



Undergraduate and Graduate Students
Technology Survival Guide

2021-2022

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Technology Help Desk Contact Information

Contact the technology Help Desk by email (helpdesk@lasell.edu) or give us a call at 617.243.2200. We offer walk-in support during Summer, Fall, Winter and Spring semester. We do offer 24/7/365 Emergency Services.

Summer: Monday – Friday (8:00AM – 5:00PM)

Fall: Monday – Thursday (8:00AM – 9:00PM) | Friday (8:00AM – 5:00PM)

Winter: Monday – Friday (8:00AM – 5:00PM)

Spring: Monday – Thursday (8:00AM – 9:00PM) | Friday (8:00AM – 5:00PM)

Technology at Lasell University

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. This guide provides information to help you navigate Lasell technology and contact information for assistance.

Student Policies for Digital Community

A copy of the [Lasell Acceptable Use of Information Technology Systems](#) is located in the Information Technology site on MyLasell in the IT Procedures and Programs folder.

Lasell Credentials

All students are provided with a unique User ID and password, which provides access to campus computers, MyLasell as well as many other Lasell systems. You should have received Lasell User ID and Password from the Graduate or Undergraduate Department of Admission.

Your original password will be auto-generated by the system. You must change your password the first time you log onto the network.

Passwords are intended to help prevent unauthorized access to your account and may not be shared

Please visit <http://password.lasell.edu> to reset your password.

You may also reset the password by logging into your online mail client via <https://outlook.office.com/owa/> or [outlook.com/lasell.edu](https://outlook.office.com/owa/)

Once signed in, just follow these steps:

- 1) Click your name on the top right of the screen
- 2) Click on my account
- 3) Go to Security & Privacy > Password
- 4) Follow those prompts. Be sure to hit save
- 5) Close out of OWA (online outlook)

How to Select a Password

Please note that password needs to be a NEW password, not a prior password. It must contain at least eight characters made up of letters, numbers and symbols.

Please do not include the following: parts of your name, schools name, or common words.

Make it unique.

Setting up the forgot my password link on Microsoft

1. Password.lasell.edu will now point to Office365, and you can change your password by using the “Can’t access your account?” Be sure to select “Work or School Account.” **Please note: You will only be able to do this once you sign up for this service. (below)**
2. To set up your account for this feature, first sign into <https://account.activedirectory.windowsazure.com/PasswordReset/Register.aspx?regref=ssprsetup>, where you will be prompted to provide an alternative phone number or email. Once completed, you will be redirected to a page with your available Microsoft apps.
3. Now you can reset your password at any time by going to <https://outlook.com/Lasell.edu>, entering your username, and clicking the “Can’t access your account?” link below the Sign in button. Doing so will take you to a page with a captcha verification image, followed by a page that will verify your identity by entering a code sent to the account provided in step 1. Once your identity is verified, you will be prompted to enter a new password.

Password Expiration

For security purposes, Lasell **passwords expire every 90 days**. You must change your password before it expires. If your password has expired, reset it as outlined above. When your password is about to expire, the system will automatically send email notifications.

Unlock Account

If you attempt to logon to campus computers, MyLasell, or other Lasell systems with an incorrect password more than four times, *you will be locked out* of all these systems. You can visit <http://password.lasell.edu/> at any time to regain access. Enter **Student** if asked for the Domain Name.

30 minutes after your account is locked out, it will automatically unlock. Additional incorrect attempts will reset the 30-minute period.

Remember: You may always call the helpdesk at 617.243.2200 for assistance or walk in during business hours.

MyLasell (University Portal)

MyLasell is the online gateway to resources and services for the Lasell community. You will find: academic links, activities, housing information, technology, your Student Email link and much more. You can access MyLasell at <https://my.lasell.edu>.

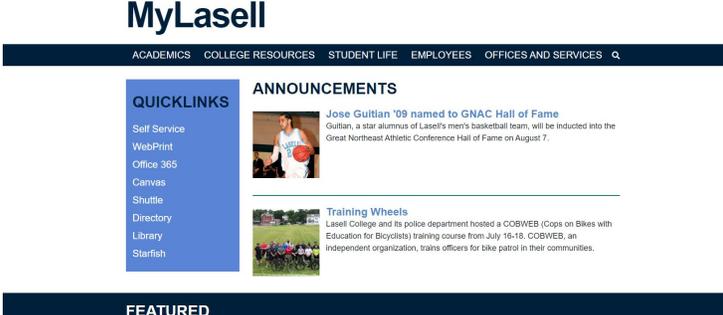
When logging into MyLasell, please always use your full User ID including the @Lasell.edu.

Some of the resources available on MyLasell are:

Events: The Events Calendar is a centralized College calendar for athletic events, student events, campus-wide events and university-wide academic deadlines and is located down the center of MyLasell, MyLasell mobile app, and <http://events.lasell.edu>.

Announcements: General announcements to all students will  be sent to students' email, but are **always** posted to the Announcements section of MyLasell. Messages of **critical** importance will be sent directly to students' email and emergency alerts to cell phones.

Emergency Notification System: The Lasell University Text Message Alert System is a mass notification system that enables the community to receive text alerts and updates in the event of an emergency, class cancellation or school closing. If you are having trouble receiving



MyLasell

ACADEMICS COLLEGE RESOURCES STUDENT LIFE EMPLOYEES OFFICES AND SERVICES

QUICKLINKS

- Self Service
- WebPrint
- Office 365
- Canvas
- Shuttle
- Directory
- Library
- Starfish

ANNOUNCEMENTS

Jose Guitian '09 named to GNAC Hall of Fame
Guitian, a star alumnus of Lasell's men's basketball team, will be inducted into the Great Northeast Athletic Conference Hall of Fame on August 7.

Training Wheels
Lasell College and its police department hosted a COBWEB (Cops on Bikes with Education for Bicyclists) training course from July 16-18. COBWEB, an independent organization, trains officers for bike patrol in their communities.

FEATURED

the alerts, please contact Public Safety at 617.243.2269.

Self--Service: Self--Service is a system designed to provide students access to course listings, student advising information, unofficial transcripts, viewing grades, and account finances.

Canvas: Canvas is a learning management system for faculty to deliver course materials, collect assignments and communicate with students.

Microsoft Office 365

Microsoft Office 365 is provided to Lasell students and includes: email, cloud storage, and online document editing. Your Office365 account is accessed by logging into MyLasell and clicking on the Office 365 button. Use your User ID and password to access your account. If you need any assistance or help, please reach out to the IT Help Desk at helpdesk@lasell.edu

Office 365 for Colleges & Universities Include

Full installed Office applications:

Always have the latest, full installed versions of Word, Excel, PowerPoint, OneNote, Outlook, Publisher, and Access and capture your ideas however you work best—using a keyboard, pen, or touchscreen. Get the full, installed Office experience on up to 2 PCs, Macs, or tablets (including iPad and Android tablet) and 2 phones. Note: Application availability and features vary by platform and device.

Visit www.office.com/information for more information

Work Across Multiple Devices:

PC: Office 2016 versions of Word, Excel, PowerPoint, OneNote, Outlook, Publisher, and Access. Windows 7 or later required.

Mac:

Office 2016 versions of Word, Excel, PowerPoint, and Outlook. Office 2016 for Mac requires Mac OS X 10.10 or later. Office for Mac 2011 requires Mac OS X 10.6 or later.

Windows tablet: Office 2016 applications (Word 2016, Excel 2016, PowerPoint 2016, OneNote 2016, Outlook 2016, Publisher 2016, and Access 2016) require Windows 7 or higher. Office Mobile apps (Word Mobile, Excel Mobile, PowerPoint Mobile, and OneNote) require Windows 10.

iOS: Office for iPad® and iPhone® requires iOS 7.0 or higher.

Android: Office for Android™ can be installed on tablets and phones that meet the following criteria: running Android KitKat 4.4 or later version and have an ARM--based or Intel x86 processor.

Access from Anywhere:

Get 1 TB (1024GB) of OneDrive online storage for documents, photos, and videos, so you can edit and share them from anywhere, on all your devices.

Stay Connected with Skype:

Stay in touch with your friends and family around the globe with 60 monthly Skype minutes. Use Skype minutes to call mobile phones in 8 countries or landlines in 60+ countries from any device where you have Skype installed, whether it is your mobile phone, tablet, TV, or other device.

Always Up to date:

With an active Office 365 University subscription, you never have to worry about upgrading your Office, because you always have access to the latest Office applications, features, and services.

Lasell University email is the primary form of communication for students and you are responsible for reading your email regularly

Setting up Your Lasell.edu Email on Your Phone

1. On your phone, choose the option to add an email account
2. Choose Microsoft Exchange or ActiveSync
3. Username will be your Lasell User ID
4. Domain will be student
5. Server will be m.outlook.com
6. Use SSL and secure connections if prompted
7. All phones will be different, if you have difficulty making this connection please contact the Help Desk at 617.243.2200 helpdesk@lasell.edu

Setting up Forwarding on Your Lasell.edu Account

1. Log into your email
2. In the top right corner of the Outlook window, press the "Cogwheel" ⚙ button that will take you to Settings, and then choose Options:
3. From the Options page, where Account is selected in the left frame and My Account is selected in the middle. Click on the "Forward your email" link on the right:
4. Under the Forwarding section, type in the external email address that you want to forward your mail to and press the "Start Forwarding"

Lasell Wireless Network

The College's wireless network is made up of over 500 Wireless Access Points and covers 100% of resident halls, public meeting spaces, both quads as well as 90% of the rest of the campus.

To connect to the wireless network your PC laptop's operating system must be updated with all necessary patches and you must have updated anti-virus software and the Bradford Persistent Agent (provided by Lasell), a program that checks for current antivirus programs and security updates.

Prior to connecting to the Lasell network please do the following:

Windows

1. Make sure you have up-to-date antivirus protection installed on your computer. You can download free antivirus protection from <http://www.avast.com>.
2. Run all Windows updates (Windows 7/8/10) go to Start ---> Windows Updates ---> Windows Updates. Run all updates, reboot and check again until no updates remain.
 - a. Make sure Java is up to date. If present, run the updater from the lower right hand corner of the screen.

Mac

1. Run all OSX updates. Go to Apple ---> Software Update. Run all updates, reboot and check again until no updates remain
2. Make sure you have up-to-date antivirus protection installed on your computer. You can download free antivirus protection from: <http://www.sophos.com/en-us/products/free-tools/sophos-antivirus-for-mac-home-edition.aspx>

Registering Your Device

The first time you connect to the Lasell wireless network, you will be required to register your device through our brand new Lasell NAC portal. To connect to the new system, you will want to select the **Lasell** as the wireless network on your device. You must then open a web browser and follow the prompts to register your device. You will need to have valid Lasell University network credentials in order to register your device. Once you register a device, you will not have to register it again.

Register Registration Page: deviceregistration.lasell.edu

Be sure to use your credentials only. Do not share your credentials with others.

ALERT: Wired connections in the dorms will also be required to be registered with the Lasell NAC and Personal wireless printers, Chromecasts and some features of Apple TV's are not supported

Gaming

The Lasell wireless and wired network provides students the ability to use their computers and gaming systems to play over the Internet. For any device to connect to the Lasell wireless network, you will be required to register, be sure to have the MAC Address ready.

Lasell Public Network Printers

Each semester Lasell provides students with a free **\$30** printing account for use in classroom, lab, and public printers on campus. The cost of printing is auto-deducted from this free account.

B/W Double Sided: \$0.07 per page
 B/W Single Sided: \$0.10 per page
 Color Double Sided: \$0.25 per page
 Color Poster: \$4.00 per poster

Campus Computer Labs and Public Computers

There are over 200 Windows PC and Mac computers available for the use by Lasell University students in public spaces and labs located in the Brennan Library and across campus.

Lasell University students are welcome to use the computer labs whenever they are open and not used for classes. The computer labs are provided primarily for students to complete classroom assignments.

Lab/Public	Location	Number of Computers	Hours Available
Public Computers	Brennan Library (1st Floor)	6 iMacs by Circulation Desk 5 iMacs in the Atrium 5 PC's in the atrium 6 PCs in Niches (by Reference stacks) <small>[next page]</small> 14 PCs by Periodicals 6 PC's and 1 Mac Pro	Sundays: 12pm-12am Monday – Thursday: 7:30am-12:00am Fridays: 7:30am – 5:00pm (Not available when being used for classes.)
Public Computers	Brennan Library (2nd Floor)	4 PCs in Study Rooms 6 PCs Outside of Study Rooms	Library Hours and Calendar: Click here or Follow link below: http://www.lasell.edu/academics/academic-centers/brennan-library/about-the-brennan-library/hours-and-calendar.html
Low Teaching Lab (LTL)	Brennan Library (Lower Level)	22 Student PCs 1 Instructor PC	
Gregorian Room (Multimedia Lab)	Brennan Library (Lower Level)	15 Student PCs	
Hayes Lab	Brennan Library (2nd Floor)	18 Student PCs	
STEAM Lab	STC (Lower Level)	30 Macs in main lab 1 Mac instructor station with 4 TVs mirror display	Building Hours (Not available when being used for classes)
Weber Lab	Brennan Library (1 st floor)	18 Student PCs 1 Instructor PC	(Not available when being used for classes)
Public Computers	Glow Lounge	2 PC's in Glow	24/7 with swipe card
Public Computers	Butterworth Lounge	1 PC and 1 iMac	24/7 with swipe card
Business & Technology Lab	Brennan Library (Lower Level)	22 Student PCs 1 Instructor PC	Building Hours (Not available when being used for classes)
Public Computers	Valentine Dining Hall	1 Student PC	Building Hours
Public Computers	Campus Ctr. (1 st Floor)	3 PCs by Stage	Building Hours
Public Computers	Donahue (3 rd Floor)	3 PCs	Building Hours

Saving Your Work

Students are encouraged to save papers and homework in your OneDrive in your Microsoft Office 365 account. Carrying USB flash drives around campus is not recommended as they are easily lost and can break without warning or external evidence. To save your Microsoft Office document, click on 'File' then select 'Save and Send'. Select email recipient and send to yourself.

- IMPORTANT -

Do not save work to the desktop of Lasell computers at any time. The public computers are cleaned on an auto-scheduled basis and the files that are deleted cannot be retrieved.

Assistive Learning Technology

The Academic Achievement Center (AAC) has a variety of assistive computer programs and systems (voice recognition, text to speech and specialized keyboards for note taking) available to the Lasell Community. These systems are useful for students with learning challenges, but could benefit all students. Please contact the AAC at 617-243-2474 to learn more

Technology Help Desk

When you have a question or need technical support you'll find friendly, expert advice at the Technology Help Desk. Staff members are available during business hours to help you with Microsoft resources such as Email, Word or the MyLasell portal. You can also get help connecting your laptop, tablet, smartphone, cable TV or gaming system to the Lasell network.

Our phone support extends past our business hours providing student **IT emergency services 24/7/365**.

This emergency support covers password resets and assistance with problems that prevent you from completing your academic work. We monitor our email helpdesk@lasell.edu and chat lines <http://chat.lasell.edu> during our normal operational schedule covering over 90 hours a week onsite and in person. Our walk-in center is located in the lower level of the Brennan library and is open the hours listed above.

Student-Owned Equipment Repairs

Lasell's Information Technology Department is able to assist with many questions including malware problems, and hardware diagnostics. We are not able to take full responsibility for repair of student-owned computer hardware failures and major operational malfunctions. For major hardware failures we recommend you take your computer and printer to Best Buy in Framingham or the Apple Store in the Natick Mall. These stores are available to repair personal computers and equipment for a fee.

Green Campus

Please help us make a green campus at Lasell by turning off your computer and printer when you are not using them, turning on energy power management, purchase energy efficient equipment, and think before you print. Turning off your computer when you are away also increases data security and reduces opportunity for malware attack. Recycle your old computers, monitors, batteries, and mobile devices.