Welcome to Technology Services Information Session

Summer Orientation 2019

BEGIN YOUR BONA ADVENTURE
Contact Information

Location: main level of Library building

Contact:

(716) 375 – 7600
helpdesk@sbus.edu
my.sbu.edu – tech assistance link

Summer Hours: Mondays – Fridays 8:00 – 4:30

Academic Hours: Mondays – Thursdays 8:00 AM – 8:00 PM

Fridays 8:00 AM – 5:00 PM
Understanding your SBU account(s)

You actually have 2 separate accounts for SBU

- **Your SBU network account** – access to anything SBU and remains active as long as you are a student taking classes

- **Your Bonaventure email account** – (Office 365)
  - yours for life once you graduate
  - access to Office 365 products ends after graduation
Internet Connections

Each room may have 1 LAN (wired) connection.  
Only Exceptions to this is Rob/Fal and Francis dorms  
Most students are using the wireless network

Wireless access is available across campus including all academic buildings, dorms and some outside areas.  
Wireless is open - no password is necessary to connect  
Apple TV, Roku and Amazon Fire stick are most popular streaming devices

Wireless printers will not work on our network.  
Students must use a local setup such as a USB cable to print to their own printers.
Student Printing

Each student is allotted 500 pages per semester to use for printing in our public labs or in our business lounges in dorms.

Unused pages rollover from fall to spring semester

If you need additional pages you can purchase blocks of 100 pages at a cost of $5 per block through our mysbu portal.

Please allow 1 full business day for pages to be added

Students can print to our networked printers from their own computers. (See directions on mysbu for setting this up)

http://papercutapp:9191/user

Bookmark the page on your computer – it will save you time
Phishing — the attempt to obtain sensitive information such as usernames, passwords, and credit card details (and, indirectly, money), often for malicious reasons, by disguising as a trustworthy entity in an electronic communication.

From: Helpdesk  
Sent: Wednesday, May 3, 2017 10:36 AM  
To: no_reply@bonaventure.edu  
Subject: Email Validate  

This is to notify all Students, Staffs and Alumni that we are validating active accounts.

Kindly confirm that your account is still in use by clicking the validation link below:

Validate Email Account

Sincerely,  
IT Help Desk  
Office of Information Technology
Computer Recommendations

Major brand with a good warranty
Technology Services will not do any hardware repairs to student computers

Macintosh vs. PC?
Either platform will work fine on the SBU network.

Memory – 8 Gig or more

Hard Drive – Solid state vs. SATA (256 Gb min.)

Microsoft Office 365 – we provide

Virus Protection –
Paid subscriptions: McAfee, Norton
Recommend using the Windows Defender that comes with Windows OS

Malware Protection –
Malwarebytes
Super Anti-spyware
Don’t have your own computer or have a computer issue?

Public computer labs in Walsh, Plassmann, Library

Business Lounges in dorms – computer + printer
  Robinson, Falconio, Shay/Loughlin, Devereux, Doyle

Several departments have their own labs
  CS dept.
  Physics dept.
  HEO
  Athletics
Cable TV

- Cable TV is not automatically provided to rooms
- Large screen TV’s available in dorm lounges
- Spectrum contact info on our tech assistance page
- Highly recommend a video streaming service:
  - Hulu
  - Netflix
  - Amazon Prime
  - DirectTV Now
  - YoutubeTV
Other terms you will hear...

**Moodle** - a Learning Management System used by our professors to post syllabi, grades, discussion forums and online quizzes

**Mysbu** – a one stop shop for students to register for classes, post timesheets for jobs, check grades, purchase parking pass, pay bills and many other functions

Students now have full access to our mysbu portal. Be sure to check it out!
New Game room.... RC 214/216
Final thoughts....

- Backup files routinely – OneDrive, flash drive or external hard drive

- When working in the labs we have software which wipes the systems on restart so never save files to the local desktop

- Computers in the labs will automatically log you off after 15 minutes of no activity

- If you feel that your account has been compromised change your password immediately. Must change through mysbu

- Sign up for E2text

- Know where your devices are and don’t leave unattended

- If you have any troubles with your account please call or email our helpdesk
Thank you!