Technology Survival Guide
For New Students 09-10

Technology Service Desk Information

<table>
<thead>
<tr>
<th>Hours:</th>
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<tbody>
<tr>
<td>Mon through Thursday 8:00 a.m. - 12:00 p.m.*</td>
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<tr>
<td>Friday</td>
</tr>
<tr>
<td>8:00am - 5:00pm</td>
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<tr>
<td>Saturday</td>
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<tr>
<td>12:00pm - 5:00pm</td>
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<tr>
<td>Sunday</td>
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<tr>
<td>3:00pm - 12:00pm</td>
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<tr>
<td>Send an email:</td>
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<tr>
<td><a href="mailto:servicedesk@lasell.edu">servicedesk@lasell.edu</a></td>
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<tr>
<td>Call for help:</td>
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<tr>
<td>x2200or 617-243-2200</td>
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<tr>
<td>Visit in person:</td>
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<tr>
<td>Student Service Desk</td>
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<tr>
<td>ground floor Brennan Library</td>
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Online Self Help Guides
and Instructions: http://technology.lasell.edu

Closed on College holidays and snow days.
* Desk closes at 4:30 p.m. when classes are not in session

Computer Services @ Lasell

At Lasell, you will be joining a community of people devoted to using technology to support learning and collaboration in your areas of interest and program of study.

Student Policies for Digital Community

A copy of the Student Policies for the Digital Community at Lasell can be found in the Student Handbook and on the Technology Center sites on MyLasell. The basic rule to keep in mind when using Lasell College systems, is to respect the privacy and proper use of the College's shared resources.

Lasell Logon and Email Account

Your Lasell logon ID, password and email account are your personal accounts for your entire time at Lasell. If you have not received this information, contact the Service Desk (see left).

For security reasons, your password must be changed every 180 days. You will receive a warning 15 days prior to password expiration. You must change your password before it expires.

We now have a Self Service Reset Password system (SSRPM) to allow you to reset and unlock your own password. To use this system, you must first enroll into the SSRPM program. To enroll, visit https://password.lasell.edu. After you enroll, you may then change your password at anytime. You may not reuse a password and it must be at least 7 characters and/or digits.

Note: If your password has expired you will not be able to use this system. Contact the Service Desk (see left) for assistance.

Your Lasell Email Account

Lasell College email is one of the primary forms of communication for students and you are responsible for reading your email regularly. Access your Email account by logging on to MyLasell https://my.lasell.edu and click on the Email link located at the top of the page. You will be prompted again for your username and password before you can access your account.

Student Email account features:

- 260mb disk quota to store messages.
- Sent messages remain in your mailbox for four weeks prior to deletion.
- Deleted messages remain for two weeks prior to deletion.
- Passwords expire every 180 days. You will be notified by the system when your password is about to expire while logged in to any Lasell Lab computer.

The Residential Network (ResNet)

The college supplies each resident student with a working network jack and/or wireless access in the residence halls. In order to connect student computers to the Lasell network, you will need to have a Windows or Mac computer loaded with antivirus software and all Operating Systems updates installed (both Mac and Windows), a working network card and a CAT5 network cable if not connecting wirelessly (which can be purchased at Donahue’s Book Store). Students are required to perform a full
virus scan, have an updated anti-virus program installed and all Operating Systems updates prior to connecting to the network. Students, who fail to comply with the College’s anti-virus policies, will be subject to a $50 fine. Windows computers must pass the Cisco Clean Access Certification to connect to ResNet (see instruction below).

**Cisco Clean Access Agent (CCAA)**

Before you can connect to ResNet all Windows (not Mac) systems must be certified by the CCA system. This system works by downloading a small utility to your computer which performs a scan of your system for an updated copy of McAfee or Symantec anti-virus software and Windows vulnerabilities. If your system is correctly configured with virus protection and Windows critical patches (http://www.windowsupdate.com), you will be permitted to connect to the Lasell network and Internet. If your system does not pass the scan, you will be provided with temporary access to the Lasell network and Internet to download the necessary patches and software. If you have trouble connecting your computer to ResNet, email servicedesk@lasell.edu or call the Student Service Desk x2200.

**Public Computers & Printers for Students**

There are over 100 Windows PC and Macintosh computers available for students in Brennan Library, the Campus Center and Wolfe Lobby. See the https://technology.lasell.edu for details.

Each semester Lasell’s students are set up with a $25 printing allocation. When you print in a classroom or lab on campus, the cost of printing is deducted from this free allocation. Black-and-white printing costs 10 cents per page single sided ($0.10), 7 cents per double sided ($0.07), color printing costs 50 cents per page ($0.50) and poster printing costs four dollars ($4) per poster. You will see a notice on the computer screen each time you print informing you of the remaining balance on your account. You can also obtain balance information by clicking on the PAS icon in the system tray of any classroom or lab computer on campus.

Once your $25 allocation is used, money can be added to the account at the Student Service Desk. Cash or checks are accepted.

**MyLasell (Campus Portal)**

My Lasell is your place to go to find out what’s happening on campus, your class schedule, housing information, career and job information, and much more. You can access MyLasell from either on or off-campus at the following address https://my.lasell.edu.

**Announcements on MyLasell.** General college announcements to all students will not be sent to students’ email, but will be posted to the announcement (center) column on the front page of MyLasell. Messages of critical importance will also be sent directly to students’ email and will be posted on MyLasell.

**Alert System.** Register for Lasell College Text Message Alert System. It is a mass notification system that enables college students to receive alerts and updates in case of an emergency as text messages on cell phones. To sign up for the Alert System, logon onto MyLasell https://my.lasell.edu and click on Alert System at the top of the page.

**Events Calendar.** The Events Calendar is a centralized calendar for faculty and staff to post athletic events, student events, faculty/staff events and college-wide academic deadlines. The Events Calendar link is found on the front page of MyLasell.

**MyInfo.** The MyInfo section of MyLasell lists your personal information. You will need this information to create a Self Service account.

**Self Service.** The Self Service section of MyLasell is your link to Lasell’s academic and financial systems. From this page, you can register for classes, view your current and past schedules, view your grades and transcript, access your financial aid information, imposed holds on your accounts, billing statement, and degree audit report.

**Moodle.** Faculty use Moodle to deliver information to students such as: office hours, web links, course syllabi, multimedia handouts, readings and announcements.
Saving Your Work
Students are encouraged to back up papers and homework on USB flash drives which are available at Donahue’s Bookstore.

Assistive Learning Technology
The Academic Achievement Center (AAC) has available to the Lasell Community a variety of assistive computer programs and systems (voice recognition, text to speech and specialized keyboards for note taking) that are useful for students with learning challenges, but could benefit all students. Please contact the AAC at 617-243-2306 or x2306 to learn about these systems.

Multimedia Equipment
The College has multimedia equipment available to faculty, staff and students for academic and college-related uses. This equipment ranges from laptops, projectors, digital cameras and video cameras and is available for loan at the Student Service Desk on the ground floor of Brennan Library. You should call in advance at x2200 to reserve the equipment.

Voice Systems in Resident Halls
While most students rely on their personal cell phones Lasell College will provide each student with their own personal telephone line, upon request. Telephone services include free calls to the 617 area code. We recommend you purchase a simple touch-tone analog phone with voicemail. Residents in Bragdon, Campus Center and Rockwell residences must use IP phones which are available at the Student Service Desk. There is a rental fee of $100 for the 09-10 academic year to borrow an IP phone.

For calls outside the 617 area code you will need to purchase a long distance calling card. These cards can be purchased at many convenience stores and Donahue’s Book Store.

Cable TV in Resident Halls
All residence hall rooms at Lasell College have the basic cable TV lineup provided in Newton by Comcast. Our system is not capable of supporting pay-per-view or premium channels.

On Campus Technology Help
The Student Service Desk is available 7 days/wk to help with problems related to Lasell technology. You can call x 2200 or visit the Service Desk located on the ground floor of the Brennan Library for help with email, Cisco, passwords, or use of software. Hours are listed on the front page of this brochure.

Student-Owned Computer Repairs
The Information Technology Department cannot take responsibility for repair of student-owned computers or peripheral equipment. IT recommends Systems Analysis Services (SAS) computer store in Auburndale. SAS is available to repair personal computers and equipment for a fee. The SAS repair facility is located at 335 Auburn Street. Office hours are 8:30a.m. to 5:30p.m., Monday through Friday. You can contact SAS at (617) 965-4615 and their web address is http://www.sysgbs.com.

Computer Purchases
Even though there are many public computer labs on campus, Lasell College strongly recommends that you have your own computer.

Currently recommended computer specifications can be found under the Buyer’s guide on http://technology.lasell.edu.

Discounts at Dell and Apple are available through Lasell College. See the following URL for a list of recommended Dell computers: http://www.dell.com/lasell. Those who prefer a Mac can take advantage of a student discount price at http://store.apple.com/us_edu_289080

Green Campus
Please help us make a green campus at Lasell by turning off your computer and printer when you are not using them, turn on energy power management and purchase energy efficient equipment.