

Using Technology Resources @ CUA

Orientation 2018



Technology Services

Service Desk: 117 Leahy Hall

Phone: 202-319-4357 (HELP)

Web: <https://computing.cua.edu>

Email: techsupport@cua.edu

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Technology at CUA

Technology Services is the university's Information Technology (IT) department. We offer computing and network services to students for their educational and research activities, support the university's information systems, manage the campus network, and provide instructional technology, telecommunications, and technical support services.

Technology Services offers every CUA student their own e-mail address and file storage, as well as easy access to grades, computers, and more!

You can check out **<https://computing.cua.edu>** for the latest campus technology news, helpful articles about using technology at CUA, or to request technology assistance.

Getting Help with Technology

There are many places that you can go for technology assistance at CUA!

- For tutorials on campus technology, visit **<https://computing.cua.edu>**.
 - Call the **Service Desk**, our technology help desk at **202-319-4357 (HELP)**. You can call any time of day, any day of the week.
 - Enter a support ticket online by sending an email to **techsupport@cua.edu**. In addition to requesting help, most technology work orders can be made this way.
 - Visit the Service Desk in **Leahy Hall, room 117**. Knowledgeable technicians are available 8am - 9pm, Monday through Friday to help you with your technology issues.
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Logging On @ CUA

Students, faculty, and staff have one Cardinal username that they use to access the majority of campus resources. This username and your password comprise your Cardinal Credentials.


Student usernames usually look like your last name, possibly followed by an initial (e.g. thompsona). When you matriculate from applicant to student, you will need to change your password to gain access to all campus resources. You can do this by going to <http://computing.cua.edu/password>. Your Cardinal Credentials give you access to Cardinal Mail, Cardinal Students, Blackboard, campus computers, and other resources. For more information on your Cardinal Credentials, visit <https://computing.cua.edu/cardinalcredentials/>

Please note all passwords expire after 180 days from the last change. You will receive an email to both your CUA email account and your personal account you have identified in Cardinal Students, that will remind you when your password will need to be set.

Cardinal Students

Cardinal Students is the CUA student system that allows you to perform student enrollment management self-service activities such as registering for classes, checking your grades, changing your contact information, and a wide range of other activities related to your academic life at the university.

How do I log onto Cardinal Students?



You can access Cardinal Students using a web browser such as Safari, Edge, or Chrome from nearly anywhere in the world where you have an Internet connection.

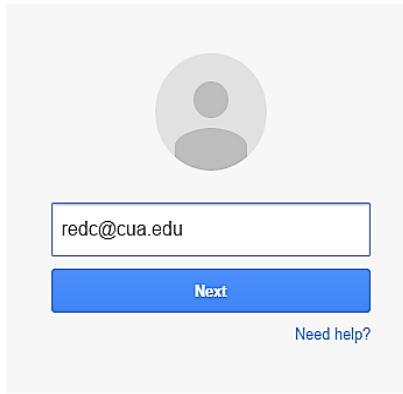
To log onto Cardinal Students, visit **<https://cardinalstudents.cua.edu>**. Sign on using your Cardinal Credentials.

Learning How to Use Cardinal Students

There are some great, short training videos on the Technology Services website covering common actions in Cardinal Students such as adding a class, viewing your grades, viewing your financial information, and more! Just browse **<https://computing.cua.edu/training>**, select Training, and then Cardinal Students on the left side navigation list.



Sign in to add another account



Cardinal Mail

Cardinal Mail is CUA's implementation of Google G Suite for Education. Available to CUA students, Cardinal Mail offers students large amounts of storage, and provides the popular Gmail web mail interface. Google Docs, Google Calendar, contacts, and more are available through Cardinal Mail.

How do I find my Cardinal Mail address?

Your email address is your **username**@cua.edu.

E.g. Stacey Lincoln – Username: lincolns

Cardinal Mail: lincolns@cua.edu

How do I log onto Cardinal Mail?

You can either follow the link on the **<https://mail.cua.edu>** page, or you can sign onto **gmail.com** using your full Cardinal Mail e-mail address (e.g., LINCOLNS@cua.edu).

Tip: Enter your full account name (@cua.edu included) when logging on.

Blackboard



Blackboard is the learning management system at The Catholic University of America. Using Blackboard, your instructor can post syllabi, readings, and assignments.

Blackboard Logging on to Blackboard

Browse to **<https://blackboard.cua.edu>** and use your Cardinal Credentials. Not all faculty use Blackboard, but if they have made their course available, you will see it show up in your course list after you log into Blackboard. If you do not see your course listed, ensure that you are registered for the class and please contact your professor.

Learning how to use Blackboard

Training for Blackboard can be found at **<https://computing.cua.edu/training>**

CUA Password Change Service

Students can change their passwords for their Cardinal Credential account at **<https://computing.cua.edu/password>**. Your password must be changed every 180 days from the last change. Once you set your password, all of your accounts will have the same password.

Buying a Computer? Need software?

Technology Services has a website set up for students to purchase Dell, Lenovo, and Apple notebook and desktop computers for students at CUA. Please browse <https://computing.cua.edu/storefront> to learn more.

Microsoft Office

Students may obtain a copy of Microsoft Office 365 for free by visiting: <https://computing.cua.edu/start/getsoftware.cfm>.

Other Software

More software can be found at:

<https://computing.cua.edu/start/getsoftware.cfm>.

Students also may purchase other software at reduced academic prices in the Barnes & Noble Campus Bookstore at 625 Monroe St. NE.

Using computer labs

There is one general-purpose computer lab on campus and more than a dozen specialized computing labs for students. The general, all purpose lab, is in Leahy 117 and is open 24 hours a day. For a complete list of available computer labs, please browse to <https://computing.cua.edu/start/findalab.cfm>.

Residence Hall Technology Services

What services are available in the residence halls?

- Technology Services makes sure that the network and television infrastructure (equipment, cables, wall jacks, wireless networks) in the residence halls are in good working order.
- Technology Services provides a free, best-effort carry-in service to assist students with virus or spyware problems on their personally-owned computers. To use the carry-in service, bring your computer with its power supply to 117 Leahy Hall. Please note that Technology Services does not fix hardware problems, recover data, nor reinstall the OS on student personally-owned computers. **Note: The typical turnaround time for these requests is at least 72 business hours.**
- You should connect TVs and consoles to the wired campus network using an Ethernet cable. This is the fastest and easiest way to obtain an internet connection.

For wireless internet use with these types of devices that do not have a web browser, you will need to register your device. To do this, please email us at techsupport@cua.edu with your building, room number, and the MAC address of your device.

Keep Your Personal Computer Safe

It is very important to do all three of these steps before you use your computer to browse the Internet!

1. Install antivirus software.

- o Windows Defender is included in Microsoft Windows 10.
Sophos Home for Mac is a free download for Apple macOS. There are other free alternatives as well, including AVG Free
- o Or, you can purchase one of a number of commercial products, including Norton AntiVirus and McAfee VirusScan
- o Configure your antivirus software to apply updates automatically

2. Install the latest operating system updates.

- o Open Settings or the Control Panel in Windows 10.
- o In the Update and Security or System and Security section, click "Check for updates"
- o Follow the instructions in that window
- o Also in the Security section, make sure you have selected automatic updates, and restart your computer
- or-**
- o Under the Apple icon in the menu bar in macOS, select App Store, then the Updates tab
- o If updates are available, click the Update buttons to download and install them
- o Use Apple menu > System Preferences > App Store to set your App Store preferences to "Download newly available updates in the background." Your Mac then notifies you when the updates are ready to install.

3. Enable your computer's software firewall.

- o Open the Control Panel in Windows
- o In the System and Security section, click "Check firewall status"
- o If the firewall is not On, follow the instructions to turn it On
- or-**

- o Using Apple menu > System Preferences > Security & Privacy, click Firewall.
- o Click the lock icon to unlock it, then enter an administrator name and password.
- o Click Turn On Firewall.
- o Click Firewall Options and select the “Automatically allow signed software to receive incoming connections” checkbox.

4. Never share your password

5. Don't download stolen movies or music, as it is illegal.

Residential Computer Network Support

Your campus residence is equipped with high-speed Internet access. For help using the network see <https://computing.cua.edu/resnet/data.cfm> .

The fastest internet is available by connecting directly to the network wall port in each bedroom using an Ethernet cable. You can also connect wirelessly to **CUA-SECURE**, but using a wired connection will provide a faster service. All student residence halls have wired networking available.

How to Access

All devices have different configuration interfaces and options, so maintaining a universal step by step guide is impractical. Please contact your device vendor for detailed instructions on how to access a wireless network. CUA offers the following broadcast wireless networks to the university community:

1. CUA-SECURE is a wireless network open to CUA faculty, staff, and students. This network uses 802.1x for authentication and authorization. Technology Services recommends that all faculty, staff, and student devices that support 802.1x be configured to join this network. You will need to login with your Cardinal Credentials to access this network. When you change your password (every 180 days), you will need to re-login with your new password to this wireless option. You can access all common CUA resources on this network.
2. CUA-GUEST is a wireless network for registered devices. This network is targeted to visitors and guests, but is open to the entire CUA community. Via device registration, it supports faculty, staff, and student devices that can use 802.1x. Device registration requires you to agree to the [Acceptable Use Policy](#). Guest

accounts are active for only 8 hours from the time the device is registered and the access is limited to internet only (similar to a Starbucks or cafe).

Note: There are some devices and sites that Technology Services blocks or does not allow. You must not connect your own wireless access points, such equipment can interfere with the operation of the network. For the best service, connect your printer or external hard drive to your computer using a USB cable. That being said, you can connect your networked game console or digital video recorder, such as TiVo, to the network.

3. There is limited support for devices that cannot connect to CUA-SECURE and CUA-GUEST. We recommend using a wired connection for these devices.
4. For more information on how to connect your device to our internet, please visit <https://computing.cua.edu/device>
5. Please call us at 202-319-4357 or email us at techsupport@cua.edu if you need help connecting your devices.

Residential Hall Cable TV

Your Cable TV connection

Typically, there is one cable television connection in each single, double, triple or quad room. In Centennial Village, there is one connection in each bedroom. In Millennium North and South, there is one connection in the common area. The cost of cable service is included in your room rate.

Programming channels into your television

To set up your television for CUA's cable TV system, you must use its menu to scan for the available channels.

1. Connect the television's cable to the cable television port in your room.
2. Using the television's remote, access the television's set up menu. (Refer to your television Owner Manual as required.)
3. Navigate to the selection that allows you to choose between cable TV and antenna.
4. Select CATV/Cable TV. ("Antenna" or "air" refers to an antenna, not cable TV.)
5. Navigate to the area in the menu that allows you to Auto Search for channels and perform the search. This programs the CUA cable channels into your television.

Channel lineup

The latest listing of television channels may be found on the Technology Services website at <https://computing.cua.edu/resnet/video.cfm>.

FAQ

Here are a few of the most common questions and answers about using technology at CUA.

What do I do if I need help with technology?

You can call the Service Desk at 202-319-4357 (HELP), 24/7. You can email Technology Services at techsupport@cua.edu. You can also visit the Service Desk in Leahy Hall, Room 117. Technicians staff the Service Desk from 8am to 9pm Monday-Friday.

Where do I get a Cardinal Card?

You get your Cardinal Card as part of freshman orientation. To learn about the Cardinal Card, please visit <https://cardinalcard.cua.edu>.

Can I buy meal plans on my card?

Yes, you can visit the Cardinal Card website <http://cardinalcard.cua.edu> to learn more about this process.

My Cardinal Students logon account isn't working.

Once you become an active student, please use your Cardinal Credentials account to access Cardinal Students, not the applicant Cardinal Students account you used before matriculation. Your Blackboard, Cardinal Students, and CUA logon account name is the same account name as your Cardinal Mail. For example, *smithd*.

How do I change my Cardinal Students, Cardinal Mail, or Blackboard passwords?

You can change your passwords at <https://computing.cua.edu/password>.

How do I find out if my academic program recommends specific software or computers for their classes?

Please refer to the school's web pages on the university website <http://www.cua.edu>, or contact the school directly for specific information on their software and hardware recommendations.

Are there phones in the residence hall bedrooms?

No. Most students bring a mobile phone to campus that they use exclusively. There has been little demand for residential telephone service. However, each residence hall has one or more shared wall telephones for placing outgoing local calls, which is located in

the shared area of the hall. For example, there is a wall phone in the kitchen of each floor of Opus Hall, and in each lounge in Centennial Village.

How do I increase my internet speed with my computer or console?

The fastest way to receive internet is by plugging your computer or console into the data wall jack using an Ethernet cable. Most residence hall rooms have one data wall jack per occupant.

What is an Ethernet cable?

An Ethernet patch cable is a cable used to connect a device to the campus network through a data port. If you don't have one, you can purchase an Ethernet patch cable at the bookstore, any retail store like Walmart, or online at Amazon and other online retailers. Get one that is labeled "Cat 5e" or higher. **All freshmen are provided one free Ethernet cable.** Note: this document refers to Ethernet patch cables as just "Ethernet cables."

How do I connect to the internet using an Ethernet cable?



Nearly all desktop computers and many laptops have an Ethernet network port.

Desktops have the Ethernet network port built into the back, while laptops have the Ethernet port built into the side, as shown circled in the picture to the left.

Please use the following steps to connect to the internet by using an Ethernet cable:

- 1) Turn off the computer.
- 2) Locate the network port wall plate in your room (it is usually along the wall at desk height, although in some rooms it may be near the baseboard).
- 3) Insert one end of the network cable into the Ethernet port on your computer. It does not matter which end you use.
- 4) Insert the other end of the network cable into the network data port. (There may be a phone port in the wall plate also. Your cable will plug into the phone port, but will not work. Make sure you plug the cable into the data port.)
- 5) Boot the computer as normal.
- 6) Still not working? Please request help by calling the Technology Services Service Desk at 202-319-4357.

My computer doesn't have an Ethernet port--how can I use the wall network port to connect?

Nearly all desktop computers and many laptops have a wired Ethernet network adapter built in. The computer's Ethernet port looks and is labeled like the one circled in the picture in the previous question. If your computer does not have this Ethernet port, you will need an adapter to connect to the wired network to an existing port. Some adapters to consider are the Belkin USB 2.0 model F4U047, the Belkin USB 3.0 B2B048 or the Belkin USB C F2CU040; select the one that matches the type of port on your computer.

Is wireless internet available on campus?

Yes, CUA has wireless networking throughout the campus. (The wired connection will consistently be faster.)

Can I still use wireless internet for my computer or laptop?

Yes. Nearly all laptops and some desktops (like the iMac) have wireless networking built in. If your computer does not have built in wireless functionality, you can access wireless by purchasing a USB network adapter such as the Net-Dyn AC1200. Windows users should be sure to install the drivers that come with the adapter.

Please note that you will receive consistently faster data speeds if you directly connect to the wired network using an Ethernet cable. Most desktops and many laptops have an Ethernet port for this purpose.

What is the name of CUA's wireless network?

CUA's wireless network for student use is called "**CUA-SECURE**" Be certain to connect to this specific one if you are in your residence hall. Log onto CUA-SECURE with your Cardinal Credentials (username and password) when prompted.

How do I connect to CUA Wi-Fi wirelessly if I am using Windows 10?

Please note that you will receive consistently faster data speeds by using a wired connection. If you do want to use the wireless network, please follow these steps to connect:

- 1) Click on the **network icon in the System Tray** in the bottom right-hand corner.



- 2) Select **CUA-SECURE** from the resulting pop-up list.
- 3) Click **Connect**.
- 4) Log onto CUA-SECURE using your Cardinal Credentials (username and password).

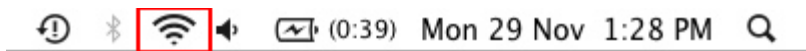
Alternatively, you can:

- 1) Click the Windows **Start button** in the bottom left hand corner of the screen.
- 2) Select **Settings** (the gear icon).
- 3) Select **Network & Internet**.
- 4) Select **Show available networks**.
- 5) Select **CUA-SECURE**.
- 6) Leave the “**connect automatically**” box checked if you want your computer to connect to CUA-SECURE automatically.
- 7) Click **Connect**.
- 8) Log onto CUA-SECURE using your Cardinal Credentials (username and password).
- 9) If you have any problems with this process, you can contact tech support at 202-319-4357.

How do I connect to CUA Wi-Fi wirelessly if I am using macOS?

Please note that you will receive faster internet speeds by using a wired connection. Please follow these steps to connect wirelessly:

- 1) At the top right side of your screen, click on the wireless icon.



- 2) If Airport is switched off, select **Turn Airport On**. If not, proceed to step 3.
- 3) You will see a list of wireless networks you can connect to in the drop down menu. Select **CUA-SECURE**.
- 4) Log onto CUA-SECURE using your Cardinal Credentials.

Should I run anti-virus software when connected to the internet?

Yes, you always should run up-to-date antivirus software to ensure the safety of your computer, even if you have a Mac. Please refer to the “Keep Your Personal Computer Safe” section above.

How can I help protect my computer from viruses and spyware?

The most important things that you can do are the following:

1. Configure your computer to download and install os updates automatically
2. Use up to date antivirus software on your computer.
3. Use a software firewall on your computer.
4. Be mindful of the websites you are visiting. If a website looks untrustworthy, it probably is.
5. Be very suspicious of links you receive in email, chat or social media. If you have any doubt at all, do not click on them.
6. Consider using an adblocker extension such as uBlock Origin in your Windows or macOS web browsers to help protect against web site malware and phishing attempts. You also can download adblockers for your mobile device browsers.
7. When downloading software, be sure to uncheck any additional downloads, such as toolbars for your browser.

Can I attach my network enabled video game console to the network?

Yes, network enabled video games consoles such as the PlayStation, Xbox, and Wii can be attached to the campus network. Please use an Ethernet cable rather than wireless for these devices for best network performance for gaming.

Can I attach my digital video recorder to the network?

Yes, a digital video recorder such as a TiVo can be attached to the campus network.

Can I use my own wireless router in my room?

No. Your equipment can interfere with the normal operation of the CUA network. This means that you may *not* attach your own router, switches, hardware firewalls, and/or wireless access points. This includes Apple Airport, storage devices such as Apple Time Capsule or Western Digital My World Book, and other network equipment. However, you can attach a *wired*, unmanaged switch that does *not* have wireless connectivity to connect all of your wired network devices such as gaming consoles, video streaming devices (TiVo) and your computer; the Netgear GS105 is recommended for this. You will need an Ethernet cable for each device.

Can I run my own server in my room?

No. Your computer or other network device must not offer any network services designed to be accessed by others on the network. This includes Internet services such as dns, dhcp, bootp, wins, smtp, pop, imap, http/https (web), nntp, nntp, ftp, smb, nfs, telnet, or similar when these services are intended to be used by another workstation.