



Southern University at Shreveport
Division of Information Technology

Get Started with Campus Technology:

Student Technology Resources



susla.edu/page/technology



The Division of Information Technology (DoIT) provides technology-related services to support academic, administrative, and operational functions of Southern University at Shreveport.

Welcome to SUSLA

SUSLA's Information Technology Center (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.

“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.

Student Technology Resources at A Glance...

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 318.670.9905. Stop by, ITC is located across from Admissions in the L.C. Barnes Administration Building.

EMERGENCY COMMUNICATION NETWORK SYSTEM

Emergency Communication Network (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. The ECN project is a statewide initiative funded by the Louisiana Board of Regents and supported by the Southern University System as part of the campus emergency preparedness plan. All students, faculty and staff should register for ECN services using their SUSLA-issued email accounts at <https://public.coderedweb.com/CGE/A4753DD84298>.

USERNAME ACCOUNT (LOGIN ID)

A username account (login-ID) is required to access all university services and resources such as email, Moodle, wireless network, and computer access in offices, labs, etc. Login-IDs for students are automatically generated upon the completion of the initial registration and retained as long as they are enrolled at SUSLA. Employee Login-ID is created upon receipt of the signed Informed Consent agreement. To access university resources, all users must use their assigned login-ID and authenticate through Active Directory Management system. After 3 attempts to log into any system unsuccessfully, the user account will be locked.

Campus Computers Log-in, Wi-Fi, Moodle

First-time users of campus computers must follow an initial log-in procedure which requires a username and password. The student username is their 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: Jack Washington with an ID of 900009999, the username is jwashington9999 and the initial password is your 6-digit date of birth - no dashes or spaces (MMDDYY). All students are to create a new password that must be 8 characters long. The same username and password can be used for Moodle, Campus Email, Wi-Fi, and Computer labs.

BANNER USER ID

All students have a unique Banner ID that is generated when their personal data is entered into the Banner System. Your access to Banner depends solely on your role in Banner (a student cannot access class roster and faculty cannot access student transcript).

SUSLA Banner Web Services

A Banner ID provides students access to Banner Web Services enabling them to register for classes, view account balances, check grades, print unofficial transcripts, etc.

Your Banner ID differs from your social security number or your student username. Your Banner 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 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 at least 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, 1980 = 010680)
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 ID” and “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 PIN. Please note that previous PINs cannot be reused and 3 consecutive attempts to log in unsuccessfully will result in your account being locked. Once your account has been locked, you must provide proof of your identity to have your account unlocked.

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, Edge, Firefox, Apple Safari, 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.

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.

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 campus username and password to connect.

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 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 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 90001234 your username is [jwashington1234](mailto:jwashington1234@skymail.susla.edu), the SkyMail login will be: jwashington1234@skymail.susla.edu
4. Once logged in, you will be forced to replace the birthdate password with a new password and set important password protection options. When prompted, PLEASE be sure to provide your cell number, an alternate email address and choose a security question in the event you need to reset a forgotten password. Reset information will be texted to your cell phone, alternate email and the security questions.

IF YOU FORGET YOUR PASSWORD

When returning to the Skymail sign in page, select the “Can’t access your account?” link located under the Password box. Follow the verification steps, reset info will be texted to your cell phone, alternate email and/or the security questions whichever you provide on your very first sign in to Skymail.

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 the payment process at the beginning of each semester and course access is available the first day of class. First Time Users! 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 90001234 your Moodle username is: jwashingto1234
4. Password:
For students, the initial password is date of birth in the format of: month, day, year (mmddyy) -no dashes or spaces, a total of only 6 digits. For example, if your date of birth is April 29, 1990 your initial password will be: 042990
5. Once logged in, YOU WILL BE FORCED TO replace the birthdate password with a new password. The birthdate cannot be used again! The new password must be a minimum of 6 characters, and contain 1 capitalization and 1 number.

IF YOU FORGET YOUR PASSWORD

When returning to the Moodle sign in page, select the “Yes, help me log on?” button located under “Forgotten your username or password”.

Provide only 1 option, either your Moodle Username or Skymail email address.

DO NOT enter a personal email address! Moodle delivers reset info to SUSLA Skymail Accounts only!

Next, login to your Skymail Account. If you haven't activated your Skymail account, you must do so in order for a Moodle reset to be accomplished (refer to page 4). You will receive 2 emails from the Moodle server. The 1st will ask you to confirm the password reset request. Then a 2nd email will contain a temporary password. Return to Moodle, sign in using the temporary password. You will be forced to create a new password.

Locksmith SelfService

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.