

Getting Connected

Information Technology Services (ITS)

Scott Whitney
Technology Support Technician

Important Technology Websites

<http://its.strose.edu> – Information Technology Services

<http://canvas.strose.edu> – Canvas LMS

<http://pwdreset.strose.edu> – Password Reset

<http://mymail.strose.edu> – Saint Rose Email

<http://bannerweb.strose.edu> – Banner Web (“Secure Site”)

<http://office365.strose.edu> – Microsoft Office 365 download (free)

Information Technology Services (ITS)

Login Information

mymail.strose.edu

Username: last name + first
initial + last 3 of student ID

Michael Stratton,
723456807

strattonm807

Password: MMDDYY

May 7, 1971 = 050771
(change it!)

bannerweb.strose.edu

User ID: 9-digit identification
number (ID card)

PIN: MMDDYY

Information Technology Services (ITS)

Connecting to the Network

- Network Registration – Strose network
 - Computer, tablet and phone
 - Game console, Roku, Echo
 - How to find your MAC address
 - Limitations of Strose-Guest network
 - Temporary access
 - Restricted access

Information Technology Services (ITS)

At the Help Desk!

- Assist with wired and wireless network registration
- Audio/Visual equipment rentals
- Password Resets
- Maintenance of lab and classroom computers
- We do not repair student devices.

Information Technology Services (ITS)

Printing on Campus

- **Print** from any lab, classroom computer, or mobile device
- **Retrieve** from any printer with your ID card
- Begin each year with a print allowance on your account
 - This allowance can be added to
- **Usherwood** supports printing issues
- Wireless printers are not supported on campus

Information Technology Services (ITS)

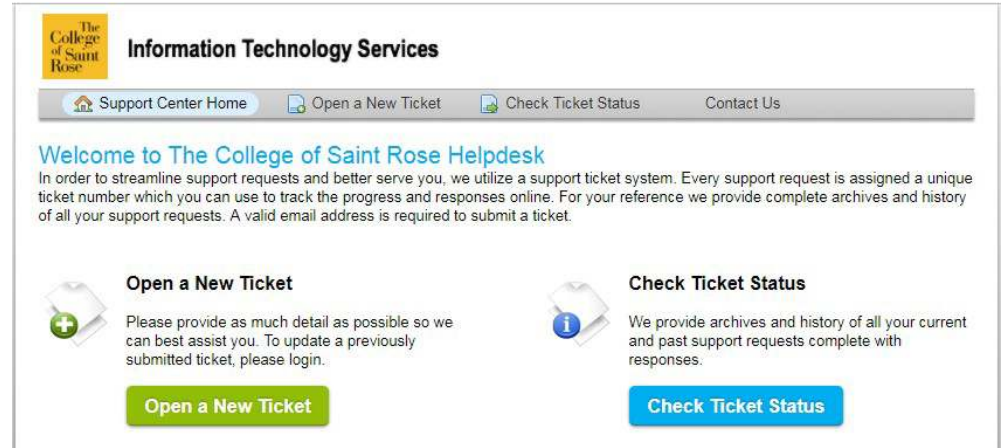
Finding Your Courses

- **Canvas**
 - You will use your email username and password to login
 - There may be a Demo Course in each system

Information Technology Services (ITS)

Reporting Issues to the Help Desk

- Visit helpdesk.strose.edu



The screenshot shows the Information Technology Services Helpdesk website. At the top left is the College of Saint Rose logo. The main heading is "Information Technology Services". Below this is a navigation bar with links: "Support Center Home", "Open a New Ticket", "Check Ticket Status", and "Contact Us". The main content area starts with a welcome message: "Welcome to The College of Saint Rose Helpdesk". Below this is a paragraph explaining the support ticket system. There are two main sections: "Open a New Ticket" with a green button and "Check Ticket Status" with a blue button. The "Open a New Ticket" section includes an icon of a document with a plus sign and text asking for detailed information. The "Check Ticket Status" section includes an icon of a document with an information symbol and text about viewing archives and history.

Information Technology Services

Support Center Home | Open a New Ticket | Check Ticket Status | Contact Us

Welcome to The College of Saint Rose Helpdesk

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

Open a New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

Open a New Ticket

Check Ticket Status

We provide archives and history of all your current and past support requests complete with responses.

Check Ticket Status

- Email us at helpdesk@strose.edu
- There are shortcuts on the desktop of every public computer

Information Technology Services (ITS)

Secure your devices

- Maintain an updated Antivirus solution on your computer
- Never share your password
- Avoid clicking links or opening attachments within email messages you were not expecting to receive

Information Technology Services (ITS)

Signing In and Setting Up

- <http://canvas.strose.edu> – Canvas LMS
- <http://mymail.strose.edu> – Saint Rose Email
- <http://bannerweb.strose.edu> – Banner Web (“Secure Site”)
- <http://www.strose.edu/gradcourses> - Graduate course schedule