Longwood University: Where Technology Meets Tradition

Orientation Fall 2020
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 – 7 pm

- Technology Boot Camp
SST Program

• Requirements:
  • GPA 2.0 Minimum
  • Good standing with the University
  • Maintain technical abilities
  • Friendly and excited about meeting other students!
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
• 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*
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??