service of the Edinboro University Technology and Communications that works with students, faculty, staff and parents to provide a wide range of technology support and solutions.



⇒ **StudentNet** is an area within the Technology Help Center that provides personal technology help to Edinboro students. StudentNet Support includes Internet connectivity in the residence halls, wireless connectivity to both the Highlands and Scotair wireless networks, virus remediation, software support, system rebuilds (with user provided system disks) and hardware diagnostics.

Supported Systems:

- Windows XP or newer
- Mac OS
- Linux

### THE TECHNOLOGY HELP CENTER

Walk-in support - 1st Floor Centennial Hall

Telephone: 814-732-2111

Website: Edinboro University homepage

Search: *Tech Help*

**FIND US ON FACEBOOK -**

Search: *Boro Tech Squad*



## AMENITIES

In each residence hall room the following amenities are provided:

⇒ One cable television outlet per room

⇒ The Highlands has no telephone connections; however, there are courtesy phones in the hallways. Other residence halls have one phone line per room.

⇒ Individual broadband Internet access (ResNet) connection per person.

⇒ The Highlands offers wireless Internet access (Highlands) throughout the buildings..



## » GAMING



Edinboro University supports gaming on our residence hall network!

**You must register your gaming console on the network to gain access to the online gaming experience.**

All you need is your student ID, your video game system, and the MAC address of your gaming device.

For more information, on the Edinboro homepage, search: *gaming* and click on “Gaming Registration”

## » CABLE TV

⇒ **Students must bring a coax cable in order to connect their TV to the outlet.**

Cable TV is included with your residence hall fee. All traditional residence hall rooms are wired with one cable TV jack. The Highlands have one jack at each bed location as well in living room areas.

Edinboro University offers Cable TV in both analog and digital formats which means both older and newer TVs will work just fine. Our current line-up include 95 analog channels and 10 digital channels.

For more information, on the Edinboro homepage, search:

Search: *Cable Television*

## » RESIDENCE HALL INTERNET

⇒ **Students must bring an Ethernet cable in order to connect to the residence hall network (ResNet).**

Each residence hall room has individual broadband Internet connections for each student in the room (these will be blue and/or yellow jacks).

Additionally, the Highlands provide wireless Internet connectivity throughout the building.

Traditional halls (Rose, Dearborn, Earp, Towers) provide wireless access in the first floor lobby areas.

**Edinboro University prohibits the use of personal wireless access devices in the residence halls. Improperly configured devices create network service disruption for other students and therefore are not permitted to be connected to the University network.**



## AMENITIES - continued

### » CAMPUS PHONES

⇒ **Students must provide their own telephone**

Traditional residence hall rooms (Dearborn, Earp, Rose and Towers) have one telephone jack in each room (Jacks will be ivory or white in color).

Local and on campus calls are free of charge and campus calls can be made using only the last 4 digits of the campus number.

Off campus local calls can be made by dialing 7- then the number. Long distance calls can be made from the room by using a long distance calling card.

Toll free numbers may also be dialed from the room by dialing 7-1- then the toll free number.

### » CELL PHONES

⇒ The University hosts cell towers from both Verizon Wireless and AT&T on campus. This means that signal strength inside and outside all campus buildings as well as the surrounding areas is very strong and reliable.



## COMPUTER SECURITY

### » NAC CERTIFICATION PROCESS

Edinboro University uses the **Cisco NAC process** for connectivity of any personal computer device to any of the Edinboro networks.



This process certifies that all computers meet our requirements before they are allowed to access the networks.

When students come to campus and try to access the Internet for the first time they will be prompted to authenticate using this process. The process requires a network username (ex. ab123456) and network password after which the student will be prompted to download and install the Cisco NAC agent.

After installing the agent, it will pop up each time it sees one of our networks and will require you to log in using your network username and password.

The agent will check your computer for the following components before allowing network access:

- A supported operating system (Windows XP or newer)
- Sophos Antivirus installed
- Sophos Antivirus definitions up-to-date
- Windows updates must be current. To ensure your computer has current Windows updates, turn on automatic updates and install all updates as they are provided.

Mac and Linux computers do not need to follow these same procedures and need only to provide a valid network username and password to gain access to the networks.

## COMPUTER SECURITY

### » ANTIVIRUS

Sophos Antivirus is **required** and provided free of charge to all students whether they are living on campus or commuting. This is the only antivirus program that will be recognized for network access.

We recommend removing any existing antivirus program from your computer before installing Sophos

You can bring your computer to the Technology Help Center for assistance or download and install it yourself from our website.



Go the Edinboro homepage and search: *Sophos*

Please read and follow the instructions very carefully. If you have questions and require assistance during the installation, feel free to call the Technology Help Center at 814-732-2111.

### » SECURING YOUR COMPUTER

Keep your computer safe! We suggest you purchase a security cable and use it to secure laptops when you are not in your room.

Note: Edinboro University does not insure student laptops in the residence halls; check your homeowner's policy as it may provide coverage for your computer.

Keep record of computer serial numbers in a safe place.

## » COMPUTER SAFETY

In addition to Sophos Antivirus (provided free by the University) we encourage students to install the free version of Malwarebytes Anti-malware, this can be obtained from [www.malwarebytes.org](http://www.malwarebytes.org).

Do not download any Peer-to-Peer applications such as Limewire, uTorrent, Bearshare, etc.

Use caution before accepting any offers when on the Internet. If you did not request it, don't accept it! Whatever the offer - it is probably not going to have positive results for your computer.

Questions and comments can always be addressed by contacting the Technology Help Center @814-732-2111 or on Facebook at <http://techsquad.edinboro.edu> .



## » e2CAMPUS EMERGENCY AND WEATHER ALERT

Edinboro University utilizes e2Campus mass notification system to alert students, faculty, staff, family and friends of emergency and weather related communications.

- ⇒ Time-sensitive text and email messages are delivered to you wherever you go.
- ⇒ To register click on the campus alert link from the Edinboro University homepage.



Campus Alert System

## TECHNOLOGY SERVICES

### » PRINTING

Printers are provided in all of the Technology and Communications computer labs. Color printers are available in the Baron Forness Library.

All students are allocated the equivalent of 150 black and white pages (\$6.00) per semester and an easily accessible web page is available for all students to increase their quota as needed.

The printing costs per page is 4 cents to print in black-and-white and \$1.00/page to print in color.

If you are having difficulty printing, be sure you have sufficient funds in your account.

⇒ Visit the Edinboro University homepage and search: *printing*

### » COMPUTER LABS

Edinboro University has a large number of computer labs dispersed around the main campus and both satellite centers in Erie and Meadville.

⇒ Edinboro University homepage: search *computer labs*

### » CONNECTING OFF CAMPUS

If you have an Internet Service Provider (ISP), you can access campus online resources such as the library, e-mail and your network storage drive. Computer labs are also available at our Meadville and Erie locations.

## TECHNOLOGY SERVICES

### » WIRELESS INTERNET

Wireless Internet access is available in all areas frequented by students.



To connect, simply choose “scotair” or “highlands” from available wireless networks. After successfully connecting, simply launch your web browser and you will be prompted for your network username and password. If this is your first time connecting with the EUP wireless network, you will be prompted to download the Cisco NAC Agent which helps your machine stay healthy while connected to our network. *See page 16 for details.*

### » BUYING A COMPUTER

Computer Showcase offers Exclusive Educational Pricing to Edinboro University students on desktop and laptop computers. Systems purchased from Computer Showcase receive convenient on-campus warranty support coordinated through the University’s Technology Help Center.

More information can be found at the Edinboro University homepage, search: *purchasing technology*

### » SOFTWARE

Edinboro University is predominantly a Microsoft campus and all computer labs have the Microsoft Office suite of software applications installed.

We currently have installed the new Microsoft Office version 2007 suite of applications and we have plans to upgrade many of the computer labs to the new Microsoft Office version 2010 suite of applications. Students may purchase their own personal copies of the Microsoft Office or other software products either through Computer Showcase or our campus bookstore at academic pricing.

## WHAT TO BRING CHECKLIST

- Computer
- Ethernet cable 10' or longer
- All software disks and original system disks that came with your computer.
- Cable ready TV
- Coaxial cable
- Original TV remote
- TV manuals
- Analog phone if needed
- Phone cable
- USB memory key for data, file and picture backup and storage
- Laptop locking cable
- Printer- (Public printing is available to all students but many opt to bring their own)
- This Technology Guide



# StudentNet Connectivity Services

During orientation days, StudentNet technology services will be available to assist students with configuring their personal computers for network access and to resolve any password issues.

**August 25-28, 2011**

Location: Centennial Hall Lobby &  
Zahorchak Seminar Room, Pogue Student Cntr.

8 am -4:30 p.m. (Thurs & Fri)

Noon - 5:00 pm (Sun.)

Edinboro University homepage, and

search: *studentnet* or find us on

Facebook - search: *boro tech squad*

