Student Technology Guide

Welcome to Molloy University! Please take a few minutes to read this document and 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 our Information Technology Services. The links below are all located on the <u>Molloy Portal</u> for easy access.

Helpdesk and Information Commons staff

The Helpdesk and Information Commons Staff are available to assist with technology issues. Visit our website for more information on <u>office hours and technology resources</u>.

Helpdesk E-Mail: helpdesk@molloy.edu

Helpdesk Phone: 516.323.4800

Information Commons E-Mail: infocommons@molloy.edu

Information Commons Phone: 516.323.4817

Setting up your Molloy University account

Account Retrieval

New Students must retrieve their account information before registering for Self-Service Password Management.

Below, please review the instructions for retrieving your account information.

Self-Service Password Management

All users must register for password Self-Service to maintain their password for IT services. If you need to change your password or have forgotten your password, the <u>Self-Service system</u> is **the only way** to manage your account.

Below, please review the instructions for enrolling in Self-Service Password Management.

Technology Resources and Systems

Once you have enrolled in the Self-Service Password Management system, you will be able to access each of the following Molloy University technology resources with your username and password.

Canvas

Learning management system for all Molloy University courses. Here is the <u>log-in page for</u> <u>Canvas at Molloy</u>.

Gmail for Students

All <u>student e-mail accounts are provisioned through Google</u>. This is a fully functioning Google account, complete with all its applications.

Below, please review the instructions for logging into GMail and configuring 2-step verification.

LionsDen

The <u>LionsDen page</u> is used to retrieve information about classes, course schedules, financial information, bill payment, financial aid, and course registration.

Office 365

Access to <u>Microsoft 365 applications</u> including Excel, PowerPoint, and Word. Outlook E-Mail is not available to Students.

Below, please review the instructions for logging into Microsoft 365.

Student Use Computers and Printers

Student use computers and printers are located across campus. Visit our website for more information on <u>student use computers and printers</u>.

Below, please review the instructions for performing card association for student printers.

Technology Requirements for Online and Hybrid Courses

Molloy IT has a comprehensive list of recommended minimum requirements for "frustration free" computing, particularly for students enrolled in Online and Hybrid courses. Visit our website for more information on <u>student printing</u>.

Below, please review the recommended minimum requirements.

Wi-Fi

Wi-Fi is available at all Molloy University locations.

Network Name:	MolloyWiFi
Password:	MolloyLions2024

If you experience a problem with Wi-Fi at any Molloy location, please let us know:

Other Information

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. Instructions for retrieving your username and password are as follows:

- 1. Navigate to: New Student Account Retrieval
- 2. Follow the on-screen steps to retrieve:
 - a. Your Molloy username

o look up your userna	me, enter the following i	nformation exactly as it appears on your Molloy records.
iocial Security Numbe		(no hyphens: e.g., 123456789) Is, see note at bottom.
Date of Birtl	h: (2 digits for month, 2 fi	format: MM/DD/YYYY or day, 4 for year)
Zip Cod	e: blank.	(5 digits; i.e. 12345)**International students: leave

b. Your randomly generated, temporary password

Look Up Your Molloy Password

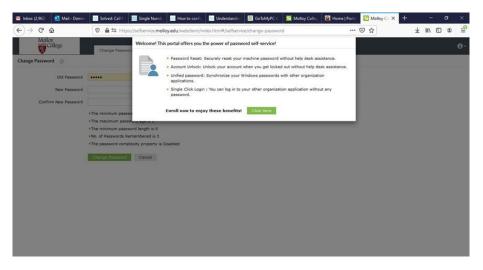
Use this form to retrieve your Molloy password. Enter the information exactly as it appears on your Molloy records.

Username:	ook 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
	ce of Admissions has assigned you a 9-digit code to be used in place of the SSN. You should have received both of rour welcome packet. International Students should leave the ZIP code field blank.

- 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 your password, will you be able to use the self-service site to manage your password.

Register for Self-Service Password Management

- 1. Access the <u>Self-Service system</u>.
- 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 "Next".

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			Hide An	swer(s)									
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							Step 1	of 1 Next					

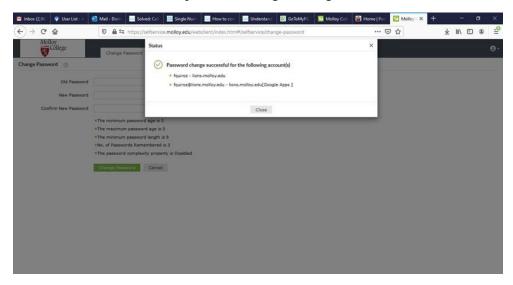
4. You will receive a message verifying that your account is enrolled.

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5. Click the "Change Password" tab and change your password.

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Change Password											
Old Password	•••••										
New Password											
Confirm New Password	••••••	1									
	The minimum password age is 0 The minimum password age is 0 The minimum password length is 8 The password Remember is 3 The password complexity property is D Change Assaward Cancel	sabled									

6. You should receive 2 successful password change messages.



7. Click "Close" then at top right, click the button and "Sign Out".



GMail for Students

- 1. Navigate to the <u>e-mail landing page</u>.
- 2. Enter your full e-mail address. This is the username you retrieved by <u>following the</u> <u>instructions above</u> and adding "@lions.molloy.edu". Click "Next".

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	Sign in
to	continue to Gmail
Email or phone	
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Forgot email?	
	Line Quest made to size in privately
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Not your computer? Learn more	Use quest mode to sign in privately.
	Next
Learn more	

3. Enter the password you chose after <u>registering for self-service password management</u>. Click "Next".

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	come	
(teststudent@	lions.molloy.edu	~
Enter your password		
Show password		
Forgot password?		Next

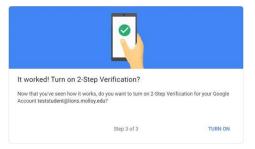
- 4. Click "Accept" on the agreement
- 5. You must configure 2-step verification to secure your account. Click "Enroll", then enter your password on the following screen.



6. Enter a number you would like to use. If you want to receive a code via text, enter your cell number. Google will text a number to your cell, it starts with 'G-', then numbers. Only put in the numbers.

Let's set up your phone	e	
What phone number do you w	ant to use?	
11 ×		
Google will only use this number for	account security.	
Don't use a Google Voice number. Message and data rates may apply.		
How do you want to get code	s?	
Text message O Pho	ne call	
Show more options		
	R	
Confirm that it works		
Confirm that it works Google just sent a text message	with a verification code to (\$16)	-
Confirm that it works	with a verification code to (516)	-
Confirm that it works Google just sent a text message Enter the code	with a verification code to (516)	-

7. Click "Next", then you must click "Turn On" to finish.



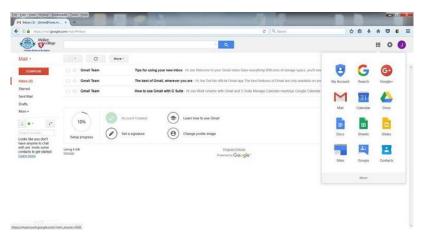
8. 2-Step is now set up. Click the top right dots, then "Gmail".

Add more second steps to verify it's you

Set up additional backup steps so you can sign in even if your other options aren't available

Account	Gmail	Driv
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Forms	Currents	Site
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9. 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.



10. 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 initial in the upper right corner to sign out.

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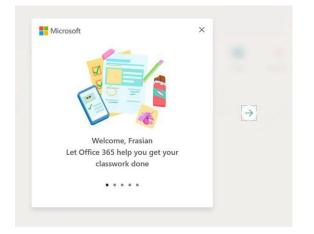
- 11. Please use the extensive online help Google offers for any issues concerning Google applications and features, including e-mail set up for mobile devices.
- 12. Molloy University employees **DO NOT** use GMail, so their email addresses are different than students. Employee email addresses end in @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!

Microsoft 365 for Students

1. Navigate to <u>the Microsoft Office log-in page</u>. Sign in by entering your full e-mail address, click "Next", then enter your password.

Microsoft	Microsoft
Sign in	teststudent@lions.molloy.edu
Email, phone, or Skype	Enter password
No account? Create one!	
Can't access your account? Sign-in options	Forgot my password
Sign in options	Sign in with another account
Back Next	

2. Click "X" to close the window or the right arrow to advance through the slides.



3. Click on the application you would like to use on the left. You may also install Office on your own device by clicking the "Install Office" button on the top right.

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	Good afternoon, Stu				Install Office ~
	All My recent Shared Favorites			Type to filter list	
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Technology Requirements for Online and Hybrid Courses

Molloy IT recommends the following minimum requirements for "frustration free" computing, particularly for students enrolled in Online and Hybrid courses.

Students are strongly encouraged to download, install, and test computer and browser requirements prior to the beginning of classes.

Technology issue	Specifications		
Operating System:	Windows 10 (Home, Pro, Education) - *Windows S-type is not		
	recommended*		
	Mac OS 10.11 (El Capitan) or higher		
	Chrome OS (ChromeBooks) – Chrome 58 or higher		
Processor:	Intel i3 or equivalent; 2GHz or higher		
Memory:	2 GB of RAM or higher		
Hard Drive Space:	2 GB free disk space		
Browser:	Google Chrome is the preferred browser		
Cookies and JavaScript:	Must be enabled. Pop-up blockers should be configured to permit		
	new windows from Molloy web sites.		
Plug-ins:	Many instructors post PDF versions of course materials in Canvas.		
	Download Acrobat Reader.		
Internet Connection:	Broadband (cable or FiOS) connection required. At least 2 Mbps		
	download speed and 2 Mbps upload is required. <u>Test your internet</u>		
	speed.		
Sound Card/Speakers:	Required (a headset with microphone recommended - see below)		
Monitor/Video Card:	Laptop screen or computer monitor; Capable of at least 1024 X 768		
	resolution, 1,000:1 contrast ratio		
Webcam and	Built-in or external webcam and microphone required for courses		
Microphone:	that have proctored exams or online testing requirements. Also		
	required in order to participate in videoconferencing meetings.		

Student Printing Card Association Instructions

1. To use the machine, you must first swipe your student ID card on the card reader (with the magnetic strip facing up and closest to the machine) and wait for a beep.



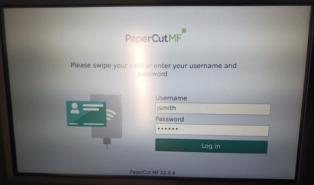
2. After swiping your card, the screen below will be displayed – to associate your card simply enter your LIONS username and password. This is a one-time process which will associate the card to your LIONS account.

Copier (Classic)	Scanner (Classic)	PaperCut MF	<u>5</u> .			2	C
PaperCutMF							
	Associa	te your card wit	h a user accou details.	int by entering y	our login		
		Username			-		
		Password			_		
		A	ssociate ca	ard			
PaperCut MF 3.1.0							Admin
Check Status	5	∽	谷		8	💿 S	top

3. Once associated the screen below will appear which confirms your card is now ready for use.



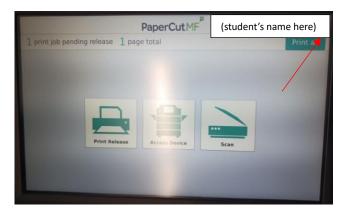
4. After association, please either swipe your card or log-in manually again as seen in the example below.



5. On the next screen, you now have the option of printing all your jobs or clicking 'Print Release' to print select ones.

PaperCut	(student's name here)
1 print job pending release 1 page total	Print all
Print Release Access Device	Scan
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6. When finished, you will be signed out automatically after a few seconds or you can click the sign-out icon in the top right corner.



Questions?

Please visit IT staff at the Information Commons (Public Square, 2nd floor) or contact us:

- Phone: 516.323.4817
- E-Mail: <u>infocommons@molloy.edu</u>