



New Student Guide

New Student Information

On behalf of Eckerd College's ITS Department, we happily welcome you!

ITS is located in the Armacost Library—down the hall from the Computer Lab. Our hours are 8:30am-5:00pm, Monday through Friday. Contact us at 727-864-8318, or visit <https://its.eckerd.edu>.

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Wireless Networks

There are four wireless networks available on campus for faculty, staff, and students: ECwifi, MyResNet, Eduroam, and ECGuest. You can learn more about them by visiting <https://www.eckerd.edu/wireless>.

ECwifi

ECwifi is the main network used by faculty, staff, and students (excluding the residence halls which are on MyResNet). When connecting to the network, you will be asked to enter your myEckerd username and password.

MyResNet

We have partnered with Boldyn Networks to offer WiFi (ResNet) in all residence halls. If you need any assistance registering or connecting your devices, a support representative is available 24 hours a day to assist you. If issues persist further, please contact ITS after first engaging with ResNet.

- Call MyResNet support at **855-371-5064**
- Email **support.hed@boldyn.com**
- Engage in **Live Chat** at <https://eckerd.hed.boldyn.com/>

To get started, open the camera app on your phone and focus your camera on the provided QR Code. Or, you can visit <https://eckerd.hed.boldyn.com/>.



ECGuest

After you connect to this network, a web browser will open. Enter your name, email address, and phone number (in this particular



format: +12345678989; all one configuration). Once inputted, a “guest pass” code will be sent via SMS and email to you. To complete your access to the network, you will need to enter that code into the text box on the guest site. Guest pass access is granted for 7 day periods. If you are hosting an event on campus, you can generate this code for your guests in advance. Multiple guests can use the same guest pass.

Eduroam

Eduroam is a secure, world-wide wireless service developed for and by the international research and education community. Eduroam allows students, researchers, and staff to roam and find connectivity at more than 2,500 locations in the US and more than 33,000 worldwide. You will find and be able to connect to the Eduroam wireless network at universities, national labs, museums, and other institutions across the globe using your myEckerd credentials.

- This network is also available on campus, so that we can provide easier access for guests from other institutions. Eckerd faculty, staff, and students should still use ECwifi on campus—it provides access to more campus resources. When connecting to Eduroam, you will need to add @campus.eckerd.edu as part of your username.

You can use this interactive map to locate where Eduroam is available.

https://monitor.eduroam.org/map_service_loc.php.

Important Eckerd College Systems

The myEckerd website, ECExperience, is the starting location from which you can access important campus resources—from Moodle, to transcripts, to campus news and department websites. <https://my.eckerd.edu/>

Important resources available on myEckerd:

- **ECExperience:** our campus portal. Use this to access student information, policies, department resources, event calendars, and campus announcements.
- **Gmail and Google:** Eckerd College uses Gmail for campus email.
- **Student Self-Service:** Financial Aid, Registration, Degree Evaluation, Transcripts, eBill, and Student Personal Information all via the Student Profile tab on the Student Self Service card.
- **Google Calendar:** Consult ECExperience for the CPS event schedule!
- **Moodle:** Learning Management System for classes and seminars.
- **ITS HelpDesk:** submit a ticket for an issue, an event support request, or account access issues.
 - Knowledge Base: access our database of helpful articles detailing a wide range of commonly-experienced issues.

Change your Password and Update your Profile

Nota bene: Your myEckerd password is used for ALL Eckerd server domains—Moodle, PaperCut, Google, etc. When you update your password, all accounts associated with your myEckerd account will in turn be updated.

Changing your password:

Select Change Password under Account Management on the ECExperience homepage, or go directly to <https://passwords.eckerd.edu>

1. Enter your **myEckerd username** (credential before '@eckerd.edu')



2. Click Password Reset
3. Choose a method of authentication. Enter your current myEckerd password, answer your challenge questions, or authenticate via SMS/email.
 - a. If you have never changed your password before, you will only see the Active Directory option. You will be prompted to set up Challenge Questions, as well as other authentication methods for ReACT. Once your authentication methods are configured, you will be signed out. Sign back in, and select Password Reset.
4. Enter your new password and click Reset.
5. Ensure both Active Directory and Eckerd G Suite are satisfied by your selected entry. They will be **green** if your chosen password is accepted, and viable. If you receive a "failed dictionary entry" error message: please return and input a new phrase.
 - a. Nota bene: passwords expire every 6 months. When resetting your password, it must be entirely original each time you reset it. Passwords too similar will be voided.

How to Update Your Profile:

You can update your Challenge Questions or add a recovery phone number at any time by following these instructions.

Select Update your Profile under account management on the myEckerd homepage, or go directly to <https://passwords.eckerd.edu>.

1. Click Update Profile.
2. Enter your myEckerd username, and proceed to authenticate.
3. Click Expand to Update Challenge Questions (you won't see anything you entered here before) to add challenge question entries.
4. Select your cell phone carrier, then enter your phone number. Proceed to update information as needed
5. Click Finish.

Gmail 2-Step Verification

This important security measure is **required** for all accounts belonging to currently-enrolled students, staff, and faculty.

To Enable 2-Step Verification:

1. Click on your Google profile icon, found in the top right corner of any Google page or app.
2. Click Manage your Google Account.
3. Click Security and Sign-In.
4. Scroll down to where you see How you sign in to Google, and click 2-Step Verification.
5. Follow the prompts to fully establish and enroll in 2-Step.
6. Once finished, click Turn on 2-Step.
7. Add a recovery method (phone number or email address) to your 2FA settings **and** your general security settings, to prevent verification issues.



Printing on Campus

PaperCut is used to manage student printing. All students will receive a \$60 credit in their account at the start of each academic year. Printing rates are \$0.10 per page for black and white prints, and \$0.25 per page for color. Duplex prints are discounted 50% to encourage reduced paper consumption. Students can add funds online by logging into Papercut using <https://papercut.eckerd.edu>. For information on print job refunds, please visit our Student Printing page at https://its.eckerd.edu/student-printing#h.p_BmKmtTLjhJSl.

Printing Locations

- Armacost Library Print Room
 - 2 B/W Printers
 - 1 Color Printer
 - 1 Scanner
 - 1 B/W Copier
- Armacost Library Computer Lab
 - 2 B/W Printers
 - 1 Color Printer
- BES 114 Computer Lab
 - 1 B/W Printer
- GMSL
 - 1 B/W Printer
- James Center North and South Wings
 - 2 B/W Printer (1 per wing)
- Sigma Printer
 - 1 B/W Printer

How to Print

Using PaperCut is a 2 step process.

1. Submit a print job. Log into **papercut.eckerd.edu** with your myEckerd username and password. Click Web Print to select a printer (Student-BW, Student-Duplex-BW, Student-Color, Student-Duplex-Color), number of copies (maximum: 10), and upload your file. When you submit a print job, Papercut will hold the job until you arrive at the printer station.
 - a. If you are working in the Eckerd Library, 24/7 Armacost Lab, or any other lab on campus, you can also print directly from the print dialogue in the program you are using. This will send print jobs directly to the selected printer for release.
 - b. If you are using any other machine, you can submit your job online using WebPrint or Mobility Print. Instructions are listed below.
 - i. The following file types are allowed:
 1. Microsoft Excel xlam, xls, xlsx, xltm, xlsx, xltm, xlsx Microsoft PowerPoint pot, potm, potx, ppam, pps, ppsm, ppsx, ppt, pptm, pptx Microsoft Word doc, docm, docx, dot, dotm, dotx, rtf, txt PDF, pdf, Picture Files bmp, dib, gif, jfif, jif, jpe, jpeg, jpg, png, tif, tiff XPS, xps
2. Release the print job. Once you arrive at the print station, you will see a print release computer work station for B/W and color. Release your job by logging into the desired release station (ID tap or manual credential entry), and clicking Print for each



job to be release. You may cancel print jobs while at the release station, before they are printed.

Black and White prints can be released at any of the listed locations on campus. To print a BW job, use the **Student-BW** or **Student-Duplex-BW** printer (for double-sided printing). Color printers are available in the Armacost Library and Academic Computer Lab. To print to those devices, use the **Student-Color** or **Student-Duplex-Color** printer (for double-sided printing).

Visit Webprint by logging into <https://papercut.eckerd.edu>. Look for **Web Print** in the menu on the left. Upload your file and then go to the library to release and print your job.

Mobile Printing

You can print from the student printers using your Windows, Apple, Android, or iOS device. You must be connected to the Eckerd wireless (ECWiFi) network to print using this app.

Mobile printing will not be successful if connected to ResNet.

- Consult this guide for setting up mobile printing on your personal device:
<https://printserver.eckerd.edu:9164/setup>

More Printing Information

For more detailed information regarding printing on campus, and special print requests such as thesis printing, please visit the ITS website. <https://its.eckerd.edu/student-printing>

Other Services and Information

Microsoft Office 365

Free usage of Microsoft Office 365 is included with your tuition. Use your regular myEckerd credentials to gain access. Log in at <https://portal.office.com>. You can download and install the desktop versions of Office 365 at this site on Windows and macOS devices. This license will remain available as long as you are actively enrolled at Eckerd College.

Video Conferencing

Eckerd provides students with access to Zoom and Google Meet. You can log in to Google Meet at <https://meet.google.com> and Zoom at <https://eckerd.zoom.us>.

Loaner Equipment

ITS maintains a supply of equipment that students may borrow for short periods of time (1 week/5 business days). This includes laptops, projectors, cameras, adapters, and more. Loaned equipment may only be picked up at the ITS Helpdesk, by the person seeking to rent the item. Please bring your Eckerd ID in order to complete the checkout process. More a more articulated listing of available items, please visit our site:
<https://its.eckerd.edu/home/loaner-equipment>

Antivirus Protection

Students using personal computers at Eckerd are required to use active antivirus software updated with current virus definitions. Current definitions are regularly updated databases that antivirus software uses to identify and protect against malware and other online threats; they update typically on a weekly basis. Please see the resources available under the Students tab at <https://its.eckerd.edu/for-students>.



Student Repair Shop

ITS provides diagnostic investigation and hardware/software troubleshooting free of charge. However, if your computer is under warranty, please take it to an authorized repair center. We are unable to take machines that are covered under a warranty. We are available to answer questions and provide help at 727-864-8318, or at itshelp@eckerd.edu, from 8:30am until 5:00pm Monday-Friday.

TVs in Dorm Complexes

Every dorm room lounge will be able to connect to Live TV.
Instructions are posted at the lounge TVs themselves.

Contacting ITS

ITS is available by phone at 727-864-8318, between the hours of 8:30am and 5:00pm. Walk-ins are welcome; please stop by the Helpdesk if the need arises. To generate a ticket in regards to an inquiry or issue, please send as detailed of a request as possible to itshelp@eckerd.edu. Answers to common questions are posted in the ITS Knowledge Base located at <https://its.jitbit.com/helpdesk/KB>.

Information Technology Policies

Please take time to familiarize yourself with all of the information technology policies listed under the Information Technology Policies on <https://its.eckerd.edu> under **Find it Fast**.

Don't Get Phished!

Please remember that no one from ITS will **ever** ask for your account password via email. If you ever receive an email that asks for your myEckerd password, or asks you to verify your account information it is almost certainly a phishing attempt to gain access to your account. Should you receive such an email, delete it—regardless of how important or legitimate it may seem. Please do NOT respond. When in doubt, contact ITS about any suspicious email.