

Technology Services at Tulane

Before arriving on campus:

To access all that Tulane Technology Services has to offer, students should complete the following before arriving on campus:

- #1. Make sure to check your Tulane email (<https://outlook.com/tulane.edu>).
- #2. Set your password at <https://password.tulane.edu>
- #3. Download and install free anti-virus software from e-academy (<http://tulane.e-academy.com>).

Support

Technology support for students at Tulane comes in a variety of ways.

- **Online:** enter a support ticket at <https://tulane.service-now.com> or search the knowledge base at <https://tulane.service-now.com/kb/>
- **Telephone:** call (504) 862-8888 or toll-free at (866) 276-1428 to speak to a live agent
- **Email:** write to help@tulane.edu
- **Walk-up Service:** Visit the service desk at the Technology Connection computer store in the Lavin-Bernick Center

Technology Services also staffs the Technology Desk in the Learning Commons on the first floor of the Howard-Tilton Library. The student technology assistants can help with password issues, wireless access, and software questions.

Password Management and Safety

Tulane provides each member of our community a wealth of electronic resources, accessible with your Tulane credentials. Confidentiality of your password is as important as protecting your bank account or credit card information. Do not share it, write it down or make it easy for someone to guess. Misuse or sharing of a Tulane user account is a violation of the Code of Student Conduct and can result in sanctions. You could be held liable for the actions of others if you share your password.

Wireless access

Tulane's wireless network is a dedicated resource for Tulane students, faculty, and staff. You may connect to the wireless network using Eduroam authentication which requires only your Tulane username and password to connect. Learn more about Eduroam authentication for your computer or mobile devices by visiting <https://tulane.edu/tswweb/wireless.cfm>. Eduroam authentication gives Tulane students access to wireless networks on many other college campuses, as well.

Some devices may require a different wireless authentication method. For help with all types of wireless connectivity, visit <https://tulane.edu/tswweb/wireless.cfm>, call the Technical Support and Network Operations Center at (504) 862-8888, or visit the Technology Connection in the Lavin-Bernick Center or on the first floor of the Howard-Tilton Memorial Library.

Locations and restrictions

There is wireless coverage throughout the Uptown and Health Sciences Center campuses. Ethernet is available in all residence hall rooms.

Students may not use their own routers to broadcast personal wireless networks. These rogue networks can interfere with the primary wireless network and affect service for all users.

Tulane requires you to change your password at least once every six months, though you may change it more frequently if you wish. Change your password by visiting <http://password.tulane.edu> and following the online instructions.

Choose a password using numbers, letters and special characters, and consider using an easy to remember passphrase.

Computer security & Online Safety

Don't download yourself to jail!

Sharing & downloading copyrighted music or movies without paying for them is illegal. Buy your tunes, stay out of court

Strong security through passphrases

Simple passwords are easy to compromise and complicated passwords are hard to remember. That was the old way. Today, passphrases provide easy to remember strong security. Virtually immune to hacking, the examples below will help you come up with your own new personal passphrases:

Like movies? - GOneWithTheWind!

Favorite sports team? - NewOrl3nsSaints

Have a focus on the distinctly profound? - 1nTheCourseOfHumanEventsItBecomesNecessary

Social networks online

Use Good Judgement

The Internet won't forget. What do you want future employers, administrators, faculty, and maybe even your parents to see through your social postings?

Think before you post.

Publicly posted personal information (phone numbers, addresses, class schedule, etc.), can be used against you. Don't give away these details for criminals to use to rob, harass or even stalk you.

Privacy of Others

Consider what it means to post pictures or information about your friends. They have the same right to privacy you have. Don't jeopardize their chances for a job, scholarships or other opportunity.

myTulane 101

Stay in the know with myTulane

myTulane is an online course management system designed to give around-the-clock access to course materials and to facilitate collaboration and communication between students.

Dig a little deeper, however, and you'll soon find that myTulane offers a lot more than just online course environments. Check out the Community System tabs to keep up with the goings-on with Campus Life, Libraries and your school or college.

You'll also find Organizations (listed under My Organizations) created to communicate and share ideas with fellow members of your student clubs, Greek life and academic groups. And don't forget to make use of your myContent tab to store and share materials from any Web-enabled computer.

For assistance using myTulane, please contact the Technical Support and Network Operations Center at (504) 862-8888. You can also submit an online ticket or browse the Knowledge Base at <http://support.ts.tulane.edu>

myTulane

Technology Commons

Computers and other digital conveniences are available in the Tulane Technology Commons – public computing spaces located throughout the Uptown campus. Visit the Technology Commons to compose a paper, edit media, produce a presentation, print a document, or just check your email.

Each Technology Commons includes high-end computers, a full array of software, high-resolution laser printer, and fast network connections. Some locations also include color printers, iMacs, digital camcorders, and other specialized technology.

http://tulane.edu/tsweb/services/tech_commons.cfm

Tulane Mobile App

A new and improved Tulane Mobile app for iOS is now available for download in the Apple Store. In addition to news, sports and videos, the app now includes a directory to find contact information for students, faculty and staff. Students can search the University directory and make calls or send email directly from the app. The app also integrates with the student information system allowing students to check grades and view schedules. The campus map has improved features as well.

Apple devices: <http://riptide.me/l2>

Android devices: <http://riptide.me/m3>

Library resources and services

The librarians and staff at Howard-Tilton Memorial Library are happy to assist you with all your research needs. Visit the Research Help Desk in the Learning Commons for help locating books and articles in our extensive collection of print and electronic resources.

Get to know the librarian who specializes in your major subject area; we are available for one-on-one consultations to help you find what you need for your research papers. The library website at <http://library.tulane.edu> provides a wealth of subscription databases chock full of full-text journal articles, print and e-books, newspapers, data and statistics, and archival materials which are available to Tulane students both on and off campus. And what "Howie-T" doesn't own, we can borrow from other libraries locally or across the country with our Inter-Library Loan service!

Librarians will teach library sessions with some of your classes, and offer open workshops every semester to help you learn how to conduct research. We even provide access to citation tools like EasyBib and RefWorks to make writing academic papers less stressful.

Want to learn more? Call us at **504-865-5606**, email us at libref@tulane.edu, or stop by!

The Learning Commons

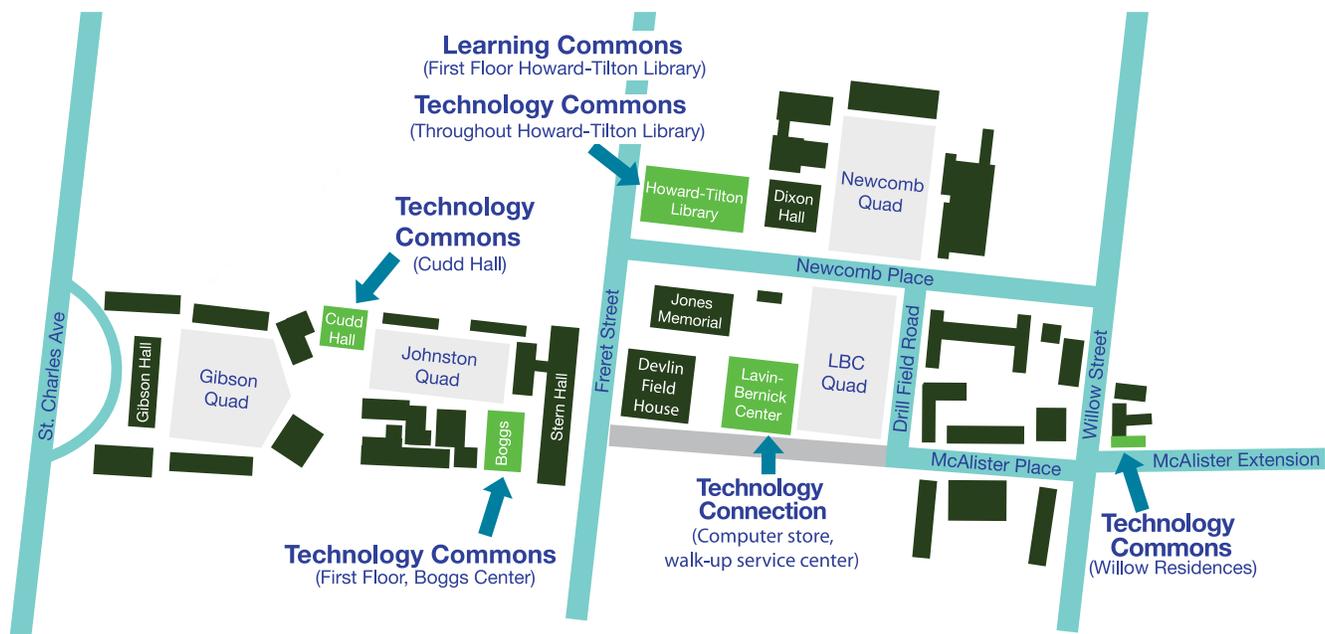
Howard-Tilton Memorial Library is a great place for quiet study and research, but a 21st Century education requires more. There are a number of Technology Commons on campus, but on the first floor of "Howie-T" we created the Learning Commons. In this dynamic space you can get one-on-one research help from a librarian, or computing assistance from Technology Services staff.

The Learning Commons offers comfortable seating for group or individual study, dry-erase boards and a PJ's Coffee stand to keep you going. The extensive technology options include iMacs and PCs installed with an array of specialized software including productivity apps, data analysis utilities, and media production tools.

There are scanners, copiers, printers, and a digital media lab with audio and video editing software. You can also bring your own laptop and connect to our high-speed wireless network, and take advantage of the convenient electrical locations and lap-top friendly seating. Working on a multimedia project? Ask about the equipment available for check out, including video cameras, tripods, headphones and portable hard drives. So whether you are finishing off that research paper, working on a group project, or checking email, the Learning Commons is here to support your academic and technology needs.

http://library.tulane.edu/services/learning_commons

Technology on the Uptown Campus



Tulane WaveMail

Tulane WaveMail is one of the university's official channels for communicating with students. All WaveMail accounts feature a 25GB mailbox and enhanced calendar and contact sharing.

You can access your Tulane WaveMail email account from anywhere in the world, using any computer with a Web browser at <https://outlook.com/tulane.edu>.

Likewise, email clients such as Outlook for Mac or Windows and a variety of smartphones/tablets can be used for accessing WaveMail. Please visit the Tulane Email Portal at <http://tulane.edu/email/> for further information.

Useful URLs

E-academy (software purchases)
<http://tulane.e-academy.com>

Facebook
<http://facebook.com/TulaneTechnology>

Gibson Online
<https://gibson.tulane.edu/>

myTulane
<http://mytulane.blackboard.com>

Password reset
<https://password.tulane.edu>

Student Email
<https://outlook.com/tulane.edu>

Support site and Knowledge Base
<http://support.ts.tulane.edu>

Technology Commons
http://tulane.edu/tsweb/services/tech_commons.cfm

Technology Services
<http://tulane.edu/tsweb/>

Tulane Cable Television System
<http://tulane.edu/tsweb/catv.cfm>

Twitter
<http://twitter.com/TulaneTech>

Wireless Access
<https://tulane.edu/tsweb/wireless.cfm>

Student jobs with Technology Services

Whatever your tech background, Technology Services is always looking for smart, enthusiastic students to help keep the data flowing throughout the university. Work study and non-work study positions are available across campus. Work as a student assistant or supervisor in the Technology Connection, Classroom and Media Support, the Technology Commons, or Onsite Desktop Support.

Student employment is part-time; jobs are available through the academic year and during the summer. Visit https://tulane.edu/tsweb/forms/student_app.cfm for an application and employment details.

Technical knowledge is helpful but not required.

Schools providing support

A number of colleges within the university offer additional support to students beyond what is provided by Technology Services.

The School of Law offers support for file and print sharing, tools on the School of Law intranet and Internet sites, application support, and support for computer-based exam software.

The A.B. Freeman School of Business provides support for accounts as well as file and printer sharing on the Freeman network, support for lab and classroom applications, and research database support.

The School of Public Health and Tropical Medicine supports its students through computer labs in the Tidewater Building, open throughout the week, in lab and classroom configurations.

The School of Social Work features a 12 seat computer lab.