

Student Technology Guide

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The student help desk is run BY students FOR students. Visit the Help Desk web site at www.roosevelt.edu/helpdesk



Classroom Finder

To see where your classes are meeting, visit:

<http://www.roosevelt.edu/classrooms>

Computer Labs

There are three open computer labs available to all students: AUD 256, SCH 626, and Gage 109. The computers in these labs are Windows 7 (touch) and Mac OS X and feature many software titles that are referenced in your classes. Computers in these labs are free and open to all students.

The computer labs are staffed by students. If you would like to work in a computer lab, check out the Student Employment website for application information:

<http://www.roosevelt.edu/Career/Employment.aspx>

Additional open computers are available at the libraries in AUD and SCH. And, of course, you're welcome to bring your laptop to Roosevelt and use the Wireless network, RUWIFI.

Computer Software

Roosevelt students are eligible to purchase many software programs at a discount; visit www.varsitybuys.com for more information.

Email Account

All students are provided with a Roosevelt email account. Our student email system is hosted by Microsoft, so you may see references in other documents to your "Live" or "Office 365" account. This is the same thing as your Roosevelt email address. Your account includes 10GB of email storage.

If you don't know your address, login to RU Access, click Personal Information, View Email Addresses.

Quick Steps to Access Your Email Account

1. Access the login page by going to <http://mail.roosevelt.edu> and clicking on the Click Here to Login link.
2. Login using your complete student email address. Your email address ends with @mail.roosevelt.edu (for example, jdoe@mail.roosevelt.edu)

3. Enter your password. Your initial password was set as your birth date RUMMDDYY!

4. Change your password to one that is more secure: at least 8 characters long and use a combination of upper- and lower-case letters, numbers, and special characters (e.g., \$%^&*).

ITS will **never** ask you for your password. Do not give your password to anyone. If you forget your password, call the Help Desk (312-341-4357) for assistance.

You can forward your Roosevelt email account to another account.

<http://help.outlook.com/en-us/140/ms.exch.ecp.learnredirectto.aspx>

Printing (GreenPrint)

Printing services, called GreenPrint, are available in the open computer labs and the library.

Printing is paid for with a reusable GreenPrint card. These cards are available from vending stations in the following locations:

- AUD 256
- AUD Library
- Gage 501
- Gage Vending
- SCH Library
- SCH 626

Quick Steps

1. GreenPrint is available in the open computer labs (AUD 256, SCH 626, GB 109) as well as the Library. You can also use **GreenPrint Online** and print from your personal computer to a printer in the above locations. For more information:

<http://www.roosevelt.edu/ITS/GreenPrint.aspx>

2. Printing costs 8 cents per page (double-sided, 16 cents total), 10 cents for single-side prints, and 50 cents per page for color (color printers are located in the libraries at the Auditorium and Schaumburg campuses).

3. You pay for your printing with a GreenPrint card, available in the locations the GreenPrint service is available. Cards are reusable—you can add money to it by following the instructions on the card dispensing machine.

4. Only cash is accepted for loading money onto the GreenPrint cards

5. If your document is on your own computer, save it to a flash drive or email the document to yourself.
6. From a computer in a GreenPrint lab, open your document and print it.
7. A popup window will appear—enter a simple name for the document (this will help you identify it during the next step)
8. Go to the release station and enter your document name (the one you gave it in step 7)
9. Swipe your GreenPrint card to print.
10. If something goes wrong with the printing, please contact a lab aide for assistance.
11. Requests for refunds should be reported to the lab aide. The aide will contact the Help Desk (312-341-4357) to begin the refund process.
12. You can check the balance on your card by swiping it through the card reader.

There's more to know about GreenPrint. View the details here:

<http://www.roosevelt.edu/ITS/labs/greenprint/greenprintUsersGuide.aspx>

RUWiFi

RUWiFi is the university-wide wireless network for students (and faculty/staff). It's available via your computer as well as your smartphone, tablet, and other Wireless-capable devices.

Quick Steps

1. Enable wireless for your device. For most devices, this is a setting, though some computers have a physical switch that must be moved to the On position
2. Select **RUWIFI** (not RUGUEST) from the list of available networks.
3. When prompted, enter the password **GOGREEN!** (all caps, no spaces). You'll only need to do this once if you tell your device to remember this password.
4. The first time you connect to RUWiFi on a computer you will be prompted to download and install the Safe Connect program. Install this program by following the prompts. You will need administrator rights on the computer to install the program.

5. You may receive a warning if you authenticate on a computer that is not running the latest anti-virus tool. You should install or update the anti-virus program soon after connecting to RUWiFi.

6. For more information on RUWiFi, visit:
<http://www.roosevelt.edu/ITS/wireless.aspx>

RU Access

RU Access is used by students to register for classes, review financial aid information, check grades, pay bills, apply for housing, and more.

Quick Steps

1. RU Access is available at <https://ruaccess.roosevelt.edu>
2. Your User ID is your Roosevelt University ID number beginning with 9. It can be found on your photo ID card following the 5-digit library code, 23311.
3. Your initial PIN is your birthday in the MMDDYY format.
4. If your birth date does not work as your initial PIN, use the last six digits of your student ID number.
5. After your first login, you will be prompted to set a new PIN.
6. If you forget your PIN, enter your User ID and click the Forgot PIN? button. After providing the correct security answer, you will be prompted to enter a new PIN.

RU Online (BlackBoard)

RU Online hosts all Roosevelt online classes. Online classes typically start later than the first day of on-campus classes. Check the RU Online home page for class dates. Online classes may not be available until the first day of class.

Quick Steps

1. RU Online is available here <http://www.roosevelt.edu/ruonline>
2. Your user name is your 9-digit ID number.
3. Your default password is your 9-digit ID number.
4. If you've forgotten your password, the login page has a "forgot password" link that you can follow to recover your password.
5. Remember, online classes start later in the semester than on-campus classes. Check the RU Online home page for class dates.

Residence Hall Internet/Television/Telephone Services

All service, support, and billing is handled through Access Media 3. Please contact them directly at 866-263-3241.

The latest service packages, along with pricing, are listed in a brochure available at Residence Life, 14th floor, Wabash Building.

All residents receive free wireless Internet and television services. If you choose, you can upgrade the Internet or television service, or both.

Room telephone service, featuring call forwarding, call waiting, and unlimited local calling, is also available through Access Media 3. A monthly charge will be incurred for this service.