



**WELCOME** Trevecca students!

I would like to take a few moments to introduce you to *Information Technology Services* (ITS) at Trevecca Nazarene University (<http://www.trevecca.edu/its>). The ITS department provides all computer, printer, network and telecommunications support for our campus community. Here is an important list of ITS services and some general information that I hope you will find useful.

### **Acceptable Use Policies**

The Acceptable Use Policies are located at <http://www.trevecca.edu/its/Acceptable.Use.Policies>. By using the technology provided by Trevecca Nazarene University, you agree to abide by the Acceptable Use Policies. Please read the Acceptable Use Policies in their entirety to ensure that you understand all the terms and conditions contained therein:

*Network Acceptable Use Policy*      *E-Mail Acceptable Use Policy*      *Wireless Acceptable Use Policy*  
*Internet Acceptable Use Policy*      *Intranet Acceptable Use Policy*

**Any violation of these University policies may result in disciplinary action, including the termination of your network, e-mail, intranet, and/or internet access.**

### **TWO IMPORTANT RESTRICTIONS**

1. **You may not attach any kind of wireless device to any network jack anywhere on campus, including dorm rooms.** Wireless devices found connected in dorms will be confiscated by Resident Director/Assistants and returned to students at the end of the semester.
2. **You may not have any peer-to-peer (P2P) software installed on your computer if using a TNU internet connection.** If P2P software is discovered on your computer, whether such software is being used or not, your computer may be unable to access the Internet or TNUnet.

### **Network Account**

After becoming fully registered, which includes submitting all required paperwork and fulfilling all financial obligations, ITS will create unique network and e-mail accounts for each student. Please note that this process may take 24-48 hours.

Your network username will comprise your *first initial, middle initial and last name*. For example, if your name is David M. Smith, your network username will be **dmsmith**. If you do not have a second name or initial, your network username will comprise your *first initial and last name*. We will resolve duplicate name conflicts by dropping a middle initial (if one exists) or by adding a numeral at the back of the user name. For example, in the case of a conflict for Donna M. Smith, her network username will be **dsmith**, or **dmsmith1** (if **dsmith** is already taken).

Your initial network password will be 10 digits long; comprising the last 4 digits of your SSN followed by the last 6 digits of your student ID number. If you do not have an official social security number, please contact the ITS **HelpDesk** for assistance. The first time you logon to the network, you will be prompted to change your password. Your new password must be 7 digits, comprising letters (upper and lower case) and numbers. At least one letter must be upper case. As a security measure, your password will expire every 90 days and you will be required to change it (can't use same as previous 4 passwords).

## Campus Manager

The University uses technology called *Campus Manager* to provide all students and employees with a campus network that is protected from unauthorized users and which operates at the highest possible level of performance. Specifically, all computers using our network will be scanned by *Campus Manager* to ensure they are healthy and can be granted network access. **Your computer is your personal property and you are solely responsible for ensuring that it is healthy enough to be connected to our campus network.** More information about *Campus Manager* is located on the ITS website at <http://www.trevecca.edu/its/internet.access>

After becoming a fully registered student, you must first logon to the network and change your initial password **BEFORE** attempting to register your computer in Campus Manager or use any other network resources. You can do this on any lab computer or public computer in the library as well as through Citrix (see below for Citrix info).

## Citrix

Whether you live on or off campus, you will be able to access the campus network via advanced network technology called Citrix. To do this, you will need to download and install the **Citrix Web Client** on your personal computer or laptop. There is no charge for this software. For detailed *step-by-step* installation instructions, go to <http://www.trevecca.edu/its/Citrix>.

## I.C.E. (Intranet Campus Exchange) – Soon to move to MyTNU (Fall 2010)

The *I.C.E.* Page is our campus intranet where you will find Campus Announcements, a Campus Calendar, Prayer Requests, Classifieds, Contact Information, Technology Instructions, and many other Resources. While logged onto the network in a lab or through Citrix type <http://ice.trevecca.edu> in the address bar of your browser to access *I.C.E.* (It is not accessible on the public internet).

## Computer Labs

There are several public computer labs on campus that you can use. For resident students, there is also a well-equipped lab available in every Residence Hall. The times when the public labs are available throughout the year, can be found on the *I.C.E.* page and at <http://www.trevecca.edu/its/lab.schedule>

## E-Mail (Live@edu)

TNU has partnered with Microsoft to offer our students a web-based, hosted e-mail service called, [Live@edu](#). Some of the benefits include a 10GB mailbox with up to 20MB attachments. Live@edu has the familiar look and feel of Microsoft Outlook. Your TNU e-mail address will be [username@mail.trevecca.edu](#). For example, David M. Smith's e-mail address will be [dmsmith@mail.trevecca.edu](#). Once you graduate you can keep your TNU e-mail box as an alumni. Your address will simply change to reflect alumni status. For example, [dmsmith@mail.trevecca.edu](#) will become [dmsmith@tunalumni.trevecca.edu](#).

Trevecca employees will use your TNU e-mail account for **all** official University business. However, for your personal communications with family, friends and other students, feel free to use a personal mail account such as Yahoo!, Windows Live, Gmail, etc... E-mail instructions are located at <http://www.trevecca.edu/its/Live/Students>

## Windows Live

Through our partnership with Microsoft and the Live@edu offering you will have access to other features including:

- Windows Live Skydrive (25GB of password protected online storage)
- Windows Live Messenger (Instant Messenger, also built directly into Live@edu e-mail)
- Windows Live Mobile (Blog, chat, e-mail or text message from your mobile phone)
- Windows Live Spaces (Similar to Facebook and MySpace)
- Office Live Workspace (One central location for file collaboration with 5GB of storage)

For more info about Live@edu and Windows Live features visit, <http://home.live.com/allservices.aspx>.

## Self-Service Access (formerly IQ.Web)

*Self-Service* is a web portal that allows you to use a web browser to access your personal student information in PowerCAMPUS (our Student Information System). This includes your course information, grades, unofficial transcripts, account balance, and chapel attendance. Traditional undergraduates will also use this site to register for courses. **NOTE:** You must login to the TNU network and change your initial network password **BEFORE** attempting to login to *Self-Service* for the first time. You can do this on any lab computer or public computer in the library as well as through Citrix (see below for Citrix info). From that point forward, your login name and password for *Self-Service* will be the same as your network username and password.

The first time you log into *Self-Service*, you will be prompted to enter 4 pieces of information:

- Student ID (9 digits)
- First Name (formal not nickname)
- Last Name
- Date of Birth

If any of these don't match, you must call the Office of Academic Records at (615)-248-1268. You can access *Self-Service* by entering <http://ss.trevecca.edu> in the address bar of your Internet Explorer or Firefox web browser.

## Wired & Wireless Network Connections

Resident students have the option to connect directly into the University's high-speed Internet connection in the dorm rooms. Also, each building (including dorms) has inside wireless coverage. For more info about wireless connections visit, <http://www.trevecca.edu/its/wireless>

## Computer Purchases

We have partnered with *Dell* and *Apple* to provide you with assistance in shopping for a personal computer/laptop at student discount prices. You will find links on *I.C.E.* under the **Technology** tab called **Dell Computer Discount** or **Apple Store** that will take you to custom web sites created by Dell and Apple for registered Trevecca students and active employees.

## Microsoft IT Academy

Trevecca has partnered with *Microsoft* to provide every fully registered TNU student with FREE online training on Microsoft products. This includes Microsoft Office 2003 and 2007 plus an extensive portfolio of IT professional and developer classes. Training methods include simulations, games, video, and interactive text. Please visit <http://www.trevecca.edu/its/ITAcademy> for a complete list of Microsoft IT Academy courses available for FREE online training as well as instructions on how to logon and use this offering.

## Software Purchases

We have partnered with *Microsoft* and *e-academy* to enable you to purchase selected Microsoft products *for your own personal use* at steeply discounted prices. You will find a link on *I.C.E.* under the **Technology** tab called **Microsoft Software Purchase** that will take you to a custom web site created by *e-academy* for registered Trevecca students and active employees.

We have also partnered with *ComputerLand of Silicon Valley* to enable you to purchase other software such as Adobe products at student discount prices. Please call **Jeff Koh** or **Sheri York** at 1-800-639-1319 or visit [www.uscollegebuy.com](http://www.uscollegebuy.com) for additional information.

## ITS HelpDesk Services

The ITS *HelpDesk* is available to assist you with any network-related problems on campus. We are located on the ground floor of the **Adams Administration Building** and provide support services from 7:30 AM to 10:00 PM (Mon, Tue, Thu, Fri), and from 7:30 AM to 7:00 PM (Wed), and from 7:00 AM to 4:00 PM (Sat). We are closed on Sunday.

Please contact us by telephone at **extension 1223** (from off-campus: 615-248-1223) or via e-mail at [helpdesk@trevecca.edu](mailto:helpdesk@trevecca.edu). And of course, you are always welcome to visit us in person.

## Campus Security

The University is very serious about protecting the lives and property of all our students and employees. We have invested in two (2) separate Emergency systems.

1. The **TNU Emergency Alert System** will be used by the University to send *emergency messages* via telephone (voice & text) and e-mail to students and employees. It will not be used for any other purpose, such as general notifications, SPAM, advertising, etc. In order to receive these *emergency messages*, **you must first register your contact information**. Go to <http://emergency.trevecca.edu>, provide the necessary information and *Click Submit*.

**Please take advantage of this potentially life-saving service and register immediately!**

2. The **TNU Emergency Siren System** consists of externally mounted sirens at two locations on campus which are programmed to deliver audible messages followed by specific siren tones in case of an emergency. Please visit [http://www.trevecca.edu/its/Emergency\\_Systems](http://www.trevecca.edu/its/Emergency_Systems) for more information.

I trust that this information will be helpful to you. If my office can be of assistance in any way, please give me a call at (615) 248-1223. I look forward to seeing you on campus!



**Scott Creel**

Chief Information Officer