Office of Information Technology
Lewis 001 – Technology Center
(708) 524-6888 HelpDesk
(708) 488-5111 fax
helpme@dom.edu

During the academic terms, the HelpDesk is staffed:
8 am to 7 pm, Monday – Thursday
8 am to 5 pm Friday
8 am to 12 pm Saturday

http://duit.dom.edu
Click on Resources, Information Technology

Campus News and Emergency Closings:  www.dom.edu/campusnews
For weather related closings, posted by 7 am for daytime classes and 5 pm for evening classes.
Campus news (www.dom.edu/campusnews) keeps you up to date with what’s happening on campus. Check it daily!

Quick info:

**Your network user name:**  
Is the first 4 letters of last name, followed by first 4 of your first name  
Logs you on to computers on campus and email  
Logs you on to myDU and Canvas LMS  
Allows access to library databases from off campus  
Allows access to your N and I drives from off campus  
Is used on campus at printers to release print jobs

**Password Management:**  
Your network password should be created for the first time, or reset, by visiting [https://mypassword.dom.edu](https://mypassword.dom.edu) and following the steps. You will need your ID number, your birth date and last 6 digits of SSN. Your password must meet the requirements listed on the password management site.

**Your e-mail address:**  
E-mails are formed by your username and “@my.dom.edu”.

**To check your e-mail:**  
Go to [www.dom.edu/campusnews](http://www.dom.edu/campusnews) along the top you will click on email and choose student email.

**Your student ID number:**  
The last 4-7 digits after any repeating zeros on your student ID card or the ID number on paperwork from Dominican University such as your acceptance letter.

**myDU:**  
Go to [www.dom.edu/mydu](http://www.dom.edu/mydu) where you use your network username and password to log in. For student services, registration, bill payment, etc., click on the STUDENTS tab.
Emergency Notifications

Dominican University provides an Emergency Notification system that will send you a text to a cell phone number that you designate. In myDU, www.dom.edu/mydu, log in with your network username and password. On the front page of myDU, click on the Emergency Notification link.

Provide your cell phone number and if you wish to NOT receive Emergency text notifications, you may select the option to OPT OUT of texts.

The intent of this system is to send you a text when an Emergency exists on our campus. You cannot opt out of getting messages to your Dominican email, but you can choose to get email messages and texts to other email address and phone numbers. To check the status of an emergency, you can always visit the link at: www.dom.edu/alert
Set your my.dom.edu email time zone

When you first set up your email be sure to set your time zone. This will ensure that calendar items and daylight saving time updates will show up correctly.

To select your time zone, for example, local Chicago, River Forest time select UTC – Central Time, (US & Canada). Be sure to select the correct time for your actual local area. The default is UTC – Monrovia, Reykjavik, do not leave it at the default unless that is your actual location.

To check your time zone, or reset it

Outlook / Office 365

1. Sign in to Outlook Web App, click Settings (）， and then click Options.
2. In the left navigation pane, click Settings, and then click Regional.
3. In the Current time zone box, click the arrow, and then click the correct time zone setting.
   a) For example, for local Chicago, River Forest time select UTC – Central Time, (US & Canada).
4. Click Save.

Source [http://support.microsoft.com/kb/2298834](http://support.microsoft.com/kb/2298834)
E-mail for Dominican University Students

E-mail is an official form of university communication. Staff, faculty, and students are expected to check their official e-mail address on a frequent and consistent basis in order to stay current with University communications. All student records are corrected so that their DU e-mail is the e-mail first used by all university systems.

Student e-mails are formed by username and “@my.dom.edu”. Our student e-mail system is hosted by Microsoft and can be accessed from www.dom.edu/campusnews. On the toolbar, click, Email and then Student Email – it will take you directly to link, which is http://myemail.dom.edu. Your username is your complete e-mail address. The size limit of this e-mail account is 50 Gigabytes and the account can be a lifetime account, as it will not be deleted when you graduate.

Password Management

At DU we offer a password manager site that will allow you to change your password at any time, without a need to call the HelpDesk. To do this, go to: https://mypassword.dom.edu.

You will need your ID number, your birth date and last 6 digits of SSN to update your network password. Your updated password must meet the requirements listed below.

**Password Length**

- Minimum password length is eight characters
- Maximum password length is sixteen characters
- Your password cannot contain the user’s entire account name or entire full name.

**Password complexity** needs to contain characters from three of the following four categories:

- English uppercase characters (A through Z)
- English lowercase characters (a through z)
- Base 10 digits (0 through 9)
- Non-alphabetic characters (for example, !, $, #, %)
Using computers on Campus

All labs and classrooms are connected to the DU network. Use your username and password to log on. Make sure the computer’s domain is set to “Dom”. Do not save to the local machine (C: drive), but to your network drive (N: drive) or other online storage. You can also use USB drives on campus. If, for some reason, you misplace your USB drive, check in the Office of Safety & Security (Campus Operations).

You will not have administrative rights to install software or other items on public computers. Please see IT if you need direction getting to some special software as it may be in a specific lab.

Make sure you always log out of a public computer after usage.

Storage space

All students are granted storage space in which to keep class work and other personal files. NO FILES SHOULD BE SAVED TO ANY COMPUTERS ON CAMPUS, in any lab or classroom. You have three options to save files: your network drive (N: drive), OneDrive space, or a USB pen/flash drive is also usable.

Your N: drive is 100 MB of allocated space for each student which is accessible via your username and password. When you are on campus and logged into a campus machine with your username, click on My Computer, and then your N: drive. You will see that your user name is attached to your N: drive. **Save files there.** Be confident that they are backed up regularly by the DU network backup process.

You can access these files from off campus as well, which is explained on your myDU website > under resources > Information Technology > Forms and Information > Under Information

OneDrive: 25 Gigabytes worth of personal storage. Your OneDrive can be accessed by clicking on “OneDrive” in the upper right corner of your mailbox. You can add your OneDrive to your personal Windows computer via the OneDrive client located at [http://duit.dom.edu/student-email](http://duit.dom.edu/student-email).
Printing

All public labs and computers have high speed printers in them for black and white printing. Dominican University uses a print management system, Pharos, in which all students receive a $100 Green Bucks credit for printing per term (spring, winter, summer). Each $100 Green Bucks credit per term is a generic allowance provided towards printing and not real dollars capable of refund if unused.

If a student runs out of Green Bucks credit in a semester, they have the ability to purchase additional Green Bucks. The cost of black and white printing is $.10 per page single sided or $.08 per page double-sided. Color printing is $.25 per page single sided or $.20 per page double-sided. The color printer is currently located in Crown 302.

Instant access to Green Bucks can be done by using the Kiosk system located in the lower level of Crown Library. Cash payments are accepted by the Kiosk in $5.00 increments.

You can also purchase Green Bucks by cash, check, e-check, or credit card through student accounts in Lewis 119 or online at CASHNet. Transactions may take 72 hours to process.

This system is in place to promote responsible printing practices and reduce waste.

Printing Software

To print to a common area printer, printing software must be installed on the computer and must be installed from the campus network. This software for your personal laptops may be downloaded at http://duit.dom.edu.

How to Print

When printing to a common area printer, your print jobs are stored and you must go to a printer to release the print jobs. At the printer you will be required to enter your username and choose the print job you would like released.
### HOW TO PRINT
1. (At computer) SELECT FILE, then PRINT. Choose HP Printing.
2. (At computer) Choose additional options. Documents are printed double-sided by default. Change to single-sided if necessary.
3. (At computer) Wait for a pop-up window to confirm. Press YES to continue or NO to cancel.
4. Go to printer. Touch SIGN IN.
5. Type in username and password. Touch OK.
6. Select PRINT RELEASE – select items to be printed.
7. Touch PRINT – or touch DELETE to cancel.
8. Touch SIGN OUT when finished.

### HOW TO SCAN
1. Place the original on glass r in the document feeder.
2. Touch SIGN IN.
3. Type in username and password. Touch OK.
4. Touch EMAIL.
5. Enter email address.
6. Touch address.
7. Press OK.
8. Press START button.
9. Touch SIGN OUT when finished.

### HOW TO PHOTOCOPY
1. Place the original on glass or in document feeder.
2. SIGN IN.
3. Type in username and password. Touch OK.
4. Select # of copies.
5. Touch START COPY.
6. Touch SIGN OUT when finished.

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FOR PAPER JAMS AND TONER OUTAGES PLEASE CONTACT OFFICE SERVICES x6755
(LOWER LEVEL OF CROWN BUILDING)
myDU

This portal site ties everything that you need as a student together in one place. The myDU site is where you go to register, pay your bill, find out about your financial aid, check out student clubs and organizations, or look up how to contact your advisor or professor. Finally, the helpful links area provides useful links you use for school in one location. Use the Google search on the main myDU page as well. The Campusnews page is the default page on all University computers and provides a link to myDU, or can be accessed from any internet connection at:

www.dom.edu/mydu

Once you log in with your network username and password, you will see that the system recognizes you – it tells you, “Welcome back” and your name. You will also now have a STUDENT tab which will allow you to access the following: Add / Drop classes, view the course schedule, pay your student accounts bill, view your grades, do a GPA projection, view your financial aid, and see an unofficial transcript.

Another part of what myDU manages for you is your courses and groups. When you are logged in, go to the bottom left of the screen and you will see the following:

My Courses: Click on the “My Courses” link - you will find a list of hyperlinks for the current semester. If your instructor chooses, they can post course-related materials here. Courses appear here approximately 2 weeks before a term starts. If you do not see a course you are registered for, go to the Student Tab/All my courses, and select to see “future” or “past” courses.

My Groups: This is where any student groups or committees that you are a part of can post items related to group membership. Clicking on a hyperlink under this option brings you to their web presence on myDU.

My Pages: A setup wizard leads you to a page that is customizable by you. Customize this page with links you visit often, as well as a calendar, and other features. Be sure to take some time and set up this helpful area to keep your campus life organized!
Canvas

In the fall of 2013, we will have a new Learning management system called Canvas. Use your DU network username and password to login. Your DU username is everything before the “@” sign in your email address.

By Fall of 2014, all of your instructors will be using Canvas to deliver their course content.

To access Canvas from either on or off-campus, go to:  https://dominicanu.instructure.com/login

Help guides and how to information for Canvas are available at:  http://guides.instructure.com/

Mobile apps in both IOS and Android flavors:  http://www.instructure.com/features-higher-education/engage-students#mobile
Connecting to the DU network with your personal equipment

At Dominican University, we use a network authentication and validation security system, called SAFECONNECT. This system protects your computer by preventing infected computers from accessing our network and your computer. All access via our public places, whether wireless or a data jack will require the authentication. The client is a software download for your machine. Follow the steps below and see our IT site on myDU if you need more information.

1. Access the network (you will need a DU network username)
2. Download the agent
3. Undergo validation

**The software checks your machine to Identify:**

- Antivirus software is installed, valid and up to date. (DU offers free anti-virus to students)
- Automatic updates are enabled in windows
- Windows is up to date: service packs and critical updates.

To ensure a quick connection to DU’s network, make sure your antivirus and windows updates are completed, **before** you bring your computer to campus. If you cannot connect to the network, please call the IT Helpdesk to make an appointment for a technician to assist you. The staff of the Information Technology Department cannot work on personal computer equipment for any reason, other than to assist in getting your equipment attached to the network. We do have some references for both student and staff available at the helpdesk, for paid assistance outside of working hours.

**Anti-virus Software**

We do provide Symantec Anti-virus software to all staff, faculty, and students, free of charge. To download, you must authenticate to network with DU username/password at: updates.dom.edu

**Library Resources and EZProxy**

Off campus or remote access to the library’s electronic resources is provided through the web. You need to use your Dominican network username and password when prompted. While on campus, you can use the library website by simply logging onto a campus computer. If you know the name of the database you wish to use, start on the library’s homepage, then click: Articles and Databases > A-Z List of Online Resources and then pick the database. The Library reference desk has extended hours and can be reached at: 708-524-6875.
Computer and Software Purchases

Dominican has partnered with multiple vendors to provide you the ability to purchase hardware, software, and services at a discount. In some instances you will be asked to use your University E-mail account as proof that you are a student or you may be asked to scan and e-mail your University ID card.

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Website/Link</th>
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<tr>
<td>Dell</td>
<td><a href="http://www.dell.com/dominican">www.dell.com/dominican</a></td>
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<tr>
<td>Apple</td>
<td><a href="http://www.apple.com/sitemap/">http://www.apple.com/sitemap/</a> Click on Where to Buy and click on Education. If you are coming from DU’s network, it will recognize Dominican University. Otherwise, you will have to select Dominican from a drop down menu.</td>
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<tr>
<td>Office</td>
<td><a href="http://www.microsoft.com/student">www.microsoft.com/student</a> There are several software programs available to you at a student discount. Compare to VarsityBuys below – the two alternate pricing and sales.</td>
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<td>VarsityBuys</td>
<td><a href="http://www.varsitybuys.com/Dominican-University">http://www.varsitybuys.com/Dominican-University</a> VarsityBuys has the unique focus of partnering with academic consortia throughout the country. By coordinating the acquisition power of a consortium’s constituents, VarsityBuys negotiates special agreements with technology publishers on the consortium’s behalf. These agreements allow consortium members to obtain economies of scale that they could not hope to obtain on their own.</td>
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Computer Tutors

The Academic Enrichment Center provides tutoring assistance with Computer Science classes, as well as topics of all kinds. Their tutors work out of the Technology Center during the Fall and Spring semesters. To sign up for an appointment, go to: http://www.dom.edu/aec

Equipment to borrow

The IT department does have an inventory of: digital cameras, digital voice recorders, headphones, flash cameras, netbooks and web cams which students can check out for 24 hour intervals. Visit the IT office to do so. Is there something you need that we don’t have? Ask anyway!

The staff of the Information Technology Department cannot work on your personal computer equipment for any reason other than to assist in getting your equipment attached to the network. We do have some references for both student and staff available at the helpdesk, for paid assistance outside of working hours.

Student Computer Labs

Lewis Building Student Technology Center: 40+ Apple Mac dual boot computers running Windows and Mac operating systems, 7 PCs, scanners, high speed printers.

Parmer Building Student Computer Lab: 25+ PCs, high speed printer.

Priory Building Student Computer Lab: 15+ PCs, high speed printer.

Other Computer Locations

- Each floor of Library
- Crown Lab
- Library Cyber Café
- Classrooms not in session

Hours for all lab and computer areas are posted on the room’s door, as well as the DUIT web page at http://duit.dom.edu. Extended hours are provided during finals. Holiday schedules are posted as well. Labs follow the BUILDING HOURS of the building they are located in, regardless of the holiday or time of year. If the University buildings are closed, the labs will be closed.

Wireless areas on campus

- 100% of all academic areas
- 100% of all residence halls
- Look for “DU Wireless” or “DU Resident Wireless” when connecting.
Configuring E-Mail Access on the Android
Dominican University Students January 2012

1. Go to your phone settings.

2. Choose the option Accounts.

3. Choose Add an Account.

4. Choose Corporate Sync.

5. Enter the following information:

   Enter your existing Corporate Sync account:
   - Your complete Dominican email address
   - Your Dominican password
   - The secure connection email address
   - Your complete Dominican email address
   - m.outlook.com
   - Choose next

If your email connected to the server you will see the message to the left.
Configuring E-Mail Access on the iPhone, iPad, iTouch
Dominican University Students January 2012

1. Go to your phone settings

2. Choose Mail, Contacts, Calendars

3. Choose Add Account

4. Choose Microsoft Exchange

5. Enter your settings
   - Email: Your complete Dominican Email address
   - Server: m.outlook.com
   - Username: Your complete Dominican Email address *
   - Password: Your password
   - Description: Dom

   *If you have an older operating system, you may receive an error when configuring. Change your username to be everything before the @ symbol in your email address.

6. Turn on your Sync options

7. Hit Save