Student Guide

ITHACA COLLEGE
Information Technology

to Information Technology

2021-2022

Getting Help

IT Service Desk

Provides telephone, online chat, e-mail and walk-in (by appointment only) support for campus technology services.

- Account problems—including password resets
- IC software and online applications
- Internet and Wi-Fi
- Telephones and voicemail
- Loaner equipment for faculty and staff
- System outage information
- And more!

Hours will be posted at ithaca.edu/itrequest

607-274-1000
ithaca.edu/itchat
servicedesk@ithaca.edu
104 Job Hall

To make a request through the IC Service Portal please visit: ithaca.edu/itrequest

Apogee ResNet

Internet support for Residence Halls

Open 24/7
1-877-478-8893

Computer Labs

Ithaca Labs
Ithaca Library

Remote Labs: For acess to a remote desktops please visit: iclabs.ithaca.edu

On-Campus Labs:

- Library
- Friends 110
- CHS Computer Lounge
- Campus Center
- ICLabs (Virtual Desktop)

For hours and more information please visit: ithaca.edu/information-technology/services/computer-labs

Loaner Equipment:

Short-term loaners: The Friends 110 & campus center kiosk hold Windows laptops that students can check out at no cost.

Long-term loaners: available upon request at the IT Service Desk or through the Student Technology Request Form

Accounts & Password

👤 **ithaca.edu/it/accounts**

NETPASS: Account for Email, HomerConennect, OneDrive, Office 365, Canva, Degree Works, LinkedIn Learning, Library Databases and more.
Activate & reset: ithaca.edu/passwords
HOMERCONNECT: Student information system for course registration and grades.

HR CLOUD: Personal employee information for on-campus jobs.

Login: Netpass credentials

Wireless Networks

📶 **Wireless Networks and WiFi Knowledge Base Article**

My-ResNet 🔒📶
Residence Hall computing network

IthacaCollege 🔒📶
Login with Netpass Credentials

IthacaCollege-Guest 📶

Eduroam 📶

Security & Online Safety

🔒 **Information Security**

Duo Multi-Factor Authentication

Some IC systems, such as email, require an extra authentication step (most commonly done by approving a prompt on your smart phone) when logging in. This extra step dramatically decreases the ability for someone to gain unauthorized access to your account.

Enroll & FAQ: ithaca.edu/duo

SOFTWARE

FREE Microsoft Office 365

Office 365 & Installation Instructions

[W] [P] [X]
[N] [O] [T]

Discounted Adobe Creative Cloud Subscriptions

ithaca.onthehub.com

HARDWARE

Personal Computer Recommendations

There are no standard computer requirements. Check your program website, or consult your advisor or a faculty member in your major for recommendations.

Connect with Us

f **@IthacaIT**

🐦 **@IthacaIT**

📷 **@IthacaCollegeIT**

WEB SERVICES

apps.ithaca.edu

apps.ithaca.edu
Your IC apps, all in one place

Taskstream
For Integrative Core Curriculum

Media.ithaca.edu
Store & share media files

Office 365
1 TB free storage, free MS Office

Canvas
Access course materials
sakai.ithaca.edu

Zoom
Web conferencing
ithaca.zoom.us

Linkedin Learning
Online learning & skill development