

# Student Computing Basics

## Siena College Information Technology Services (ITS)



### Your email

- Your Siena email address is <userID>@siena.edu
- Siena uses Google Apps for Education, so the email has the same look and feel as Gmail.

### Your Login

Every student has a network account at Siena for access to e-mail and Blackboard. In addition, there is a different login to Student Self-Service, our course information system.

#### Username and Initial Password

Your username is in this format:

- ◆ Your first and middle initial.
- ◆ The day of the month you were born (two digits).
- ◆ The first four letters of your last name.

Thus, Terry B. Smith, born on November 6, would have a userID of tb06smit. Your Siena e-mail address is your userID@siena.edu

The initial password is created in this format (case sensitive):

- ◆ The upper case letter "P" (for Password).
- ◆ Your first and last name initials (lower case – middle initial not required).
- ◆ Your Siena ID number.

**The initial password is only temporary** and will be used to log in to create your permanent password. See "Your Password" below.

Your Siena ID number appears in the welcome letter sent to you in early May. It is a nine-digit number beginning with "9." If you do not know it, contact the Registrar at (518) 783-2310.

#### Variations/Exceptions

- ◆ If you have no middle initial, just skip it: t06smith
- ◆ In some cases, your middle initial was not in our system. If you have trouble logging on, try your userID with no middle initial.
- ◆ If there's an apostrophe in your name (O'Brien), leave it out (pa05obri).

### Student Self-service (for Registration)

Student Self-Service is for course registration *only* and uses your Siena ID number as a userID. The password is randomly generated by Siena College and is mailed to you before you begin classes. If you forget your password, call the helpdesk at 518-786-5000.

### Your Password

#### Step One: Registration

To set up your permanent password, go to the ITS web page (<http://www.siena.edu/its>). You will see instructions on how to register.

- ◆ Click on <http://accountreg.siena.edu>
- ◆ Type in your **full e-mail address** (userID@siena.edu) and initial password, as explained above, and click OK.
- ◆ Click on "Next."
- ◆ Enter your initial password again.
- ◆ You will see a list of questions. Provide answers to at least three of them. Answers are case-sensitive, so be sure you remember how you typed in the answer. Also, avoid answers with spaces (**remember your answers!**).
- ◆ Once you've answered the questions, click "Next."
- ◆ The screen will show that you have successfully registered.

#### Step Two: Changing Your Password

The second step is to change your temporary password. Go back to the ITS web page.

- ◆ Click on <http://accounts.service.siena.edu>
- ◆ Enter your Siena userID (**without "@siena.edu"**)
- ◆ Your questions will display. Answer them and click "Next."
- ◆ Choose your new password
  - ◇ It must be at least 8 characters
  - ◇ You must include three of the four character types: upper case, lower case, numbers, and special characters
  - ◇ It cannot include your name.
- ◆ Click Next. You should see a message that your password has been changed.

**If you forget your password, go to <http://accounts.service.siena.edu> to reset it.**

Keep your password secret!  
Never give it out to anyone, including ITS.



Siena College Information Technology Services (ITS)

Student Helpdesk:  
Standish Library  
518-786-5000  
[helpdesk@siena.edu](mailto:helpdesk@siena.edu)



Siena College Information  
Technology Services (ITS)

515 Loudon Rd.  
Loudonville, NY 12211  
518-786-5000



### Free security software

#### Antivirus

*Microsoft Security Essentials*  
<http://tinyurl.com/bggzsek>  
*Avast*  
<http://www.avast.com>  
*AVG*  
<http://free.avg.com>

#### Cleaning

*Malwarebytes*  
<http://www.malwarebytes.org>

#### Testing

*EICAR Test file* – use this to test your antivirus. It's harmless, but you will get a warning to show your antivirus is working.  
<http://tinyurl.com/7d3ss8y>

## Important Stuff

- ◆ **ITS will never ask for your password.** Never give it out to anyone. Never send it in an e-mail.
- ◆ **You must register your computer to get full Internet access.** Use your network login and password (see other side). If you do not get directed to the login page automatically, go to <http://campusr.siena.edu/registration/> (this address will work even if you can't go anywhere else).
- ◆ **You also must register any devices that use the Internet.** This includes tablets, Wi-fi enabled phones and gaming systems. Go to <http://campusr.siena.edu/registration/> to register.
- ◆ **Routers, file sharing software, and game servers are not allowed on our network.** This includes any servers or other software that might cause problems for other users. For a full rundown, as well as a list of your rights and responsibilities as a Siena computer user, see the Computing Use Policy at <http://www.siena.edu/itspolicies>.
- ◆ **Siena has a campus emergency notification system.** If there is an emergency, text messages will be sent to students who sign up. See <http://www.siena.edu/SienaAlert> for details.

## Keep Your Computer Secure

The bad guys are out to get you, and the best way to keep from having problems is to be alert to the common scams.

### Phishing

The most common scam is known as “phishing”: tricking you into giving out your password. Once this happens, they use it to send out spam messages. ITS will shut down any account when that happens.

To protect yourself, never give out your passwords. Phishing messages are clever, threatening dire consequences if you don't give them your password. Don't be fooled. No one – not Siena, not Gmail, not any other account you have – will need your password in order to do anything.

### Malware

This is a catch-all term for viruses and other programs that can take over your computer. To avoid them, make sure you always have up-to-date antivirus. If you don't want to pay for it, you can get free Antivirus from the links to the left.

Malware, like phishing, creates warnings to scare you into installing it on your computer. If something tells you there are multiple problems with your computer, or if it warns you you're doing something illegal, it's an attempt to install the software. If you see something like this, shut down the computer and run a cleaner like Malwarebytes. If you need help, contact the helpdesk at 518-786-5000.

### Embedded Links

Be careful with links in an email. They may say one thing, but will take you to another site entirely. Before clicking on a link, hover your mouse over the link. The actual website address will display at the lower left of your web browser screen (Safari excluded). Make sure this is the expected address.

## Getting Help

- ◆ The ITS Student Helpdesk is at the Standish Library, in the 24/7 computing lab (to the right when you enter the library doors).
- ◆ Student consultants are on duty  
8:00am - 10:00pm Mon-Thur  
8:00am - 6:00pm Fri  
12:00noon - 6:00pm Sat  
4:00pm - 10:00pm Sun

