

# INFORMATION TECHNOLOGY SERVICES



# STUDENT COMPUTING

 The University of South Dakota



# Information Technology Services Help Desk

## Information Technology Services Help Desk

Additional information regarding each of the resources listed within this brochure can be found online. You will also find answers to our most commonly received questions, instructional documents, scheduled maintenance and outages online at the following sites:

- **Information Technology Support Site:** <http://www.usd.edu/technology>
- **ITS Alert Board:** <http://www.usd.edu/alerts>
- **myU Portal:** <http://myu.usd.edu>
- **Hours and Contact Information:**  
<http://www.usd.edu/its/techsupport/contact.cfm>

### Submit Requests Online!

Submit your questions and requests directly to the Help Desk.  
<https://www.usd.edu/its/helpdesk/requests/index.cfm>

### Call Us!

Toll Free: 877-225-0027

Students: 605-677-5028

### E-mail Us!

[helpdesk@usd.edu](mailto:helpdesk@usd.edu)

## Appropriate Use Policy

All members of the USD community must use University computing and information resources responsibly, respecting the rights of other users and the integrity of application data and systems. Use of information and technology resources at the University is governed by University and South Dakota Board of Regents (SDBOR) policy, as well as state and federal statutes. The SDBOR Appropriate Use Policy applies to all use of University computing resources and defines user responsibilities.

## Accounts Access

### USD Account Access

To activate your USD account you can go to <http://www.usd.edu/accounts/pickup/index.cfm> and fill out the requested information. Your USD Account will allow you access to the following technology resources:

- myU Portal
- Computer Labs
- Printing in Computer labs
- Personal Computer Network access
- Online Library Resources
- Personal Web space
- Network file space – Z: drive

### Password Do's & Don'ts

Strong passwords don't have to be difficult to remember. For example, if you like cooking before 7 p.m., you could use the phrase "cook before 7". Make a few substitutions, such as the "oo" with 8 (8 sideways is two "o" characters), replace the word "before" with "B4", and replace a space with "-". The phrase "cook before 7" then becomes "c8k-B47!". This is much easier to remember than a random sequence like "jm-3-G89" and would be difficult for someone else to guess. Other examples could be "type a letter" to "Typ3@Ltr" or "summer is fun" to "\$umm3r1zfn". **NOTE:** Do not use the passwords examples given here.

- Use a password with mixed-case letters throughout
- Use a password that contains alphanumeric characters
- Use at least eight characters
- Use a seemingly random selection of letters and numbers
- Use a password that can be typed quickly without looking at the keyboard
- Use special characters (& @ \* \$)
- Change passwords regularly



<https://myu.usd.edu/uPortal/>

### Password Tricks to Avoid

- Do not use your username in any form (reversed, capitalized or doubled)
- Do not use a word contained in a dictionary, English or foreign
- Do not use other information easily obtained about you; such as pet name, license plate, telephone numbers, address etc.
- Do not use a password of all numbers or all letters
- Do not write a password on sticky notes, calendars or store it online where it can be accessed by others
- Do not use keyboard sequences, e.g., asdfjkl;
- Do not share passwords with anyone



### WebAdvisor

WebAdvisor is a Web interface which provides you access to information contained in the student information system. Students need a WebAdvisor account to:

- Register for classes
- Print a list of completed courses
- Add/Drop classes
- Access SDePay to pay their bill
- View grades online
- View Financial Aid status

Your username and password for your WebAdvisor account will be different from your USD username and password. To obtain your WebAdvisor username and password:

1. Log in to the myU Portal: <https://myu.usd.edu/uPortal/>
2. Click on the Academics tab
3. Click on the Access WebAdvisor link in the WebAdvisor channel
4. Scroll to the bottom and click on "I Am New to WebAdvisor"
5. Follow the steps outlined on the screen.

If you need assistance, please refer to the WebAdvisor tutorial for a visual demonstration: <http://usd.edu/webadvisor/New-to-WebAdvisor.pdf>.



## Computers

### Computer Labs

USD has more than 800 computers available in labs throughout the campus, providing students with access to:

- Specialized software
- Printing
- 24 hour access (Residence Hall labs)

You will need your USD ID card as well as your USD username and password to gain access to the computer labs.

### Personal Computers on Campus

Personal laptop computers can be connected to the campus network and wireless network. Students can also connect their desktop computers in the residence halls. To connect your computer to the USD Network your computer must meet minimum requirements and have:

- A network adapter (NIC) or wireless card
- Antivirus provided by USD (available to students at no charge)
- Up-to-date security patches

Before bringing your personal computer to campus:

- Check our network requirements:  
[http://www.usd.edu/its/techsupport/hw\\_reqs.cfm](http://www.usd.edu/its/techsupport/hw_reqs.cfm)
- Ensure all applicable security patches are installed on your computer
  - Microsoft Operating Systems go to:  
<http://windowsupdate.microsoft.com>
  - Apple Firmware updates go to:  
<http://www.apple.com/support/downloads/>
- Make sure to uninstall previous versions of antivirus from your PC before installing any antivirus software.
- Install Symantec End Point Protection:  
<http://www.usd.edu/its/helpdesk/navlogin.cfm>

**Note:** *Be sure to select Clean Access Users if you are connecting your computer on campus.*



<http://www.usd.edu/technology>

### **Wireless Access**

Wireless access is available in many areas across campus, including the Library and Student Center. Wireless is not available in the residence halls, nor are wireless devices authorized for use in the residence halls.

### **Software**

Symantec Endpoint Protection software is available to all students, faculty and staff at no charge. Anyone connecting their personal computer to the USD network is required to have the antivirus provided by USD installed on their computer. Before installing any antivirus software, you will need to remove any other antivirus software that is currently installed on your computer. Be wary of using any computer not equipped with up-to-date virus protection.

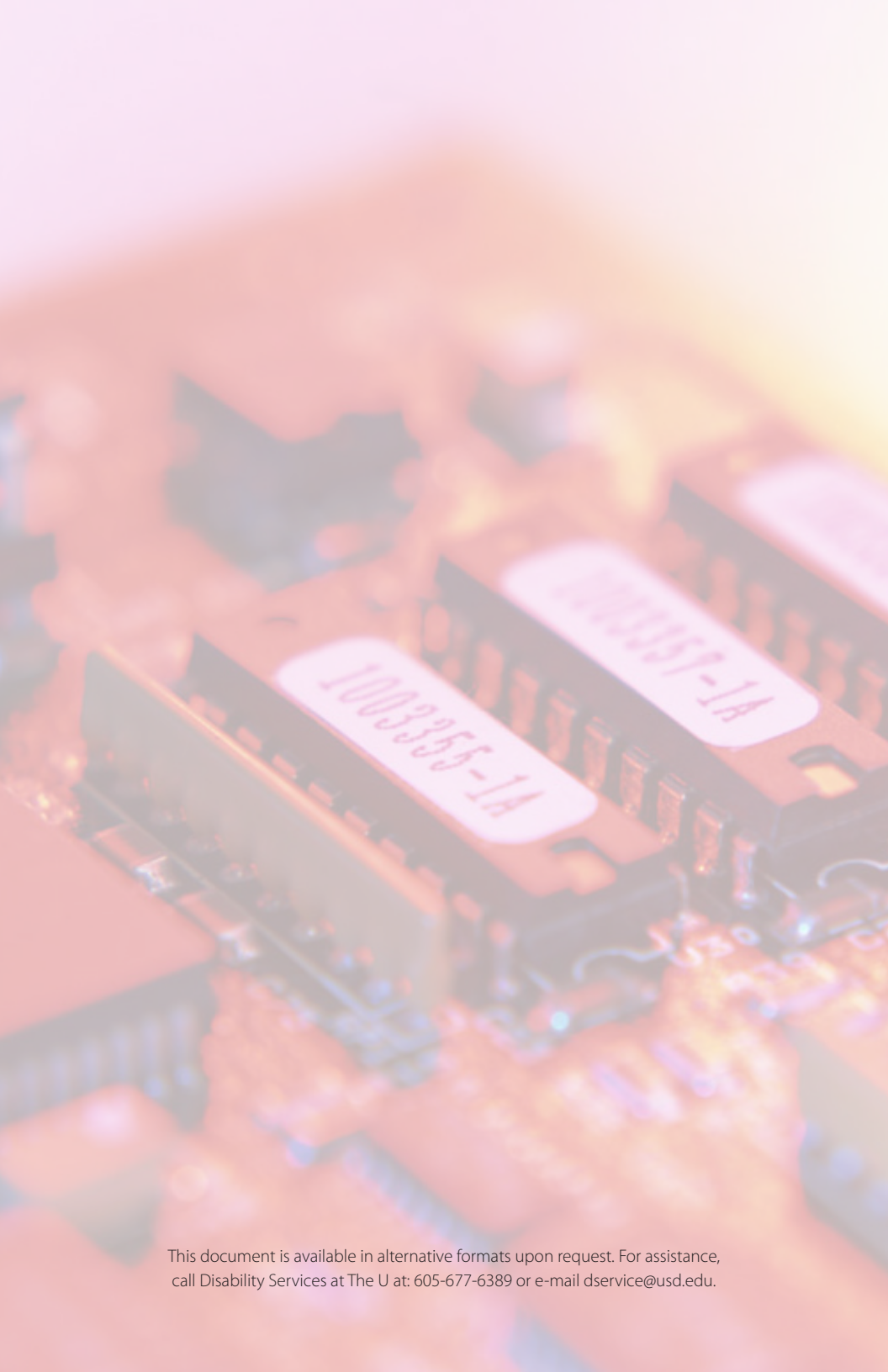
Microsoft Office is installed in all lab computers on campus. Students who would like to have Microsoft Office installed on their personal computer may purchase it at a substantial discount at USD Barnes & Noble. Additional software can be purchased online at <http://www.CampusEstore.com>.

## **Legal Music Downloads**

The University of South Dakota has partnered with Ruckus to provide unlimited FREE music downloads to all on and off campus students. Ruckus provides the most comprehensive digital media services available for universities today.

Ruckus' basic service allows students to download music for personal use on a Windows computer. For a fee, Ruckus also offers the capability to transfer songs to compatible MP3 Players. Ruckus is also available to faculty and staff for a fee.

Ruckus certifies that all downloads are virus-free, spyware-free, and adware-free. Access Ruckus through myU – <http://myu.usd.edu>.



This document is available in alternative formats upon request. For assistance, call Disability Services at The U at: 605-677-6389 or e-mail [dservice@usd.edu](mailto:dservice@usd.edu).



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