



CEDAR CREST  
COLLEGE

# An Introduction to Technology Resources at Cedar Crest College

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Student Information

Information Technology  
2017-2018



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## Information Technology Resources At-A-Glance

### *Important Websites to Remember*

- [www.cedarcrest.edu](http://www.cedarcrest.edu) – Cedar Crest College home page
- [Help.cedarcrest.edu](http://Help.cedarcrest.edu)—Information Technology Support Center
- [my.cedarcrest.edu](http://my.cedarcrest.edu) – My CedarCrest Online Student Portal
- [cedarcrest.instructure.com](http://cedarcrest.instructure.com) –Cedar Crest College’s Online Course website
- [login.microsoft.com](http://login.microsoft.com) – Access to your College email account and Office 365 resources

### *Information Technology Student Helpdesk*

- **Location:** Student Success Center, Cressman Library main floor
- **Fall/Spring Semester**
  - **Call Center Hours:**
    - Monday-Friday 8:30am – 8:00pm
    - Saturday-Sunday 9:00am – 5:00pm
  - **Walk-In Hours:**
    - Monday-Thursday 8:30am – 8:00pm
    - Friday 8:30am – 5:00pm
    - Saturday 9:00am – 5:00pm
    - Sunday 12:00pm – 5:00pm
- **Winter/Summer Semester**
  - **Call Center and Walk-In Hours:**
    - Monday-Thursday 9:00am – 7:00pm
    - Friday 9:00am – 5:00pm
    - Saturday-Sunday 12:00pm – 5:00pm
- **Phone:** 610-606-4635  
To report a network emergency after hours, call Security at ext. 3522.
- **Email:** [studenthelp@cedarcrest.edu](mailto:studenthelp@cedarcrest.edu)

## Campus Wireless Network

### **Wireless Access Points**

The majority of buildings on campus provide wireless connectivity throughout. The wireless network provides internet only access to students’ personal laptops.

### **Printing Over the Wireless Network**

Students can access their print quota account to print from their personal computer or mobile device to several designated printers across campus, rather than logging onto a networked computer. Information about your print quota is found in the next section.

### **Wireless Print Locations:**

- Cressman Library Main Floor
- Hamilton Boulevard Building, alcove printer
- Activities Lounge, basement of the Tompkins College Center
- Oberkotter Building Lounge
- All Residence Hall Lab Printers

## Computer Labs and Classrooms

Cedar Crest has a wide range of computing facilities available to our students. Computer classrooms enhance the in-class learning process and are available for general use when not scheduled for classes.

For specific information about the computer labs, including holiday hours, hardware and software availability, visit the I.T. Support Center at <http://help.cedarcrest.edu>.

### Hours and Availability

- Most computer labs on campus are open from 7AM to 2AM every day, with exceptions during vacation periods. However, building doors are locked between 10-11:00 PM so you need to be in the building before it closes. The Cressman Library lab is limited to building hours.
- HBB 10 Lab and the Cressman Library stations are solely reserved for students during open hours.
- Residence Hall labs are available 24/7 to building residents.
- The other labs are available to students when not being used for classes.

### Campus Lab Locations

Lab Name	Location	Student Stations	Black & White Printing	Color Printing	Web-Print Available	Scanning Station
BHA 4	Blaney Hall Basement	24	Y	N	N	N
BHA 8	Blaney Hall Basement	23	Y	N	N	Y
CUR 104	Curtis Hall First Floor	20	Y	N	N	Y
HBB 10	Hamilton Boulevard Building	10	Y	N	N	N
MIL 20	Miller Family Building	20	Y	N	N	Y
LIBRARY	Cressman Library, Main Floor	19	Y	Y	Y	Y
RES HALL LABS	Varies	3 per building	Y	N	Y	N

### Departmental Computer Labs

- The Psychology/Neuroscience lab is located in Curtis Hall, used exclusively by psychology majors.
- The Foreign Language Lab is located in Hartzel Hall, used primarily by humanities students.
- The Convergence Lab is located in the Cressman Library, and is used exclusively by new media students, or students taking classes in the lab.
- Curtis 208 is a convertible classroom with laptop stations, and is only available to students taking classes in this room.

### Getting Help in the Labs

Helpdesk consultants, based 7 days a week in the Cressman Library, are the first line of help for students who encounter problems with software or hardware in the computer labs and can be reached by phone at 610-606-4635. There is a phone in each lab that is available for use to call the Helpdesk Station or Security (“0”) if there are any problems.

## Campus Network Access

### Cedar Crest's Computer Network

When you use any of the computers in computer labs, you will need a network account. For specific information about resources available on campus, visit <http://help.cedarcrest.edu>.

You will be assigned a network login once you have enrolled for courses. Information will be sent to your personal email address. By using this account, you agree to and understand the College's Acceptable Use Policy. A copy is available online at <http://help.cedarcrest.edu/policies.html>.

### Logging off the Network

It is *very important* that you restart or shut down the campus computer when you are done. Otherwise, the next user could gain access to your H: drive, campus print quota, and other online information.

### Getting Help

If you forget your password, but you know your login name and Student ID number, you can call 610-606-4635, and have your password reset to your Student ID number. Otherwise, you will need to visit the Student Helpdesk during walk-in hours. Please remember to bring your photo ID.

### Your Personal Network Space (H:\ Drive)

Every network user is allotted a 100 MB of storage space on the network. This drive can be accessed on any lab computer. You cannot access your H: drive from off-campus, or on a computer that is connected to the campus wireless network. Your H:/ drive is indicated by your username. For example, Jane A Doe's H: drive is listed as *Jadoe (cccmaint\users) (H:)*. You can save files to this drive just as you would to your flash drive. Simply choose this drive in the Save window. To ask questions about or to report problems with your H: drive, contact the Student Helpdesk at 610-606-4635 or [studenthelp@cedarcrest.edu](mailto:studenthelp@cedarcrest.edu).

### Campus Print Quota

All students are given a printing allotment that is the equivalent of 800 black and white, single-sided pages per academic year (August to August). This print quota can be used in any of the campus computer labs, and at several Web Print stations located across campus.

If you have less than 100 pages remaining in your quota, you can purchase print cards at the Bookstore, the Student Helpdesk and the Information Services Desk in the Cressman Library. Please note that only the Bookstore accepts checks or credit cards. The Library locations are cash only.

For more information on the campus print quota system, visit <http://www.cedarcrest.edu/infotech/printhome.shtm>

## Your Cedar Crest Email Account

### ***Why Do I Need a Cedar Crest Email Account?***

- For security purposes, all official electronic correspondence must go to a campus email account. Once a student is registered for courses, the college will no longer send email to an off-campus email address.
- Many campus events are announced via email. This will keep you up-to-date on what's happening on campus, whether you want to attend the event, or simply want to arrive early for class in order to secure a parking space.

### **Receiving an Email Account**

An email address will automatically be created for you at the same time your network account is created. You are responsible for maintaining your mailbox. It is important that you check your campus email account in order to keep up-to-date with campus-wide announcements that may be important to you.

### **Student Email Policy**

Before using your email account, please review the Acceptable Use Policy, a copy of which is available at: <http://help.cedarcrest.edu/policies.html>.

### **Your Email Address**

Anyone within the Cedar Crest network or anyone on the Internet can send you email. Your email address is *networkloginname@cedarcrest.edu*. For *networkloginname*, substitute—you guessed it—your network login name on the Cedar Crest network. For example: Jane Q. Abernathy's email address would be *jqaberna@cedarcrest.edu*.

### **Accessing Your Email**

- Cedar Crest College uses Office 365 as their email platform. To login, open a web browser and go to <https://login.microsoftonline.com/>.
- Your Username is your email address, and your password is the same as your network login.

### **Getting Help**

If you know your login name and Student ID number, you can call 610-606-4635, and have your password reset to your Student ID number. Otherwise, you will need to visit the Student Helpdesk, located on main floor of the Cressman Library.

## Microsoft Office 365

Office 365 is FREE to all enrolled Cedar Crest College students.

Office 365 includes:

- The latest versions of Microsoft Word, Excel, PowerPoint, OneNote, Outlook, Access and Publisher
- Installation on up to five PCs or Macs, and Office apps on other mobile devices, including Windows tablets and iPad
- 1 Terabyte of OneDrive cloud storage
- Office Online

For more information, visit the I.T. Support Center at: <http://help.cedarcrest.edu>.

## Your My CedarCrest Account

My Cedar Crest is an online service that allows students the functionality to:

- Register (Add) and Drop courses
- View their unofficial transcript
- Preview/print schedule
- View their balances due in various accounts

### Receiving a My Cedar Crest Account

To access My Cedar Crest, you will need to use your student ID and PIN to access your personal data. This information is provided by SAGE or Admissions upon acceptance to the College.

**WARNING!** *Your PIN is very valuable and should never be given to anyone. If someone knows it, they can see your grades, your account balance, add/drop your classes, or change your personal information!*

### Accessing My Cedar Crest

1. Open a browser window and go to <https://my.cedarcrest.edu>.
2. Login with your Student ID as your User Name, and your Pin number as your password. If you do not have this information, you can view some of the features as a guest.

### Changing Your Password

Once you login the first time, you can change your Pin number to a password of your choice by clicking on the "Personal Info" link in the Welcome toolbar.

### Getting Help with My Cedar Crest

If you have forgotten your pin number or password, please contact Information Technology at 610-606-4635 or email [studenthelp@cedarcrest.edu](mailto:studenthelp@cedarcrest.edu). A new pin number will be emailed to your Cedar Crest Email address. You may also come to the Student Helpdesk in the Cressman Library, main floor, with a valid photo ID. No Login information will be given over the phone.

## Accessing Online Courses

Students can access their online class material for Traditional, Hybrid or Online courses through the Cedar Crest Online Portal, also known as Canvas.

### Accessing Cedar Crest Online

1. On My CedarCrest, choose Cedar Crest Online under the Quick Links section in the left column, or login directly at <https://cedarcrest.instructure.com>.
2. You will use your network login and password to access Cedar Crest Online.

### First Time Users

Before starting your class, be sure to go through the Getting Ready for Online Learning section on [https://my.cedarcrest.edu/ICS/Current\\_Students/Cedar\\_Crest\\_Online.jnz](https://my.cedarcrest.edu/ICS/Current_Students/Cedar_Crest_Online.jnz). These pages will go over the skills you will need to be a successful online student, and go over preparing your computer, and yourself, for the class.

### Getting Help

- For login and general questions, call Information Technology at (610) 606-4635.
- For help using the Cedar Crest Online website, Cedar Crest Online Helpdesk directly at 844-303-8287.



## Audiovisual Services

### Student Equipment Loan Policy

Audio Visual equipment required for student assignments or projects must be requested through the class instructor or group advisor. However, camcorders and tripods may be checked out by a student. Students must contact Audio Visual Services in advance at [avsvcs@cedarcrest.edu](mailto:avsvcs@cedarcrest.edu) and arrange for a pickup and drop off time.

### Scheduling AV Equipment

1. Students must reserve a date and time with the Audio Visual Services Department to pick up the equipment. Equipment must be picked up in the Audio Visual Office at that time and date.
2. Students must have their Student ID to check out equipment. If equipment is lost or damaged or if parts are missing students will be financially liable for replacement and repair costs.
3. Equipment may only be checked out overnight, except weekends. Weekend check out is Friday and the equipment is due back Monday morning.
4. Equipment must be returned to the Audio Visual Services Office on time.

## Support for Personal Devices

Information Technology provides limited support to students with connectivity issues in Residence Halls and to the wireless network on campus

- If the problem you are encountering is determined to be network related, our office will work to resolve the problem as swiftly as possible.
- If the problem is determined to be hardware related, you will be referred to the vendor from whom you purchased your computer. If your computer is no longer under warranty, our office can provide you a list of local businesses that offer computer repair.
- If the problem is related to software you purchased and installed on your computer, you will be referred to the software manufacturer.

### Support for Smart Technology

Limited support for campus wireless connectivity and email configuration is available by appointment only for portable smart devices, such as iPads and phones.