

Information Services

Useful Information for the Academic Year 2009-2010



- PC Facilities
- Email
- Online Learning
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- Multimedia
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- UCanWeb

Internet Access

Wireless Connectivity: Many areas of campus* are equipped with wireless connectivity to the internet for computers with 802.11b (wifi) compatible wireless devices. For security reasons, students must register wireless devices upon first access before using the campus wireless connection. Contact the **Help Desk** at x7448 for answers to your technical questions.

NOTE: The wireless network does not support Windows 9x or Windows ME.

Road Runner: Road Runner high speed internet is available in each room of the residence halls. Student PCs will need to be equipped with an Ethernet NIC and cable for connectivity.

The Information Services Help Desk does not troubleshoot Road Runner issues. Time Warner provides 24 x 7 technical support.

Off Campus Internet Service: The campus does **NOT** provide a gateway to the internet from off-campus locations.

UCanWeb: UCanWeb is a web-based application which gives access to general and personal academic information for students at SUNY Canton. Since it is web-based students can perform functions outside the campus and even in the comfort of their own home. This includes access to grades, class schedule, financial aid information, account information, and the ability to register for courses online. The personal information is contained in a secure area of the system and the user needs to login using a User ID and PIN. Students in need of having their Personal Identification Number reset must contact the Registrar's Office—located in French Hall.

Username & Password

Each student is assigned a campus username and password to be used for network, email, and Angel. Each student's username is printed on his/her official schedule. Assistance is also available at the Help Desk—located in Southworth Library beginning fall of 2008.

The default password for each user is the two digit day of birth, the first three letters (first letter capitalized) of the month of birth, and the last four digits of the social security number, ex., 01Feb5555.

Individuals are responsible for the security of their accounts. Passwords should not be shared—**LOG OFF their accounts at the end of each PC session. All users are responsible for complying with SUNY Canton's Computer & Network Use Policy found on the IS website.**

www.canton.edu

This is the website for SUNY Canton! Please check it out for IT information, library resources, campus directory listings, sports schedules, Human Resources, Alumni, Academic information, and links to email and Angel, and other services.

Multimedia

Support provided for the following campus owned equipment:

- technology-enhanced classrooms
- data & overhead projectors
- sound & lights in the theater
- TVs/VCR/DVD players
- multimedia carts

PC Facilities

The campus offers several open access computer labs available to all SUNY Canton students, faculty and staff. The PCs are running MS Windows XP and offer access to the internet, email, online learning courses, Microsoft Office (Word, Excel, PowerPoint, & Access) and many course-specific software packages. Laser printers are available in each lab. Hours are posted at each location.

PC labs/classrooms* are located:

- Library — PCs, many laptops available for use can be borrowed for in-Library use @ the Help Desk during open hours and at the Circulation Desk when the Help Desk is closed, a PC tutoring lab, the Internet Café with PCs as well as scanners and laser printers
- Nevaldine North 119 — PC classroom available during the day when not in use for classes
- Wicks Hall 212 — PC classroom, 41 PC classroom, no open access
- Wicks 006 — 40 PC classroom, no open access
- Wicks 008 — 30 PC classroom, no open access
- Special purpose minilabs are available in several other campus locations

*A login username and password are required for using these lab computers. See the "usernames" section of this brochure for details.

Color printing is limited to 50 pages per student per semester.

Black & white printing is available in all of the above locations for student use.

Help Desk — Southworth Library—Room 120

The campus has an Information Services Help Desk which will be located in Southworth Library beginning in the fall of 2008. The Help Desk can be reached by email.....helpdesk@canton.edu or by phone at x7448 or just stop by. To report problems or to make a request regarding campus PCs, printers, network issues, or multimedia equipment (requests too), email helpdesk@canton.edu or phone 386-7448.

When sending a message include your name, room location, a brief description of the equipment, and describe the problem(s) you are having. If your request is an emergency, phone the Help Desk at x7448 and provide the same information or stop by Southworth Library. The Help Desk is open Monday-Thursday from 8 a.m. to 6 p.m., Friday 8 a.m. to 4:30 p.m. when classes are in session and 8 a.m. to 4 p.m. during breaks.

Email Information

Email accounts are assigned to all faculty, staff, and current students. The email accounts for students are usually activated by the first day of classes. Your campus email address is *yourusername@canton.edu*. See the "usernames" section of this brochure for more details.

SUNY Canton's student email is web-based and can be accessed by clicking on "email" in the ~choose your link~ menu of the SUNY Canton home page at <http://www.canton.edu/>

Online Learning

Online and web-enhanced courses at SUNY Canton use the Angel Course Management System (CMS). It features a user-friendly design to allow for easy navigation of online course material. The discussion board, assignment manager, group email, and easy access to information are but a few of the many powerful and useful tools provided by Angel. All students enrolled at the college are assigned a campus username and password which is also used for Angel.

Select "Angel" from the ~choose your link~ menu of the SUNY Canton homepage at <http://www.canton.edu/> to access Angel. Useful links for additional information can be found on the Angel login page. You may also make inquiries regarding login or username/password information at the **Help Desk—phone x7448 on campus or (315) 386-7448 from off campus.** Additional help is available for students requiring Angel-specific assistance from the **SUNY Learning Network Help Desk @ 1-800-875-6269 (toll-free within the United States) or 1-518-443-5617 (direct).**

Anti-Virus

If you bring a computer to campus, it **MUST** be running up to date anti-virus software. The Canton campus license for Sophos AV allows students to install this anti-virus software on personally owned computers. Instructions are at <http://sophos.canton.edu/>.

Some student employment opportunities are available as Help Desk Assistants. Apply at the Help Desk.