

**NDSU** NORTH DAKOTA  
STATE UNIVERSITY

STUDENT FOCUSED • LAND GRANT • RESEARCH UNIVERSITY

# Get Connected with Technology!

[www.ndsu.edu/it](http://www.ndsu.edu/it)

# Need help?

- Contact the IT Help Desk
  - (701) 231-8685
  - [ndsu.helpdesk@ndsu.edu](mailto:ndsu.helpdesk@ndsu.edu)
  - IACC 150, Barry Hall 270, Library main floor

**Tip:** To keep up with current issues and trends...



Like [NDSU Help Desk](#)



Follow [@NDSUHelpDesk](#)

# NDSU identifiers

- N.D. University System Identifier
  - Register for classes, Pay tuition
- NDSU Electronic ID (e-ID)
  - Blackboard, Computers, Library Services
- NDSU Email Address
  - Email, Calendaring

# N.D. University System Identifier

- Typically **FirstName.LastName**
- You must “claim” this identifier
  - <https://helpdesk.ndus.edu/ndusaccount/>
- Use your NDUS Identifier to...
  - Access Campus Connection
    - Register for classes
    - Pay tuition and fees

ND University System Help Desk | NDUS ...

https://helpdesk.ndus.edu

NORTH DAKOTA UNIVERSITY SYSTEM

ACCESS INNOVATION EXCELLENCE

SYSTEM INFORMATION TECHNOLOGY SERVICES

SITS Info Departments Help Desk

Search Search

**Get Help Now**

**Contact The NDUS Help Desk**  
 Phone: 866-457-6387  
 E-mail: [ndus.helpdesk@ndus.edu](mailto:ndus.helpdesk@ndus.edu)

**Submit a Ticket**  
 Tickets can take up to 24 hours for a response.

**Notifications**

Outage Notification: CND HRMS Outage, Starting Friday, May 31, 2013

Outage Notification: Campus Solutions Production (NDCSPRD) Sunday, June 2, 2013

**Chat Now**  
 Powered By WebEx

**Submit A Ticket**

**Your NDUS Account**  
 A ND University System Account consists of a user ID and a password. **Click here if you have forgotten your password.**

**Your Tickets**  
 View the status and progress of your tickets on the NDUS Help Desk.

**Campus IT Support**

Bismarck State College

Dakota College at Bottineau

Dickinson State University

Lake Region State College

Mayville State University

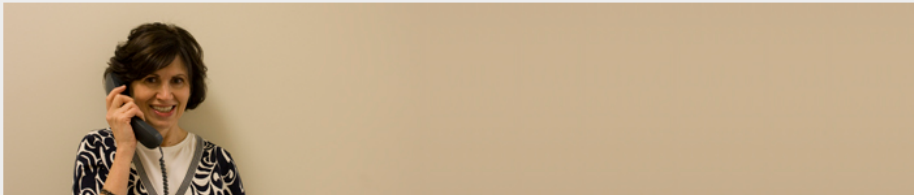
Minot State University

North Dakota State College of Science

North Dakota State University

University of North Dakota

**Your NDUS Account** ←



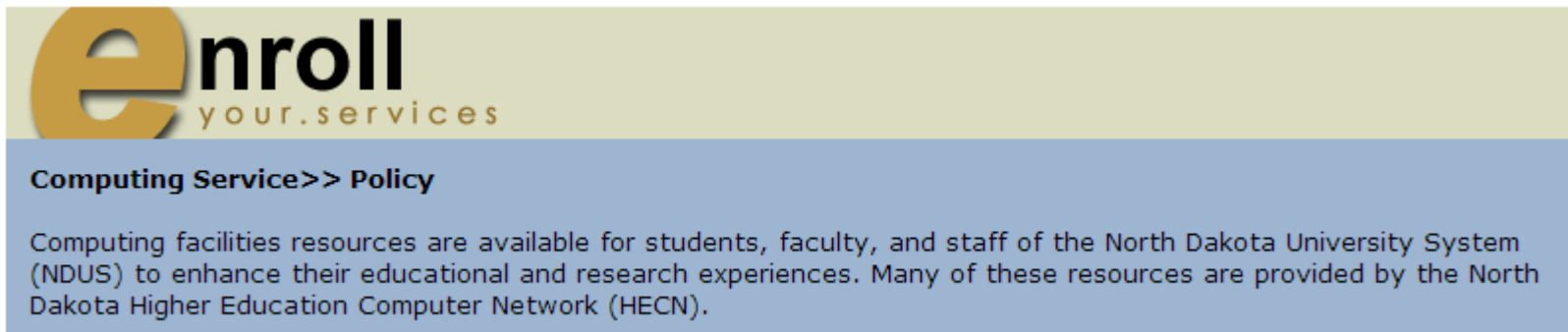
**Help Desk Services**  
 The North Dakota University System Help Desk is open 24 hours, 7 days a week and provides technical support for the following systems and applications:

# NDSU Electronic ID (e-ID)

- Typically **FirstName.LastName**
- e-ID provides access to...
  - Campus network (wired, wireless)
  - Blackboard (learning management system)
  - “Cluster” computers
  - Library services

# NDSU Electronic ID (e-ID)

- To enroll or make changes:
  - <http://enroll.nodak.edu>, or
  - Contact the IT Help Desk with questions



The image shows a screenshot of the 'enroll.nodak.edu' website. The top section features the 'enroll' logo in a large, stylized orange font, with 'your.services' in a smaller, lowercase font below it. Below the logo is a blue horizontal bar containing the text 'Computing Service>> Policy'. Underneath this bar, a paragraph of text reads: 'Computing facilities resources are available for students, faculty, and staff of the North Dakota University System (NDUS) to enhance their educational and research experiences. Many of these resources are provided by the North Dakota Higher Education Computer Network (HECN).'



## Login

Enter your Electronic ID and password.

Electronic ID:

Password:

[Continue](#)

Your Electronic ID is normally the text to the left of the @ in your university email address.  
Your Electronic ID may have a firstname.lastname format.

---

## I do not know my Electronic ID or password.

Enter the following information.

Last Name:

Emplid:

[Continue](#)

# NDSU Email Address

- Typically **FirstName.LastName@ndsu.edu**
- Email, calendar
- Access your NDSU Email account
  - Login at **www.outlook.com/my.ndsu.edu**
  - **Firstname.Lastname@my.ndsu.edu**

**Tip:** Start checking your NDSU email now so you don't miss any important messages!

# Your NDSU Email Account

- Official communication channel
  - Expect to receive...
    - Messages about courses, tuition
    - Important deadline reminders
  - **You are responsible to receive/read**
    - Student Email Policy 609

How do I connect my mobile device(s) to the campus wireless network?

# Get connected to wireless

- NDSU Secure wireless
  - Available at almost all areas on campus
- Information and instructions:  
**[www.ndsu.edu/wireless](http://www.ndsu.edu/wireless)**
  - “NDSU Instructions” wireless network
  - Download wireless certificate
  - Use your **NDSU e-ID**

## Login

Enter your Electronic ID and password.

Electronic ID:

Password:

[Continue](#)

Your Electronic ID is normally the text to the left of the @ in your university email address.  
Your Electronic ID may have a firstname.lastname format.

---

## I do not know my Electronic ID or password.

Enter the following information.

Last Name:

Emplid:

[Continue](#)

Your Services	Computing_services >> Your Info	Manage Services
<a href="#">AD-Cluster-Auth</a> <a href="#">AD-Desktop-Auth</a> <a href="#">AD-ITS-InstSvcs-DesktopAdmin</a> <a href="#">ADauth</a> <a href="#">Blackboard</a> <a href="#">CMS</a> <a href="#">Cal Admin</a> <a href="#">Dept Share</a> <a href="#">ITSWIKI</a> <a href="#">Live Edu</a> <a href="#">NDSU Library</a> <a href="#">NetReg</a> <a href="#">Office365</a> <a href="#">WLAN</a>	<p>Your question and answer were saved.</p> <hr/> <p><b>Name :</b> William E. Bison</p> <p><b>Institution :</b> North Dakota State University</p> <p><b>Email Address :</b> william.bison@my.ndsu.edu</p> <p><b>Your email delivery point :</b> Mail addressed to william.e.bison@ndsu.edu is being delivered to your Office 365 account.</p> <p><b>Electronic ID :</b> william.bison</p> <p>Your Electronic ID is used to access services. It is the text to the left of the @ in your ndsu.edu address.</p> <p><b>Official Email :</b> Email is an official means of communication for you to correspond with instructors and campus administration staff and officials.</p>	<a href="#">Change Password</a> <a href="#">Password Question</a> <a href="#">Get Secure Wireless</a> <a href="#">Quit</a>
Available Services		
<a href="#">UNIX Login</a>		

## My Certificate Status


### CERTIFICATE MENU

[My Certificate Status](#)

[Get My Certificate](#)

It appears you have not yet downloaded your certificate.

Click "Get My Certificate" to begin the certificate retrieval and installation process. Installation usually takes about five minutes to complete.

 [Get My Certificate](#)

### USER INFO

John McIntyre

EID: John.Mcintyre

[NDSU](#) : [PHONEBOOK](#) : [CAMPUS MAP](#) : [SEARCH](#)

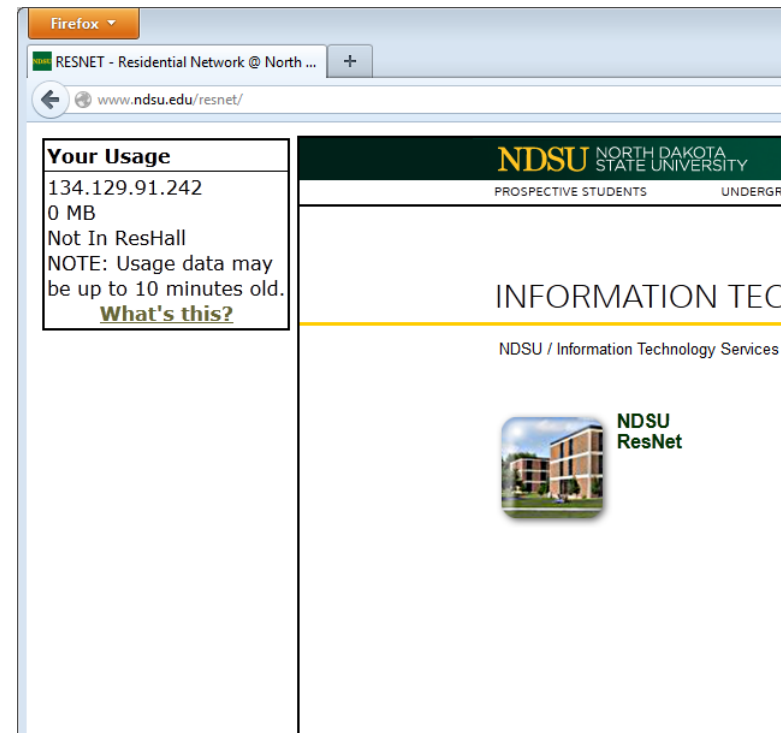
Site Manager: [Enterprise Computing and Infrastructure](#)  
Last Updated: Thursday, 10-Sep-2009 18:38:59 CDT  
Published by Enterprise Application Development

Information Technology Division  
Help Desk Phone: (701) 231-8685  
Help Desk Location: IACC 150



# Get connected in the Residence Halls

- Resnet – [www.ndsu.edu/resnet](http://www.ndsu.edu/resnet)
- Residence halls provide wired/wireless access in student rooms, lounges, and study areas
- Connection instructions provided when you move in to your room



The screenshot shows a Firefox browser window displaying the NDSU ResNet website. The address bar shows the URL [www.ndsu.edu/resnet/](http://www.ndsu.edu/resnet/). The page content includes the NDSU logo (North Dakota State University) and navigation links for 'PROSPECTIVE STUDENTS' and 'UNDERGRADUATE'. A prominent section is titled 'INFORMATION TECHNOLOGY SERVICES' with a sub-link for 'NDSU ResNet'. A small image of a residence hall building is visible next to the 'NDSU ResNet' text. On the left side of the browser window, a 'Your Usage' pop-up box is displayed, showing the IP address 134.129.91.242, 0 MB of usage, and a note that the user is 'Not In ResHall' and that usage data may be up to 10 minutes old. A link for 'What's this?' is also present in the pop-up.

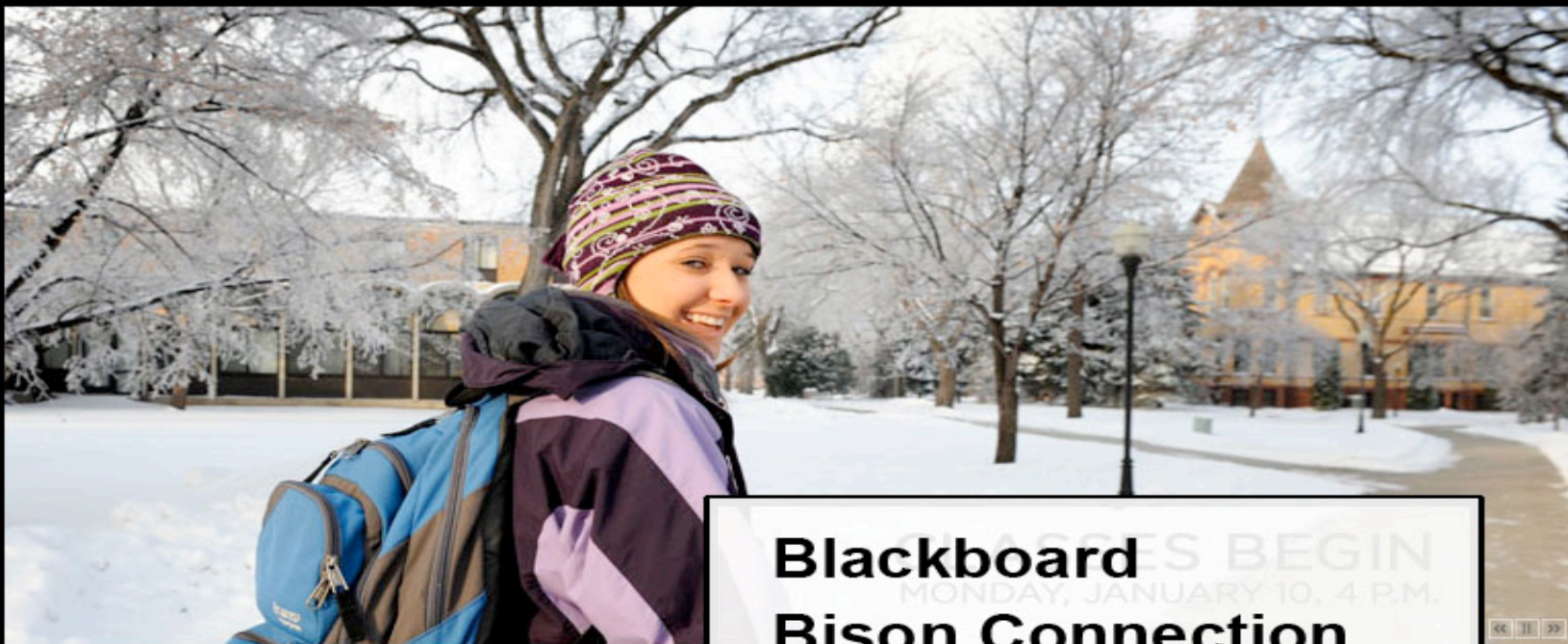
Your Usage
134.129.91.242
0 MB
Not In ResHall
NOTE: Usage data may be up to 10 minutes old.
<a href="#">What's this?</a>



# Blackboard

- Online learning management system
  - Course syllabus and materials
  - Class assignments
  - Class collaboration
    - Wikis, Blogs, Discussion Boards
  - Taking tests
  - My Grades

# NORTH DAKOTA STATE UNIVERSITY



**Blackboard**  
**Bison Connection**  
**Campus Connection**  
**IT Help Desk**  
**Libraries**  
**Webmail**

## NDSU NEWS

- 03 January 2011  
NDSU concept pharmacy offers free services to faculty a . . .
- 29 December 2010  
Students receive fellowships to research water resources
- 27 December 2010  
Dickey to present Washington perspective on F-M diversi . . .

[NDSU INDEX](#)

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[CAMPUS MAP](#) [DIVERSITY](#) [EMPLOYMENT](#) [PHONE/E-MAIL DIRECTORY](#) [ONLINE SERVICES](#) [REGISTRATION AND RECORDS](#)



# Blackboard

- Log in to Blackboard
  - <https://bb.ndsu.nodak.edu>
  - Use your **NDSU e-ID** and password
- If instructor uses Blackboard, you are automatically enrolled in the Bb course area when you register

**Tip:** Take a tour of Blackboard before the start of fall semester!

Firefox | Blackboard Learn | https://bb.ndsu.nodak.edu/webapps/portal/frameset.jsp | Bill Bison | 46

Home Courses Organizations Files Bb Help Libraries


My Blackboard Notifications Dashboard

Add Module Personalize Page 11

Tools

- Announcements
- Calendar
- Tasks
- My Grades
- Send Email
- Address Book
- Personal Information
- Bison Bucks
- Goals

Hot Spots



NDSU Phonebook

You must enter in at least part of the beginning of a last name

First Name

Last Name

Submit Query

Blackboard Announcements & Tips (Stu)

**Blackboard unavailable during IT Outage on June 1**


Blackboard will be unavailable during the NDSU campuswide IT outage on Saturday, June 1, from 12 a.m. to noon.


During the IT outage, all campus wired and wireless data networks, phone and voicemail services, IT services, and cable TV will be unavailable.

For more information, go to [www.ndsu.edu/its/help-desk](http://www.ndsu.edu/its/help-desk)

Contact the IT Help Desk at 231-8685 or [ndsu\\_helpdesk@ndsu.edu](mailto:ndsu_helpdesk@ndsu.edu) if you have questions prior to the outage.

Technology Tutorials for Students:

 Atomic Learning offers short, to-the-point "how-to's" for many software programs, including Blackboard.

 One of the TLMC workstations offers access to Lynda.com tutorials. They are more in-depth in nature.

(Click on the graphics above!)

Course Catalog

- Extension Courses
- NDSU Blackboard Courses
- NDSU Distance & Continuing Education
- TWT (Teaching with Technology)
- Trio Programs

My Courses

Courses where you are: Student

- 133-NDSU-6496: 2:00-Applied Calculus I-Spring 2013
- 133-NDSU-7568: Computer Science Problem Solving
- 133-NDSU-8672: Files For Database Systems
- 133-NDSU-5940: Intro to Web Development - Spring 13

Courses where you are: Teaching Assistant

- 130-NDSU-TEMP-00037: Dive In 2013 - Main Pool

Announcements:

- > Paper Clicker-like File Added

My Announcements

No Institution Announcements have been posted in the last 7 days.

Dive In 2013 - Main Pool

- > Paper Clicker-like File Added

more announcements...→

Bison Bucks has moved

Bison Bucks balance and deposit functions can be found at [www.ndsu.edu/bisonconnection](http://www.ndsu.edu/bisonconnection) from the Bison Card link.

My Organizations

Organizations where you are: Leader

Campus Attractions



# Blackboard

- Has many more features...
  - Announcements
  - Communication tools
    - Send email and collaborate with peers
  - Files online storage
    - Secure alternative to USB/flash drive
- Bb Mobile application
  - Anytime, anywhere access to Blackboard



Why doesn't Blackboard list all  
of my courses?

Firefox

Blackboard Learn

https://bb.ndsu.nodak.edu/webapps/portal/frameset.jsp?tab\_tab\_group\_id=\_9\_1

NDSU NORTH DAKOTA STATE UNIVERSITY

Bill Bison

Home Courses Organizations Files Bb Help Libraries

Files users > bbison

Success: Item added.

View List View Thumbnails

My Content: bbison

Upload Create Folder Build Set Up Web Folder Start Workflow

Available Quota: 298.64 MB (100%) Total Quota: 300.00 MB

Bookmark Items Email Items Download Package Copy Move Delete Refresh

File Type	Name	Edited	Size	Permissions	Versions	Comments
	EnglishCalculator.class	May 29, 2013 3:20:33 PM	1.84 KB		Off	
	Final Portfolio Final Draft.docx	May 29, 2013 3:19:45 PM	1.3 MB		Off	
	NDSU Bison.png	May 29, 2013 3:20:49 PM	57.1 KB		Off	
	SellerCommision.java	Oct 24, 2011 2:18:49 PM	1.21 KB		Off	

Bookmark Items Email Items Download Package Copy Move Delete Refresh

Displaying 1 to 4 of 4 items Show All Edit Paging...

Indicates a notification on this directory

© 1997-2013 Blackboard Inc. All Rights Reserved. U.S. Patent No. 7,493,396 and 7,558,853. Additional Patents Pending.  
 Accessibility information - Installation details



Do I need to buy a computer?

# Computer Clusters

- About 40 public labs (clusters)
  - Dell and Mac computers
- Current versions of
  - Microsoft Office
  - Adobe Creative Suite
  - Class-specific software
- Some open 24-hours (Bison Card access)
- List on ITS website

# Printing

- 500 pages/semester
  - Option to purchase more
- GoPrint touchscreen stations at each printer
  - Select computer
  - Select document
  - Swipe your Bison Card

**Tip:** You can set up your laptop to print wirelessly to any GoPrint station!

Questions  
thus far?

**IT Security:  
Protect yourself and others!**

# Protect your accounts

- Passwords
  - Are like your toothbrush – don't share
  - Not just access to your account...  
but also to campus network, resources
  - Tip:** Use *passphrases* instead of passwords.
- Using public cluster computers
  - Use secure sites when accessing personal info
  - Ensure “remember me” is unchecked
  - Log off when finished

# Protect your computer

- Regularly update...
  - Operating system (Windows, Mac, Linux)
  - Software updates (Office, Adobe)
- Install anti-virus/anti-spyware software
  - ITS recommends:
    - Microsoft Security Essentials (for Windows)
    - ClamXav (for Mac)

**Tip:** “Contagious” computers can be blocked, so install antivirus *before* you come to campus.

# Protect your mobile device

- Lock your device
- Password protect sensitive apps
- Install a “find my phone” app
- Sync or back up your data
- Don't save login information in Web browsers



# Don't get caught by a “phish”

- Phishing scams
  - Fake emails appear to be from bank or university
  - Typically ask for password, username, birth date or social security number
- NDSU/ITS will NEVER ask for your password by email

**Tip:** If you see a phishy email, just delete it!

# Use technology responsibly

- Illegal sharing/downloading copyrighted music, movies, software
  - Strictly prohibited
  - Can be detected
  - Students have paid thousands of dollars in fines to the recording industry

# Acceptable Use Policy

- Policy governs use of computers at NDSU
  - Copy in your folder
- Do not use technology to...
  - Harass, threaten, interfere with others
  - Plagiarize or steal another person's work
  - Send inappropriate material
    - Obscene or offensive material
    - Chain letters

Where do I go to find out more  
about IT @ NDSU?

# IACC Computer Center

- IT Help Desk
- Technology Learning & Media Center
- Public Computer Clusters
- Student Technology Services



Your fees include the “Student Technology Fee”

# This funds.....

- Student Technology Services
- Clusters and Maintenance
- Blackboard
- Classroom Technology
- Help Desk Checkout Equipment
- Technology Learning & Media Center
- Student Technology Training
- Printing Allocations
- Wireless Networking

# IT Help Desk

- First stop for all general IT support
  - Passwords and access problems
  - Wired, wireless network connections
  - Computing assistance
- Equipment checkout
  - Digital video cameras
  - Digital still cameras
  - Laptop computers
- Large format printing
- Cluster support



# Technology Learning & Media Center

- Assistance with projects, software
  - Walk-in or by appointment
  - Self-paced learning materials
- Audio and video recording studios
- Multimedia area
  - Powerful multimedia computers
  - Video capture/editing





# TLMC Workshops

- Free workshops on many technology topics
- 1- to 2-hours long
- Late afternoon or early evening to avoid class conflicts
- Student workshop leaders
- Schedule posted at:  
**[www.ndsu.edu/its/training](http://www.ndsu.edu/its/training)**

# Looking for a job on campus?

- Student Technology Services
  - “Personnel department” for 50+ students who work for NDSU IT
  - **[www.ndsu.edu/sts](http://www.ndsu.edu/sts)**
- Benefits of working in NDSU IT
  - Convenient, on campus locations
  - Variety of positions, not just technical
  - Competitive wages
  - Hands-on experience, great resume builder

# Questions?

We will also be available at the  
Resource Fair later today!