

A GUIDE TO TECHNOLOGY

Cabrini College Information Technology & Resources

Founders Hall, room 108 610-902-8366 itrhelp@cabrini.edu

ITR HELPDESK

General Computer Assistance

The ITR Help Desk can assist you with account, password or Cabrini network difficulties, as well as advise you on hardware or software issues and questions about using Cabrini's electronic systems.

There are several methods for contacting the ITR Help Desk:

- *In person:* stop by the ITR Help Desk in Founder's Hall 108. Hours for the fall and spring semesters are 8:00 am to 9:00 pm Monday through Thursday, 8:00 am to 5:00 pm Fridays, and 10:00 am to 4:00 pm on Saturdays. During the summer months the ITR Help Desk is open from 8:00 am to 5:00 pm Monday through Friday.
- *By phone:* you may call the ITR Help Desk at 610- 902-8366.

Online: To open a help ticket via email simply write to itrhelp@cabrini.edu. Please remember to provide as much detail as possible regarding your issue

ACCOUNTS

The username for both your CabriniOne account and your domain account is the same. Initially, you will also be able to use the same password for both accounts; however, your domain account password will expire and must be changed every three months. You can reset your password by visiting www.cabrini.edu/itr.

Resources

Most of the computing services are available electronically. You can retrieve your username and password by activating your computer accounts by following these steps:

1. Go to <https://accounts.cabrini.edu>.
2. Click on the "Pick up First Accounts" link.
3. Fill in your identifying information, then click on the OK button.
4. You then agree to the Acceptable Use Policy.
5. You will be given your username, your official email address and password.

- **Accounts Management** (<https://accounts.cabrini.edu>)
 - Change passwords
 - Choose a personal email alias
 - Forward incoming mail to another account
 - Check your mail quota
- **CabriniOne Portal** (<http://one.cabrini.edu>)
 - Email access for students
 - Register or retrieve course information through the Banner system
 - Campus announcements
- **Cabrini Learn:** (<http://learn.cabrini.edu>) is Cabrini's online course management system. A Cabrini Learn course section is created for every course offered each semester.
- **Network Storage:** All members of the campus are provided with personal network storage space (a.k.a. Network Drive or H:\ drive) that is backed up regularly by ITR. On campus, your network drives are available from any computer once you have logged onto the Cabrini domain. Off campus, you can access your network drive remotely using Filezilla (download from <http://www.cabrini.edu/itr>).
 - **Backing up Data:** ITR recommends that you save all of your important data to the network drives as opposed to saving data directly to your computer.
- **Personal Homepage:** All Cabrini students may create their own personal website. Use your H:\ personal network drive to edit it.
- **Wireless Network:** Cabrini provides a wireless network for faculty, staff and student's registered devices while on the campus ([cabriniwireless](https://app1.cabrini.edu/wireless/)). <https://app1.cabrini.edu/wireless/>

For information on additional electronic resources and to learn more about the Information Technology and Resources (ITR) department, please go to www.cabrini.edu/itr.

CAMPUS RESOURCES AND COMPUTING FACILITIES

- **Public Computer Labs:** There are public computer labs available throughout the Cabrini campus for student use. The availability of each lab is dictated by the location. The Holy Spirit Library and Iadarola 109 contain the most popular labs. For details on public computer labs as well as the technology available in individual classrooms, please go to <http://app1.cabrini.edu/classroomtech>.
 - Students receive \$35 (350 pages) of printing in public labs every 6 months; for details, visit www.cabrini.edu/paper.
- **Classroom Technology:** Most Cabrini classrooms are equipped with at least one instructor computer, a DVD and/or a VHS player, projector and SMART technology (either a SMARTBoard, or a Symposium). Specific information for each classroom is available at <http://app1.cabrini.edu/classroomtech>.

Network Availability

Cabrini's on-campus wired network is a high-speed service in all Cabrini buildings. On-campus students should register their dorm network ports at <http://dormproxy.cabrini.edu>.

Cabrini's wireless network covers most of the campus, including all the main buildings and residence halls. To register up to four wireless devices (e.g., laptop, iPad, Android phone), go to <https://app1.cabrini.edu/wireless/>.

SOFTWARE

Cabrini supports some free software students (e.g., antivirus software). To download this software, go to <http://www.cabrini.edu/itr/download>.

Cabrini students can also purchase many software programs at a discount through Cabrini's agreement with the Association of Independent Colleges and Universities of Pennsylvania (AICUP). Visit <http://www.journeyed.com/select>; in the drop-down menu on the right, select College, then Pennsylvania, then Cabrini College.

COMPUTING POLICIES

All members of the Cabrini community agree to abide by the College's Acceptable Use Policy as a condition of activating their accounts. You may access this policy at www.cabrini.edu/itr/Network/Policies/policy-com.shtml.

Computer policies governing software, hardware, online services and other computer or domain-related issues can be found at www.cabrini.edu/itr/about/policies.shtml.