

## Shepherd University IT Services

304-876-5457

E-mail: [support@shepherd.edu](mailto:support@shepherd.edu)

[www.shepherd.edu/itservices/student](http://www.shepherd.edu/itservices/student)

Learning Commons, Ground Floor of  
Ruth Scarborough Library



Shepherd University offers text-messaging emergency announcements and school delay/cancellation notices to students, faculty, and staff.

Please click on the “Rave” link on the Shepherd University Web site [www.shepherd.edu](http://www.shepherd.edu) to sign up or for details about this voluntary system.

Shepherd University  
IT Services  
P.O. Box 5000  
Shepherdstown, WV 25443-5000

# Shepherd

UNIVERSITY

## Information about Technology for the Incoming Student



## Welcome

I.T. Services welcomes you to Shepherd. This brochure will introduce you to some of our systems and services. Please use this information to prepare before coming to campus. Additional information on the topics in this brochure can be found at the I.T. Services Student Web site: [www.shepherd.edu/itservices/student](http://www.shepherd.edu/itservices/student)

## Computer account

A computer account will be created after you register. It allows you to access:

- Campus lab and library computers
- The residence halls network
- The wireless networks (registration and SUWireless)
- E-mail
- Sakai, our learning management system

To retrieve your account, logon to RAIL ([www.shepherd.edu/rail](http://www.shepherd.edu/rail)) using your Shepherd ID and PIN from the advisement and registration session. Select Personal Information and then Password Management from the menus. Click on Retrieve Original Password to obtain your username and original password.

While you are there, we STRONGLY recommend you change your password. Your new password should be at least 8 characters long (it must be at least 6), but you can make it longer (up to 16 characters). Your password should contain a combination of at least letters and numbers, if not any other characters like “!” or “&” also. By the way, some of our systems are case sensitive.

To change your password, click on Back to Password Management Menu in the upper right corner and select Change Current Password. If you ever forget your password, use these instructions to regain access. I.T. Services cannot retrieve or change your password for you.

I.T. Services personnel will never ask you for your password.

**NOTE:** Your Shepherd I.D. and PIN are used to access the RAIL system. That is the only time it is used. Your Username and Password are used to log into the resources listed under the Computer Account heading above. Be sure to read the computer usage agreement; following it helps keep computer resources available for all.

## E-mail

Faculty and staff regularly use e-mail to communicate with students. Every student is issued a University e-mail account and must regularly monitor it for official communications.

You can access the Shepherd e-mail system at <http://mail.shepherd.edu>. Be sure to retrieve your computer account before visiting this server. Your e-mail address will be [username@shepherd.edu](mailto:username@shepherd.edu).

**Note:** We are looking at moving student email to an outside provider in the future. Check our website for any updates.

## AntiVirus requirements

An up-to-date version of a commonly available anti-virus product (Norton, McAfee, etc.) is required before your computer can be hooked up to the Shepherd University network.

If you do not currently have an up-to-date antivirus package, you may download and install a free package such as AVG if you have not subscribed to a commercial one.

## Discount software

Shepherd has an agreement with a reseller that allows students to purchase Microsoft software at a significantly reduced price. New students will be required to fax a copy of their acceptance letter to the reseller as proof they are eligible for the discount. Visit the I.T. Services Student Web site for more information on this amazing offer.

## Computer labs

Shepherd maintains over 350 computers, Windows and Macs, across the campus. These labs allow students to utilize discipline specific applications, the Internet, personal network disk space, and office applications. These computers require you to log on with your Shepherd username and password.

## Bringing your computer to campus

Students can connect their computer to our residence hall and wireless networks. If you have high-speed internet service (DSL, cable or FIOS) at your home, you should prepare your computer before bringing it to campus. To ensure the network is secure and reliable, we maintain strict standards for operating system versions and virus protection:

- Apple computers must run Mac OS X version 10.5 or higher.
- Windows computers must run Vista or Windows 7.
- Windows computers must have all patches installed and an up-to-date antivirus is required. We recommend Automatic Updates be enabled.

- Linux is allowed, but limited support is available.

Once your system meets the above requirements, visit the I.T. Services Student Web site ([www.shepherd.edu/itservices/student](http://www.shepherd.edu/itservices/student)) and follow the links in Bringing Your Computer to Campus to register your computer. This process is required each semester. Note: You cannot register using dial-up.

## Residence halls

All residence halls are wired for Internet access and there is one port for each person in the room. Wireless access points are not allowed in residence halls. Bring a CAT5 or CAT6 network cable. A standard phone cable will not work.

## Wireless

Currently wireless networks are available in all of the Shepherdstown city limits and all of the academic and administrative buildings, except for Stutzman-Slonaker (which should be connected in the summer of 2011) and the residence halls (which some will have it installed in the summer of 2011).

The Registration wireless network covers the following:

- Ruth Scarborough Library
- Student Center
- Erma Ora Byrd Hall
- Dining Hall
- Center for Contemporary Arts (CCA)
- Butcher Center
- Wellness Center

The rest of the academic buildings (except for Stutzman-Slonaker) and around Shepherdstown are covered by the SUWireless network.

## Computer problems?

Can't connect to the Internet or wireless networks? Forget your password? Contact the User Support Desk at 304-876-5457, by email at [support@shepherd.edu](mailto:support@shepherd.edu), or visit us in the Learning Commons on the ground floor of the Ruth Scarborough Library. We ask that you call or email us first before trying to see us in person, especially at the beginning of the semester.

We are available Monday through Friday from 8 a.m. to 4:30 p.m. (hours subject to change). We'll help diagnose your problem and fix most configuration issues free of charge.