



Division of Information Technology (DoIT)

Get Assistance:

318.670.9900
318.676.5766 (f)
318.670.9911 IT Helpdesk

Campus Resources

Emergency Communication Network (ECN)
Locksmith Self-Service
Banner Web Services
SUSLA Webmail
Moodle E-Learning System
SUSLA Jaguar Card
University Library
MySUSLA App
Office 365
University Bookstore

Welcome to SUSLA

SUSLA's Division of Information Technology (DoIT) is dedicated to making your transition into the university program as seamless and easy as possible. This brochure is designed to introduce students to some of the technology tools and services at SUSLA. Additionally, the brochure acts as a quick start guide, providing step-by-step instructions for setting up and accessing technology tools and services.

Students are encouraged to become familiar with the technology tools and attend workshops as needed to use available services. DoIT implements variety of technologies and related services to support academic, administrative, and operational functions of the university.

“Teaching and Learning with Technology”

Consistent with Southern University at Shreveport (SUSLA) mission to provide leadership and promote university excellence through superior services, the Division of Information Technology (DoIT) promotes an environment that integrates technology into the fabric of the institution and provides all of the University constituents with the information, tools, and services they need, when and where they need them, to accomplish their goals. The unit goals provides services to support the University mission through excellence in design, development, and application of information technology. Provide leadership and guidance in the use of information technology; enable members of the University community to undertake instructional, research, administrative, and managerial tasks in an efficient and cost-effective manner; and provide up-to-date technology, timely and reliable services, in a fiscally responsible manner.

Student Technology Resources at a Glance...

If you need assistance with SUSLA technology resources, visit the Technology (DoIT) webpage (<http://web.susla.edu/technology/Pages/technology-toc.aspx>), or call the DoIT helpline at 318.670.9911 or stop by the Information Technology Center located in the L.C. Barnes Administration Building room A-44.

USERNAME ACCOUNT (LOGIN ID)

A username account (login-ID) is required to access various services and resources such as email, Moodle, wireless network, and computer access in offices and labs. Login-IDs for students are created upon the completion of the initial registration and retained as long as they are enrolled at SUSLA.

LOCKSMITH SELF-SERVICE

Forget your password? The LockSmith is a secure, simple-to-use, web-based self-service account login and password management system. The tool enables users to reset their own passwords, unlock their accounts, and update their personal details (e.g. telephone numbers, etc.) seamless without the need to rely on IT staff.

Helpful Password Guidelines:

- Use strong passwords and change them regularly.
- Never share any of your passwords with anyone.
- Do NOT write down your password, others could find it and compromise your user account.

SUSLA SKYMAIL

A student's skymail account is automatically generated for each student and is activated at the time of enrollment. The skymail account remains active as long as you are enrolled as a student. SUSLA skymail requires a computer with access to the internet and a web browser that supports frames and JavaScript, such as Microsoft Internet Explorer, Apple Safari, Firefox, or Google Chrome.

MOODLE E-Learning System

MOODLE is the official learning platform of choice at SUSLA. It provides online learning content, engages learners, and measures their performances. It features activity modules that are used to build richly collaborative communities of learning around subject matters, deliver content to students, and assess learning.

WIRELESS NETWORK

SUSLA offers secured wireless network to access campus resources and the Internet. Students can setup their personal laptop/notebook computers or tablets to connect to the SUSLA wireless network. The wireless network requires a valid username and password to connect.

BANNER USER ID

All students have a unique Banner ID that is generated when their personal data is entered into the Banner System. A Banner ID provides access to Banner Web Services enabling students to register for classes, view account balances, check grades, print unofficial transcripts, etc.

COMPUTER LABS, NETWORK STORAGE, AND PRINT QUOTAS

Students have access to over 400 computers in more than 17 Computer Labs at the Martin Luther King Dr. location, Metro Center, and Aerospace Technology Center. Usernames and passwords are required to log on to campus computers (refer to page 2 for login instructions). Rules regarding SUSLA computer lab usage can be found on the website and in the labs.

Network Storage Quota: Students are assigned a 100Mb of secured virtual disk storage capacity, to use for their work. Students can access their individual storage space and retrieve files from any campus computer. The storage contents are retained for a duration of one semester.

Print Quota: Students are assigned a 250-paper printing capacity per semester. A pop-up balloon on the computer screen alert users to keep track of their balance. Students who exceed the print quota may purchase additional sheets of paper for a nominal fee at the cashier's window.

Deep-Freeze Enterprise: "Deep Freeze" management software is implemented in all computer labs to protect workstations and lab users' against virus and malicious software downloads and installations.

ECN (Emergency Communication Network) ALERT SYSTEM

ECN is an emergency mass notification system used to send text, voice and e-mail messages to notify students, faculty and staff during a crisis on campus. The ECN system also allows for text-to-voice features that can send messages to landlines to complement On-Campus Axis-TV Digital Messaging Display and the SUSLA website. All students, faculty and staff should register for services using their SUSLA-issued email accounts. At SUSLA, safety is number one.

Obtaining a SUSLA User Account

SUSLA students are assigned user accounts to Banner Web Services and SUSLA skymail.

Banner and Webmail accounts are automatically generated upon enrollment at SUSLA.

In addition, students have user accounts to SUSLA's Moodle E- Learning for online or web-enhanced classes.

Moodle accounts are automatically generated upon completion of the registration and payment process at the beginning of each semester.

Campus Computers Log-in

Student accounts are automatically generated upon completion of the registration process at the beginning of each semester. Your username and password is required for SUSLA computer logon, skymail, Moodle, Wi-fi and internet access. Students have access to SUSLA computers at all campus locations.

All students must follow an initial login procedure, which requires your username and password. Your username is your first initial, the first nine characters of your last name without special characters (\ , - “) , and the last four digits of your Banner ID located on your student schedule, your fee sheet and on the back of your Student ID card. (Example: Jay Washington 900099999, username will be jwashington9999. Your initial password is your 6-digit date of birth (-) no dashes or spaces (MMDDYY)). Students are encourage to change their password at first login. For security reasons all passwords will expire every 90 days and notification via skymail is given 7 days prior to expiration.

SUSLA Banner Web Services

Banner Account and User ID

Your Banner Student Information System account allows you to register for classes, check your grades, view your account and print unofficial transcripts. Your Banner User ID differs from your student username. Your Banner User ID is a series of numbers beginning with '9'. This ID is generated automatically by Banner System and is printed on your class schedule, fee sheet and Student ID card. Instead of a password, Banner requires a Personal Identification Number (PIN).

First Time Student Login

First time user, enter your Banner USER ID into the "USER ID" textbox. On the initial login to Banner Web Services, your "PIN" will be your six digit of birth date (MMDDYY). During this initial login process, Banner will prompt you to create a new PIN. The new PIN must be six alphanumeric characters (letters & numbers). After you have successfully set your new PIN, you will be required to set a security question and answer. Remember your answer is case sensitive, as it will be used if you forget your PIN.

Getting Started with Banner (Steps 1-5)

1. From the SUSLA home page www.susla.edu, on the lower left hand side of page click on Banner Web Services, you will be directed to Banner home page.
2. Click on the Enter Secure Area
3. Enter your *User ID and *PIN in corresponding fields, and click Login.

4. *User ID will be 9-digit Banner ID (which is printed on your class schedule, fee sheet and Student ID card). *Pin Number for first time users is your 6 digit birthday: (example: January 6, 2000 = 010600)
5. Click on Personal Information tab to make changes and update to your account.
6. Click on the Student Services and Financial Aid tab to view financial Aid status, register for class, view grades, or to print an unofficial transcript.

Returning Student Login

For returning students, you must enter your “Banner USER ID” and six digit “PIN” that you created upon initial login. IF YOU FORGET YOUR MOST RECENT PIN, click “FORGOT PIN”. Banner will display your security question and prompt you for the answer. When you answer the question correctly, you will be prompted to enter a new six digit PIN. Please note that previous PINs cannot be reused.

SUSLA Webmail (Skymail)

The SUSLA Webmail, also known as SkyMail, is a Cloud-based email platform hosted at Microsoft. ALL students automatically receive a SkyMail email account upon enrollment in the university. University communications are disseminated only through Skymail accounts.

Getting Started with Webmail

(Follow Steps 1-5)

1. From the SUSLA home page www.susla.edu, on the lower left hand side of page click on SUSLA Webmail, you will be directed to SUSLA Skymail Access page.
2. Click on Sign in to your Skymail (bottom in left column), you will be directed to Skymail Office 365 Sign In page.
3. User ID: User IDs must be typed in all lowercase. The ID is the first initial of your first name, the first 9 characters of your last name (do not include any special characters (, \ ' - “) and the last four numbers of your Banner ID. Your Banner ID number is printed on your class schedule, fee sheet and Student ID card and begins with 9. DO NOT USE the last four of your Social Security number. For example, if your name is Jay Washington and your student ID number is 900099999 your username is [jwashington9999](mailto:jwashington9999@susla.edu), login will be: jwashington9999@susla.edu
4. Password: For students the format of: month, day, year (mmddyy). For example, if your date of birth is April 29, 2000 your initial password will be: 042900

MOODLE E-Learning System

The Moodle is a web-based Academic Suite offering a robust set of tools, functions, and features for learning. Accounts for new students are created upon the completion of registration at the beginning of each semester and course access is available the first day of class. You must have a valid SUSLA username and password to access the Moodle System.

Getting Started with Moodle

(Follow Steps 1-5)

1. From the SUSLA home page www.susla.edu, on the lower left hand side of page click on E-Learning System, you will be directed to the E-Learning System homepage.
2. Click on Sign in to Moodle. A dialog box will appear:

3. Username:

Usernames must be typed in all lowercase. The ID is the first initial of your first name, the first 9 characters of your last name (do not include any special characters (, \ ' - ") and the last four numbers of your Banner ID. Your Banner ID number is printed on your class schedule, fee sheet and Student ID card and begins with 9. DO NOT USE the last four of your Social Security number.

For example, if your name is Jay Washington and your student ID number is 900099999 your Moodle username is: `jwashington9999`

4. Password:

For students, the initial password is date of birth in the format of: month, day, year (mmddyy) with no dashes or spaces, a total of only 6 digits. For example, if your date of birth is April 29, 2000 your initial password will be: `042900`

IF YOU FORGET YOUR PASSWORD

Locksmith Self Service

New USERS should enroll now at LockSmith@SUSLA (<http://web.susla.edu/technology/Pages/Locksmith.aspx>) to begin using the service. Returning students can login by using their existing usernames & passwords.