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 Molloy Portal 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 office hours and technology resources.

Helpdesk E-Mail: helpdesk@molloy.edu

Helpdesk Phone: 516.323.4800

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 Self-Service system 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 log-in page for Canvas at Molloy.

Gmail for Students

All student e-mail accounts are provisioned through Google. 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 LionsDen page is used to retrieve information about classes, course schedules, financial information, bill payment, financial aid, and course registration.

Office 365
Access to Microsoft 365 applications 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 student use computers and printers.

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 student printing.

Below, please review the recommended minimum requirements.

Wi-Fi
Wi-Fi is available at all Molloy University locations.

Network Name:	MolloyWiFi
Password:	MolloyLions2026

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:

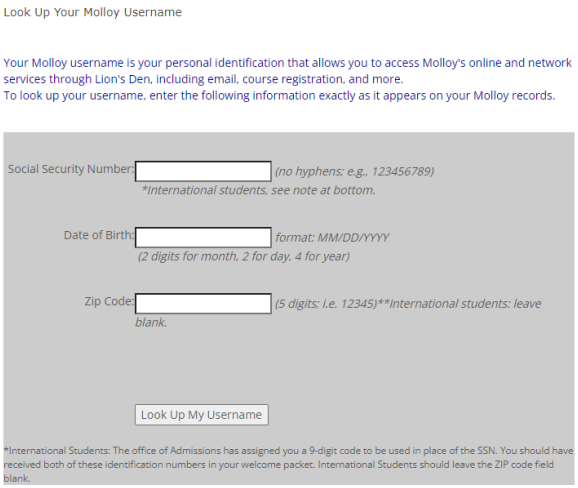
- Social Security number
- Date of Birth
- Zip code

When you are ready, proceed to Account Retrieval!

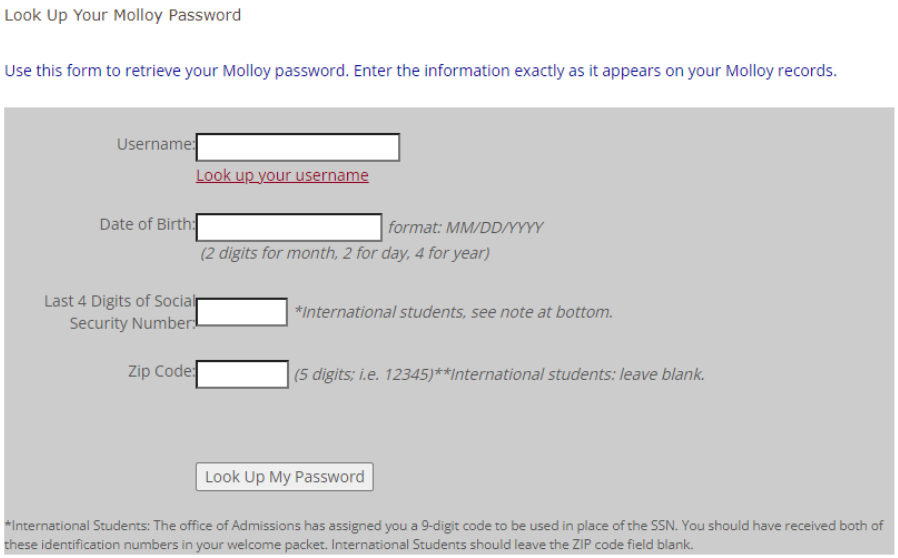
Account Retrieval
All new students must retrieve their own account information. Due to FERPA compliance rules, Molloy cannot provide this information to anyone but our students. Molloy employees do not have access to give out your password. Instructions for retrieving your username and password are as follows:

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

a. Your Molloy username



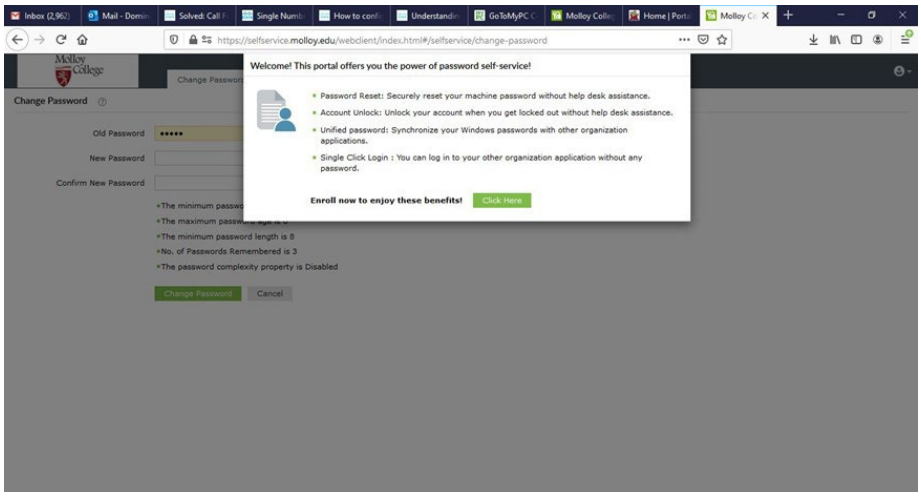
b. Your randomly generated, temporary password



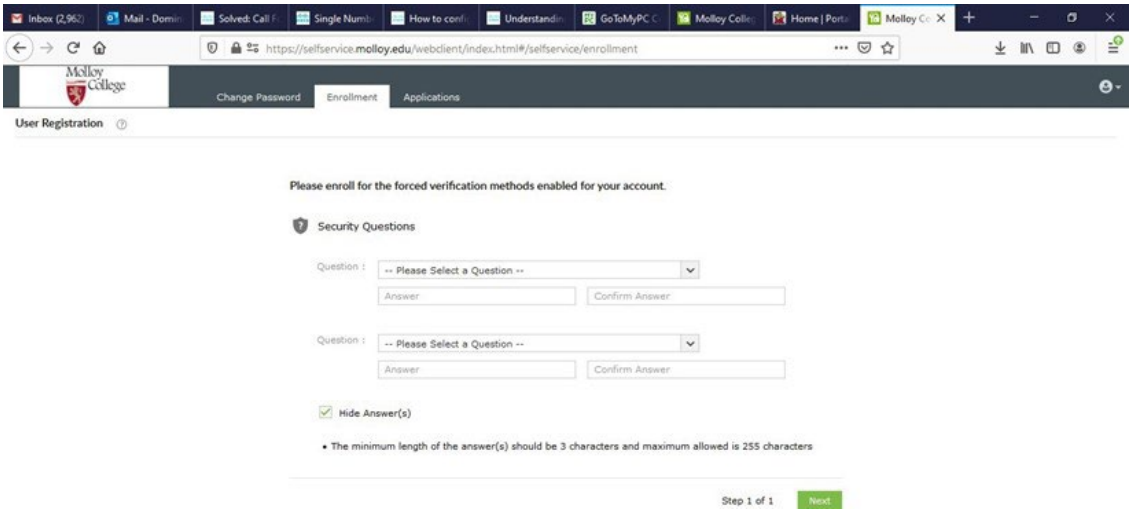
3. After retrieving your temporary password, register for Self-Service password maintenance and change your password.
4. *Only after you have retrieved your account information and reset your password, will you be able to use the self-service site to manage your password.*

Register for Self-Service Password Management

1. Access the Self-Service system.
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.

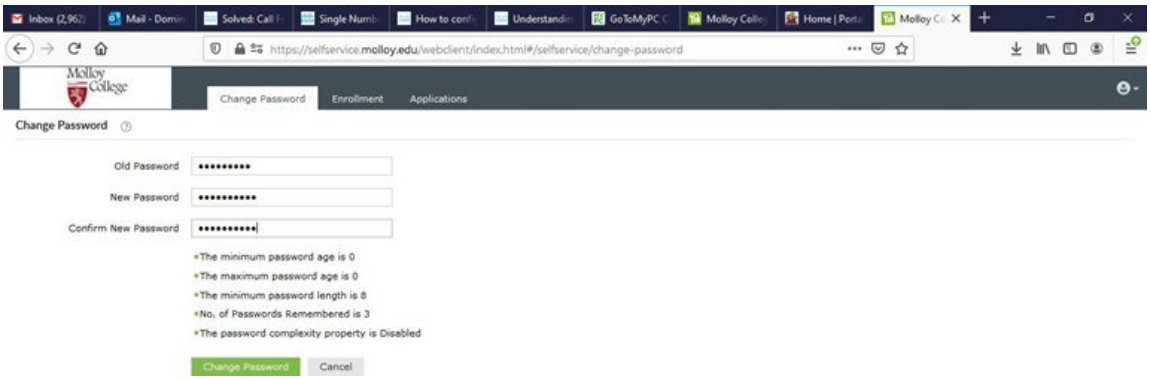


3. Choose two (2) security questions and provide the answers. Click “Next”.

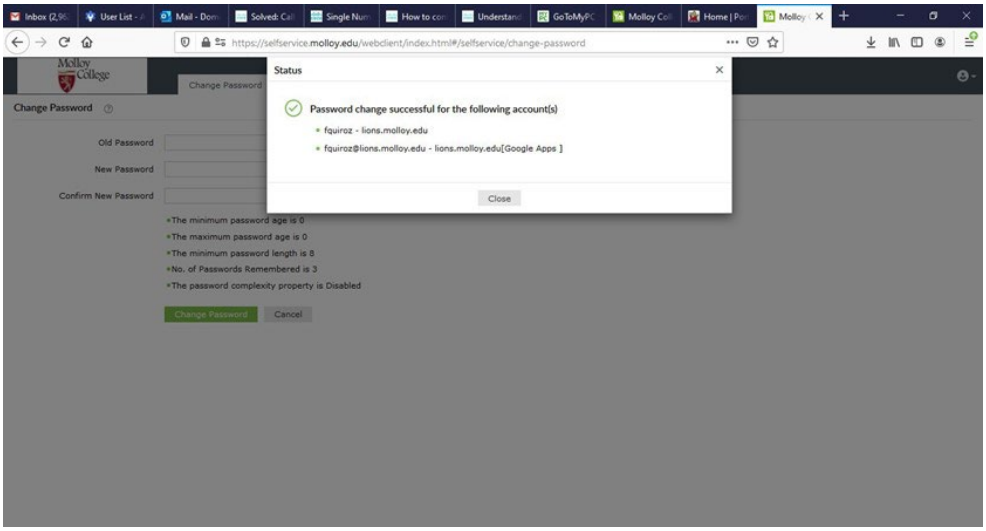


4. You will receive a message verifying that your account is enrolled.

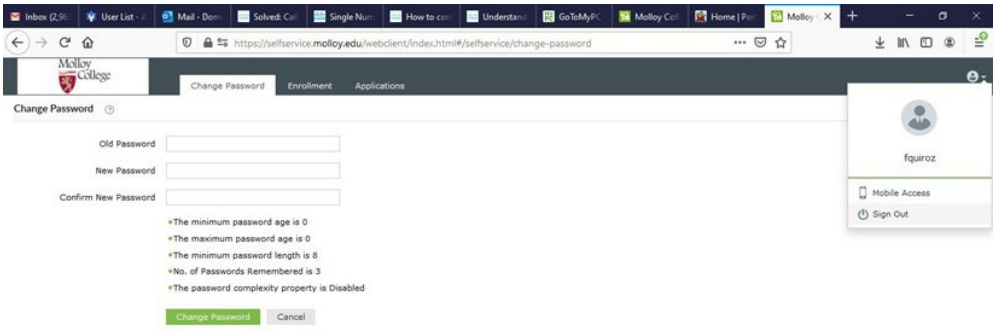
5. Click the "Change Password" tab and change your password.



6. You should receive 2 successful password change messages.

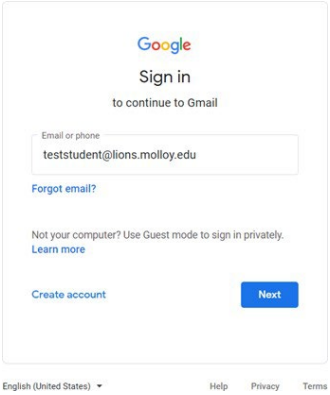


7. Click “Close” then at top right, click the button and “Sign Out”.

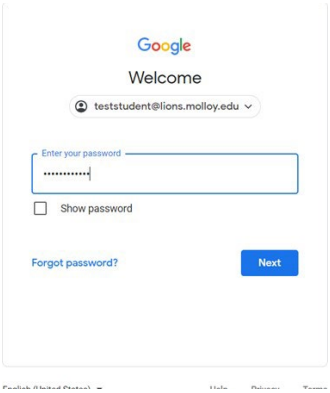


GMail for Students

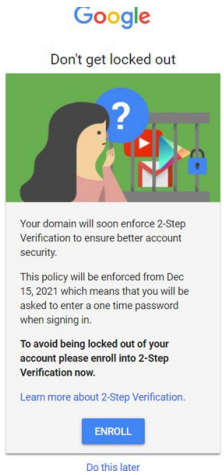
1. Navigate to the e-mail landing page.
2. Enter your full e-mail address. This is the username you retrieved by following the instructions above and adding "@lions.molloy.edu". Click "Next".



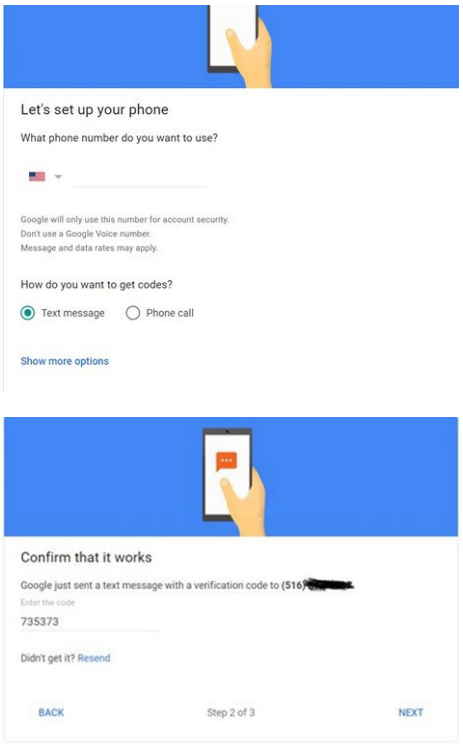
3. Enter the password you chose after registering for self-service password management. Click "Next".



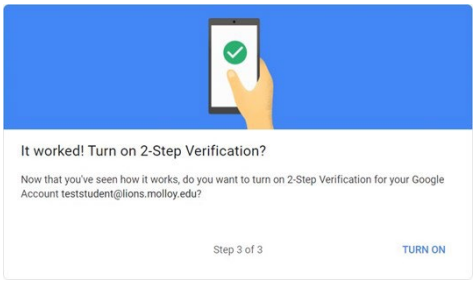
4. Click "Accept" on the agreement
5. **You must configure 2-step verification to secure your account. Click "Enroll", then enter your password on the following screen.**



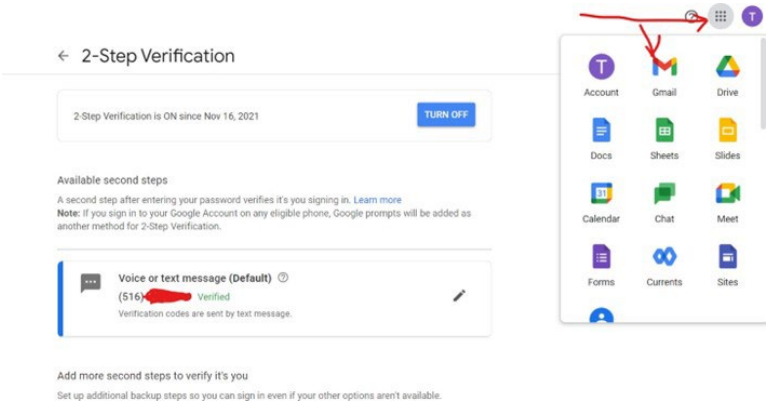
6. Enter a number you would like to use. If you want to receive a code via text, enter your cell number. Google will text a number to your cell, it starts with 'G-', then numbers. Only put in the numbers.



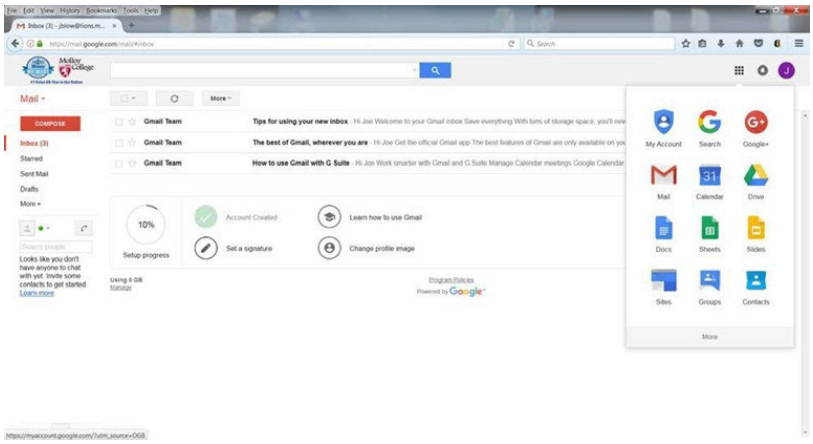
7. Click “Next”, then you must click “Turn On” to finish.



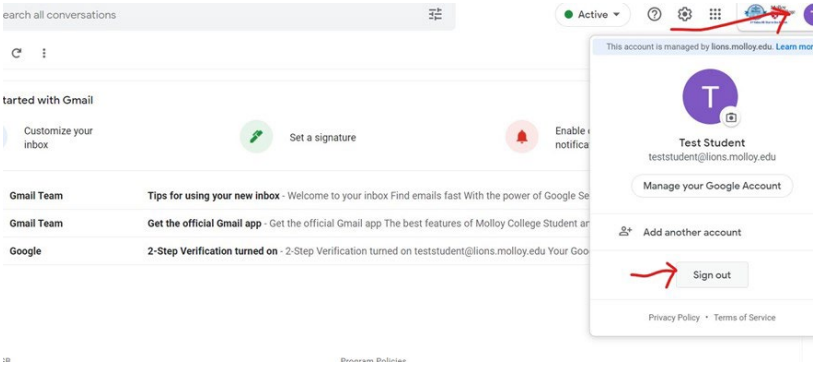
8. 2-Step is now set up. Click the top right dots, then “Gmail”.



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.



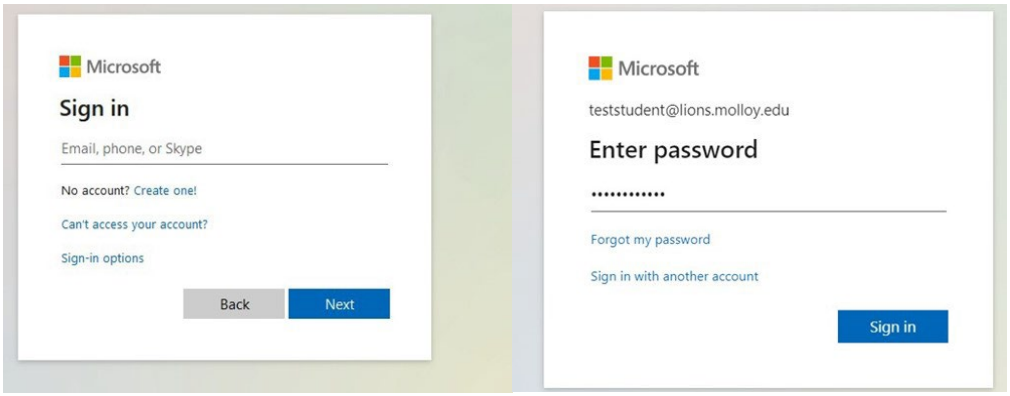
10. You **MUST** sign out when using a public computer or the next person using that computer may be brought to your email. Remember to click on your initial in the upper right corner to sign out.



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!*

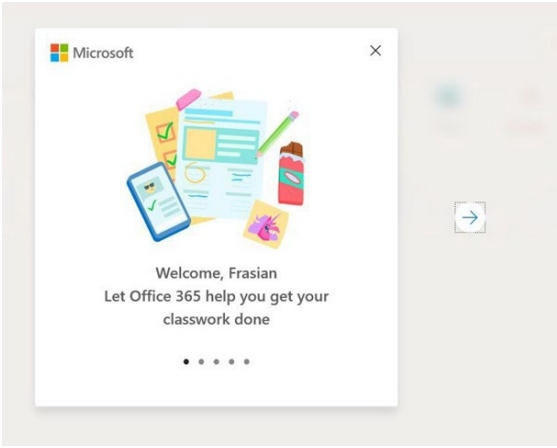
Microsoft 365 for Students

1. Navigate to the Microsoft Office log-in page. Sign in by entering your full e-mail address, click “Next”, then enter your password.

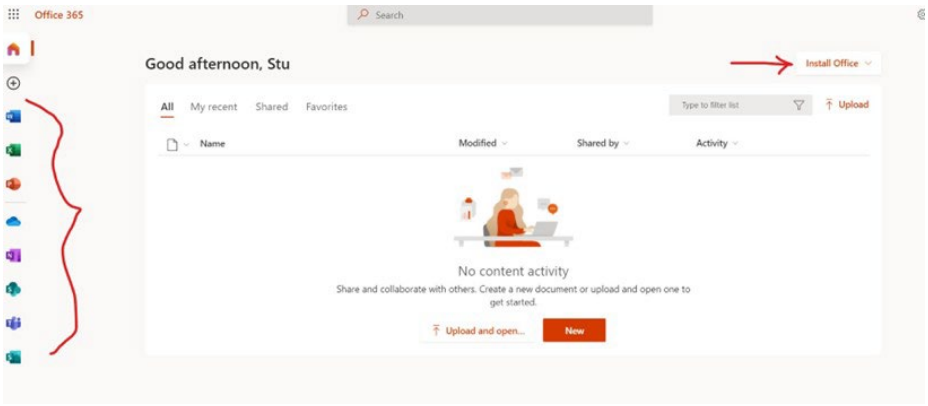


2. After sign-in, you will be required to set up Multi-Factor Authentication (MFA) for your MS365 account. MFA will be necessary for login to MS365, Canvas, Lions Den, and any other APP that uses MS365 authentication. Click here for further instructions.

3. Click “X” to close the window or the right arrow to advance through the slides.



4. 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.



Technology Requirements for Online and Hybrid Courses

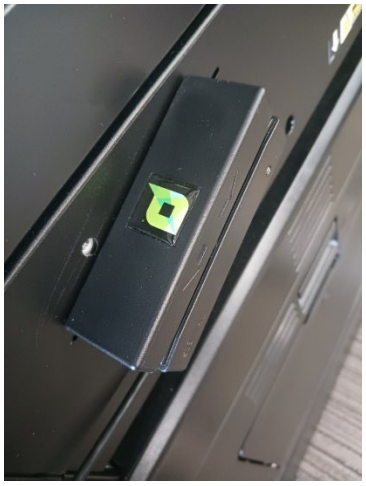
Molloy IT recommends the following minimum requirements for "frustration free" computing, particularly for students enrolled in Online and Hybrid courses.

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

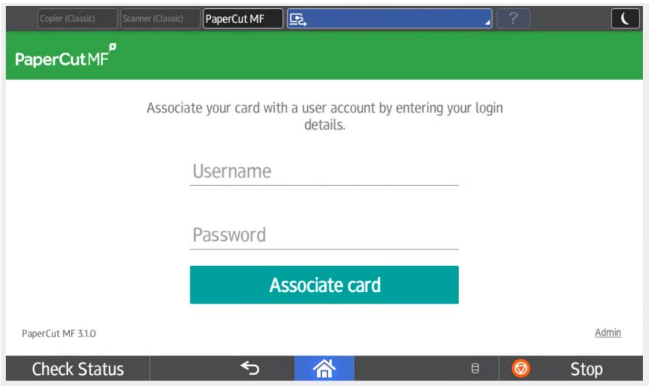
Technology issue	**Specifications**
Operating System:	Windows 11 (Home, Pro, Education) - **Windows S-type is not recommended** Mac OS 10.11 (El Capitan) or higher Chrome OS (ChromeBooks) – Chrome 58 or higher
Processor:	Intel i3 or equivalent; 2GHz or higher
Memory:	2 GB of RAM or higher
Hard Drive 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. Test your internet 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 Microphone:	Built-in or external webcam and microphone required for courses that have proctored exams or online testing requirements. Also required in order to participate in videoconferencing meetings.

Student Printing Card Association Instructions

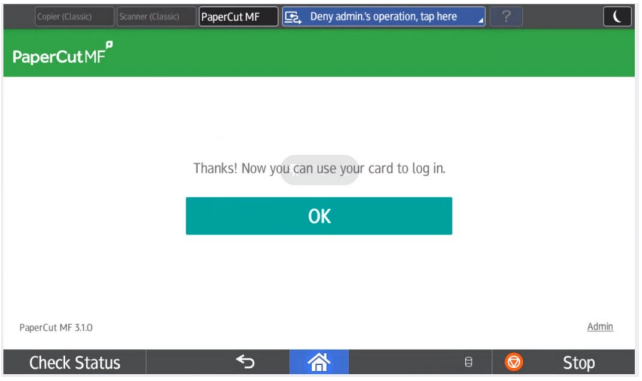
1. To use the machine, you must first swipe your student ID card on the card reader (with the magnetic strip facing up and closest to the machine) and wait for a beep.



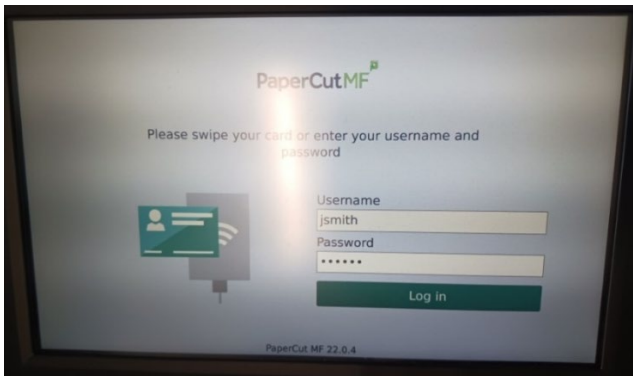
2. After swiping your card, the screen below will be displayed – to associate your card simply enter your LIONS username and password. This is a one-time process which will associate the card to your LIONS account.



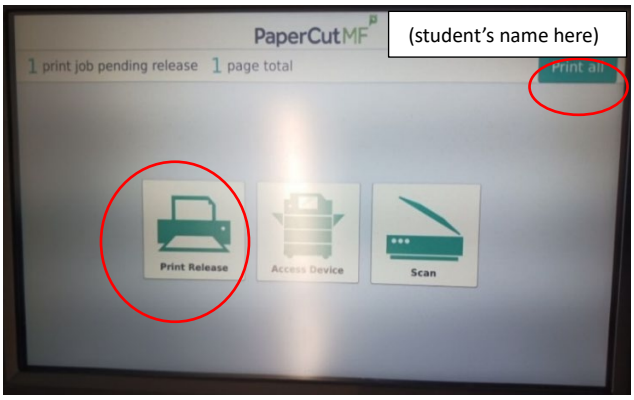
3. Once associated the screen below will appear which confirms your card is now ready for use.



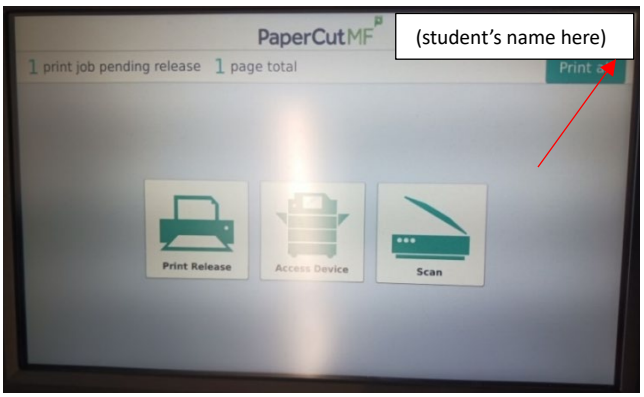
4. After association, please either swipe your card or log-in manually again as seen in the example below.



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



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 in the lower level of Kellenberg Hall, Room K022 or contact us:

- Phone: 516.323.4817
- E-Mail: helpdesk@molloy.edu