CATAWBA COLLEGE

Established in 1851

Scholarship.

Character.

Culture.

Service.

August 2015

To: New Catawba College Students

From: Information Technology (IT) Department

Subject: Helpful Information on Getting Connected to Catawba College IT Systems

First, a warm welcome from the Catawba College IT department! We are here to help you be successful with technology at Catawba College. Don't hesitate to come see us in person. This is often the best way to resolve username/password or computer connectivity issues. You can also call us at (704) 637-4666, submit a help request online at https://helpdesk.catawba.edu, or send an email or text to ithelp@catawba.edu (be sure to include your Catawba username in your email or text so we know who you are).

Office Location & Hours

Our offices are located on the first floor of Hoke Hall. The public entrance is on the North Park Drive side of the building. Our hours of operation are:

- **Monday and Thursday**: 7:45am-6:30pm
- **Tuesday, Wednesday, and Friday**: 7:45am-5:00pm
- **Saturday and Sunday:** CLOSED, **but we are open on Saturday, August 15th from 10 a.m. to 4:30 p.m. and on Sunday, August 16th from 10:30 a.m. to 1:30 p.m. to assist new students**

If a campus-wide interruption of a mission-critical technology resource (such as internet access, network printing, e-mail, or Blackboard) occurs outside normal IT office hours, call (704) 637-4666 and choose option 6 to page on-call Information Technology personnel.

Catawba Username and Password

The good news is that one username and password gets you into all of the systems here at Catawba. The bad news is you are really stuck if you don't know your username or password. So contact us right away if this is your situation, preferably in person, and bring your student photo id. We'll get you past this issue and moving forward.

Be sure to visit the **USER INFORMATION** channel on the **Home** tab of CatLink (https://catlink.catawba.edu). There's good information on how to change your Catawba password, which you'll need to do every 120 days, and on how to use the password reset utility so that if you forget your password, you can fix it yourself.

Get Your Computer Connected to the Network and the Internet

We know how important this is! The good news is that we've got wireless all over campus. If you live in a residence hall, you also have a wired port in your room, in addition to wireless. We've included instructions in this packet on how to connect wirelessly from a Windows 8 computer, or from Mac OS X 10.7-10.10. If you have another operating system, or a Microsoft Surface, there are more instructions on https://catnetconnect.catawba.edu. This is also where you find instructions on how to register your gaming console to work on the wired network, and where you get instructions on how to set up your computer to connect to the wired network in your room (highly recommended, because then you've got a back-up way to connect if there is a problem with wireless). If you need a cable to connect to the wired port in your room, we sell those for $5 at the IT help desk.

Get Your Smartphone or Tablet Connected to the Network and the Internet and Email

Visit this webpage for instructions on how to connect your smartphone and/or tablet to wi-fi and to the Catawba email system that is powered by Microsoft Office365: http://catawba.edu/about/our-campus/offices/information-technology-it/techinfo/techinfo-new/.

Read Your Catawba Email and Your CatLink Announcements

Email is an official communication channel of the College, so it is important that you check your Catawba email on a regular basis. Most students read their Catawba email on their smartphone and/or use WebMail (a browser-based way to read your email powered by Microsoft Outlook Web App). You get to WebMail by logging into CatLink and clicking on the WebMail icon in the upper right-hand corner, or by opening a browser and going to https://webmail.catawba.edu. For more information on ways to connect to Catawba email, visit the **EMAIL** channel on the **Technology** tab of CatLink (https://catlink.catawba.edu).

While in CatLink, be sure to notice and read the **MY ANNOUNCEMENTS** and **CAMPUS ANNOUNCEMENTS** channels on the **Home** tab. These channels are also official communication channels of the College.

Install the Blackboard Learn Mobile App on your smartphone – it's free to Catawba students!

Blackboard Learn is a learning management software system that many instructors at Catawba College use to supplement the in-class experience with online materials. You can get notifications on your smartphone when new assignments or grades are posted, a convenience that many students appreciate. There is NO COST for this mobile app for Catawba College students or employees. To learn more, visit http://www.blackboard.com/sites/mobileschoolfinder/index.html and type 'Catawba College' for the school name.

Install Microsoft Office software (Word, Excel, PowerPoint, etc.) on up to 5 computing devices (PC, Mac, smartphone) – it's free to Catawba students!

Catawba College is pleased to announce participation in the Microsoft Student Advantage program which provides all current Catawba College students with an Office 365 Pro Plus license. This license allows students to install Microsoft Office on up to 5 computing devices at no cost to the student. To learn more, visit the **OFFICE & OFFICE 365** channel on the **Technology** tab of CatLink (https://catlink.catawba.edu).
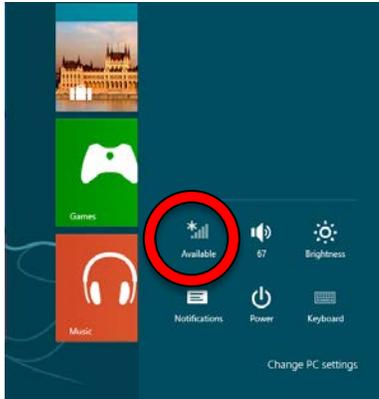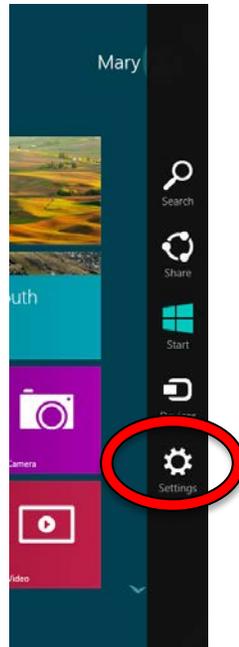
Resources to Learn More

- Quick Guide to Catawba Technology: http://www.catawba.edu/itquickguide
- The **Technology** tab of CatLink (https://catlink.catawba.edu), especially the **IT RESOURCES** channel
- Student Discounts on Microsoft and Adobe Software: http://catawba.edu/about/our-campus/offices/information-technology-it/purchasing/
- Emergency Information: http://www.catawba.edu/emergency
- Register your contact information to receive emergency notifications from Catawba College: http://www.catawba.edu/emergency/pdf/CatawbAlerts.pdf
- Online Registration Guide for Students (CatLink Technology tab – IT RESOURCES channel): http://media.catawba.edu/catlink/documents/CatLink3_Stu_Reg_Guide_v4.pdf
- Quick Guide to Using "Financial Aid Status" Link: https://www.catawba.edu/finaidguide
- Acceptable Usage Policy: http://www.catawba.edu/administrative/computerservices/policy.asp
- Copyright Law & File Sharing Policy: http://www.catawba.edu/administrative/computerservices/copyright/
- Blackboard On Demand Learning Center for Students: http://ondemand.blackboard.com/students.htm
- Identity Theft & Computer Security: http://media.catawba.edu/catlink/documents/IdentityTheft.pdf

Catawba College Wireless Network
Configuration for Windows 8

Windows 8 has a new user interface called Metro that is designed for touchscreen computers. Because of this, you must move your mouse or a finger to a corner of the screen for certain options to appear.
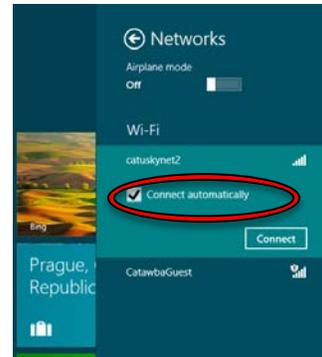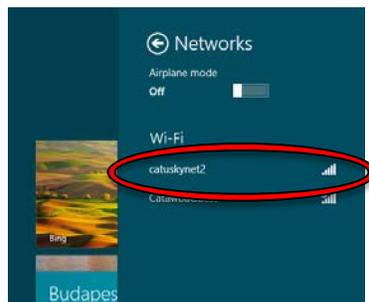
To begin configuring your Windows 8 computer for the wireless network, move your pointer to the top-right corner or bottom-right corner without clicking, and the Charms Bar will appear on the right.

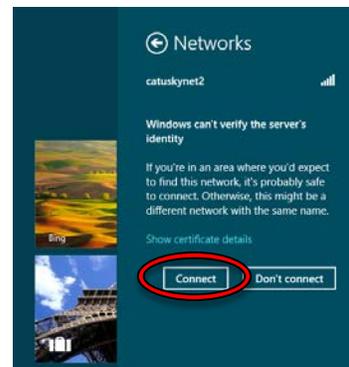1. Click the **Settings** icon in the Charms Bar.

2. From Settings, click the **Wi-Fi icon** above Notifications. If there are available wireless networks but your computer has not connected to any of them, the Wi-Fi icon will read Available underneath.

3. Windows will display a list of available wireless networks. Click **catuskynet2**.

4. If you would like your computer to automatically connect to Catawba's wireless network after this setup, check the "**Connect automatically**" checkbox. Click the **Connect** button to continue.

5. Windows may display Checking network requirements while it detects the security settings for the wireless network. It will then prompt for a **User name and password**. Enter your Catawba username and password in these fields, then click the **OK** button.

6. You will then receive a message that Windows can't verify the server's identity. You will need to accept the certificate to connect to the network. To accept the certificate, click **Connect**.
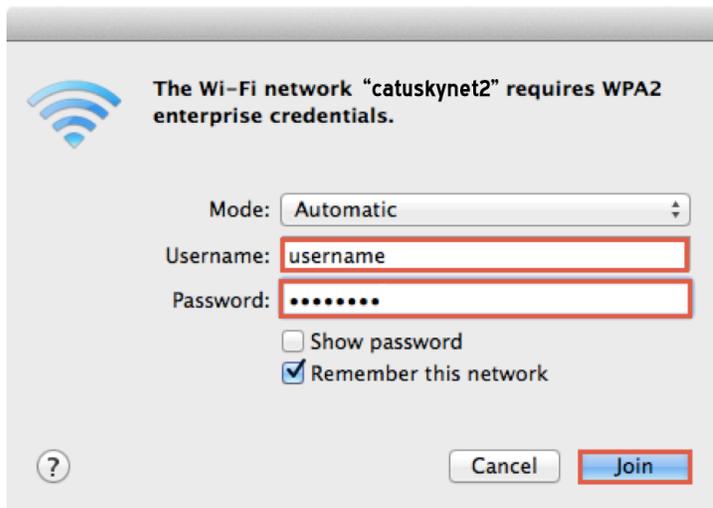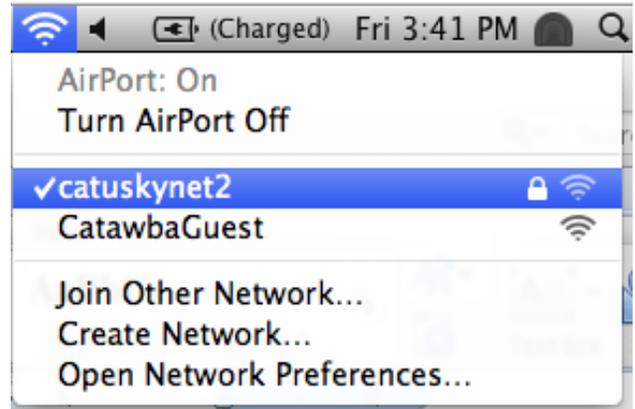
7. Windows may display Verifying and connecting while it connects to the network. Once connected, Windows will display catuskynet2 as Connected.

Catawba College Wireless Network
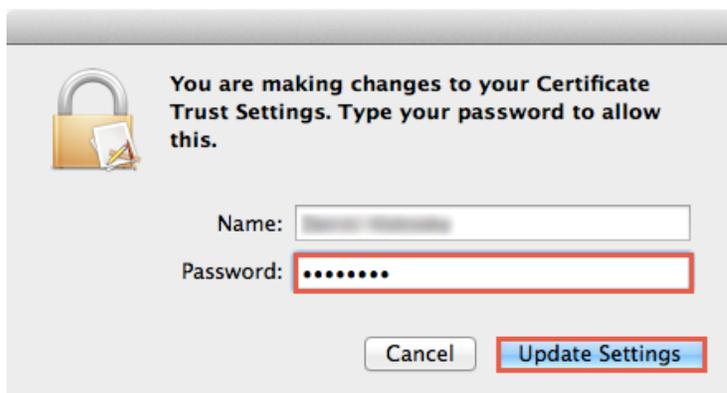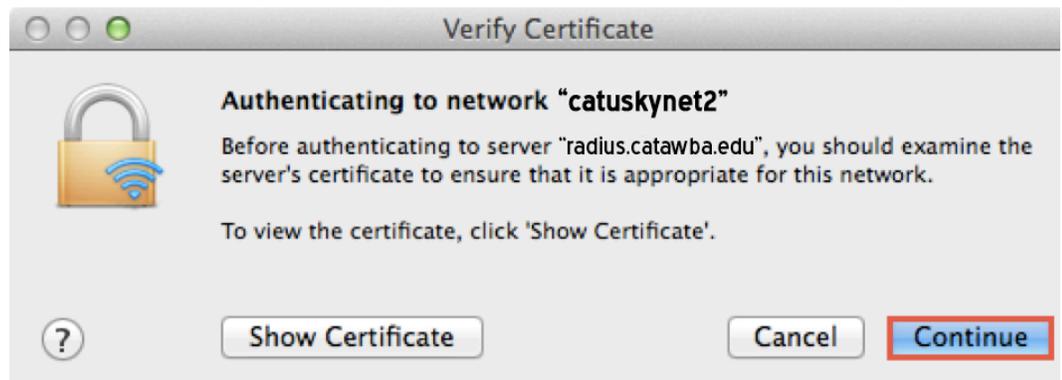## Configuration for Mac OS versions 10.7 - 10.10

Complete the following steps to set up your Mac computer to use the secure Catawba wireless connection.

1. Click the **Airport icon** and select **catuskynet2**.

2. In the authentication window enter your **Catawba Username** and **Password** and click **OK**.

3. If you entered your **Catawba Username** and **Password** correctly you will then be asked to verify a certificate.

4. Click **Continue** and enter your **Computer Account's Username** and **Password**. Then click **Update Settings**.