

Getting Started

Student Technology Resources

The image shows a screenshot of the Southern University at Shreveport (SUSLA) website. The top navigation bar includes links for Administration, Academics, Future Students, Current Students, Faculty & Staff, Alumni & Friends, and Technology (circled in red). The main content area features a large banner with the text: "www.susla.edu... Student's gateway to Technology Resources!". Below this is a photograph of a university building. To the right, there is a "MEDIA MALL" section with several announcements, including a "FREE Allied Health Camp for students (9th - 12th grades) - June 25 through June 29, 8am - 3pm." and "SUSLA's Division of Allied Health Announces NEW PROGRAM beginning Fall 2012! Sterile Processing Technician Certificate. For info, 318.670.9690." Below the banner, there is a "Quick Links" section with a list of services: SUSLA InfoMail, Registration & Course Schedule, Financial Aid & Scholarships, Continuing Education, Employment Opportunities, SACS Reaffirmation, HCR 69 Public Disclosure, and Disability Services. A "Campus Resources" section (circled in red) lists: Banner Web Services, SUSLA Webmail, E-Learning System, SUSLA Jaguar Card, University Library, and Emergency Alert System. At the bottom, there is a social media link for Facebook and a footer with the text "Stay Connected to SUSLA on : Facebook".

SUSLA
Southern University at Shreveport

Administration | Academics | Future Students | Current Students | Faculty & Staff | Alumni & Friends | **Technology**

www.susla.edu...
Student's gateway to **Technology Resources!**

For information call:
318-670-6000 or 800-458-1472

Campus Resources

- Banner Web Services
- SUSLA Webmail
- E-Learning System
- SUSLA Jaguar Card
- University Library
- Emergency Alert System

Quick Links

- SUSLA InfoMail
- Registration & Course Schedule
- Financial Aid & Scholarships
- Continuing Education
- Employment Opportunities
- SACS Reaffirmation
- HCR 69 Public Disclosure
- Disability Services

MEDIA MALL

FREE Allied Health Camp for students (9th - 12th grades) - June 25 through June 29, 8am - 3pm.

SUSLA Student Support Services provides Tutorial Services

SUSLA's Division of Allied Health Announces NEW PROGRAM beginning Fall 2012! Sterile Processing Technician Certificate. For info, 318.670.9690.

PARTNERSHIP
Expanding Southern University System Online Education

Click for more info

STUDENT ID CARD

SUSLA
SOUTHERN UNIVERSITY SHREVEPORT LOUISIANA

Jane Doe

Valid until August 2013

Student Technology Resources At A Glance...

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.

Refer to page 1.

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. **Refer to page 1.**

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. **Refer to pages 2-3.**

SUSLA WEBMAIL

A Student Webmail account is automatically generated for each student and is activated at the time of enrollment. The Webmail account remains active as long as you're a current student. SUSLA Webmail 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. **Refer to page 4.**

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 (forums, databases and wikis) that are used to build richly collaborative communities of learning around subject matters, deliver content to students, and assess learning. **Refer to page 5.**

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 Drive location, the Metro Center, and the Aerospace Technology Center. Usernames and passwords are required to log on to campus computers. Rules regarding SUSLA computer lab usage can be found on the website and in the labs. **Refer to page 3.**

- **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.

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. **Refer to pages 6-10.**

FIRSTCALL ALERT SYSTEM

FirstCALL 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 FirstCall 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 FirstCall services using their SUSLA-issued email accounts. At SUSLA, safety is number one.

INFORMATION TECHNOLOGY CENTER (ITC)

If you need assistance with SUSLA technology resources, visit the ITC webpage (<http://web.susla.edu/technology/Pages/technology-toc.aspx>), or call the ITC helpline at 318.670.9911 or stop by, ITC is located across from the Admissions Office in the Leonard C. Barnes Administration Building.

“TEACHING AND LEARNING WITH TECHNOLOGY”

Consistent with Southern University at Shreveport (SUSLA) mission to provide leadership and promote university excellence through superior services, the Information Technology Center (ITC) 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.

Welcome to SUSLA

SUSLA's Information Technology (ITC) 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. ITC implements variety of technologies and related services to support academic, administrative, and operational functions of the university.

Obtaining a SUSLA User Account

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

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

In addition, students should have user accounts to E- Learning Systems such as Moodle.

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

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

- Your computer Username is required for SUSLA email, access to computer labs, and free off-campus Internet access.



The LockSmith@SUSLA allows users to:

- Self Manage Password using web portal
- **Unlock accounts without Helpdesk**
- Update personal info in Active Directory real time
- Validate Identity using Secret Questions/Answers
- Receive password expired notification via Email
- Receive account activity notification via Email
- Reduce dependencies on IT technical staff

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.

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.**

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 you to create a Personal Identification Number (PIN).

First Time Student Login

First time user, enter your Banner ID into the "USER ID" text-box. On the initial login to Banner Web Services, your "PIN" will be your six digit of birth date. During this initial login process, Banner will prompt you to create a new PIN. The new PIN must be six characters in length and the characters for the PIN must be alphanumeric. 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 later if you forget your PIN.

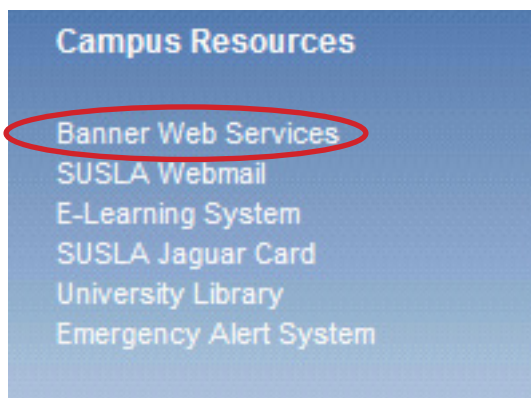
Returning Student Login

For returning students, you must enter your "USER ID" and six digit "PIN". If you forget your PIN, you would 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 PIN's cannot be reused.

Getting Started with Banner

(Follow 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.

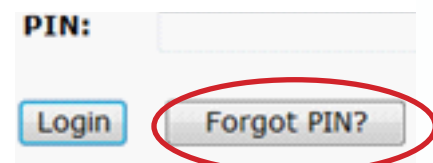


*User ID will be 9-digit Banner ID

(which is located on the back of your SUSLA ID card)

*Pin Number for first time users will be your 6-digit birthday: (example: January 6, 1980 = 010680)

NOTE: If you are a returning user and cannot remember your password enter your User ID then click on **Forgot PIN** to answer your security.

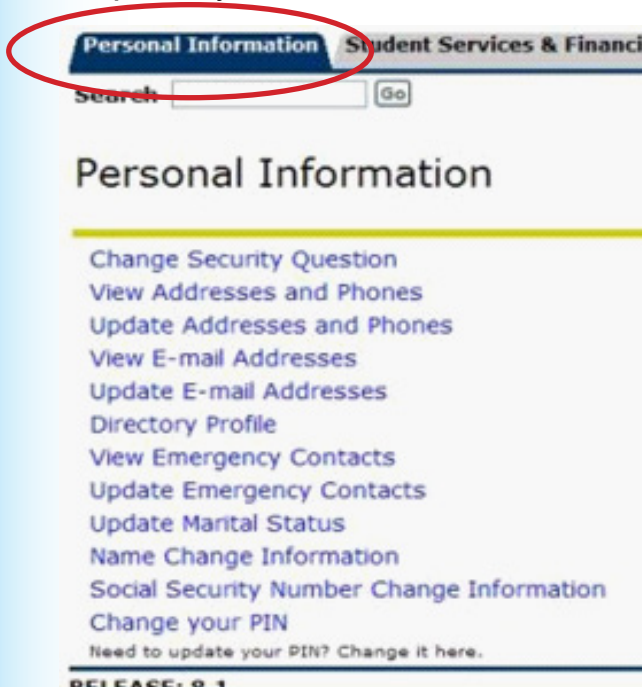


continue to next page for steps 4-5

Banner Web Services

Getting Started continued

4. Click on **Personal Information** tab to make changes and update to your account.



5. 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.



Campus Computers

Log-in for Campus Computers

Students have access to SUSLA computers at various campus locations.

ITC Technicians are available in the computer labs to assist students and monitor usage.

First-time users of campus computers must follow an initial log-in procedure which requires your User ID (not your Banner User ID). **Your User ID 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: jwashingto9999.** Your **initial password** is your 6 digit date of birth - no dashes or spaces (MMDDYY).

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 Webmail (Skymail)

The SUSLA Webmail also known as SkyMail is our new Cloud-based email and applications computing platform hosted at Microsoft. SkyMail+ provides users with 10GB email account, Microsoft Office 365 Applications (Word, Excel, Powerpoint, and OneNote), 7GB online storage solution, collaboration, blogging, photo sharing, event planning, instant messaging tools, and much more!

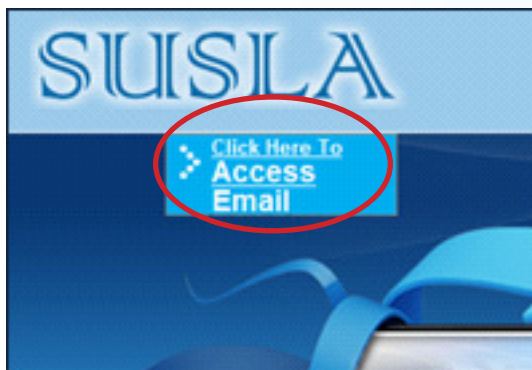
Getting Started with Webmail

(Follow Steps 1-3)

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 **Click Here To Access Webmail** in the upper left corner of page (below SUSLA logo), you will be directed to Skymail Outlook Live Sign In page.

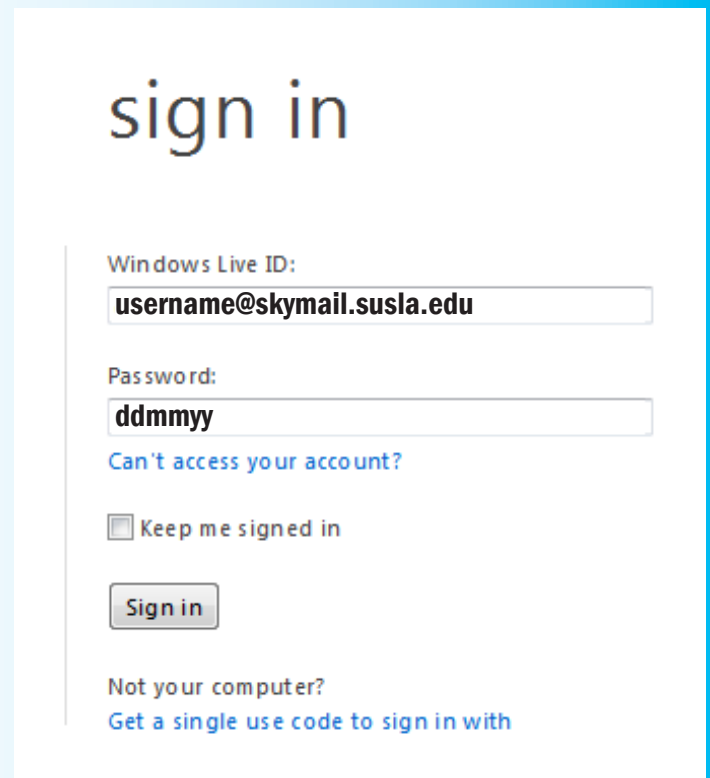


3. Webmail (Skymail) user ID is in the format of: **username@skymail.susla.edu**
For example, if your SUSLA username is JDoe1234, the SkyMail login will be **JDoe1234@skymail.susla.edu**

For students, the **initial password** is date of birth in the format of: **day, month, year (ddmmyy)**.

For example, if your date of birth is March 30, 1990 your initial password will be **300390**.

Once you are logged in you will be able to change your password and other preferences.



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.

MOODLE E-Learning System

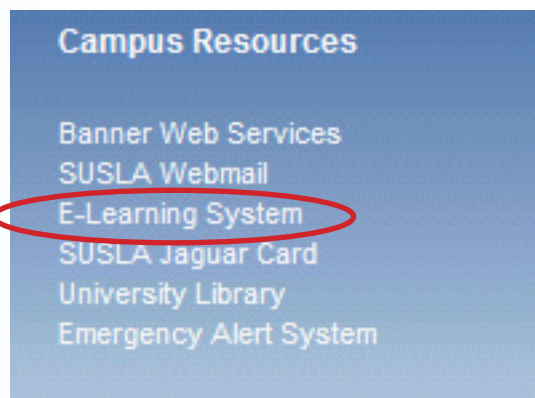
The Moodle is a web-based Academic Suite offering a robust set of tools, functions, and features for learning. Moodle creates your username based on the way it is spelled in Banner. Accounts for new students are created upon the completion of the payment process at the beginning of each semester.

First Time Users! You must have a valid SUSLA username and password to access the Moodle System.

Getting Started with Moodle

(Follow Steps 1-3)

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:



Welcome to Southern University at Shreveport
E-Learning System.

SUSLA's moodle movement

SUSLA continues to expand online course offerings and fulfilling the University "Virtual Campus Initiative" (VCI).

Student Login Instructions

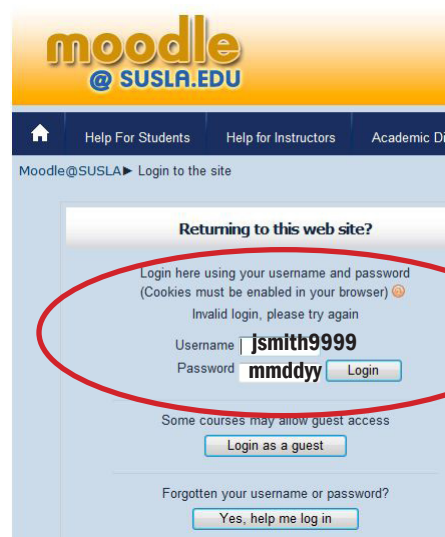
Student UserNames are your first initial, the first nine characters of your last name without special characters (., -), and the last four digits of your Banner ID located on your student schedule, your fee sheet and on the back of your Student ID card.
For example:
Your Banner ID is 900099999
Your **first** name initial is J.

- If your last name is **Smith**, your user ID will be **jsmith9999**.
- If your last name is **Smith-Alex**, your ID will be **jsmith9999**.
- If your last name is **Washington**, your ID will be **jwashington9999**. (First 9 characters, in this example, the last name is larger than 9 characters)

Your **initial password** is your 6 digit date of birth- no dashes or spaces.
For example:
Your DOB is **March 30, 1990**
Your **password** will be **033090**.

Note: Don't be a victim of identity theft. No one at SUSLA will ever ask you for your password

3. Type your username and your password then click the "Login" button.



FIRST TIME USERS

Student usernames are your first initial, the first nine characters of your last name without special characters (\ , - ") , and the last four digits of your Banner ID.

The Banner ID is located on your student schedule, your fee sheet and on the back of your Student ID card.

Banner ID example:

Your Banner ID is 900099999

and your first name initial is J...

Your last name is **Smith**, your user ID is **jsmith9999**.

Your last name is **Smith-Alex**, your ID is **jsmith9999**.

Your last name is **Washington**, your ID is **jwashington9999**.

In the last example, only use first 9 characters since your last name is longer than 9 characters.

Your **initial password** is your 6 digit date of birth - no dashes or spaces.

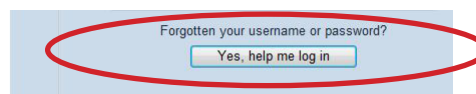
Password example:

Your DOB is **March 30, 1990**,

Your password is **033090**.

You can change your password after the initial log-in.

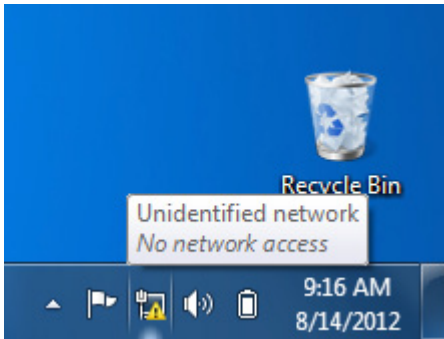
NOTE: If you are a returning user and cannot remember your password enter your User ID then click on Forgot Your Password to answer your security question.



Campus Wireless Access Getting Started Windows 7 Users

(Follow Steps 1-14)

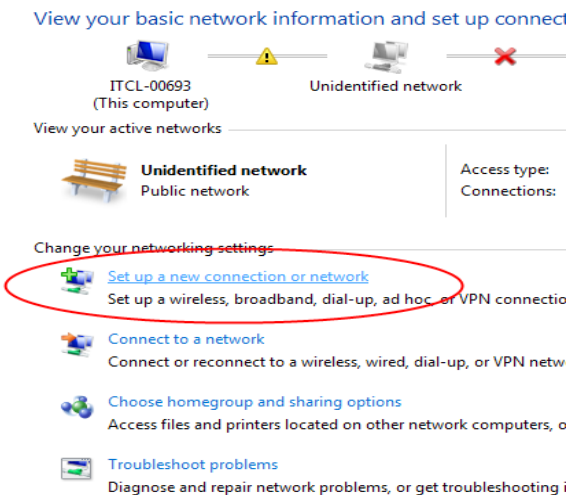
1. Click on the **Wireless icon** to begin



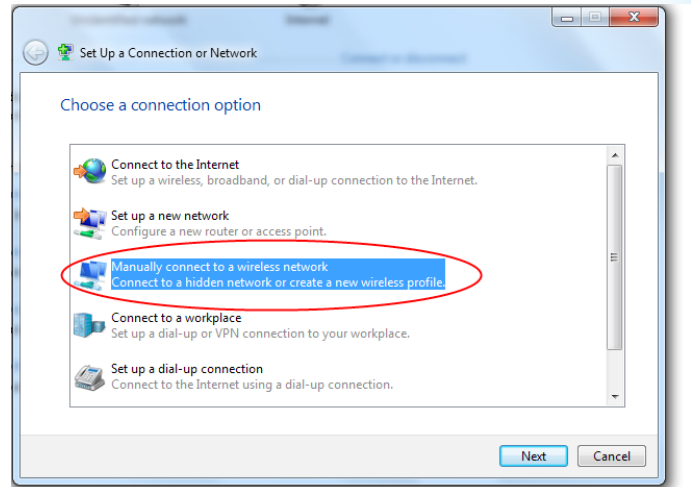
2. Click on the option labeled **Open Network and Sharing Center**.



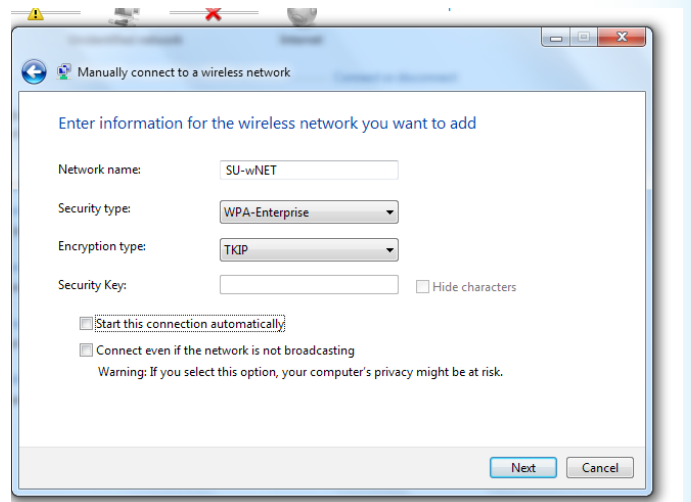
3. Choose the **“Set up a connection or network”** option in the Tasks area of the Networking and Sharing Center.



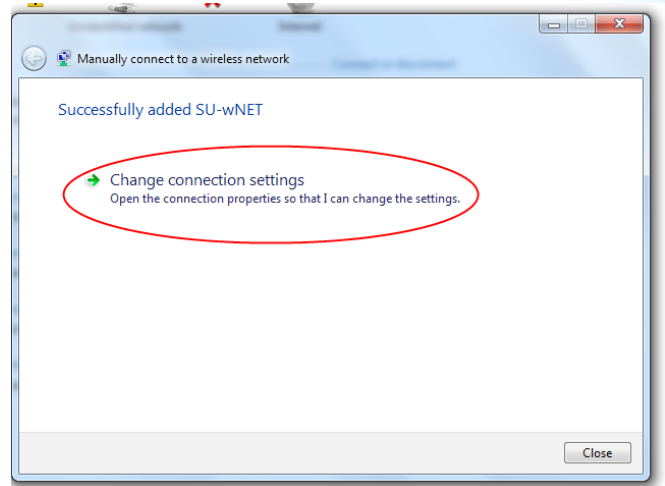
4. Select the option labeled **“Manually connect to a wireless network”** and click the button labeled **“Next”**.



5. Select the option labeled **“Change connection settings”**.



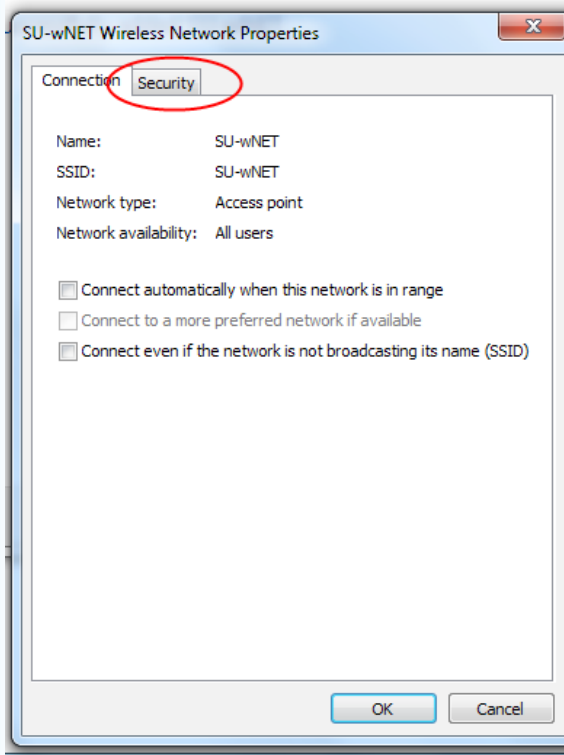
6. Select the option labeled **“Change connection settings”**.



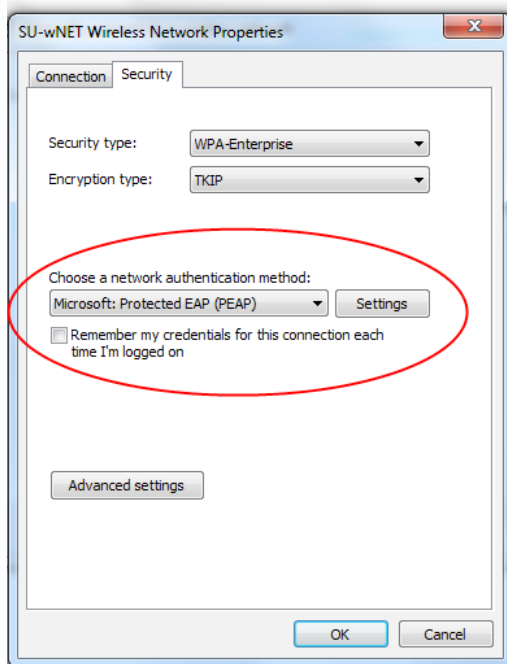
continue to next page for steps 7-10

Campus Wireless Access Getting Started Windows 7 Users continued

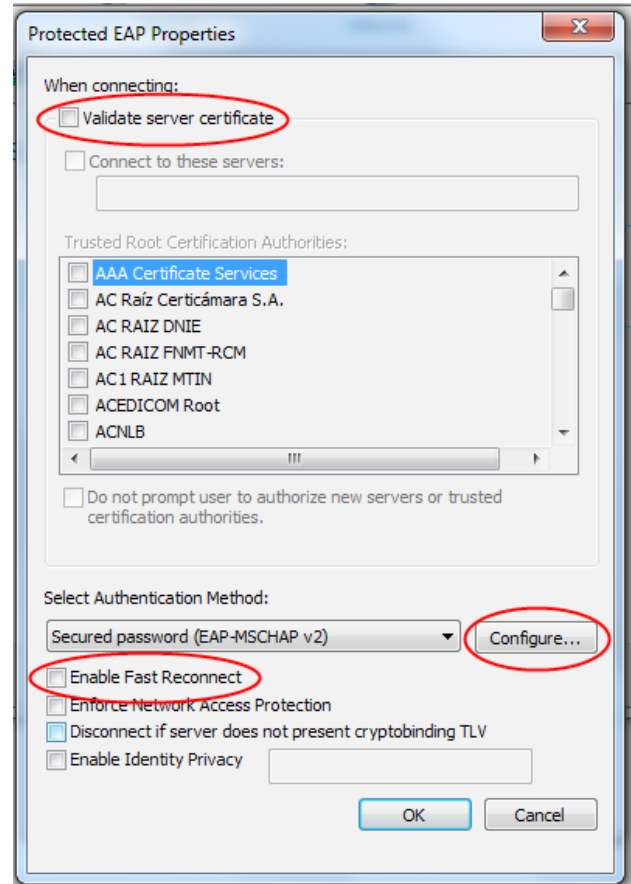
7. Select the **Security** tab.



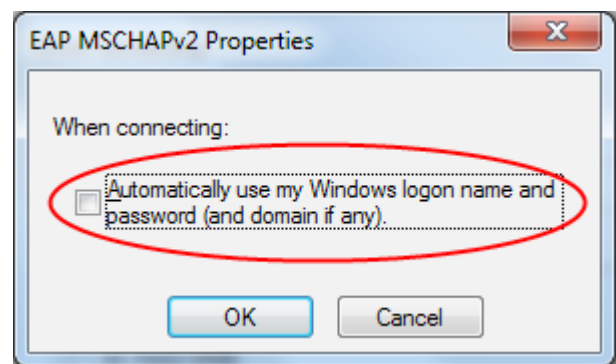
8. In the “Choose a network authentication method” select **Microsoft: Protected EAP (PEAP)**, and click the button labeled “**Settings**”



9. Be sure the check-boxes labeled “**Validate server certificate**” and “**Enable Fast Reconnect**” is **unchecked**. Change the **Authentication Method** to “**Secured password (EAP-MSCHAP v2)**” and click the button labeled “**Configure...**”.



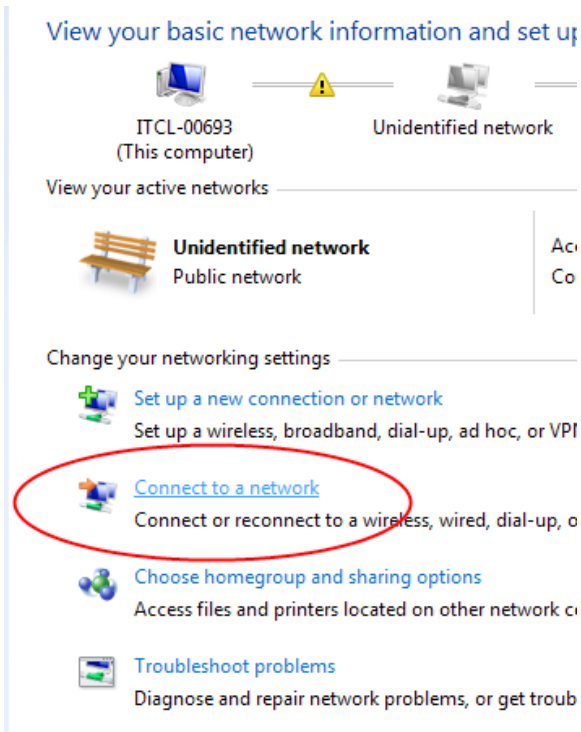
10. Be sure the check-box labeled “**Automatically use my Windows logon name and password (and domain if any)**” is **unchecked**.



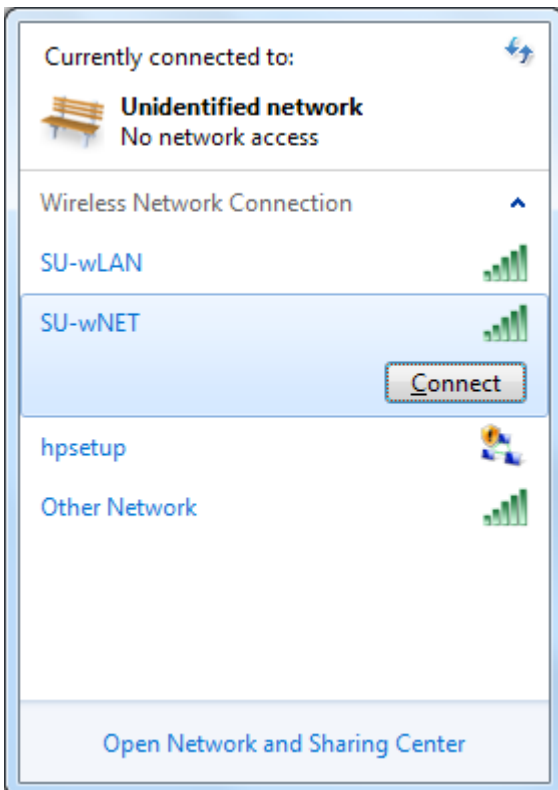
continue to next page (back cover) for steps 11-14

Campus Wireless Access Getting Started Windows 7 Users continued

11. Select the **Connect to a network** option.



12. Click the **Connect** button for **SU-wNET**:



13. Enter Credentials:

- 1) **User name** (see below)
- 2) **Password** (see below)

User name is your first initial, the first nine characters of your last name without special characters (\, - “), and the last four digits of your Banner ID.

The Banner ID is located on your student schedule, your fee sheet and on the back of your Student ID card.

User name example:

Your Banner ID is 900099999

and your firstname initial is J...

Your last name is **Smith**, your user ID is **jsmith9999**.

Your last name is **Smith-Alex**, your ID is **jsmith9999**.

Your last name is **Washington**, your ID is **jwashington9999**.

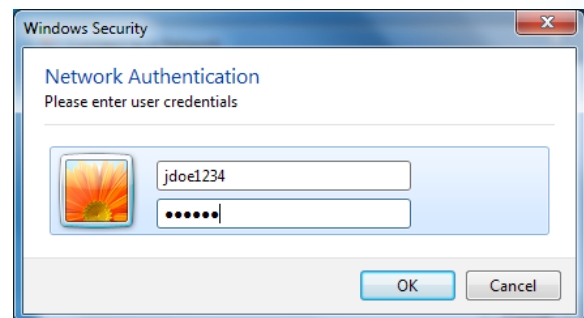
In the last example, only use first 9 characters since your last name is longer than 9 characters.

Your initial password is your 6 digit date of birth - no dashes or spaces.

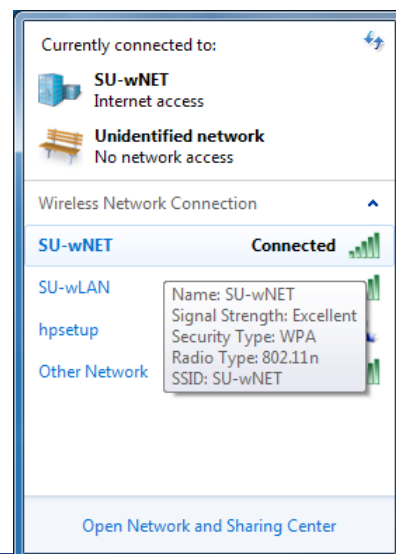
Password example:

Your DOB is **March 30, 1990**,

Your password is **033090**.



14. If you entered your username/password combination correctly, and set up the connection properly, you should now be connected.

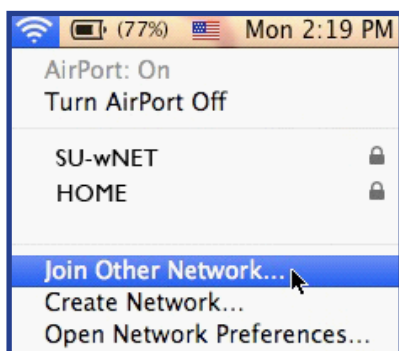


Campus Wireless Access Getting Started MAC users

(Follow Steps 1-4)

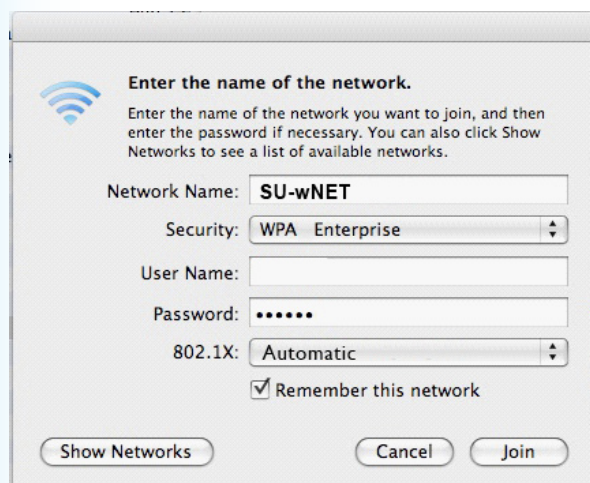
1. Click the **AirPort or Wi-Fi** symbol at the top right of your screen.

- Look for “SU-wNET,” but don’t select it. If you see this network option, you will be able to use encrypted wireless in this area.



- Select **Join Other Network...** from the drop-down menu.

2. Next in the “Enter name of the network” window



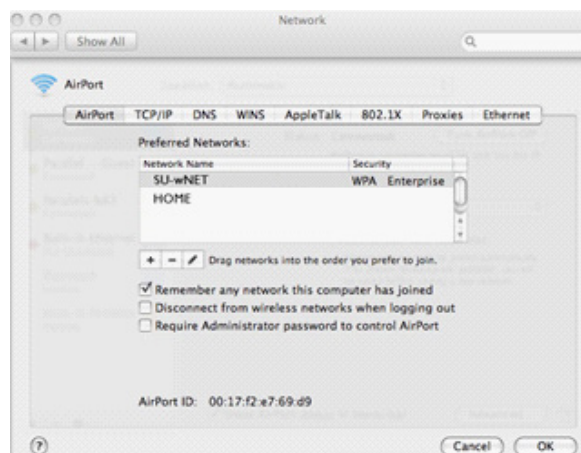
- Enter **SU-wNET** for the **Network Name**.
- Set Security to **WPA Enterprise**.
- Enter your **username** and **password**.
 - The Username and Password is the same that you would use to logon to Campus Computers (not your Banner User ID).
 - Your **Username** is your first initial, the first nine 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.
 - Your default **Password** is your 6 digit date of birth - no dashes or spaces (MMDDYY)

- **NOTE:** If you changed your password after logging on to a campus computer prior to setting up the MAC, use the most recent password that you created.

- **For Lion (10.7.x)**, set the Mode to Automatic.
- **For Snow Leopard, (10.6.x)**, set the 802.1X field to Automatic.
- **For Leopard**, set it to WPA: SU-wNET.
- Check “**Remember this network**”
- Click **Join**.

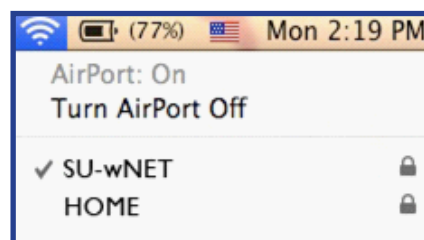
3. Click the Apple symbol at the top left of your screen and select System Preferences.

- Click **Network**. Click **AirPort/Wi-Fi** in the left pane, then click **Advanced**.
- Click the **Airport** tab.



- Drag **SU-wNET** to the top of the list.
- Click **OK**, and then close

4. If you entered your username/password combination correctly, and set up the connection properly the SU-wNET network will be listed under your connection with a checkmark. The checkmark designates that your MAC is connected to the network. You can now go back to your desktop screen and use any apps that require Wi-Fi connectivity.

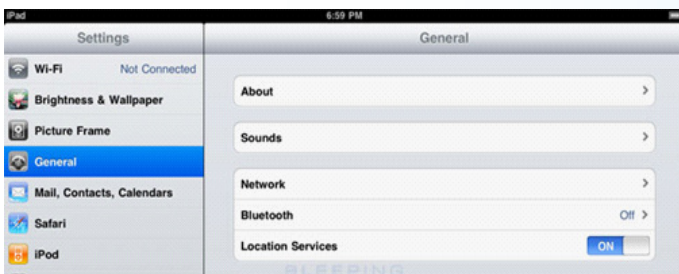


Campus Wireless Access Getting Started iPad users

(Follow Steps 1-6)



1. Tap on the **Settings** app.
2. Once in the settings application, you will be at the **General Settings** screen as shown below.

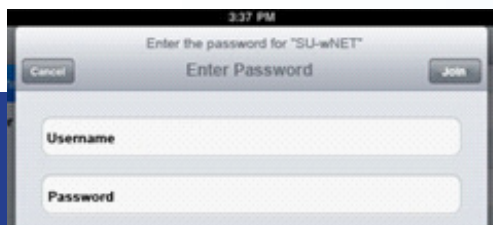


3. Tap on the **Wi-Fi** category to get to the screen where you will connect to a wireless network as shown below.



4. When you reach this screen, the iPad will start searching for Wi-Fi networks that are in range and that are broadcasting their names. As it discovers available networks it will list them under the Choose a Network label. Please note that it may take some time for the iPad to see all of the available networks, be patient while it searches. When you see the **SU-wNET** network appear.

5. Tap on a **SU-wNET** network, you will be presented with a screen asking you to enter a **Username** and **Password**, then tap on the “Join” button in the upper right corner.



The Username and Password is the same that you would use to logon to Campus Computers (not your Banner User ID).

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.

Your default **Password** is your 6 digit date of birth - no dashes or spaces (**MMDDYY**)

NOTE: If you changed your password after logging on to a campus computer prior to setting up the Ipad, use the most recent password that you created.

6. The iPad will now attempt to connect to the network, and when finished, will display the Wi-Fi settings screen again. If you entered your username/password combination correctly, and set up the connection properly the **SU-wNET** network will be listed with a checkmark next to it as shown below. The checkmark designates that your iPad is connected to the network. You can now go back to your home screen and use any apps that require Wi-Fi connectivity.



Note: Once you have accessed the campus wireless with your iPad, you will not have to repeat these setups again unless you instruct the Ipad to delete the SU-wNET by selecting “Forget this Network” option.