

Student Computing Basics



2011-2012

SIENA COLLEGE
INFORMATION
TECHNOLOGY SERVICES
(ITS)

Hines Hall 101
518-786-5000

YOUR LOGIN

Every student has a network account at Siena. This includes access to e-mail, Blackboard and other web functions. In addition, there is a login to Self-Service for Student, our course scheduling system.

Username and 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.

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 Siena ID appears in the welcome letter sent to you in early May by Campus Programs. It is a nine-digit number begin-

ning with "9." If you do not know it, contact the Registrar at (518) 783-2310.

To change your password to something you can better remember, follow the instructions at <http://www.siena.edu/password>

Variations/Exceptions

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

SELF-SERVICE/WEB FOR STUDENT LOGIN FOR REGISTRATION

Your Self-Service for Student login is your Siena ID number. The password is randomly generated by Siena College and is mailed to you before you begin classes. If you forget your password, call the ITS helpdesk at 518-786-5000.

Technology Pages

Your source for information about phones and computing. www.siena.edu/its

Antivirus Pages

Information about protecting yourself from viruses and spyware. www.siena.edu/antivirus

FRANet Pages

How to use Siena's on-campus high-speed network. www.siena.edu/franet

Laptop Purchase Program

Purchase a laptop at a discount. www.siena.edu/laptop

ITS Orientation Guide

Information for the new student. www.siena.edu/ITSorientation

E-MAIL ADDRESS

All Siena students — full and part-time — are given an e-mail account. To read your e-mail, go to <http://imail.siena.edu>. Login using your username and password. Your e-mail address is in the form: userID@siena.edu (e.g., tb06smit@siena.edu).

YOUR COMPUTER

- Familiarize yourself with your computer. Take the computer out of the box at home, hook up your Ethernet connection and make sure it works.
- Have A/V software and Windows patches up to date. Leave your computer connected at home for at least 24 hours (48 is better) before leaving for Siena
- Internet Security suites & firewalls may cause problems. Stick with antivirus only.
- Gaming devices are welcome, but routers, hubs, switches, etc. are not. They will not work.
- Password protect your computer. This adds an extra level of security.
- Do not install file sharing software (Limewire, Ares, Morpheus, Bit Torrent, etc.). 99% of the students we shut down have this software running.
- If you have a good working computer, we will do everything in our power to get you connected to the internet. If you experience hardware issues or require software installation, you will need to contact your vendor.



Did you know . . . ?



◆ **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 Xbox or other online game system.** Go to <http://campusr.siena.edu/registration/> to register.

◆ **You can change your Siena network password online.** Log on to Outlook Web Access and click on "Options."

◆ **ITS will *never* ask for your password.** *Never* give it out to anyone. *Never* send it in an e-mail.

◆ **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 run-down, 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.

COMPUTING SERVICES: WWW.SIENA.EDU/ITS

Information about ITS's services is on our web page at <http://www.siena.edu/ITS>

NOTE: ITS does not provide computer repair services to student computers. Contact your computer manufacturer. Other services/features are listed below.

Computer Security & Antivirus software

How to protect your computer.

- **Antispyware software & procedures**
Removing nasty programs that slow computing
- **FRANet Student Network**
Connecting to the Internet in the Residence Halls
- **SienaAir Wireless**
Wireless connection on campus.
- **Computing Use Policy**
Rules for computer usage
- **Computing Labs**
Public use computers
- **E-mail instructions**
Setting up e-mail

Network Drives

Save your data on the network for safety

- **Basic Maintenance**
Keeping your computer running right
- **Password Maintenance**
Password changes and password recovery setup
- **Windows Updates**
Updating your software to prevent viruses
- **Telephone Information**
Long distance, voicemail, and other features
- **Computer troubleshooting tips**
How to fix specific problems

