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Service.

August 2019

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

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.

Be sure to visit us in Hedrick Administration 228 between 8 and noon on Saturday, August 10th or on the ground floor of Hoke Hall between 10 and 2 on Saturday, August 17th to get one-on-one assistance with any and all of your technology-related questions and concerns!

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 10 computer, or from Mac OS X 10.7-10.14. 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; also wired connections are faster than 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.

If you are having any issues getting your device to connect, please come by the IT help desk. We are happy to help! If your device is mostly working on campus, but is just failing in a certain part of campus, there may be an issue with a wireless access point in that area, or there may be interference being caused by a wireless printer or mobile hotspot (which are not supported on campus). Please report the issue to the IT help desk, letting us know the location of the issue, and any non-Catawba network names you may be seeing in the area.

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/offices/information-technology-it/techinfo/techinfo-new/>

Get Your TV Connected to the Time Warner Cable ClearQAM Network at Catawba

Cable TV service is provided in all residence hall rooms via the Time Warner Cable TV ClearQAM network. This network uses the internal QAM tuner in your TV so no separate set-top converter box is required. Just connect your TV to the cable TV jack and scan. See <http://www.catawba.edu/cabletv> for more information.

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.

Register Your Emergency Contact Information

Visit the **PERSONAL INFORMATION** channel on the **Home** tab of CatLink (<https://catlink.catawba.edu>) to view and update your emergency contact information.

Install the MyCatawba and CatLink GO Mobile Apps on your smartphone – it's free

MyCatawba is available for download on Apple (App Store) and Android (Google Play) devices. A few of the features available today:

- New student orientation schedules and checklist (Orientation)
- Athletics information (Athletics)
- Campus directory searchable by name or department (Directory)
- Catawba video library (Videos)
- Campus maps and directions (Maps)
- Emergency Contacts, Campus News, Events, Library information (Resources)

- Links to Catawba Social Media (Social Networking)
- Technology Information (Technology Information)

CatLink GO (powered by Ellucian GO) is available for download on Apple (App Store) and Android (Google Play) devices. Once the Ellucian GO app is installed, select Catawba College as your school. Login with your Catawba credentials. A few of the features available today:

- Check your registration holds (Academic Info – Notifications)
- See your class schedule (Academic Info – Courses)
- Pay your bill (Academic Info – Payments)
- Check your mid-term and final grades (Academic Info – Grades)
- Find your way around campus (Campus Life – Map)
- Get contact information for faculty/staff (Campus Life – Directory)
- Stay current on the latest campus news (Campus Life – Campus News)

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

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 and download the app, visit <https://www.blackboard.com/mobile-learning/blackboard-app.html>.

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>) or <http://catawba.edu/about/offices/information-technology-it/techinfo/techinfo-new/>.

Student Printing, Copying, and Scanning

You do not need to bring a personal printer to campus. Students are given a \$45 quota every semester for printing and copying on campus devices, located in all campus computer labs as well as many other campus locations. Check your print quota in CatLink (**My Account** tab, **QUOTAS** channel). Students running low on quota may click the **Add** link next to their CatLink print quota information to add funds. The charge is automatically posted to your student account. Black and white output is \$0.10 per page; color and 11 by 17 output is \$0.20 per page; there is no charge for scanning. Note that when you print a 2-page document on one sheet of paper front and back (double-sided printing), that counts as two pages and will be charged accordingly.

Catawba utilizes a centralized campus print queue named *secureprint*. When printing from most College-owned computers on campus, this is the default print queue. Additionally, you may send output to this queue from any personally-owned computing device by logging into your Catawba email account and emailing print@catawba.edu. Note the output in the *secureprint* queue may be released for printing at any accessible Canon multi-function device on campus. Log into the device via your Catawba ONE Card or via your Catawba username and password. See the Canon multi-function device guide in the **IT RESOURCES** channel of the CatLink **Technology** tab or at <http://media.catawba.edu/catlink/documents/CanonStudentGuide-2016.pdf> for more information.

Note that while students may bring personal printers to campus, they are not supported in wireless mode. Students should connect to their personal printers using a USB cable AND should ensure that the printer is not broadcasting a wireless network name.

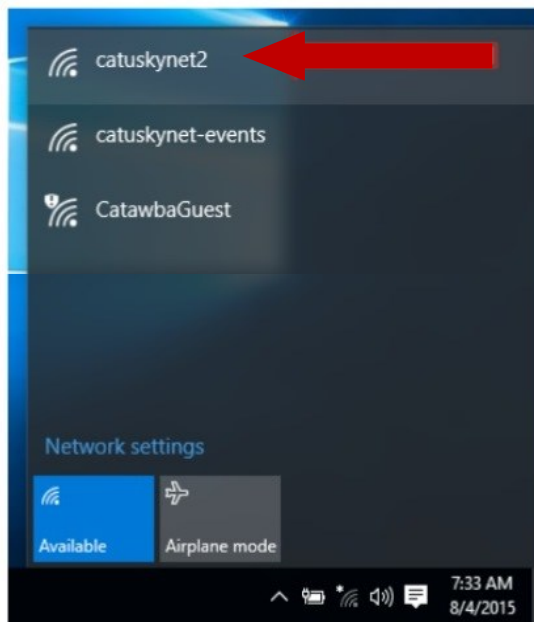
Resources to Learn More

- Quick Guide to Catawba Technology: <http://www.catawba.edu/itquickguide>
- First-time CatLink Login Guide: http://catawba.edu/files/1914/4105/9298/CatLink_FirstTimeLogin.pdf
- 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/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>

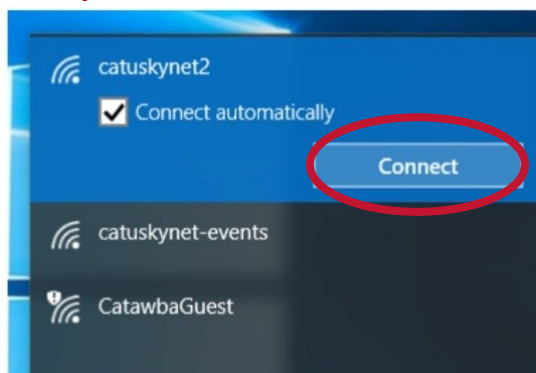
- 1** To connect to the wireless network, first locate and click on the wireless icon in the bottom right corner of your taskbar



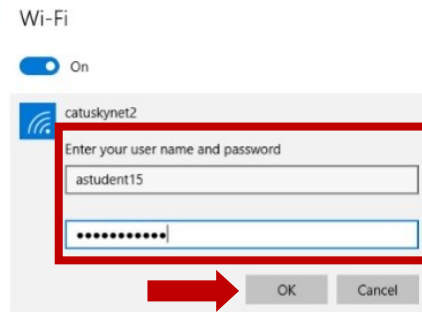
- 2** You will be presented with a list of available wireless networks — click on **catuskynet2**



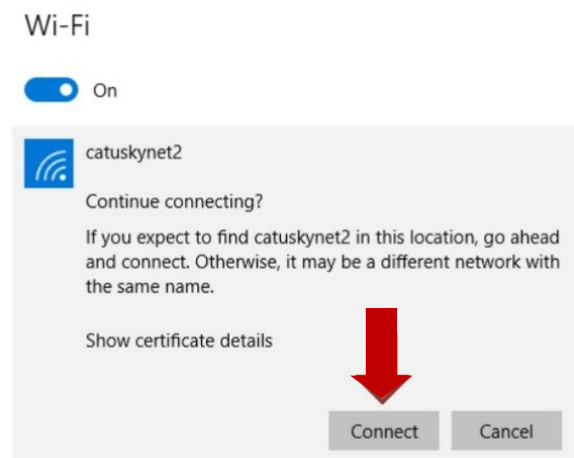
- 3** Check the box to **Connect automatically** to **catuskynet2**, then click the **Connect** button



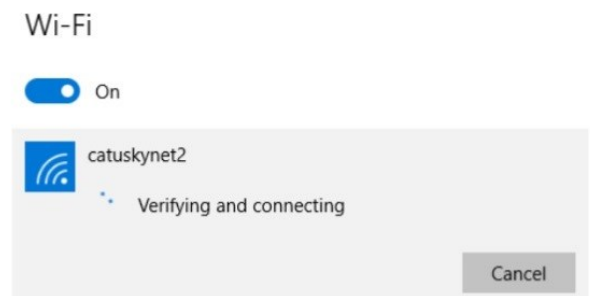
- 4** On the Wi-Fi settings page, you will be prompted for a username and password — enter your **Catawba username and password**, then click OK



- 5** At the **Continue connecting?** prompt, click the **Connect** button



- 5** You will see a message that Windows is verifying and connecting...



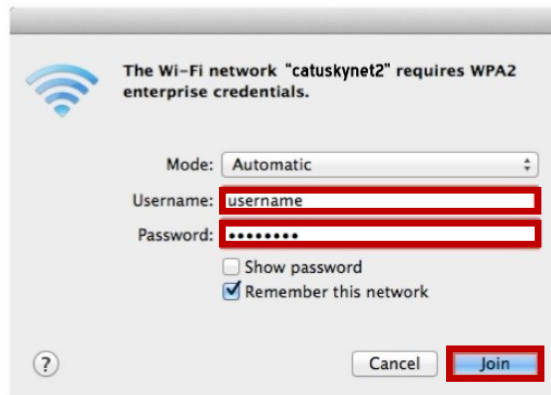
- 6** Then a verification that you are connected



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



- 2 In the authentication window, enter your Catawba **Username and Password** and click **Join**



- 3 If you entered your Catawba username and password correctly, you will be asked to verify a certificate — click **Continue**



- 4 Enter your Mac account user **Name and Password**, then click **Update Settings**, and you should connect

