User Support Services/Help Desk

- Provides technical support to students in the following areas:
  - Software – Virus/Malware Removal
  - Networking
  - Laptop Support – Software – Viruses/Malware
  - Account/Password Support
  - SST Program
Student Support Program
Student Support Technician (SST)

- First point of contact for student technology issues
- Student support desk available at the Help Desk in French Hall
- **Student Support Desk Hours:**
  - Monday – Thursday: 9 am – 7 pm
  - Friday: 9 am – 5 pm
  - Saturday: NO HOURS
  - Sunday: 2 pm – 9 pm
- Technology Boot Camp
SST Program

• Requirements:
  • GPA 2.0 Minimum
  • Good standing with the University
  • Maintain technical abilities
Live Mail – Office 365

- Each student assigned an e-mail account
- E-mail address format: firstname.lastname@live.longwood.edu
- Full service email account from Microsoft
- Shared Calendar
- Office 365 Download

www.outlook.com/live.longwood.edu
MyLongwood Portal

- Add/Drop Classes
- Check Grades
- Degree Audit
- Manage Student Account
- Financial Aid

http://my.longwood.edu
CYPHIR

- LancerNet Password Change
  - Expiration
  - Lockout
  - Forgotten Password

http://password.longwood.edu
Internet Access - Shentel Services
Residence Halls and Longwood Managed Apartments

- Wireless network
- Each student has a hard-wired network connection available in their room/Longwood managed apartment
- A network cable will be needed to connect to the Internet in residence hall rooms. Cables can be purchased at our bookstore or a computer store of choice RJ45 to RJ45
- Network Registration
Internet Access – LancerNet Wireless
Academic Buildings - Commons Areas

- LancerNet wireless is available for students in academic buildings, commons areas, and green spaces
- No registration required to access LancerNet wireless
- Authentication with LancerNet ID and password is required
The Longwood Student Laptop Initiative
Windows vs. Apple?
Minimum Recommended Specifications

- **Processor:** Dual Core Processor
- **Memory:** 4GB DDR3 RAM Minimum
- **Hard Drive:** 250GB Hard Disk Drive or 128 GB Solid State Drive
- **Operating System:** Windows 10, MacOS 10.11 or later, or the latest stable release of a Linux distribution
- **External Storage Device(s):** (flash drive or external hard drive)

*It is important that students bring all documentation and software that comes with their laptop when they come to campus*
Warranty is Important!
Printing

• Printing is available in the academic computing labs and the Library at the rate of nine cents per page for black and white.

• Pay for printing charges via Lancer CA$H.

• Students may also bring a printer.
Software Purchases

- Longwood students can take advantage of special pricing on software packages such as Microsoft Office Professional (PC and Mac), Adobe Creative Suite, Adobe Acrobat Pro, etc. via http://www.thinkedu.com
INFORMATION SECURITY

☐ Longwood’s responsibility
☐ Your responsibility
☑ Our shared responsibility
Respect Security Settings

- Keep your firewall turned on
- Keep your operating system updated
- Keep your computer free of malware
- Use a strong administrator password
Criminals use email, telephone, or text message to ask for your identity; specifically SSN, banking info, & password

**we will disable YOUR LiveMail & LancerNet to stop criminal activity**
YOUR Password

• Your account is your Identity!

• Do not share your password with your boyfriend/girlfriend or your best friend!

• Your passwords are for your eyes ONLY!!

• NO request for your password is legit. Not even from your:
  • Advisor
  • Professor
  • Bank
  • Boss
  • IT/Email Administrator
Report it

- Report phishing scams/other suspicious activity
  - helpdesk@longwood.edu
  - abuse@longwood.edu

Policy Violations
will be referred to the
Office of Student Conduct & Integrity
Contact us for further information:

Help Desk
(434) 395-HELP

Kim Redford
Director, User Support Services
redfordkc@longwood.edu
Questions??