Technology Information for New Students

Hello and welcome to Molloy College. Please take a few minutes to read this document and all the information it contains. You will find many helpful links in this guide, so keep it handy!

By registering for classes at Molloy, you have been automatically enrolled in all of our Information Technology Services. Using your Molloy username and password, you can access the following services:

- **Lion's Den:** (https://lionsden.molloy.edu/ICS/) Use it to retrieve information about classes, course schedules, financial information, bill payment, registering for classes, viewing admissions information and accessing the learning management system (LMS).
- **Canvas:** (https://molloy.instructure.com/) Molloy's courses will be using the Canvas learning management system.
- **Molloy Student Email (Gmail):** (http://mail.google.com/) All student e-mail accounts are provisioned through Google. Please wait a minimum of 72 hours after you register for classes to retrieve your username and temporary password.
- **Student-use computers:** Use your Molloy username and password to log into computers in labs, lounges and the library. All computers on campus require users to log in.
- **Course Evaluations:** (www.molloy.edu/eval) At the end of each semester, your professors will give you information about when to access course evaluations.
- **WiFi Network (Name= Students Only):** WiFi is available throughout the campus, even in the parking lots!
- **Self-Service Website:** (https://selfservice.molloy.edu/) All users must register for password self-service in order to maintain your password for all IT services. If you need to change your password or have forgotten your password, the Self-Service system is **the only way** to manage your account.

The rest of this guide will provide step-by-step instruction.
Before you can begin using the IT services, you need to retrieve your account information.
Make sure you have the following information ready:
- Social Security number
- Date of Birth
- Zip code

When you are ready, proceed to Account Retrieval!

Account Retrieval

All new students must retrieve their own account information. Due to FERPA compliance rules, Molloy cannot provide this information to anyone but our students. Molloy employees do not have access to give out your password. **An email will be sent to your personal email address once your account is created and you are able to retrieve your username and temporary password. It may take up to 72 hours after you register for classes to receive this email**. Instructions for retrieving your username and password are as follows:

1. Navigate to https://lionsden.molloy.edu/ICS/New_Student_Account_Retrieval.jnz
2. Follow the on screen steps to retrieve:
   a. Your Molloy username

   Look Up Your Molloy Username

   Your Molloy username is your personal identification that allows you to access Molloy's online and network services through Lion's Den, including email, course registration, and more.
   To look up your username, enter the following information exactly as it appears on your Molloy records.

   Social Security Number: _____ (no hyphens; e.g., 123456789)
   *International students, see note at bottom.

   Date of Birth: _____ format: MM/DD/YYYY
   (2 digits for month, 2 for day, 4 for year)

   Zip Code: _____ (5 digits; i.e. 12345)**International students: leave blank.

   [Look Up My Username]

   *International Students: The office of Admissions has assigned you a 9-digit code to be used in place of the SSN. You should have received both of these identification numbers in your welcome packet. International Students should leave the ZIP code field blank.

   b. Your randomly generated, temporary password

   Look Up Your Molloy Password

   Use this form to retrieve your Molloy password. Enter the information exactly as it appears on your Molloy records.

   Username: _____
   Look up your username

   Date of Birth: _____ format: MM/DD/YYYY
   (2 digits for month, 2 for day, 4 for year)

   Last 4 Digits of Social Security Number: _____ *International students, see note at bottom.

   Zip Code: _____ (5 digits; i.e. 12345)**International students: leave blank.

   [Look Up My Password]

   *International Students: The office of Admissions has assigned you a 9-digit code to be used in place of the SSN. You should have received both of these identification numbers in your welcome packet. International Students should leave the ZIP code field blank.

   [Back]

3. After retrieving your temporary password, register for Self-Service password maintenance and change your password.
4. **Only after you have retrieved your account information and reset you password, will you be able to use the self-service site to manage your password.**

How to Register for Self-Service Password Maintenance

1. Click here: https://selfservice.molloy.edu
2. After logging in using your full email address (username@lions.molloy.edu) and temporary password, enroll in the Self-Service Password Maintenance, using the "Click Here" link in the Welcome Box.

3. Choose two (2) security questions and provide the answers. Click "Enroll."
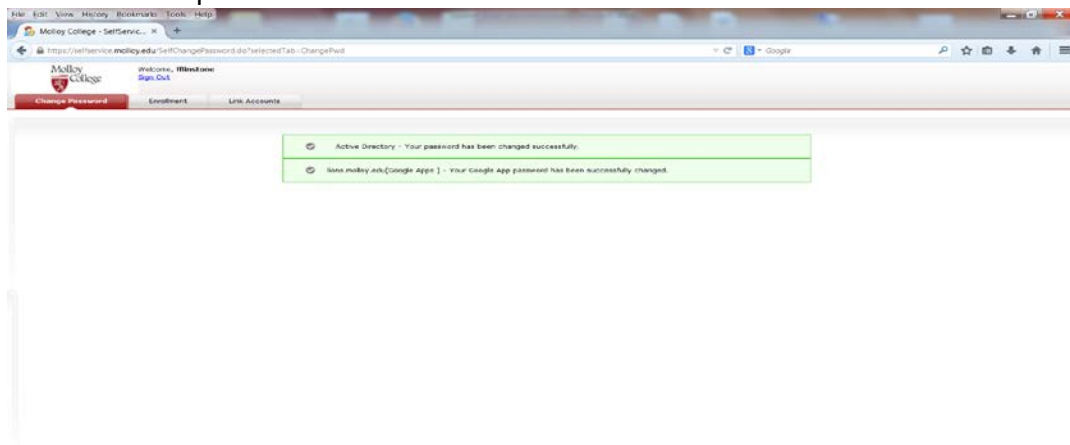
4. You will receive a message verifying that your account is enrolled.
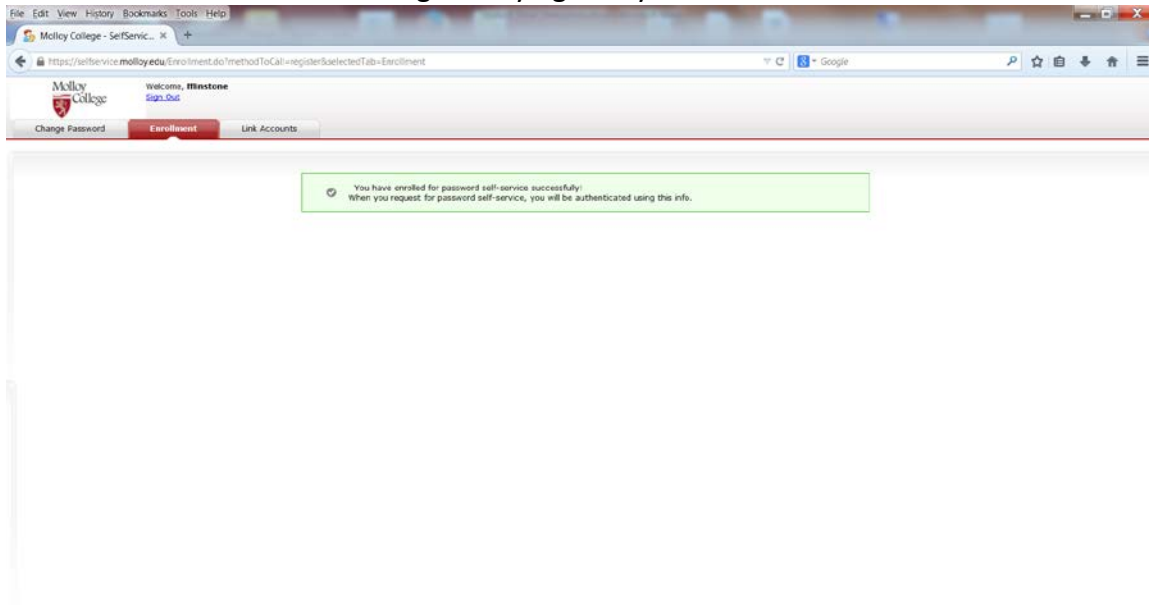
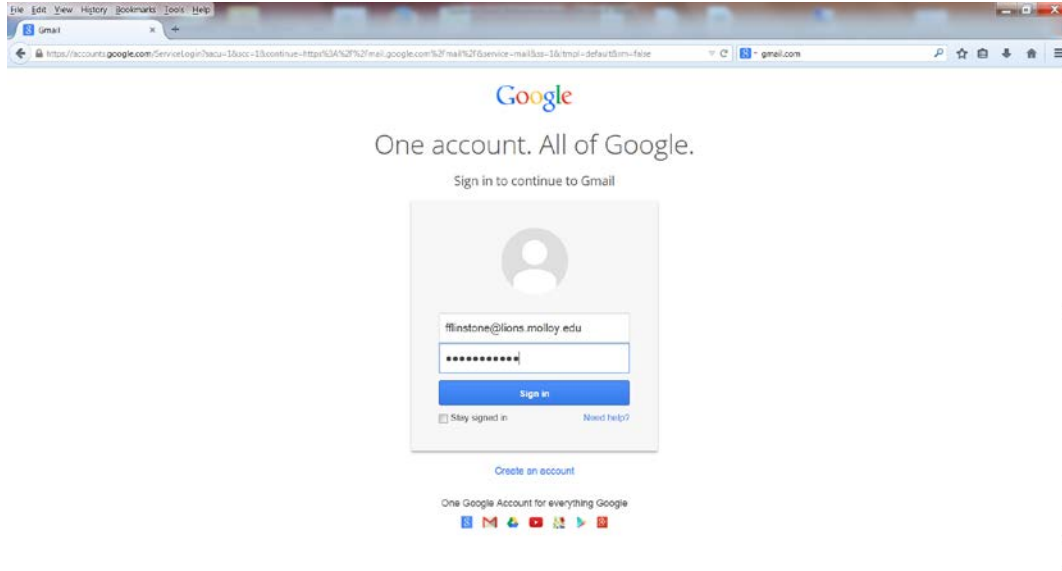5. Click the "Change Password" tab and change your password.
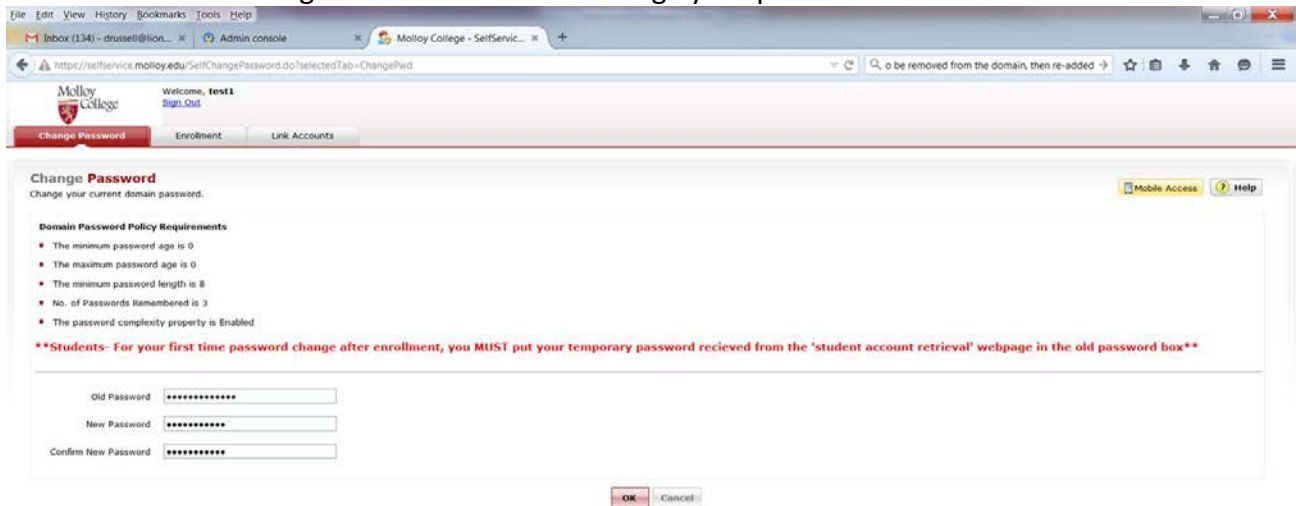
6. You will receive a message confirming your password has been changed. Click "Sign Out" on the top left.

Student Email (Gmail for Students)

1. Navigate to the email landing page: http://mail.google.com

2. Enter your full email address. This is the username you retrieve by following the instructions above and adding "**@lions.molloy.edu**."
   a. Example: Username "fflintstone'" would access email using 'fflintstone@lions.molloy.edu.
3. Enter the password you selected after registering for self-service password maintenance.
4. *Note* On all public computers, uncheck the "stay signed in" box.
5. Click "sign in."
6. After logging in, you will be brought to the "Terms of Service" page. Click "Accept" to the terms of service .
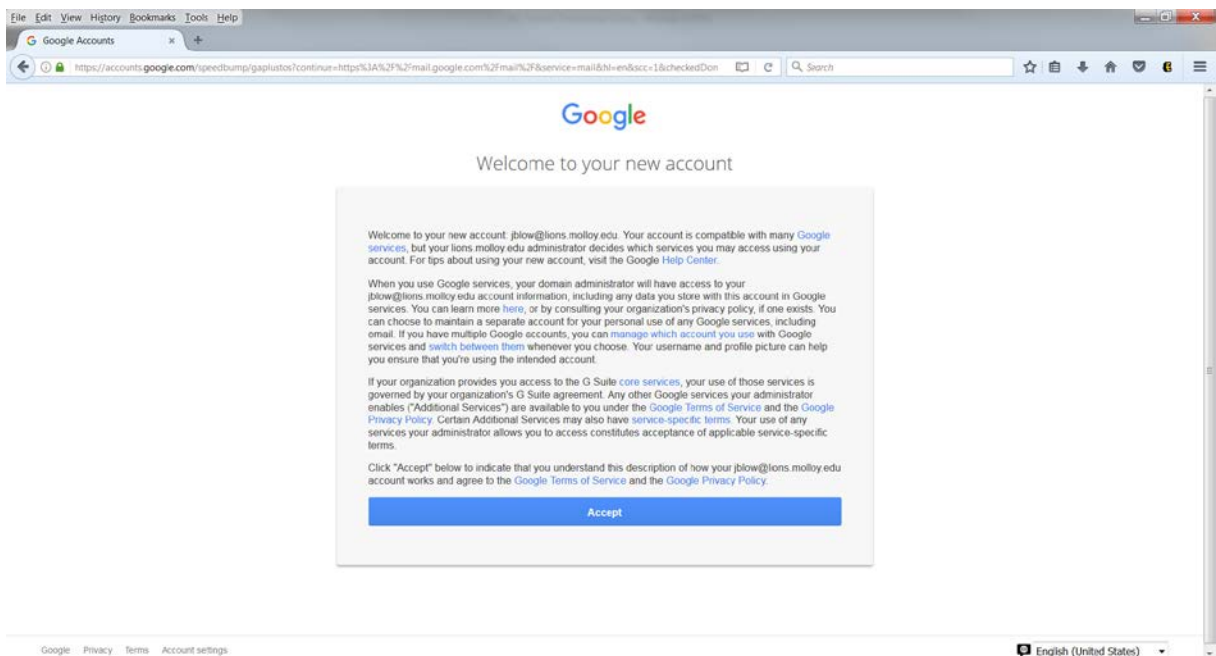
7. You may add a recovery phone number or email address or just click 'Done'.
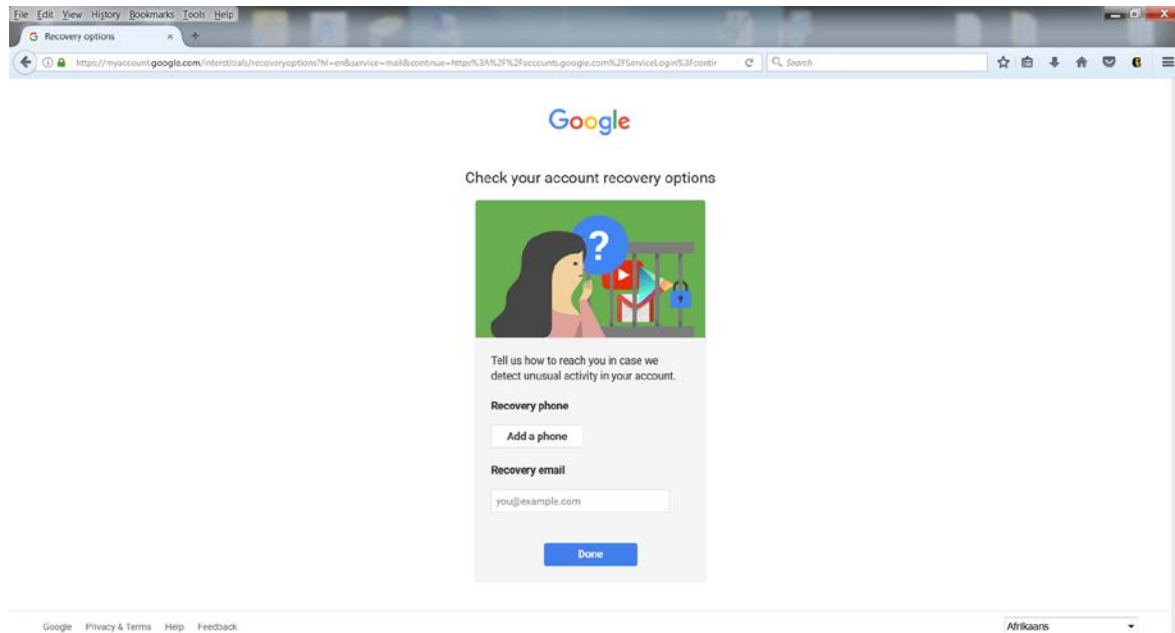
8. This will bring you to your mailbox. On the top right of the screen, click on the square to bring up the menu of Apps offered by Google.
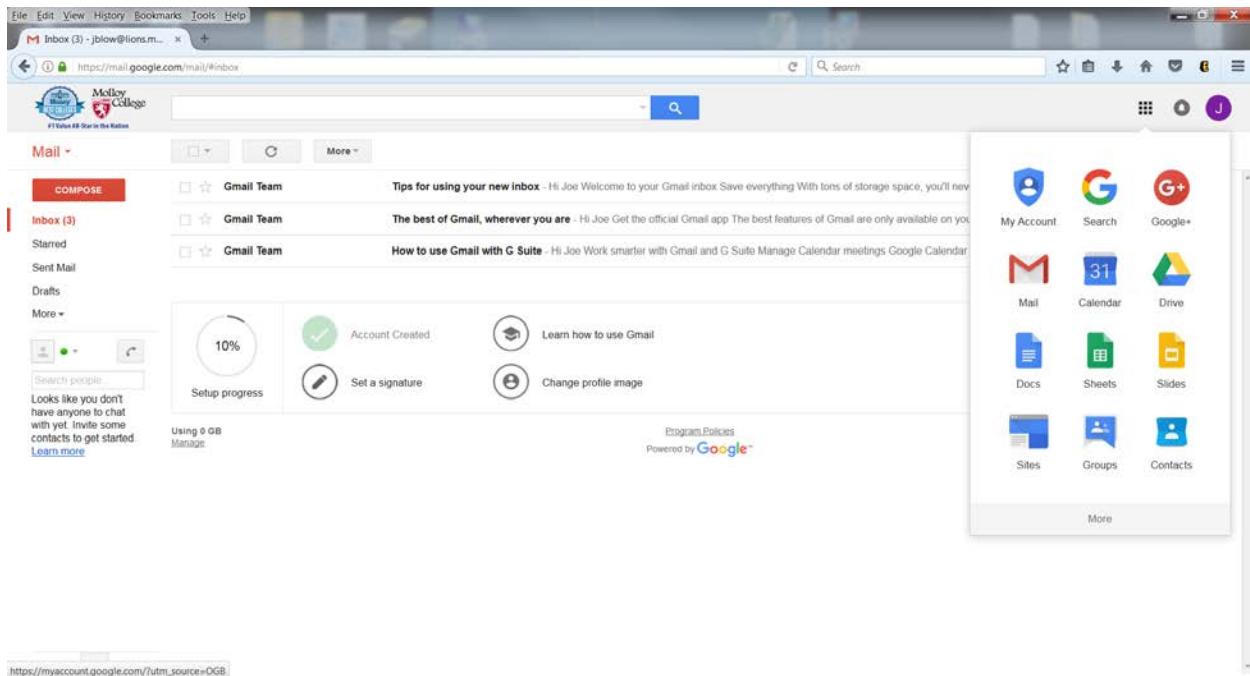
9. ** You **MUST** sign out when using a public computer or the next person using that computer may be brought to your email. Remember to click on your email address in the upper right corner to sign out.**
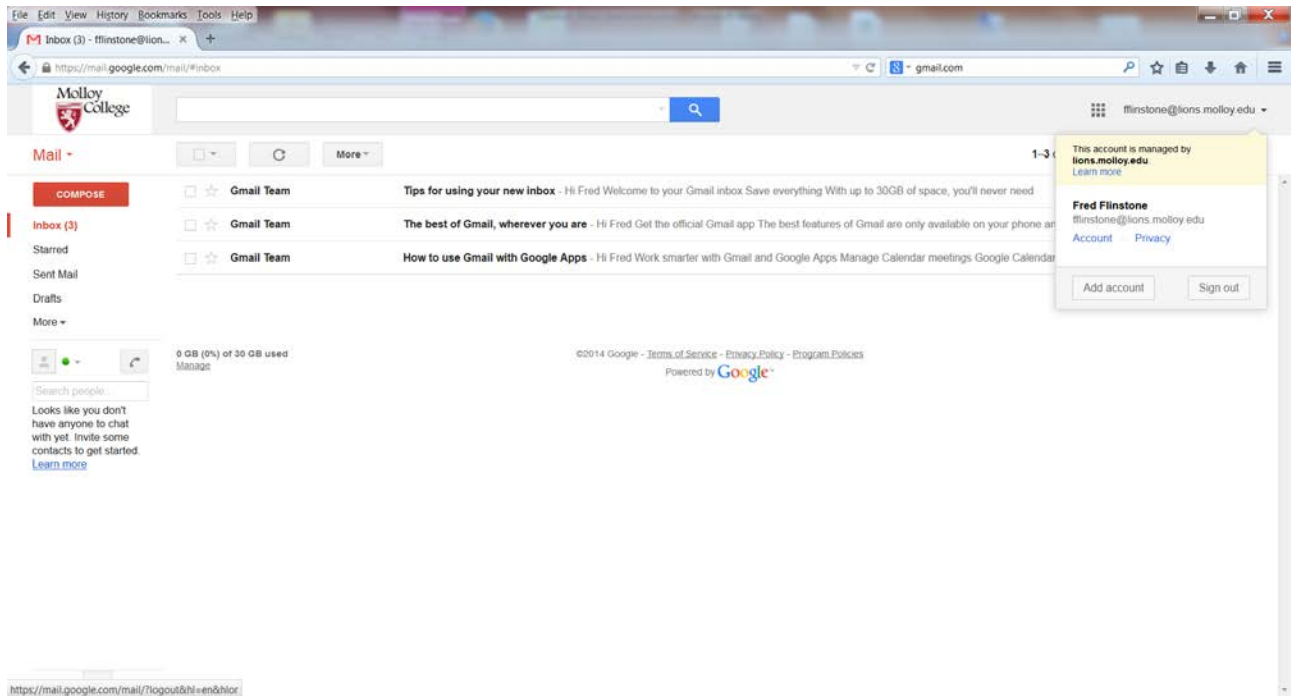
10. Please use the extensive online help Google offers for any issues concerning Google applications and features, including email set up for mobile devices.

Molloy College employees DO NOT use Molloy Gmail, so their email addresseses are different than students. Employee email addresses end in @molloy.edu and will NOT be in the Gmail contact list. Please be aware of this when sending an email message to a Molloy employee!