



Information Technology

1101 Camden Avenue
Salisbury, Maryland 21801

410.677.5454



Information Technology

SU Student Account and Support Information



www.salisbury.edu/helpdesk

Information Technology

www.salisbury.edu/helpdesk
410-677-5454

SU Student Accounts

An SU student account is provided to all registered students. The SU student account gives users access to the internet, word processing and spreadsheet programs as well as other software packages in the IT computer labs. The SU student account also gives students access to the following:

- Free 50 GB e-mail address
- Ability to connect your e-mail to your smartphone or tablet
- 1 GB Network storage space
- 1 TB OneDrive for Business cloud storage
- Free Microsoft Office through Office 365
- Access to discounted software through MEEC

Each student is given a unique username and password. All new degree-seeking students will be provided with their account information prior to Orientation 101. For graduate and non-degree seeking students, and for students registering after the registration programs have ended, the username and password is sent to the student's email account provided in two separate emails. If you have not received your information please contact the IT Help Desk.

Student e-mail addresses are formatted as follows:
`username@gulls.salisbury.edu`.

In most places, you will log in using your username and password. When logging into your email account, you will need to use your full email address as the username.

Changing your Password

Each user's SU student account is protected by a password, which expires every 180 days.

In order to use the SU Password Reset System to change your password, you'll need to set up your authentication methods by clicking the SU Password Reset System link on our Password Assistance page (<http://mypassword.salisbury.edu>) and completing

the Initial Profile Setup.

It is important for users to change their passwords when notified by email as **failure to change your password before the expiration date will result in your account being automatically disabled by the system.** To re-activate your account after the password has expired, you must visit the Password Assistance page to reset your password.

What to Bring to Campus

Information Technology recommends all new students bring to campus:

- A desktop or laptop computer running at least Windows 7 or Mac OS X 10.8 (Lion)
- An Ethernet cable (and usb Ethernet adapter if needed for your computer).

You may also want to bring other devices with you, including smart phones, tablets, smart tvs, streaming devices, etc. Most of these devices will work with our SU wireless network, although some devices (like wireless printers, and devices that connect wirelessly to other devices) will not work. Network splitters and wireless routers are also not permitted for use on the SU network.

If you are unsure if your device will be able to connect to our network, feel free to ask!

Internet Access on Campus

SU wi-fi is available in all residence halls, administrative and academic buildings. To connect to the SU wireless network, students will first connect their computer or device to the SU-Connect wireless network and open a web browser. This will launch a setup wizard that will configure your computer or device to use the SU-Secure wireless network. You may also access the setup wizard directly at <http://connect.salisbury.edu>.

Every student living in a residence hall also has his or her own Ethernet connection. When equipped with an Ethernet network card, your computer can connect to the campus network, allowing you to use e-mail, the internet and any other networked applications. It is recommended that you bring an Ethernet cable with you, even if you plan to use wireless. Documentation on configuring your computer for internet connectivity is available on the IT Help Desk website.

Smart Phones and Mobile Devices

Information Technology provides assistance with accessing the SU wireless internet and SU email on smart phones and mobile devices. In general, a smart phone or network device will need to be able to log onto an Enterprise WPA connection for wireless access, and will need to have an ability to check Exchange email for email access.

Computer Labs

There are a total of twelve Information Technology computer labs on campus consisting of ten Windows labs and two Macintosh labs. IT also provides support to the Library's public computers.

The IT computer labs are supported by Information Technology (IT) student employees. IT student support personnel are trained in basic computer troubleshooting. They can assist users with software questions and can resolve many of the common problems that may occur in a computer lab.

For full IT computer lab locations and hours, please visit the IT Help Desk website.

Other departments also maintain their own labs throughout campus. For hours and information about those labs, contact that lab's department.

Printing Services

Each lab is equipped with a black and white laser printer. Color printing is available in Conway Hall (TETC) 116A and PH 141. Poster printing is available in Conway Hall (TETC) 352. Mobile printing is available in Henson, Fulton, Perdue, Devilbiss, Guerrieri and Conway Hall (TETC).

Mobile printing can be done from Macintosh and Windows computers, as well as smart phones and mobile devices.

Software

There are many software packages available for use in our lab computers. All computers are loaded with a base package of software including Microsoft Office. Specialized software is also available in select locations throughout campus.

Students also have access to download free or discounted software, including Microsoft Office. See our Software Downloads and Discounts page for more details.

User Support

The IT Help Desk provides assistance with account and technology issues such as username and password issues, internet and network troubleshooting, My-Classes, GullNet and email questions and problems, computer and software troubleshooting and assistance, internet and email setup on your smart phone or mobile devices, lab assistance, and general computer questions.

You can visit our IT Help Desk, call us at 410-677-5454 or submit a ticket online for support. Please check our website for our hours.

Web Sites for Additional Information

Get Help	www.salisbury.edu/helpdesk
Software Downloads and Discounts	www.salisbury.edu/helpdesk/meec
Acceptable Use Policy	www.salisbury.edu/helpdesk/doc/HelpDesk/Policies/Policies_AcceptableUsePolicy.pdf
Email Access	www.salisbury.edu/helpdesk/Email_Outlook_Exchange/
Student Information	http://www.salisbury.edu/helpdesk/student.html
Smart Phones and Mobile Devices	http://www.salisbury.edu/helpdesk/Internet/mobiledevices.html
Password Assistance	http://www.salisbury.edu/helpdesk/password/
IT Computer Labs	http://www.salisbury.edu/helpdesk/labs/
Printing Services	http://www.salisbury.edu/helpdesk/printing/
Lab Software	http://www.salisbury.edu/helpdesk/doc/Rooms_and_LabSpaces/Labs_LabSoftwareLocations.pdf