

A Quick Guide to Student Computing

USER ACCOUNT and E-MAIL

Each student is assigned log on credentials consisting of a **Username** and a **Password**.

The username and password will provide access to the following services:

- Residence Halls Internet Access •Wireless
- E-mail •Moodle •WebAdvisor

Retrieving/Resetting Your Username and Password.

Retrieve your username and/or reset your password by visiting:

<http://www.coastal.edu/search/password>

or by visiting the Student Computing Services (KRNS 113). Bring your student ID.

Accessing your E-mail

You can access your e-mail from any computer connected to the internet.

Open a web browser (e.g. FireFox or Internet Explorer) and type in <http://mail.coastal.edu>, enter your username and password, and select the mail tab. Your e-mail address is **username@coastal.edu** (e.g. jdoe@coastal.edu).

Tips

- Every student has an email storage quota of 7GB.
- Students can connect their mobile devices to their CCU e-mail.
- Students should always **LOG OUT** after using e-mail.



WEBADVISOR

WebAdvisor allows students to register for, and drop classes. Web Advisor also allows students to print their grades and unofficial transcripts, and **pay their tuition fees**.

Accessing your WebAdvisor

With your username and password, you can access WebAdvisor online at <http://webadvisor.coastal.edu> and select the WebAdvisor tab.

MOODLE

Moodle is a delivery system for online course content. Many professors use Moodle to expand & enhance the teaching and learning process.

Accessing your Moodle courses

Visit <http://moodle.coastal.edu> and use your username and password to login. Once you login a list of the courses you are enrolled appears. To access the homepage of a course on the list click the course name.

COMPUTER LABS

There are many specialized labs, general access labs, and smart class rooms that will help meet your academic needs. Student IDs may be required to use the labs.

General Access Labs and Student Support Hours

Tech Support Center, Kearns 113 (Student Help Desk)

M-TH: 8:00 am – 8:00 pm
F: 8:00 am – 5:00 pm
Sat: 2:00 pm – 9:00 pm
Sun: 2:00 pm – 9:00 pm

Computer Assisted Instruction Lab, Kearns 113

M-TH: 8:00 am – 8:00 pm
F: 8:00 am – 5:00 pm
Sat: 2:00 pm – 9:00 pm
Sun: 2:00 pm – 9:00 pm

Wall Lab, Wall 108

M-F: varies due to classes
Sat/Sun: 12:00 pm – 5:00 pm

Wall Lab, Wall 204

M-F: 7:30 am – 5:00 pm
Sat/Sun: Closed

Edwards Lab, Edwards 171

M-TH: 7:45 am – 8:00 pm
F: 7:45 am – 4:00 pm
Sat/Sun: closed

Bryan Information Commons, Kimbel Library

M-TH: 8:00 am – 11:00 pm
F: 8:00 am – 7:00 pm
Sat/Sun: 11:00 am – 7:00 pm

Microcomputer Labs

Eaglin 1st Floor

Resources in the lab

The labs provide a variety of software packages. All general access labs have the Microsoft Office suite. Some labs include more specialized software such as database, desktop publishing, graphic design, Web design, and programming tools. Printing capabilities are available throughout the labs. Also, scanners, digital cameras, and video tape/DVD tutorials are available.

Laptops to check out and use for a

24 hour period are available at the Library circulation desk for students.

ACCESSING THE NETWORK

CCUResNet

CCUResNet comprises all on-campus Residence Halls, including University Place. With the exception of the Gardens, all Residence Halls have wired access to the network and the Internet. The Gardens Residence Hall, as well as all locations at CCU, has wireless access to the network and the Internet.

All Residence Halls (except the Gardens): What is needed?

- Each room should have as many active Ethernet jacks as the number of students. (Ethernet jack is similar to a phone jack but it is slightly larger.)
- Students need to provide an Ethernet cable (Category 5 straight patch cable) that will connect to the Ethernet port on the computer and to the Ethernet jack on the wall. Students may pick up a FREE

Ethernet cable from the Tech Support Center in Kearns 113.

- There is no specific network configuration students must do on their computers, unless they have their home computers configured statically to use Cable Modem at home. Consult the tech support center staff for assistance.
- Once the Ethernet cable is connected to the computer and the wall, the student is ready to browse the Internet, by accessing a browser such as Internet Explorer. **The Gardens: What is needed?**
- A wireless Ethernet/WiFi adapter. Most new laptops have wireless cards already built-in. Adapters are fairly inexpensive and widely available.
- The university's wireless networks include CCUnwired and CCUResNet.

I got what I need! How do I connect? (First time connection)

1. Check your antivirus and perform any necessary updates. Free antivirus software & updates are available through SCS.
2. Launch your web browser, e.g. Internet Explorer, to a non-CCU website in order to prompt SafeConnect, such as www.google.com.
3. You will need to enter your username and password. If forgotten, there will be a link to help you retrieve your username and password.
4. You will then be prompted to run and then install SafeConnect (which authenticates your computer).
5. SafeConnect opens automatically when network connection is made.
6. You should now have internet access.

On-Campus Internet Access

- Laptops with Ethernet adapters or ports can go to Kearns 113 or to Wall 108 and use their available ports to connect.
- Laptops with wireless capabilities can access the Internet in all academic areas, Student Center, and the Library.

VIRUSES

Viruses pose a major threat to the network and individual computers. Students should be vigilant when opening suspicious e-mail, and e-mails with attachments. Also, as the Computing Policy states, students must:

- ☑ Have antivirus software such as Norton or AVG (which can be obtained free from SCS) and update antivirus definitions

regularly.

- ☑ Patch their computer regularly (Run Windows Update). Periodically, Microsoft releases updates for Windows to prevent the spread and infection of computers by viruses.

BE AWARE OF SPYWARE/PHISHING ATTEMPTS

Spyware is any program that helps gather information about individuals without their knowledge. Spyware is normally disseminated through Peer-2-Peer applications, such as Limewire, and heavily marketed websites.

Malwarebytes is a utility designed to combat ad-ware and spyware. They are free and available online and through the SCS website.

If you receive phishing attempts (fraud emails), please do not open the email and delete the email immediately. Contact SCS with the sender's email address. If you have opened the fraud email/attachments, please reset your CCU password and security questions and answers.

STUDENT RESPONSIBILITIES

Students must abide by the University's Computing Policies and Procedures. The policies can be found online at:

<http://www.coastal.edu/its/policies>

Students should be aware that copyright owners are actively pursuing violators of their copyrighted materials. File sharing applications such as BitTorrent, are not illegal; however, many of the files being shared through such applications are illegal. Protect yourself and avoid copyright infringement. Read more at:

<http://www.coastal.edu/services/scs>

GENERAL TIPS

1. "BACK UP, BACK UP, and BACK UP": Back up your projects on various storage devices, such as USB Drives.
2. Seek support from SCS Help Desks on academics that require advanced use of technology.
3. Be familiar with the terms of your computer warranty to obtain optimal technical support from the vendor.



Quick Reference

Labs/	Student Tech Support * KRNS 113	843-349-2220
SCS Help Desks:	CAI Lab * KRNS 113	843-349-2908
	Bryan Information Commons	843-349-4050
	Wall Lab * Wall 108	843-349-2935
	Wall Lab * Wall 204	843-349-3245
	Edwards Lab * Edwards 171	843-349-2377

Support: ITS-Student Computing Services (SCS), KRNS 113
843-349-2220
<http://www.coastal.edu/scs>

Addresses: <http://www.coastal.edu/info/students>
<http://mail.coastal.edu>
<http://webadvisor.coastal.edu>
<http://moodle.coastal.edu>