

Shepherd University

I.T. Services

304-876-5457

support@shepherd.edu

www.shepherd.edu/itservices/for-students

Learning Commons
First Floor of Scarborough Library



Shepherd University offers text-messaging emergency announcements and school delay/cancellation notices to students, faculty, and staff through the Rave Alert system.

Go to www.shepherd.edu and click on **Rave Alert** under the **Current Students** tab.

Shepherd University
I.T. Services
P.O. Box 5000
Shepherdstown, WV 25443-5000

Shepherd

UNIVERSITY

I.T. Services

for
Incoming Students



Welcome

I.T. Services welcomes you to Shepherd. This brochure will introduce you to some of our systems and services. Please use this information to prepare before coming to campus. Additional information on the topics in this brochure can be found at the I.T. Services Student website located at www.shepherd.edu, then click on **Current Students**, select **I.T. Services**, and then select **For New Students**.

Computer Account

A computer account will be created for you. It allows you to access:

- Campus lab and library computers
- The residence halls network
- The wireless networks
- Email
- Sakai, our Learning Management System

To retrieve your account, logon to RAIL (www.shepherd.edu/rail) using your Shepherd ID and pin. Select **Personal Information** and then **Password Management** from the menus. Click on **Retrieve Original Password** to obtain your username and original password. NOTE: You must use your original password to access your email account the first time.

While you are there, we STRONGLY recommend you change your password. Your new password must be between 6 to 16 characters. Your password should contain a combination of letters and numbers. Special characters such as !, @, #, \$ should be avoided. Some of our systems are case sensitive.

To change your password, click on **Back to Password Management Menu** in the upper right corner and select **Change Current Password**. If you ever forget your password, use these instructions to regain access. I.T. Services cannot retrieve or change this password for you. I.T. Services personnel will NEVER ask you for your password.

NOTE: Your Shepherd ID and pin are used to access the RAIL system. That is the only time it is used. Your username and password are used to log into the resources listed under the Computer Account heading above. Be sure to read the computer usage agreement; following it helps keep computer resources available for all.

Email

Faculty and staff regularly use your Shepherd email to communicate with students. Every student is issued a university email account and must regularly monitor it for official communications. You can access the Shepherd email system by going to the Shepherd website located at www.shepherd.edu, then selecting **Current Students** from the menu and then select **Email**. Be sure to retrieve your computer account before visiting this server. Your email address will be `username@rams.shepherd.edu`.

Anti-Virus Requirement

You must have an up-to-date anti-virus product on your Windows computer. If you have not purchased a commercial product, such as Norton, Symantec, McAfee, Kaspersky, etc., please install a free version if you are using Windows Vista or 7. We recommend Microsoft Security Essentials. If you are running Windows 8 or 8.1, please enable Windows Defender. We do not require Macintosh systems to have an anti-virus product installed at this time, but we recommend you do and will probably require it in the future.

Discount Software

Shepherd has entered into an agreement that allows students to purchase Microsoft software at a significantly reduced price. New students will be required to fax a copy of their acceptance letter to the reseller as proof they are eligible for the discount. Visit the I.T. Services Student website for more information on this offer.

Computer Labs

Shepherd maintains more than 400 computers in labs, with Windows or the Macintosh OS installed, across the campus. These labs allow students to utilize discipline-specific applications, the Internet, personal network disk space, and office applications. These computers require you to log on with your Shepherd account.

Bringing Your Computer to Campus

Students can connect their computer to our residence hall and wireless networks. If you have high-speed

internet service (DSL, cable, or FIOS) at your home, you should prepare your computer before bringing it to campus. To ensure the network is secure and reliable, we maintain strict standards for operating system versions and virus protection:

- Apple computers must run Mac OS X version 10.7 or higher.
- Windows computers must run Vista, 7, 8, 8.1, or 10.
- Windows computers must have all patches installed and an up-to-date antivirus is required. We recommend automatic updates be enabled.
- Earlier versions of Windows such as 95, 98, 2000, ME, or XP are not supported.
- Linux is allowed, but limited support is available.

Once your system meets the above requirements, visit the I.T. Services Student website (www.shepherd.edu/itservices/for-students) and follow the links in **requirement for computers** to register your computer. This process is required each semester. Note: You cannot register using dial-up.

Residence Halls

All residence halls have ports and wifi for Internet access, and there is at least one Ethernet port for each person in the room depending on the building. Personally-owned wireless access points are not allowed in residence halls. Bring a CAT5e or CAT6 network cable. A standard phone cable will not work.

Wireless

We have wifi in all campus buildings.

Computer Problems?

Can't connect to the Internet or wireless networks? Forget your password? Contact the User Support Desk at 304-876-5457, by email at support@shepherd.edu, or visit us in the Learning Commons on the first floor of the Scarborough Library Monday through Friday from 8 a.m. to 4:30 p.m. (hours subject to change). We'll help diagnose your problem and fix most configuration issues free of charge.