

Need Help?—OIT Service Desk

OIT is available to assist you with your technology needs. To better serve our students, we have partnered with an outside provider to offer 24/7 technical support. You may contact the Service Desk by email at oit servicedesk@sjfc.edu, by phone at 385-8016, or walk-up at Kearney 053, Academic Computing Center and the Lavery Library, first floor Learning Commons.

Current Service Desk hours are posted on the OIT website at <http://www.sjfc.edu/oit>.

My SJFC—log in once access Bb, Gmail, Atomic Learning, Fish R Net plus more!



mySJFC (my.sjfc.edu) is your one-stop-shop for academic information, campus services, and student life. **Log in once** using your **Network Credentials** and gain access to BlackBoard, Gmail, Atomic Learning, Fish R Net, and student life resources.



Blackboard is a web-based course-management system designed to allow faculty to provide students with course materials, discussion boards, and more.



Gmail/Drive/Docs: All SJFC students receive a Gmail Account, Google Documents, and Google Drive Documents allows users to create and edit documents online while collaborating in real-time with other users. The **Drive** allows users to store all types of files on the Google servers. The Drive allows you **unlimited secure cloud** storage, up to 5TB for a single file.

Google Apps Learning Center- <http://learn.googleapps.com/docs> . Check out the section on **Learn by App**.



Atomic Learning-is an online, video-based software training solution available for use by faculty, staff and students. A library of thousands of short, easy-to-view tutorial movies can be viewed on campus as well as off-campus.



Fish 'R' Net homepage contains upcoming class availability, links to your student bill, and access to your personal Fish 'R' Net account.

Printing

Pharos Printing at SJFC—more info at:

<http://www.sjfc.edu/dot/Asset/85924029-c7cc-4819-ba27-a614852831b8>

- All computer labs have black and white high speed laser printers.
- Pharos Printing allows you to print documents directly from your laptop to a number of printers on-campus. Computer labs with Print Release Stations are:
 - ◆ *Library Main floor and Nursing Computer Lab 207*
- Printing is available 24-hours-a-day, 7-days-a-week via card-swipe access when the College is open at the Kearney Academic Computing Lab.
- If more than one copy of a document is needed, OIT recommends using the Print Center located in the basement of Kearney
- A copier is available on the main floor of the library and in the Kearney Academic Computing Lab.



SJFC Mobile Print

Students can print from their portable devices when on campus and connected to the SJFC network using **SJFC Mobile Print**.

- Send - attach a document to an email message and send to: **mobileprint@sjfc.edu**
- Release - from your mobile device, using a web browser, enter: **print.sjfc.edu**. Select a printer and release document to be printed

*Print jobs are stored for 2 hours

The **Print Dashboard** allows students to view:

- Current print jobs - number of pages, amount of paper, costs
- Print Options - change printer options prior to printing document
- My Funds - how much money is in your Pharos account
- Activity - printing history and costs

More info: <http://www.sjfc.edu/campus-services/oit/services/faq-detail.dot?id=130776>

Portable Storage Space

Flash drives are portable drives that can be used to store data when plugged into a computer's USB port. Although not required, they are helpful in many different situations and some classes may require the use of a flash drive.

Learn how to encrypt a USB drive: <http://www.sjfc.edu/campus-services/oit/services/faq-detail.dot?id=123742>

SJFC Mobile App (Ellucian Go)	Mobile Support	Password Policy
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The St. John Fisher College mobile application provides important information for students, parents, faculty, staff and guests on your mobile device(s). From the app users can access:

- News and Events
- A map of the college
- Contact information for campus offices; i.e., Student Accounts, Registrar, etc...
- View grades and class schedules

 Ellucian GO app can be download via Google play or iTunes App Store. Be sure to check back often as additional features are added. Visit the [OIT website](#) for more info.




To receive email on your mobile device there are steps that need to be completed.

1. Confirm your password on Google.
2. Add Gmail account to mobile device

Additional support and documents can be found on the OIT website.
<http://www.sjfc.edu/oit/gmail>



Note: *Our complex password policy will require that network account passwords meet the following requirements:*

1. The password is at least eight characters long.
2. The password contains characters from at least three of the following categories:
 - English uppercase characters (A - Z)
 - English lowercase characters (a - z)
 - Numeric digits (0 - 9)
 - Non-alphanumeric (for example: !, \$, #, or %)
3. The password does not contain three or more consecutive characters from the user's account name.

Additionally, under the new policy, passwords will expire every 180 days and you can only change your password once per day. When you change your password it can't be one of the previous four

Your Pdrive—Personal Network Storage Space at SJFC

Securely store files on their network storage drive. This storage space, which is backed up daily, is sometimes referred to as the “P” drive.

How to access from PC:

1. From the **labs computers including (ITEC's, Library computers, Cyber Café, etc)**, “My Documents” is defaulted to your P: drive.
2. From **off campus**: Open **My Computer** >in the address bar enter: <ftp://ftp.sjfc.edu> and press **enter**.

How to access from a Mac on campus: Using a browser, i.e., Firefox

- Enter server address: <smb://citadel.sjfc.edu>
- Username is: **academia/your SJFC username**

Additional support on Network Storage Space: <http://www.sjfc.edu/campus-services/oit/services/faq-detail.dot?id=123497>

Office 365

Fisher provides **Microsoft Office 365** to students at no cost while enrolled at the college.

Students can download & install Office 365 by visiting the **MS Office 365 for student website**:
www.office.com/getOffice365

Check out the pdf file... **Download and Install MS Office**: <http://www.sjfc.edu/contentAsset/raw-data/a9ad6cce-f9ac-4c46-aa44-dbb720671f58/fileAsset>

Computer Labs

Each Lab Offers:

- A variety of software, including productivity/ academic applications.
- A variety of hardware, including PCs, printers, and scanners.

The Kearney Academic Computing Lab is available 24-hours-a-day, 7-days-a-week via card-swipe access when the College is open.

- If there is a computer or printer issue in any computer lab, please report the issue to the OIT Service Desk by calling x8016 or emailing OITServiceDesk@sjfc.edu
- Trouble with a computer or any machine in the labs please tell the Service Desk assistants.

Think before you download.... Peer to Peer File Sharing

St. John Fisher College does not condone the illegal downloading of music, movies, software, and any other online data protected by copyrights from campus resources, including computing labs and the wired and wireless campus network.

The College's Infringement of Intellectual Property Rights Policy can be found on the OIT Policies web page: (<http://www.sjfc.edu/campus-services/oit/home/policies/dmca.dot>)

