Campus Technology Information Guide

Elmhurst College
190 S Prospect Ave
Elmhurst, IL 60126
Daniels Hall 107
630-617-3767
helpdesk@elmhurst.edu
http://helpdesk.elmhurst.edu/

Daniels Hall hours
Monday - Thursday
7:30 AM - 12:00 AM
Friday & Saturday
8:00 AM - 5:00 PM
Sunday
12:00 PM - 11:00 PM
Office of Information Services (OIS)

The Office of Information Services provides general access computing and communications facilities for the entire campus community, including a high-speed campus network linked to the internet, personal computing labs, central email service, online computing resources, and help desk services.

Academic Technology Services and Help Desk

This area of OIS is responsible for providing assistance to Elmhurst students, faculty, and staff in the use of computer related technology. If you do not know where to get help, this is the place to start. Questions about computer hardware and software, networking, accessing the network from off-campus, obtaining a technology account, and much more are answered by the Help Desk staff.

Media Services

This area of OIS provides audiovisual equipment in classrooms and a number of services to the campus community for the support of the academic curriculum. The equipment and resources are available for class and presentation use that students can check out.

Administrative Systems

This area of OIS is responsible for a variety of processes including systems analysis, design, and maintenance; application development and implementation; product evaluation; and training and troubleshooting. Its goal is to maintain the highest quality of support for current Information Systems needs, and to gather and evaluate information to most appropriately solve any future campus Information Systems needs.

Internet Access

Wi-Fi internet access is available in all academic buildings and residence halls on campus. However, access to the wired and wireless networks in the residence halls requires authentication for all personal computers, mobile, and gaming devices (please see the housing packet for detailed information).

Classrooms

Over 50 smart classrooms are available on campus enhanced with technologies that foster opportunities for teaching and learning. Each room has computers with the latest operating system updates, specialized software available through servers, audio/visual capabilities, the ability to connect laptop and mobile devices, and more.

Computer Labs

Daniels Hall rooms 108 and 110 form an "open lab" of public computers available to students, alumni, and Elmhurst residents (subject to certain restrictions). The A.C. Buehler Library also has computers available on the main floor. All computers have basic and specialized software available. All computers also require a Technology Account to login before use.

Printing

Printers are available in Daniels Hall 108 and 110 and the A.C. Buehler Library. All printers are set for duplex printing (double-sided). Printing on special papers is not supported. Currently the College uses a print management system called PaperCut across campus to help us become more sustainable in our use of public printers. Release stations require a Technology Account to login before printing. There are no charges for printing at this time. Rather, this is an effort to raise awareness for the amount of printing that occurs on campus and an attempt to reduce wasteful printing.
Technology Account

The Technology Account (eNumber and password) gives you access to multiple online resources through the portal. The format for the eNumber is a lower case letter ‘e’ followed by the last seven digits of the ID number (located on the bottom-left of your JayPass identification card). The Technology Account is required to access any public computer on campus.

My Elmhurst Campus Portal

The My Elmhurst Campus Portal is designed to improve communication, convenience, and collaboration on campus. It will provide access to various College systems and campus news and announcements from one location. Through a consolidation of various accounts (such as BlueNet, Blackboard, email, etc.) it will simplify access with the use of a master Technology Account.

BlueNet

BlueNet is the administrative system of the College. This is where students accept or reject Financial Aid, search and register for classes, obtain class schedules, check grades, select a payment plan, make payments, vote for student government representatives, and other administrative services.

Blackboard

Blackboard is a learning management system that many instructors use as a teaching tool on campus. Your professor will advise you if Blackboard is being used for your course.

Microsoft Office 365

Elmhurst College provides Microsoft Office 365 accounts which include downloadable Microsoft Office Suite for Windows and Mac computers and online web apps. All users have access to the latest version of Word, Excel, PowerPoint, OneNote, and much more. Powerful email and calendaring system, unlimited cloud storage through OneDrive, and Office mobile apps for iOS, Android, and Windows Phone are available through the Office 365 account. Please check the Help Desk website for further information and setup instructions.

TouchNet

TouchNet is Elmhurst College’s convenient solution for student payment plans, student payments, and tuition and room deposits. With TouchNet you can authorize your parent or guardian to access your student account, select a payment plan, review your statement, and make/or schedule payments automatically. You can use TouchNet to receive any refunds due to you and have them deposited directly into your bank account.

EC Online Center (D2L)

The EC Online Center provides online course support for programs offered by the School for Professional Studies. In conjunction with the Campus Portal, it provides an integrated learning environment for classroom, accelerated on-ground, and online programs. Course materials, college resources, and interactions with other students and faculty members are available. The Online Center uses the Brightspace learning environment by Desire2Learn (D2L).
Security

Elmhurst College takes security very seriously. It is important that you get into the habit of logging out of the portal and public computers when you are finished with your work.

- Never give your Technology Account information to anyone. Never share your passwords with anyone. If you believe that someone has obtained your password or has access to any of your accounts, please contact the Help Desk immediately.

- Elmhurst College Information Services will never ask you to send an email containing your USERNAME and PASSWORD. If you receive any email like this, we recommend that you disregard it or contact the requestor directly by phone or in person to verify the request.

- NEVER SHARE YOUR USERNAME OR PASSWORD WITH ANYONE.

For more information regarding security and campus policies, visit the Help Desk website.

General Tips

- Refrain from bringing food or drinks into the labs, and if brought, clean up after yourselves.

- Learn appropriate uses of software, keep backup copies of important data, and take reasonable precautions against contracting and propagating computer viruses.

- Comply with any operational rules and restrictions that may be posted in the labs and classrooms.

- Avoid moving, repairing, or modifying the equipment or network in the labs and classrooms.

Lose something? Try looking here:

- Daniels Hall 107 for CDs, flash drives, books, glasses left in the labs or classrooms in Daniels Hall.

- Campus Security in Lehmann Hall for valuables, keys, identification cards.

- Information Desk in the Frick Center for other items, plus any of the above.

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