

## 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 Returning Student



It is time for classes to start again. IT Services offers this brochure to help you get prepared. This brochure will remind you of some of our services and introduce you to some new offerings. Additional information on the topics below can be found at the I.T. Services Student Web site: [www.shepherd.edu/itservices/student](http://www.shepherd.edu/itservices/student)

## Computer accounts and passwords

Your computer account is required for access to:

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

If you have forgotten your username, you can retrieve it by logging on to RAIL ([www.shepherd.edu/rail](http://www.shepherd.edu/rail)) using your Shepherd ID (the 9 digit number on the back of your Rambler card) and PIN. Select **Personal Information** and then **Password Management** from the menus. If you have never retrieved your account, use **Retrieve Original Password**. If you have forgotten your password, select **Change Current 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. Some of our systems are case sensitive.

If you ever forget your password, use these instructions to regain access. I.T. Services cannot retrieve or change your password for you. IT 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 use e-mail to communicate with students. Every student is issued a University e-mail account and must regularly monitor it for official

communications. Visit <http://mail.shepherd.edu> often and make sure your mailbox has room for new mail.

Note: We are looking at moving student email to an outside provider. 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 on Windows computers before being allowed on the Shepherd University Network.

If you do not currently have an up-to-date anti-virus 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 which allows students to purchase Microsoft software at a significantly reduced price. Visit the IT Services Student Web site for more information on this amazing offer.

## 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 10.4 or higher.
- Windows computers must run either XP, 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 requirements, visit the IT 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 once 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 buildings, except for Stutzman-Slonaker (which should be connected during the summer of 2011) and the residence halls (which some will be connected during the summer of 2011).

The Registration wireless network covers the following:

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

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

Windows XP users may need a special security patch to access the wireless network. Check the I.T. Services Student Web pages for more details.

## Computer problems?

Can't connect to the Internet? Forget your password? Contact the User Support Desk at 304-876-5457, by e-mail 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 Mondays through Fridays from 8:00 am to 4:30 pm (hours are subject to change). We'll help diagnose your problem and fix most configuration issues free of charge.