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For more specific computer specifications and information on the labs, please visit our website at www.salve.edu/information-technology/user-support-services
The Operating Philosophy of the Office of Information Technology (IT) at Salve Regina University is to support the University’s mission and strategic plan in a manner consistent with responsible fiscal and technology practices. This philosophy is realized by the following actions:

- **Provide technology enabling services for our faculty and students to enhance their learning environment;**
- **Provide state-of-the-art technologies to facilitate the University business functions for our staff;**
- **Provide sound and responsive support for all University parties in their use of sanctioned technologies.**

The Office of Information Technology consists of various departments, including Application Services, Network Services, Network Infrastructure Services, Student Technology Services, Technical Services and User Support Services. Through the working of these departments, IT ensures that all University computers are maintained as industry standard, all wired and wireless networks are accessible, all application systems, including My Information, My Salve, My Web Courses and others, are maintained at the proper release, all training workshops are conducted in a timely and professional manner and that all technology requests for assistance are addressed in a courteous and responsive manner.

This guide is meant as a resource for any University technology question or request that you may have. Enjoy our wonderful University and all of the technology offerings that it provides!

*Office of Information Technology*
COMPUTER LAB AND HOURS

Lab Hours

Lab hours in each building are

Monday - Thursday 8:00 a.m. - 12:00 a.m.
Friday 8:00 a.m. - 5:00 p.m.
Saturday 10:00 a.m. - 5:00 p.m.
Sunday 12:00 p.m. - 12:00 a.m.

Salve Regina University offers computer labs with a variety of different software.

McKillop Library computer labs are located on the garden level in Lab 005, 006 with Lab 004 being a computer testing lab. The computers in the lab are equipped with Windows 7, Microsoft Office 2013, Internet Explorer, Mozilla Firefox, email access and printing in b/w or color.

Mac computer labs are located in the Antone Building in Labs 122 and 124. The Mac computers in the lab are equipped with Mac OS X 10.9, Microsoft Office 2013, Safari, Adobe CS6 Design and Web Premium, email access and printing in b/w or color.

Center for Adult Education

The Center for Adult Education in Warwick features a PC computer lab with Internet access and printing, technology in nine classrooms and a PC laptop open area.

For more specific computer specifications and information on the labs, please visit our website at www.salve.edu/information-technology/user-support-services
Contact information

On Campus for any technical questions x 7777
- Option 1: On-campus immediate assistance in a class room, conference room or lecture hall x 7777
- Option 2: Assistance with all other technology x 7777

From off campus, you can contact the Help Desk at helpdesk@salve.edu or call 401-341-7777.

Hours and Location

The University Help Desk is located in Room 104 in the Munroe Center. University hours are 8:30 a.m. - 4:30 p.m. Monday through Friday. During the summer, the University will close at noon on Fridays.

Student Technology Services Center

The Student Technology Services Center is located in room (008) on the garden level of McKillop Library. The Student Technology Services Center hours are 9 a.m. - 4:30 p.m. Monday through Friday. During the summer, the University will close at noon on Fridays.

The Student Technology Services Center does not fix personal student computers, however they will assist students with the following:
- Anti-virus installations
- Wireless network access
- Wireless network access registration
- Smartphone email setup
- Software installations
- Software support questions

For liability and personal warranty reasons, staff has been instructed not to work on personal computers of students who are not enrolled in the Recommended Laptop Program. Staff can offer suggestions to students, but students are responsible for making repair decisions. The Student Technology Services Center can make recommendations of repair shops. If you are not purchasing from the recommended laptop program, it is a good idea to purchase a maintenance and accidental warranty coverage.
Media Services (MS) provides students, faculty and staff with assistance as it relates to the equipment loans and services of hardware and related recording and editing projects.

<table>
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<tr>
<th>Day</th>
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<tr>
<td>Monday</td>
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<td>Tuesday</td>
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<td>Wednesday</td>
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<td>Thursday</td>
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<td>Friday</td>
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<td>Saturday</td>
<td>10 a.m. - 5 p.m.</td>
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<tr>
<td>Sunday</td>
<td>12 p.m. - 12 a.m.</td>
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Contact Information
The media services department can be reached at 401-341-2221 or at helpdesk@salve.edu.

We are located in the Garden Level of the McKillop Library, Room 002.

The services include but are not limited to:

- Hardware distribution (sound systems, projectors, laptops, screens, headsets, etc.)
- Video filming
- Editing videos

Our staff maintains and provides assistance to all operational uses of technology in the classrooms as well as other technologies for speaking engagement events on campus.

Media Services loans out equipment to students, faculty and staff. A valid Salve Regina University identification card must be shown for loans. All equipment will be available for instructional purposes and university business. In general, loans are as follows.

<table>
<thead>
<tr>
<th>1 week loan period for:</th>
<th>1 day loan period for:</th>
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<tbody>
<tr>
<td>Digital voice recorder</td>
<td>Portable sound system</td>
</tr>
<tr>
<td>Digital video camera</td>
<td>Dongles (for connecting</td>
</tr>
<tr>
<td>Digital still camera</td>
<td>Macs to a projector or</td>
</tr>
<tr>
<td>Tripods</td>
<td>TV)</td>
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Available at the desk:
- CD or DVD media
- Flash drives
- 25’ Ethernet cable
- 14’ Ethernet cable
- USB printer cables
- Portable hard drive
- Projector
- Small form factor projector
- USB camera
- Snowball microphone
- Remote presenters
- Portable screen
- Laptop speakers
- Apple laptop
- iPad
- USB camera
COMING PREPARED

What to bring to campus

The following is a list of suggested items to bring to campus to get the highest quality technology service in the dorms.

- Minimum CAT 5 10/100 Ethernet cable
- USB flash drive: for portable file storage
- Coaxial cable – 25’ recommended for connecting your TV to the cable system
- TV & remote (1 TV per room)
- Cellphone

What not to bring to campus

For questions regarding other technologies not listed that you are considering bringing to campus, please contact the Salve Regina Help Desk at 401-341-7777 option 2.

For questions regarding other technologies not listed that you are considering bringing to campus, please contact the Help Desk at 401-341-7777 option 2.
Salve Regina’s **Recommended Laptop Program** is designed to accommodate students with varying needs. The Student Technology Services Center provides comprehensive hardware and software repair services to students enrolled in the recommended laptop program. The program offers a number of HP laptops, as well as a number of Apple laptops to all students currently enrolled in the University. The focus of the program is to improve the learning experience and collaborative abilities for all of those students interested in participating. In order to facilitate this program Salve Regina University has partnered with HP and Apple to offer students top of the line laptops with extended warranties at a reduced cost.

The recommended HP laptops ship preinstalled “out-of-the-box” with a software package designed to offer students the programs they will need while attending the University including the Microsoft Office Suite. The warranty for the recommended HP laptops includes a four (4) year hardware warranty, as well as accidental damage protection (ADP) serviced on campus by Salve Regina employees that are authorized HP engineers.

The recommended Apple laptops do not come with the preinstalled software package; only the basic operating system. The Microsoft Office Suite software package can be purchased from Mail Services on the garden level of McKillop library for a significantly reduced price of $25. The warranty for the recommended Apple laptops includes a three (3) year hardware warranty but Apple does not offer any type of accidental damage protection (ADP) for their laptops directly. As with the HP laptops, the Apple laptops are serviced on campus by Salve Regina employees that are authorized Apple engineers.

Peripherals and consumables are not covered by the extended warranties.

**Added Value of the Salve Regina’s Recommended Laptop Program:**

- Through our partnerships with HP and Apple, students can save a significant amount of money compared to what they would pay if they purchased their computer elsewhere.
- The software package offered through the program includes the basic elements students will need to accomplish their work, along with tools that will keep their computers safe and secure.
- The Recommended Laptop Program improves the overall quality of the technical support the University can offer students. Students who participate in the program benefit from on-site services. Those services are provided by employees of Salve Regina University’s Office of Information Technology team who are HP and Apple certified technicians. These services include hardware repair and replacement and in extreme cases whole unit replacement deemed necessary by the manufacturer as well as software troubleshooting and maintenance.
- Each recommended HP laptop is delivered with a standard Salve Regina software image, ensuring that the laptop is configured properly and the software is ready to use. It also provides a technician profile that allows the technical support staff the ability to troubleshoot certain software related issues while helping to protect the student’s privacy. Technicians also have the ability to quickly restore student’s operating systems to their original state should they have any issues during the academic year and while on campus.
- The Recommended Laptop Program allows participating students access to the same technology as their instructors, who utilize this technology as they produce new course material and plan course activities.

For more information on the recommended laptop program, call **401-341-7873** or visit [www.salve.edu/student-technology-services-center](http://www.salve.edu/student-technology-services-center)
Salve Regina ID Card:

- Features and Functionality of Salve Regina ID Card;
- Where Salve Regina ID Card can be used;
- Whom to notify if there are problems with the Salve Regina ID Card

What to do if your Salve Regina ID Card is lost.

Your Salve Regina ID Card serves as a “license” and “debit card”. It is going to be your main identifier at Salve Regina but it also has a ton of other uses such as:

- Dining plan
- Door access to residence hall
- Debit card for on/off campus
- Vending and bookstore
- Library systems
- Rodgers Recreation Center
- RIPTA bus services
- Printing (Pharos Print Management)

Money can be added to your Salve Regina ID card by visiting the business office. There are a multitude of places in Newport that you can use your Salve Regina ID card as a debit card.

If your ID card is lost or stolen, please visit Office of Security at Tobin Hall to have your card deactivated and to obtain a new ID card. The price for a replacement ID card is $25.00.

For a list of those locations and to deposit money online, please visit www.salve.edu/business-office/salve-card
Salve Regina requires passwords to be at least eight characters in length. Passwords may include uppercase and lowercase letters, numbers or symbols. Your new password must be different from your existing password. New members of the University community should reset their password after receiving their initial credentials in order to protect their account and educational information.

www.salve.edu/information-technology/help-desk

Changing your Salve Regina password on a mobile device

Mobile devices that are synchronized with your Salve Regina email will be affected by password changes. This includes Apple iPhones and iPads, Android smartphones and tablets and BlackBerry smartphones. You must change your password on each of these devices and restart your mobile device for this change to take effect.

If you are unable to reset your password using the instructions below, call the Help Desk at 401-341-7777.

For directions to change your Salve Regina password on a mobile device, please visit our website here:

www.salve.edu/information-technology/help-desk
Network and Internet Access

Salve Regina offers our wireless network throughout all academic buildings and all dorms on campus. Due to the structure of some buildings we continue to improve our wireless connection. If you have a question about the dorm you will be living in or about wireless on campus, please contact the Help Desk at 401-341-7777.

Current Security Standards for Computers Network Access Control

Salve Regina uses network access controls to prevent unauthorized access to our network that could jeopardize the campus or campus security or end users of the campus network resources. For more information or if you have been placed in the restricted network, please contact our Help Desk at 401-341-7777 or www.salve.edu/information-technology/help-desk.

Anti-Virus Requirement

If you purchase a laptop from our recommended program, it will have Microsoft Security essentials installed on all HPs. Apple laptops do not come with a standard anti-virus and we recommend installing ClamXav (www.clamxav.com) If you are bringing your own laptop and do not have a security system, we recommend a free anti-virus Microsoft Security Essentials for Windows 7 and Windows Defender for Windows 8 (www.microsoft.com).

Mobile Network on Campus

If you are bringing a mobile device such as a cellphone or tablet device, you are free to access our SRU-Community wireless network. Many students are interested as to which cell service works best at our campus. Verizon Wireless has a cell tower and is the most reliable service on campus. Other services do work at our University but may not have as strong of a signal in academic or residential buildings.

If you have any other questions regarding Campus Internet Access, please contact the Help Desk at 401-341-7777.
To login to MySalve Portal:

Username:  first name.last name (john.doe)
Password:  user ID number with 2 preceding zeroes

If your ID # is 0123456
your password will be 000123456

You will not be able to log into your MySalve account
if you do not add the two preceding zeroes to your ID number!!!

Need assistance?
Call the Help Desk at 401-341-7777 Option 2.

Student Email Access:

To access your email, open your Internet browser and type
owa.salve.edu  Note: There is no “www” in the address.
When you are directed to the page, type in your
username and password.

Remember: your username is only your first name (dot) last name.
Example: john.doe

My Web Courses (Canvas)

Salve Regina University has identified Canvas as the best
possible learning management system for Salve Regina’s
diverse curricular needs. Canvas was chosen because of
its ease of use in managing course materials that includes
multimedia integration and delivery as well as being
mobile friendly. Canvas is accessed through the MySalve
Portal with your Salve Regina username and password and
supports online courses and on-campus classes.
Salve Regina currently has a Verizon Wireless tower located on campus. Other service providers such as AT&T and T-Mobile do have service on campus but it may be a lower quality inside of the buildings. If you are considering which service to bring to campus, we highly recommend Verizon as it will have the best cell service for 3G/4G devices. Salve Regina offers a Wi-Fi network that can be used on phones as well: SRU-Community.
CABLE TV

Service Description

Cable TV service is provided in the residence halls by Cox Business Services. All of the channels in the Rhode Island Expanded Basic Package are included. Premium or Pay-Per-View channels are not available on campus. The student is responsible for bringing a cable-ready TV and coax cable in order to use this service. The cost for Cable TV is included in the residence hall fee.

Making the connection

Attach your TV to the Cable TV Connector. Using the remote control, make sure the TV is set to CABLE. You may need to “program” it to recognize the working channels on Salve Regina’s system. For specific instructions on how to do this for your TV, consult your TV owner’s manual.

Contacting Cox Communications and Escalation Procedure

If you are not receiving a signal and have verified that your TV is set to the CABLE setting and your coax cable is properly connected then call Cox Business Services support desk at (866) 402-0901. The Cox technician may ask you to check certain items on your TV or even try another working TV in your connection before they will schedule a time with you for the repair. You must be present at the time you agreed or you will be charged the $75 fee for a missed service call. Cox Business Services is NOT responsible for repairing, installing or configuring your television.

Charges for COX Service Calls

There is no cost for a service call UNLESS the problem was found to be caused by improper installation, configuration or a malfunction with your TV set or coax cable. In this case a $75 service fee will be charged to your Salve Regina business office account.

*Channel lineup is subject to change.*

For any questions regarding setting up your TV or the channel lineup, please contact the Help Desk at 401-341-7777