Student Computing Guide

Orientation for 2013-2014 Academic Year
IT Services

914-395-4802 or helpdesk@concordia-ny.edu

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What's New

It has been a busy summer in ITS. Below is a brief summary of the changes since last year:

The Clippings Intranet

The Clippings Intranet was re-launched in the spring of 2013 to combine all of the useful links you'll need with a conduit to **news and event listings around campus**. If you have ideas or would like to see your story posted, contact the editors at clippings@concordia-ny.edu.

Self Service Password Resets

Alongside the Clippings Intranet re-launch, we launched a service to help you if you lost your password. Be sure to **register your three secret questions** at http://changepassword.concordia-ny.edu. Then you won't need to call us when you inevitably forget your password at 3 in the morning…

Classrooms Upgrades in Feth and BSH

Feth 303, Feth 305 and **BSH 106** have been upgraded to the standards found among other classrooms. That includes a dedicated PC connected to a projector and speakers, a DVD/VCR, document camera (in BSH 106 only) and ports to connect your personal laptop. Hopefully that will spice up your lectures a bit.

4 More Seats in Info Commons and Computer Lab Open

We've **added 4 more seats to the lower level** of the library to expand the capacity of the Information Commons. The **Computer Lab in Krenz 203 will be open** beyond just 10:20am to 11:10am to any time there are no classes scheduled. That adds an extra 24 computers for overflow crowds.

Training Videos for Blackboard, Word, Excel, PowerPoint, EVERYTHING

Need a tutorial on how to upload your work to Blackboard? Cannot figure out how to add footnotes to your paper? Head over to the Clippings Intranet and check out the link for **Atomic Learning to find training video**. The videos are no longer than 3 minutes and provide a wide variety of topics to help you answer the questions you were afraid to ask.

Technological Entitlement

Overview

If you are a new student: "Welcome to Concordia College!" If you are a returning student: "Welcome back!" Whichever category you fall into, returning student, new student, ESL student, adult student, nursing student, commuting student or resident student, you are entitled to some computing resources. No, we will not give you a free computer, but we will give you access to public, computers, email, network storage space, internet connectivity, and a plethora of online tools and aides. The following sections will contain information on where to find computing resources, and how to use your own computer to access some of these resources.

Below is a checklist of resources that are available for your usage. Please be sure that you have each of the items listed on the checklists. If you are missing any of the resources to which you are entitled, please contact the IT Services helpdesk immediately.

1. UserID and Password (provides access to the following)
   a. Intranet Access (http://intranet.concordia-ny.edu)
   b. Public Computer access
   c. Concordia Email
   d. Personal Network Storage Space (P: Drive)
   e. Blackboard Online Courses
   f. Library Database Resources
2. Print/Copy Quota of $40 per semester
3. Banner Self Service UserID and PIN
4. Wired and Wireless Internet Access and Cable TV from Residence Halls
5. Audio Visual equipment use

Policies for the Acceptable Use of ITS Computing Resources

Advancing technology facilitates new methods of communication, some of which raise ethical, legal and practical issues. Students are expected to use good judgment, to abide by the laws and to adhere to the following policy guidelines.

Acceptable Use:
- College owned systems, including telephones, are not to be used to spread profanity, obscenities, sexual innuendo/jokes, harassment of any kind, and are not intended for the exercise of the user's right to free speech.
- The primary function of the computer network is to support the academic endeavors of students, faculty and staff. Limited personal use is permissible.
- Access only authorized network resources. Users are prohibited from reading, modifying, deleting or copying information that is not intended for their use.
- College computing resources may not be used for any activity that is illegal, unethical or contrary to the educational goal of the College.
- Damage due to negligence or willful vandalism to College-owned systems, including telephones, may result in disciplinary action.

Login and Password for Users:
- Users must not disclose their password to anyone (including ITS staff) or write it down.
- Users must not share their usernames with others.
- Passwords must be at least 6 characters, contain at least one capital letter, one lower case letter, one non-alphabetic character, and difficult to guess.
- Passwords will be required to change every 6 months.
- Users must not leave their system unattended without logging out or otherwise securing their system.
- Users may not share accounts or log on for others to use.

Electronic Messaging - Email / Instant Messaging (IM) for Users:
- All electronic messages are considered records of Concordia College and subject to monitoring.
- Users should exercise caution, using their organizational email / IM account and primarily for business activities.
- Users must not send or forward email of a personal nature to a large number of people (spam, chain letters, jokes, etc...). College-wide announcements must go through proper channels.
- Users should not open attachments that they are not expecting or are suspicious in nature. Contact the helpdesk with questions.

Examples of violations include, but are not limited to the following:
- Sending messages or materials that use profane, obscene or abusive language.
- Displaying accessed material that depicts sexually explicit or racially biased images.
- Downloading copyrighted material illegally.
- Fraudulent use of someone else's password.

Violations of the policies are subject to review according to procedures outlined in the *Student Code of Conduct* found in the *Student Guide*. Sanctions, also outlined in the *Student Guide*, may include suspension or loss of network access, monetary fine, suspension from the College, or dismissal from the College.

After you have graduated or left the College for some other reason, your account will be kept active for six months. After those six months the account will be made inactive. You will receive notice at least one month prior. Should you decide to come back, your account will be reinstated.

Your Concordia Accounts: Password vs. PIN

UserID and Password

To access many of the services listed above you will need an account with Concordia. A Concordia UserID and password will be mailed to you prior to your arrival as a student at Concordia. You will use this information for your whole academic career at Concordia. Your User ID is the number on your Concordia College ID card (the slender piece of plastic with your picture on it). Be sure to enter your ID starting with "C00", that's "C – Zero – Zero". Please be sure to capitalize the "C".

Your password grants you access to the Concordia network, email, and *most* other services. To change your password, visit http://changepassword.concordia-ny.edu or do the following:

1. Log onto a computer in the Information Commons.
2. Select Ctrl + Alt + Delete with your keyboard.
   a. A Windows security window will appear. Don't panic. You will not be logged out of the computer, nor will anything you have open be lost.
3. Select Change Password.
   a. Enter old password.
   b. Enter and confirm new password
   c. Select OK.

NEVER GIVE OUT YOUR USERID AND PASSWORD!!! Before the helpdesk can reset passwords via telephone, several personally identifying questions will be asked. If you answer these incorrectly your request will be denied. All password resets done in person require a valid Concordia ID card. The helpdesk will NOT reset passwords via email. This is for your safety.

Password Policies

In an effort to further improve Information and Network Security, ITS has put stricter password security in place for all user accounts. The move is an industry standard practice to help control access and safeguard data.

- After a period of inactivity that lasts 15 minutes, all Information Commons computers will timeout and require a password.
  - Why? To help secure systems and data when we leave our workspaces logged in and unattended.
  - Where? All workspaces, NOT including classroom computers. You will not timeout during a lecture or presentation.

- Passwords must be at least 6 characters and contain at least one non-alphabetic character, one lowercase alpha character and one uppercase alpha character.
  - Why? To help secure systems and data by making passwords slightly harder to guess.
  - Where? Domain Password (computer, email, intranet, etc). Existing passwords will still work until they are changed.

- Passwords must be changed after 180 days.
  - Why? To help secure systems and data by changing passwords frequently.
  - Where? Domain Password (computer, email, intranet, etc). Password complexity mentioned above will be enforced.

You may be saying, I can't possibly remember, much less come up with, a new password twice a year. Think of your password as a passphrase. Here are some suggestions…

J316FGsltw (Easy to remember because it uses John 3:16 as the basis for the password)

STLcardinals#1 (Again easy to remember if you are a Cardinals fan)

ImL84Wrk! (Easy to remember simple phrase – I'm Late For Work!)

User ID and PIN – Banner Self Service

To access Banner Self Service you will need your UserID and PIN. This information will be in the first email you receive at your Concordia Email (http://webmail.concordia-ny.edu). If you cannot find your PIN or forgot it, please contact the helpdesk for assistance.

Clippings Intranet

The Clippings Intranet was re-launched in the spring of 2013 to combine all of the useful links you'll need with a conduit to news and event listings around campus. As this service matures, new online features from Concordia will be added here. Access the Clippings Intranet at http://intranet.concordia-ny.edu.

Login to this site is required offsite and for certain features. As with all sites EXCEPT Banner Self Service, use your UserID and Password.

If you have ideas or would like to see your story posted, contact the editors at clippings@concordia-ny.edu.

ITS Helpdesk

The ITS Helpdesk is available to help students get their computers online, assist them with password resets and can help with some basic PC troubleshooting. The helpdesk is located in the East wing of the Krenz Academic Center. Check the sign posted outside of the office for regular operating hours throughout the year. If you cannot make the regular hours you can reach the helpdesk via email at helpdesk@concordia-ny.edu or via telephone at 914 395-4802.

Keep an eye on the message board posted outside the helpdesk for changes to the regular hours or hours outside of the traditional academic year.

Help Getting Connected

Many students require help in getting their personal computer connected to the Internet. As you can imagine this sometimes leads to long wait times at the helpdesk. As a first option, read through the section below entitled "The Internet and Getting Connected". That section contains all of the pertinent information about getting your personal computer on the Internet. If you still cannot get online, stop by ITS and we will assist you.

IT Services does NOT provide computer repairs or estimates, hardware installation, or software installation on personal computer. If your computer has a virus or some piece of the hardware is malfunctioning we are not resourced to help beyond the basics. However, we can refer you to a local computer repair shop, Neighborhood Computer Service, that will repair your computer for a reasonable fee. If you decide to go there, bring your Concordia ID card to get a discount.

Password Resets

Before the helpdesk can reset passwords via telephone, several personally identifying questions will be asked. If you answer these incorrectly your request will be denied. All password resets done in person require a valid Concordia ID card. The helpdesk will NOT reset passwords via email. This is for your safety.

http://changepassword.concordia-ny.edu is a new service that allows you to reset your password without assistance from the helpdesk. Be sure to register your three secret questions at http://changepassword.concordia-ny.edu. Then you won't need to call us when you inevitably forget your password at 3 in the morning…

Training

Need a tutorial on how to upload your work to Blackboard? Cannot figure out how to add footnotes to your paper? Head over to the Clippings Intranet and check out the link for Atomic Learning to find training video. The videos are no longer than 3 minutes and provide a wide variety of topics to help you answer the questions you were afraid to ask.

Concordia Email & Network File Storage

Concordia Email

All students are supplied with a Concordia email account. Concordia Email will be the channel for all official announcements to students. The College has the right to expect that students will receive email and will read email in a timely fashion.

You can access your account at http://webmail.concordia-ny.edu. Use your UserID and password to sign onto your account. You do not need to be on the Concordia campus to use your Concordia Email account. Your account is available from any computer that can get to the internet, regardless of operating system, browser, or connection speed. While behavior may vary, depending on computer configuration, your account will be accessible.

Accessing Email with a Mobile Device

In addition to the web interface, you can also access email with certain mobile devices. If your device supports Microsoft Exchange/ActiveSync, you should be able to connect. Pertinent information for connecting includes…

Server – webmail.concordia-ny.edu
Domain – CCNY
Username/Password – C00xxxxxx/password

Accessing your mobile device with the College email system opens another door for a possible security issue. That being the case, the following policies apply in regards to use of a mobile device with Concordia systems:

- ITS can disable mobile access at any times based on a security concern;
- ITS strongly recommends password protecting your mobile device so corporate data is not compromised;
- ITS reserves the right to erase the data on the device as it may contain College-owned data. This act may also delete personal data.

There is no support for Blackberries at this time.

Figure 1: Sample iPhone Setup

Your Personal Network Storage, the P: drive

Personal network file storage space has been provided to assist in your academic endeavors. While you may store files of any type to this network space, you are limited to 250MB. While this should be sufficient for academic projects, the space will go quickly if you are using it as a storage space for music or video files. Access to the P: drive is specific to you UserID. There are two ways to get to this network share. All network files are backed up nightly and is more reliable than thumb drives or CD's. Information is available from any computer connected to the Concordia network but is completely private.

From a Public Usage Computer: Your network share will appear as a P: Drive in any Save window or through Windows Explorer. When you sign onto the network and look into Windows Explorer at the P: drive, you will see your UserID next to a drive labeled P:. This allows you to save directly to your network share through any application by selecting P: instead of C:.

From the Internet: Go to http://files.concordia-ny.edu. To save information from a non-public usage computer, save your file to your local hard drive. When you are done working on it, upload the file to your share (much like attaching a file to an email). While you can access this share from any computer, you may not be able to open files based on the computer's configuration. For example: If you attempt to open a MS Word file on your P: drive from a computer that does not have MS Word installed, it will probably not open.

Information Commons

Overview

If you do not own your own computer, you may use the computers in the Information Commons. Sorry, but Concordia only supports Windows OS. We do not provide any Linux or Mac workstations, nor do we provide any support for these operating systems and associated programs. Each Concordia PC is loaded with the following programs*:

Windows 7 Operating System
Microsoft Internet Explorer
Microsoft Word 2010
Microsoft Excel 2010
Microsoft PowerPoint 2010
Microsoft Access 2010
Adobe Reader

Note: certain computers in the info commons will have additional software related to curriculum. Check with the librarians or the helpdesk for details.

You will need to use your UserID and password to get onto these computers. Remember, your UserID and password is also the key to your email and network files, so you should never share this information.

Location

The Information Commons is located on the ground floor of Scheele Memorial Library. The Information Commons follows the library's hours of availability. Library Assistants are available during these hours to assist students in the use of these computers. In addition to the desktop PCs, see the library circulation desk to checkout a laptop to be used for simple research and work all around the library.

Printing and Copying

In an effort to become a more green campus, Concordia has implemented a print and copy accounting system. At the beginning of each semester, all students will receive a credit of $40 dollars to use towards printing and copying. The credit is added each semester – you can carry over the balance from semester to semester. Each page printed or copied at machines in the Information Commons or in Feth Hall decreases your balance until you run out of pages – at which point you can visit the reference librarians to add pages for a fee.

Fees for the 2013-14 academic year are:

$0.10 per page – single-sided, black and white

$0.08 per page – double-sided, black and white

$0.25 per page – single-sided, color

$0.20 per page – double-sided, color

If a student were to print only double-sided, black and white pages that would allow up to 500 pages in a semester.

Wireless Printing

You can also print from your personal computer to the printers in the Info Commons and Feth. The system allows you to login from anywhere you have an Internet connection (even your home or your residence hall room) and upload a file. The file is then sent to your personal queue – all you have to do is swipe your card at one of the printers in the library or Feth to pick it up. Go to http://print.concordia-ny.edu and follow the instructions posted online.

Tips

- The wireless print system supports most major file types including Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Adobe PDF, HTML and JPEG. For a full list visit https://print.concordia-ny.edu/cps/supportedfiles.html

- Printing Web pages - In most cases web pages protected by a log-in (requiring cookies or session IDs) cannot be printed. To print one of these pages save the page as an html file on your PC (from your browser, select File>Save). Then use the Browse button to upload the saved page as a file.

- Printing from an Apple Computer can post challenges sometimes. Similar to the Printing Web pages tip, on an Apple go to File>Print and in the lower left choose the Save As PDF menu item. Then you can simply upload that PDF for printing.

You can also print from your Apple or Android mobile phone or tablet! Instructions are shown below…

iPhone:

1. Download the PrinterOn app from the Apple app store.

2. Open the app and go to the Settings area. Enter your login and password for the network as you would when logging into the webpage to print. Use in requests should always be on.

3. In the search settings, enter https://print.concordia-ny.edu/cps in the Search URL field.

Photos can be printed directly from the app using the "print" tab. All other documents must use the "open in" function to open the document in PrinterOn. Using the Print function does not send jobs to our app. Box.net and DropBox are common cloud storage applications that support our app for printing. Attachments from emails can also use the Open In feature, assuming they are supported file formats. Tap and hold the attachment until given the list of apps to open with from within the email message.

Saved printers can be accessed easily from the "My Printers" tab.

NOTE Printing URLs isn't possible from iOS

Android:

1. Download the PrinterOn app from the Google Play app store.

2. In the Settings, tap Account Information.

3. Click Add.

4. Enter your login and password for the network as you would when logging into the webpage to print. If no login is required by your service, enter your email address or name and leave the password field blank. The username field is required.

5. Check "use as default" and save.

6. Go back to the settings and check "Set up private URL for searching".

7. Enter https://print.concordia-ny.edu/cps/DirSearch in the field.

8. Click OK.

Most documents from the phone can be accessed on the main page of the app, but the "share" function of Android can be utilized from most apps as well. Google Docs is recommended for cloud storage printing.

Users can save printers after locating them via search by tapping the listing and then tapping Save. Saved printers can be accessed easily from the "My Printers" tab of the Manage Printers area.

Saving Files on Information Commons Computers

ALL information saved to a public computer is erased regularly. Please save files to your Personal Network Storage – the P: drive, NOT the C: drive or "My Documents". Do not expect to see the file you saved on the local hard drive if you come back to the computer after a day. For more information on utilizing your Personal Network Storage, see the prior section.

Sound

Please be considerate to your fellow students and use headphones if you need to use applications with sound. A headphone jack can be located on each computer. You will need is a set of headphone with a 1/8 inch connection (the small plug). If you do not have headphones, they can be checked out at the library circulation desk.

Library Loaner Laptops

In addition to the desktop workstations in the Info Commons, you may check out loaner laptops from the library circulation desk. See a librarian for details on availability and other specifics.

The Internet and Getting Connected

Internet Usage Policy

As noted before, ITS provides Internet access primarily for academic activities. While we do not block recreational activity, preference is given to web browsing for research. Your connection speed may depend on the type and amount of traffic and your hours of usage. We place minimal restrictions on network traffic, but the network may not be used for illegal activities or personal business. The College reserves the right to limit or shutdown network access if you are found in violation of ITS network policies.

Connecting Your Personal Computer

CCNYNET Residence Hall Network

Each room in the residence halls has two network outlets per room. They look like telephone jacks, only larger. To connect your personal computer to the Concordia network, connect a standard Ethernet cable from the wall jack in your room to the network port in your computer. IT Services does not sell Ethernet cables but the campus bookstore does.

CCNYNET Wireless Hotspots

In addition to network outlets in the residence halls, Concordia provides wireless hotspots in most locations around campus. All of the Hotspots on campus use 802.11 b/g/n wi-fi. The SSID you should connect to is called CCNYNET. Hotspots include:

- Bohm Hall
- Brunn Meier Science Hall
- Commons Dining Hall
- Feth Hall
- Liberal Studies Hall
- Meyer Athletic Center
- Rippe Hall
- Romoser Hall
- Schoenfeld Student Center (Lower Level)
- Scheele Memorial Library and Krenz Academic Center
- Sieker Hall
- Sommer Center
- Talbot House
- The WHOLE CAMPUS!

If you find a deadspot or someplace with low coverage – TELL US! **We want to make sure service is available anywhere you go.**

Configuring your Network Connection

To properly connect to the Concordia network, you may have to make changes to your wireless or wired network card settings. Under you Local Area Connection Properties, you will have to check your TCP/IP settings. On the General tab, make sure that "Obtain and IP address automatically" and "Obtain DNS server address automatically" is checked.

What is Cisco NAC?

Welcome to Concordia College's Student Network - CCNYNET! In an effort to improve the experience and keep CCNYNET free from virus outbreaks, Concordia College has implemented Cisco NAC (formerly Clean Access) to enforce

security requirements on your computer. Cisco NAC scans for several important security requirements (outlined in detail below) and, if you are vulnerable, helps you rectify them so that you enjoy a safer experience on the Internet.

To understand how NAC works, see the step by step guide below.

Cisco NAC Security Requirements

If you have a Windows computer, you must download the NAC Client so that we can scan for the security requirements. Your computer will be scanned periodically to ensure that it still meets minimum requirements. NAC checks for two major components on Windows machines:

1. Windows Up-to-date
    a. Your Windows PC, must have XP, Vista or 7. (Sorry, no 95, 98, NT, 2000 or Me.)
    b. The latest Windows Service Pack must be installed
2. Anti-Virus Software
    a. You must have anti-virus software from either TrendMicro, Symantec Norton, or McAfee antivirus must be installed.
    b. Your subscription for your anti-virus software must be up to date and current virus definitions must be installed.
    *NOTE – If you do not already have an accepted anti-virus software installed, ITS is happy to provide you with a FREE copy of Symantec Endpoint Protection. See the step by step guide below for details.

If you have an Apple Computer, there are no further security requirements at this time. You will simply be asked to log in.

Privacy

Cisco NAC does not monitor your traffic nor does it record your website usernames and passwords. The contents of your hard drive are your personal property and will not be viewed by ITS. ITS provides Internet access primarily for academic activities. While we do not block recreational activity, preference is given to web browsing for research. Your connection speed may depend on the type and amount of traffic and your hours of usage. We place minimal restrictions on network traffic, but the network may not be used for illegal activities or personal business. The College reserves the right to limit or shutdown network access if you are found in violation of ITS network policies.

Step by Step Guide

The screenshots below depict a system with Windows 7 and Internet Explorer 8. This guide is meant to show the steps through on a typical system configuration. Your system's configuration may vary.

Step 1 – Get Connected

Before you get started with NAC, make sure that you have connected to the network. There are a few ways to get this done. You could:

1. Connect an Ethernet cable to your computer and the wall jack. If you live in Romoser or Rippe, the wall jack is located near your closet – NOT under the window.
2. Connect wirelessly. If available in your location, you may also connect to the wireless network CCNYNET.

If you have connected before and downloaded the NAC Agent, skip ahead to step 4. If this is the first time you have connected, keep reading.

Step 2 – Getting Started

After successfully connecting to the network, launch your preferred web browser. You should automatically be forwarded to the College's NAC site. You may be prompted to allow a website add-on. Click the yellow band and allow the add-on to run or simply click Continue at the bottom of the web page.
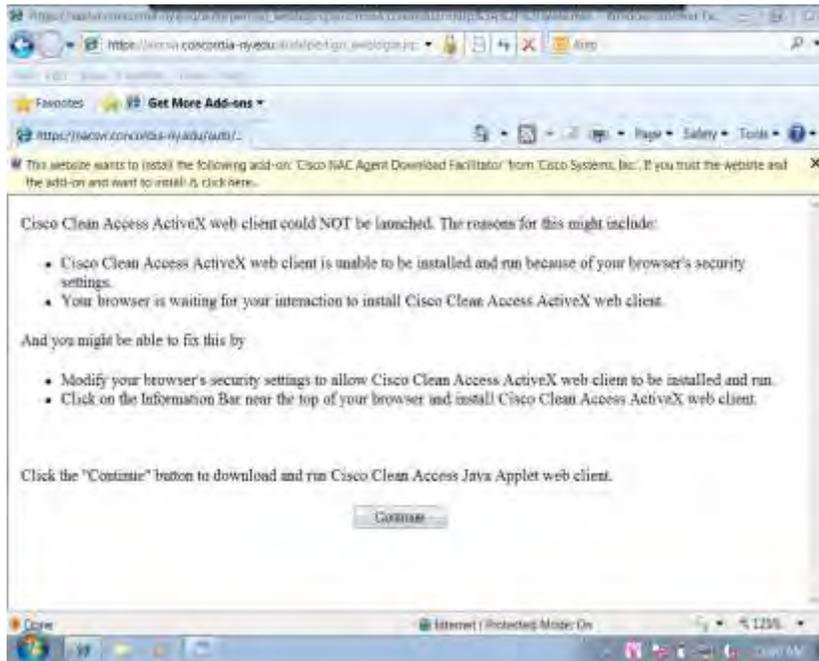
Step 3 – Logging In

The next screen you should see will prompt you to log in. Enter the UserID and Password that you received with your other student orientation materials. If you have lost this information, please visit the ITS helpdesk with your Concordia ID Card. Students without a valid Concordia ID will NOT receive a new password.
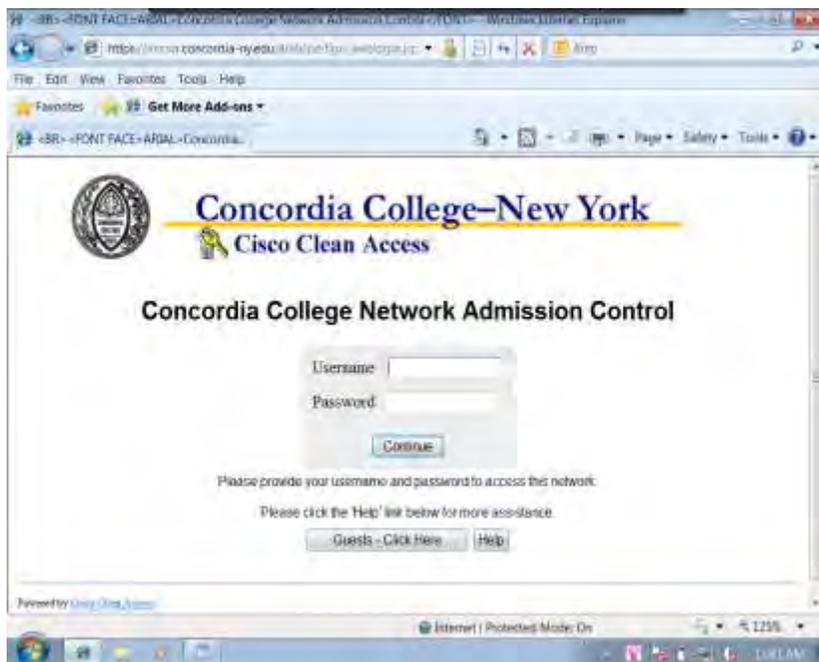
Step 4 – Downloading and Installing the NAC Agent

If you do not have the NAC Agent installed on your machine, you will be asked to load it onto your computer. If you do not, you will not get on the network. Click the Launch Cisco NAC Agent button at the bottom of the page.
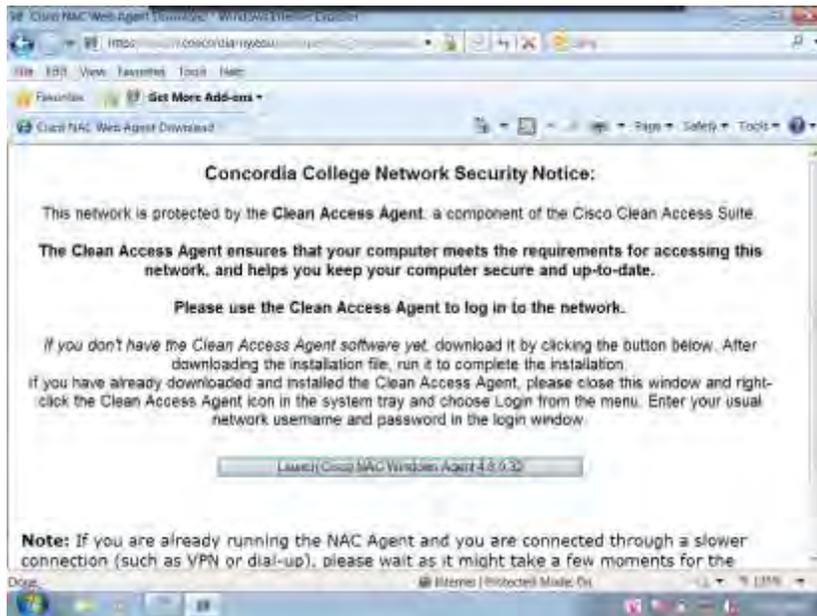
The NAC Agent setup files are relatively small so you do not have to save it to your local hard drive and can just select Run at this prompt. After a few clicks of the next button the NAC Agent will be installed and you should see it listed in your all programs listing as well as in your system tray (next to the time in the lower right).
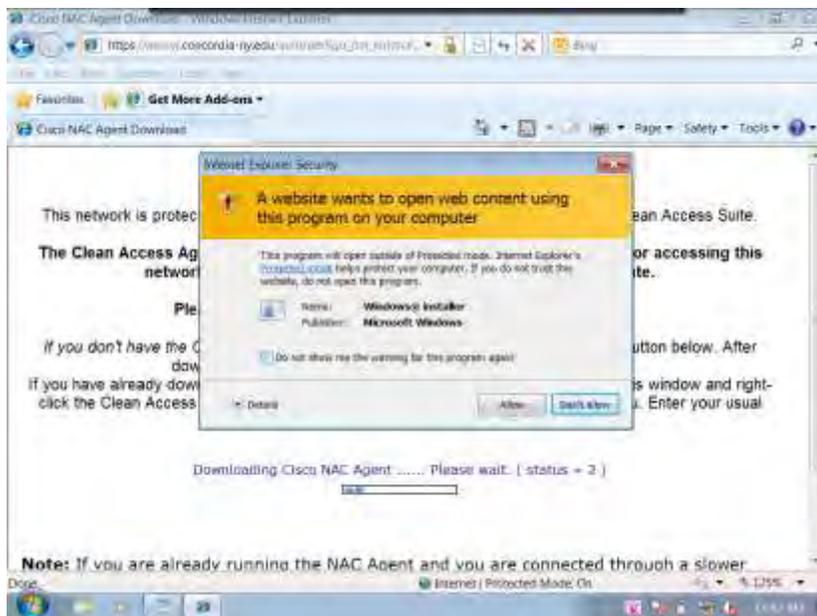
Step 5 – Logging In (again)

Use the same UserID and Password that you entered when you initially started this process. Select "Remember Me" if you do not want to sign in every time you open your internet browser. The NAC Agent may require you to download an update. Don't worry – it will start on its own if an update exists.
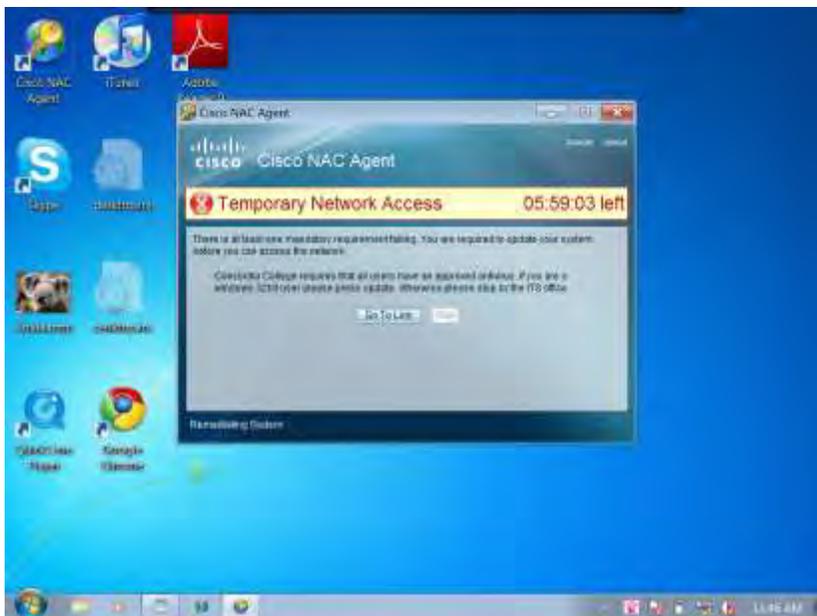

Step 6 – Scanning for Requirements and Remediation

After successfully logging in, the NAC Agent will run an initial scan of your computer to see if it meets the minimum requirements listed above. If it does not, you will receive the following message:
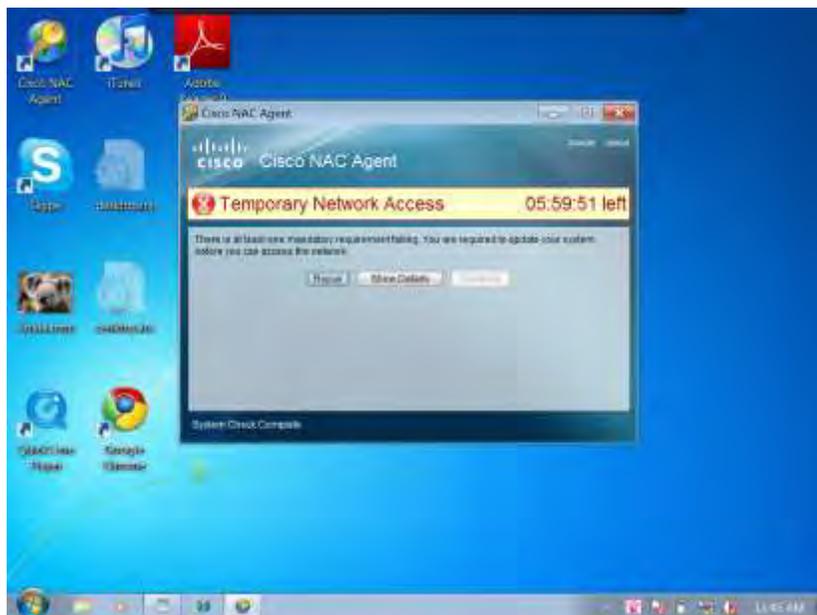
Clicking the "Show Details" button will let you know what updates need to be in place before you can access the Internet. In the example below, the computer does not have Anti-Virus software installed and, further, does not have up-to-date definitions. To correct these issues, click the "Hide Details" button and click "Repair" on the original screen.
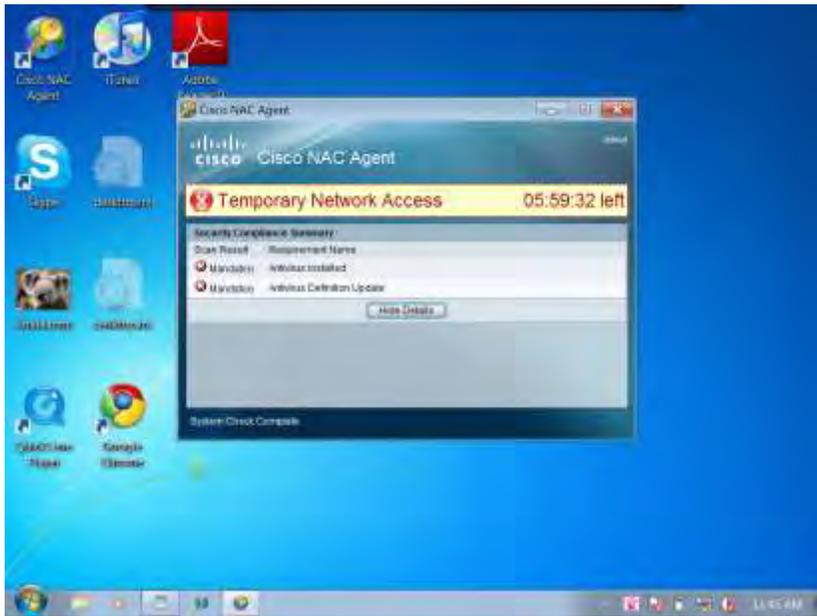
Clicking the "Repair" button will start you on the path to remediation. It may start a download of the College provided Anit-Virus software or simply point you towards some missing Windows Updates.

Step 7 – Success

Once you have corrected all of the issues that the NAC Agent found you should see the screen below. Congratulations! You are now on the Internet!

NAC - Frequently Asked Questions

Safari freezes on Mac computers before I can log in.

This is a known issue in NAC that Cisco is working to correct. Until that happens, the only solution is to launch another web browser, such as Firefox. If you do not have Firefox loaded onto your Mac, please stop by the ITS helpdesk for assistance in downloading and installing it.

Cisco NAC Agent continually asks Windows Vista or Windows 7 for Windows Updates despite being completely up to date

This problem occurs when the NAC Agent is run in compatibility mode. To correct it, right click the NAC Agent icon and choose *Properties* from the menu. Click the *Compatibility* tab and uncheck the box labeled "*Run this program in compatibility mode for*". See the image below for an idea of what you are looking for. Restart your computer and the problem should be resolved.

Enable Java Plugin on Macs

Recently, Apple has begun disabling Java in its operating system updates. If you attempt to login and get an error about Java, be sure it is enabled. *If you have this problem and could send a screenshot for our documentation it would be appreciated!*

Cable Television

Cable Television service is available in all on-campus residence halls and includes over 50 educational, community event, entertainment, news and sports channels. Each residence hall room has one active cable TV outlet. Just bring your cable ready TV and a coaxial cable and you'll be ready to connect. The channel lineup includes:

2	CBS (available in HD)	26	Court TV	50	Nickelodeon
3	Channel Guide	27	CSPAN	51	TBS
4	NBC (available in HD)	28	SNY	52	MLB
5	FOX (available in HD)	29	C-SPAN 2	53	MSG
6	Concordia Info Channel	30	CSTV	54	The Learning Channel (TLC)
7	ABC (available in HD)	31	ESPN	55	TNT
8	YES Network	33	ESPNews	56	SCI-FI Channel
9	UPN Network	34	ESPN Classics	57	SOAP net
10	Concordia Cable News	35	Bloomberg	58	Spike TV
11	WB Network	36	History	59	TV Land
13	PBS	37	E! Entertainment	60	USA Network
14	Animal Planet	38	Fox News Channel	61	VH1
15	Food Network	40	F/X	62	MSG+
16	BET	42	Lifetime	63	VH1 Classic
17	Cartoon Network	43	MSNBC	64	WE: Women's Entertainment
19	CNBC	44	MTV	65	The Weather Channel
21	ABC Family	45	MTV2	66	Discovery
22	CNN	46	ESPN U	67	Bravo
23	NBC Sports	47	Travel	68	Discovery Science
24	CNN Headline News	48	ESPN2	69	Univision
25	Comedy Central	49	NFL Network		

Note: Programming lineup may change from time to time as programming availability changes. Tune to channel 3 for the most up to date information.

Requesting Audio Visual Materials

Whether you need an LCD Projector for showing a movie, or a microphone to bust a rhyme, you will need to request Audio Visual materials from IT Services. Please complete a AV Services & Requests form, available from http://intranet.concordia-ny.edu at least **ONE WEEK** before your event, and drop the form in the ITS mailbox in the faculty/staff mailroom or deliver it directly to the ITS helpdesk.

All student requests must come complete with a signature from a faculty or staff sponsor. If you are requesting materials for a student organization event, you will still need a signature from a faculty or staff member. Equipment will not be released to students without an authorizing Concordia employee's signature. **ALL REQUESTS MUST BE RECEIVED AT LEAST 1 WEEK PRIOR TO EVENTS!**

Reserving a room with College Services does not necessarily mean you will get AV support. Please be sure you fill out the form or speak with someone at the ITS helpdesk if you have questions.

For example: If you reserve Schoenfeld Gymnasium for a dance, you still need to fill out a Media Service Request form if you want a microphone or speakers.

Technology Enhanced Classrooms

Many of the classrooms around campus are fully equipped with AV Materials that do not require supervision from ITS staff. If you are reserving these technology enhanced classrooms, please ensure that you have a room reservation and that you pick up the necessary keys from College Services. Often, classes are scheduled but may not appear in the College Services Facility Request system.

If there are ANY issues in a Technology Enhanced Classroom in which you teach, please contact the ITS helpdesk immediately and we will make every effort to resolve the issue as soon as possible.

Reserving Rooms

Room reservations are handled by College Services. You may request usage of a room through http://intranet.concordia-ny.edu (Facilities Request System). Contact College Services for more details.

Banner Self-Service

Overview

Banner Self Service is an online utility that is available to all students. It allows you to see your schedule, your grades, your bill and add/drop courses among other things. It is available at http://banweb.concordia-ny.edu, and accessible to any computer that is connected to the internet, regardless of connection speed, operating system or browser.

Personal Information Section

Changing Your PIN

Changing your PIN inside Banner Self Service, will also change your PIN for Blackboard Online Courses. Your PIN must be no less than 6 characters. NEVER GIVE OUT YOUR PIN. Your PIN is the key to your financial information, grades, schedules, etc…, so if you go through a particularly ugly breakup, you may find yourself on the receiving end of brutal revenge. Select Personal Information, then Change Your PIN.

Security Question

After your first successful login, you will be prompted to choose a security question in case you suffer blunt head trauma and forget your PIN. Please make the security question something that will be hard to guess. Your security question will appear if you attempt to sign into BSS and select Forgot PIN? You will have to enter your ID number to see the question. To change your Security Question, select Personal Information, then Change Security Question.

View Addresses and Phone

There should be at least one address listed in this section. It will likely be your home address. This is where bills are sent. Sadly, you may not change your address here. To change your address you must visit the Student Services offices and fill out a form.

View and Update Emergency Contacts

Try to keep at least one emergency contact in this section.

View Email Addresses

Look at your Concordia email address. This is the only address that will be utilized. You cannot forward mail to another account.

View and Update Emergency Notification

In the event of an emergency, Concordia's Security Office will send information via email, voice and txt message. Please keep your info up to date to receive these important messages.

Registration – Student Services & Financial Aid

Online registration is possible with advisor approval. _Your advisor will give you a Registration Access Code_ (this is different from your regular PIN), which will allow you to add or drop classes. The helpdesk does not have access to this Registration Access Code – only your advisor does so go pay them a visit.

Select Term

You will have to select a term to utilize the other features in the Registration section. Options are available to view multiple terms at once.

Registration Status

After you have selected the right term, check your registration status. Before you can register you need to clear any holds that may be placed on your account.

Add or Drop Classes

You may only utilize this feature if you have received a Registration PIN from your academic advisor. Don't bother asking the gentlemen in ITS for one, they cannot help you.

PLEASE NOTE: You are responsible for any additional class or courses fees you may incur by registering for a new class. Enter the CRN of the new class, or select Class Search to add a class. If there are any conflicts, you will receive an error message (as in the image). To drop a class, select Drop from the Action column.

Look Up Classes

Use this feature to search through classes to add to your schedule. You will be able to see if any spots are still available, read a course description, see course times, find out how long the class runs (whether it is a full semester or partial), and find out which professor is teaching.

You must select at least one subject. To select multiple subjects, hold down the Ctrl key as you select subjects with your mouse. Once you have entered your desired information, select Class Search to see the results.

Select the hyperlink under the CRN column to read more information on the course. Detail information will include the instructional method (online, face-to-face), total number of credits, and whether or not the class can be taken as an independent study. PLEASE NOTE: Additional course fees may be applicable for some courses. Please consult the Registrar's office.

Week at a Glance and Student Detail Schedule

Review your schedule week by week or see an itemized list of your registrations. Click on the class for a detailed description.

Student Detail Schedule:
Total Credit Hours: 15.000

MICROECONOMICS - ECO 263 A

Associated Term:	Spring 2006
CRN:	2033
Status:	**Web Registered** on Apr 19, 2005
Assigned Instructor:	E. Y. Lee

Grade Mode:	Standard Letter
Credits:	3.000
Level:	Undergraduate
Campus:	Bronxville, NY

Scheduled Meeting Times

Type Time	Days Where	Date Range	Schedule Type Instructors
Class 11:30 am - 12:20 pm	MWF Feth Hall 306	Jan 17, 2006 - May 11, 2006 Lecture	E. Y. Lee (P)

Registration History

Review your past classes and grades.

Student Records – Student Services & Financial Aid

View Holds

If your student account is in default for any reason, you will find notification here.

Final Grades

See you final grades to date, plus your cumulative GPA to date.

Academic Transcript

Select to print an *unofficial* transcript. See the Registrar for information on getting an official transcript.

View Student Information

Review general information about you status as a Concordia student, such as your academic advisor, citizenship, expected graduation date, etc…

Class Schedule

To find out when classes meet or to find out if a class has been filled, use this feature. First, you will be asked to select a term in which to search. After you will be brought to a search screen:

You must select at least one subject. To select multiple subjects, hold down the Ctrl key as you select subjects with your mouse. Once you have entered your desired information, select Class Search to see the results

Click the courses title to get more information on the specific class. Select the envelope icon to email the instructor.

The Detailed Class Information lists the class capacity and how many seats have been filled. Any prerequisites to take this class will be listed on this screen.

Financial Aid – Student Services & Financial Aid

Financial Aid Status

Review this section for summary information on your current financial aid status including your awards and current academic standing.

Eligibility

Review this section to see about any outstanding requirements that may stand between you and your financial aid. For example, check your Required Missing Documents to see if you the Student Services office is waiting for your signed letter of intent.

Award

This section will allow you to accept or decline your various awards, scholarships and loans for the year. Be sure to contact Student Services if anything does not look right or if you have questions regarding your award.

NOTE: If you are a returning student, Student Services will contact you about accepting your award online – THIS IS WHERE YOU DO THAT.

Before exiting this area, click on the 'AWARD OVERVIEW' tab to confirm that the award status changes you made are correct.

Student Account – Student Services & Financial Aid

Statement and Payment History

You can now view an online copy of your last four statements. As Student Accounts moves further into electronic billing, this statement will replace the ones you used to get in the mail.

Account Summary by Term

Review your tuition costs as well as financial aid applied by term with this link. All course fees, loans, scholarships, and miscellaneous costs will be listed here. If you find a mistake, please contact the Student Services office.

Tax Year / Tax Notification

Select Tax Year to select a year for your tax notification statement for your 1098 form.

View Holds

If your student account is in default for any reason, you will find notification here.

Account Detail for Term

This option will list all costs and applied aid and loans as well as a record of transactions that have taken place concerning your tuition and housing costs, if any. PLEASE NOTE: While meal plans are lists as part of your tuition costs, Banner Self-Service will not display your current meal plan status (how much you have left on your account).

Student Services & Financial Aid – Progress Notices

The key to knowing you are on the right track is feedback. To give you feedback along the way, one of your instructors may send you a progress notice. You will be notified via email if you have a progress notice. After you see that message, check this section of the site to see how you are keeping up and, if necessary, make a correction before it is too late. Be sure to acknowledge each notice you get so that your instructor and advisor both know you are paying close attention.

Blackboard Online Courses

Overview

Even if you are enrolled in a traditional class, your professor may post syllabi, supplemental information, web links, or other materials onto Blackboard Online Courses. It is available online from any computer with an internet connection at http://courses.concordia-ny.edu. Please note: There is no "www" in the address. You will use the same Password you use for email or the computers around campus.

Navigating

The first page you arrive at after login shows announcements and also lists all your courses for the current semester. If you think you are registered for a course but it does not appear in this list, please check first – either on Banner Self Service or with the Registrar's office. Course enrollments take up to 48 hours to appear in Blackboard.

Once you click on a course name, you will arrive at that courses homepage. Each course may look different depending on how the instructor has configured things. It is important to work with your instructor to understand how Blackboard Online Courses will be used in your course. Read on for information that applies to *most* courses.

Syllabus

If your instructor is using Blackboard Online Courses, they will likely have their Syllaubs. Many instructors will have this information posted in MS Word or PDF format. If you do not have MS Word on your personal computer, you may utilize a campus PC as they are all equipped with the MS Office suite. Odds are that any additional files created by your teachers will be in MS Office or PDF formats. If you would like to view these files on your home PC and you do not have MS Office, you may download free readers from Microsoft's website (links provided on this document). Be sure to check the hardware and software requirements before downloading.

Assignment Submission Guidelines

Be sure to check with your professor for assignment guidelines if they are not specified in the instructions or syllabus. Your instructor will give you requirements on the file types that they will accept. Odds are that they will require that files be uploaded in MS Office formats. Nevertheless, it is best not to make assumptions when it comes to collegiate level professors (crafty as they are). Here are some questions you should ask every instructor that will require you to submit assignments:

1. Do you want assignments in the form a file attachment? If so, what file formats do you accept for assignments (Word document, Excel spreadsheet, PowerPoint presentation)?
2. Do you allow late assignment submissions? If so, until what date?
3. Do you allow multiple submissions for assignments?
4. Will scores be available online? If so, when?

All Concordia College campus PC's are equipped with MS Office (including MS Word). Your professor will probably require you to submit your assignments in MS Word's standard format (as a *.docx file). If you are using a different word processing program, you would be wise to save to MS Word format. Please consult your program's help guide or knowledge base for more information.

Unless told otherwise, please be sure to only use the Base 14 fonts in your documents. If you utilize any special fonts or custom fonts, they may not open correctly on your professor's PC. The Base 14 fonts are as follows:

• Times (v3) or Times New Roman PS MT (v4.x) - 4 versions*
• Helvetica (v3) or Arial MT (v4.x) - 4 versions
• Courier - 4 versions

If your document includes graphics, be sure to embed them into the document. If you only link to the graphics, they will not appear when your professor opens the document. College printers use 8.5 x 11 papers by default. Please check with your professor before submitting any assignments with custom page sizes. All Concordia PC's are equipped with the Acrobat

Reader (allowing reading but not creation of PDF files). If you submit a PDF file, your professor will be able to read, but not alter your assignment. Please check with your instructor before submitting PDF files

Where's My Course Content?

Note the little arrow tab in the image to the right. If you click this, your menu will disappear. You can click it again to make the menu return. You never need to click this, (it is there to expand the screen and hide the menu and might be useful in some contexts— generally not needed in your course) but if you do accidentally click it, you won't see the menu items and you'll have to click it again to make the menu return.

Final Words

It is always best to communicate with your instructor when in doubt. Unfortunately, IT Services may be of little assistance beyond helping with login problems and course listings.

And DO NOT wait until the last minute with problems. The worst possible situation is for you to be held up with a technical problem when your grade is in the balance. **If you do run into technical issues, keep your instructor informed and GET HELP!**
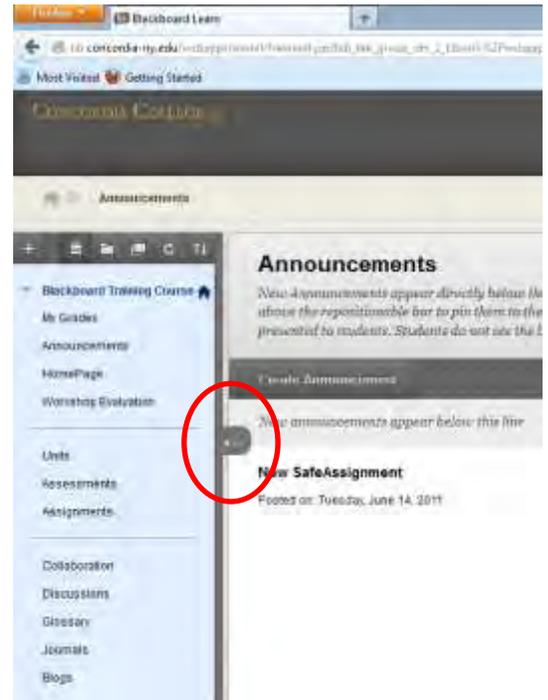
Student Discounts on Computers and Software

Free Symantec Anti-virus

As your courses and extracurricular activities take up much of your time, you may not have the time necessary to purchase an anti-virus program. ITS is sympathetic to your plight. Therefore, we have provided a copy of Symantec Antivirus for you to download for free. That's right, free! In addition you also receive a free subscription to receive updates to your virus definitions for as long as you are an enrolled at Concordia College. These benefits are also available to commuting students.

Your copy and your subscription is good on and off the Concordia Campus, so when you go home for the summer and you take a break from swimming and surfing, your computer will still be protected. Read further for information on how to download your very own copy.

I'm a commuter. What should I do?

If you are a commuting student, and would like to download programs, please go to http://download.concordia-ny.edu.

Discounts

When purchasing computer hardware and software, it is always advantageous to ask about student discounts. Be sure to have your ID card with you at the time of your purchase. Below are some discounts that the College has arranged with major vendors.

Concordia College – New York is pleased to offer registered students the opportunity to purchase hardware and software at significant discounts through Dell and JourneyEd.com. This offer is available to all Concordia students, including adult education students and ESL students.

To shop Dell's website, visit http://www.dell.com/edubuy and enter our Member ID, US29335451. If you prefer, you may also call 888.987.3355 to speak to a Dell representative. Be sure to mention our Member ID, US29335451, to get the discount.

Software can be purchased at a discount from JourneyEd (http://www.journeyed.com/select). We recommend purchasing Microsoft Office - Student Edition for word processing, spreadsheets, and presentations. Be sure to ask for the "Academic Version" which costs less than half the regular price.

For computer repair, call or visit Neighborhood Computer Service. The nearest location is at 23 Mill Road in Eastchester, NY. Show your Concordia ID card for a discount. Contact information can be found at their website (http://neighborcomputer.com/)

Proof of Enrollment

As proof of your active enrollment at Concordia College, print out your current class schedule from Banner Self Service. Once your order is processed, you will receive an email with the number to fax your paperwork. YOUR ORDER WILL NOT BE SHIPPED UNTIL YOU SEND PROOF OF ENROLLMENT!

FAQ's

Q: Where is Concordia's Intranet site?

A: Go to http://intranet.concordia-ny.edu.

Q: Where is my Concordia email?

A: Go to http://webmail.concordia-ny.edu.

Q: How do I get onto Banner Self Service?

A: Go to https://banweb.concordia-ny.edu.

Q: How do I get onto Online Courses?

A: Go to http://courses.concordia-ny.edu.

Q: How do I get onto print from my laptop to a library printer?

A: Go to http://print.concordia-ny.edu.

Q: Do I get any network storage space?

A: Yes, you get 250MB of storage space. Go to http://files.concordia-ny.edu.

Q: Do I get any free software?

A: Go to http://intranet.concordia-ny.edu and click downloads. Concordia provides free Symantec Endpoint Protection antivirus.

Q: What is the difference between by password and my PIN?

A: Your password will get you onto Information Commons Computers, your personal network storage space, email, Blackboard Online Courses, Cisco Clean Access, and the download site. Your PIN will get you into Banner Self Service ONLY.

Q: When I log into Online Courses all my courses are not there. What should I do?

A: Course enrollments take up to 48 hours to synchronize. If you do not see what you are expecting by then, contact the Registrar's office to confirm your schedule.

Q: I can't get the computer in my dormitory onto the internet?

A: Check the following:

1. Are you connected?
   a. Ensure that an Ethernet cable is connected properly (looks like an oversized phone connection). A green light should appear next to the port on your computer.
   b. If you are connecting wirelessly your status should say connected to CCNYNET.
2. If you have a PC, download the Cisco NAC Agent and be sure you have met all of the requirements.
3. Make sure you entered your UserID and password correctly.
4. Connect to either the wired or wireless network. NOT BOTH.

Q: I already have an antivirus program. Why do I have to use Symantec?

A: You don't have to use it but this is the program Concordia recommends. The College's version is free to you, carries no subscription fee and will work as long as you are a student at Concordia.

Q: My computer has Windows 95, 98, or Me. Can I get onto the network?

A: No. Order an upgrade.

Q: How do I request AV materials (projectors and such)?

A: Fill out a request for available on the Concordia Intranet page. You will need the signature of a faculty or staff sponsor to receive equipment.

Q: I don't have a computer. Do you have one I can use?

A: Computers are available for public usage in the Information Commons in Scheele Memorial Library. In addition, you can check out a loaner laptop from the library circulation desk.

Q: Can I use a wireless connection?

A: Yes – wireless is available across nearly every inch of campus. *If you find a deadspot or someplace with low coverage – TELL US!* We want to make sure service is available anywhere you go.

Q: Do I have to have Cisco NAC agent loaded on my Windows machine if I am using a wireless connection?

A: Yes.

Q: I'm a commuter student. Can I access all the web services from off-campus?

A: Yes. Visit the intranet - http://intranet.concordia-ny.edu.

Q: I'm a commuter student. Am I still entitled to a copy of Symantec Anti-Virus?

A: Yes. Go to http://intranet.concordia-ny.edu and go to downloads.

Q: Is there any helpful information I can review online?

A: Many campus resources are available on Concordia's Intranet site (http://intranet.concordia-ny.edu).