

# Technology Use at ASU



myCampus Portal  
Student Email  
ASU Network  
Software

Student Edition

ASU IT Services

# YOUR STUDENT ACCOUNT AND EMAIL INFORMATION

**Are you admitted to ASU? If so, congratulations!**

**You have an ASU account!**

Students get an account in the system upon being *admitted* to ASU. Until a student is admitted, individuals cannot be given an ASU account. Accounts are created with up to 8 characters of your first name, then a "." and then up to 8 characters of your last name. If there is already someone with that account name, a number will be added to the end of the account name. Your account name may look something like the following: Jane.Smith OR Jane.Smith1 OR Christop.Montgome.

**Let's activate that account!**

Once you are admitted, you can activate your account name. You can activate your account by going to the myCampus portal at <http://mycampus.astate.edu> and clicking on *First Time Users* in the login box.

*Important for International Students:* You will need to call International Programs if you try to activate your username and you are unable to do so. The International Programs Office will need to review your admission status to see if you are admitted and eligible for an ASU username. The phone number to International Programs is 972-2329.

**Registering for classes and checking financial aid**

You can log into the myCampus portal at <http://mycampus.astate.edu> and then click on Banner Self Service. Banner Self Service is where students register for courses, check financial aid, and much more.

Note: There may be a time delay before you can access Banner Self Service. International Programs will clear students for registration once the student is physically here with required documents.

**Have you registered? If so, you now get a student email!**

Within 24 hours after registering for your classes, you will be granted a student email account automatically. Your email address will be your account name AND @smail.astate.edu

Your student email account will look similar to the following: [Jane.Smith@smail.astate.edu](mailto:Jane.Smith@smail.astate.edu)

You can access your student email account inside the myCampus portal located at <http://mycampus.astate.edu>

**Logging in to myCampus, the ASU portal**

When you have your ASU account activated, you will be able to login to the myCampus portal located at <http://mycampus.astate.edu> Your account name will look something like Jane.Smith

Do not type anything after your account name when logging into the portal. Only your account name should go in the login box. The portal has a lot of great information that you will need as an ASU student! Check it out!

**Did you get locked out of your account?**

Don't panic...it will be okay! Your password will *automatically* unlock in 30 minutes.

After 30 minutes, you can change your password by going to the myCampus login screen at <http://mycampus.astate.edu>

**Forgot you Password? Need to change it?**

You can change your account password by going to the myCampus portal login screen at <http://mycampus.astate.edu> and clicking on *Reset Password* in the login box. If you forget your password, you can click on *Reset Password* or *Forgot Password* and you can change it. Your password will expire every 90 days.

**Do you need your PIN to change your password?**

Please go to the following link to get your PIN. Your PIN is a six digit random number.

<https://webapps.astate.edu/digitalid/campusid.htm>

**Update mobile devices after a password change**

If you change your password, make sure you update your mobile devices, too, such as your phone or iPad.

Mobile devices with stored account information will continue to try to log in and if it is using the wrong password, you may get locked out of your account!

**Emergency alert text messages – Be Informed!**

You can receive a text message whenever there is an emergency alert issued on campus. Log into the myCampus portal at <http://mycampus.astate.edu> and click on *Emergency Alert System* to provide your cell phone number.

## **Beware of Phishing Email Messages – Be responsible with personal information**

Phishing email messages are created by criminals to steal your information, rob your money, or install viruses on your computer. So, how can we identify what is a phishing email message? Many times the phishing email messages will have misspellings (these criminals are not the brightest), contain a threat (e.g., you will lose access if you don't do the following right away), and will reference a familiar company so that you will believe the email is legitimate (e.g., Facebook, Yahoo, Microsoft, etc.)

Here are some tips to help identify whether a message is a phishing attempt (as summarized from various blogs and sites you can find on the topic.)

- Don't ever provide your personal information from an email request. A real business will never ask you to reply to an email with your social security number, credit card info, password, or other sensitive data.
- If you are told to click a link to provide information on a web form, be sure to look at the URL of the website you end up on. Is it the real website for that company or were you directed to a fake site? (Sneaky, huh?)
- The "to" and "from" line in an email can be manipulated to say anything. Just because the email says it is from Facebook, doesn't mean it is. Look closely at your messages.
- Don't open email attachments that you are unsure about opening. If you don't know the sender, don't open the attachment (or even the email for that matter if you feel really unsure about it.)
- Rule of thumb: if it looks bogus, it probably is...delete it! Use common sense. You need to protect your information just as you lock your car and keep an eye on your wallet.
- Read up on protecting yourself on the Web. Do a Google search. There is a wealth of information out there.

**Please remember that Information and Technology Services will never, ever ask you to provide your password...don't share your password with anyone!**

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## **USING THE ASU NETWORK**

### **Wire up in the residence hall**

For the best possible internet connection in the residence hall, please use an Ethernet cable and plug into your Ethernet port. Wireless internet connections are primarily used for when you are mobile.

### **Accessing the wireless network at ASU**

AstateSecure is now available for use for any device that is WPA2-Enterprise capable! This includes Androids as well as many other devices such as PCs, Macs, and iDevices. It is a much more secure and convenient way to connect to ASU's wireless network and is now considered to be the recommended connection over AstateAnywhere. One of the major advantages to using AstateSecure over AstateAnywhere is AstateSecure does not use web-authentication to connect. It's always on.

Usually, all you have to do is just point your device to AstateSecure, accept the certificate and connect using your account name (such as Jane.Smith) and password. No ASTATE\ or STUDENTS\ prefix required! If this does not work, try using your entire email address, such as [Jane.Smith@smail.astate.edu](mailto:Jane.Smith@smail.astate.edu)

If you are having problems with your iDevice, you can go here for manual setup instructions:

<http://apps4.astate.edu/kb/index.php?View=entry&EntryID=282>

### **Personal wireless routers are not allowed in the residence halls**

Students are not to use routers in their residence hall. ASU has a wireless network and routers will interfere with the network in place and can prevent students from being able to get online. ITS and Student Technology Services monitor wireless routers and will turn off the ports for students who do not follow this policy.

### **Do not download copyrighted materials**

If you download copyrighted materials on the ASU network, you may be downloading some trouble. ITS is notified by the copyright owner every time copyrighted digital materials are illegally downloaded by anyone on the ASU network. By law, we have to research who did it, find out where they did it from, and send an email asking that the materials are removed from the computer within 10 days. The offender has to respond to this email and let ASU know that the material has been removed or he or she must explain to the copyright owner why the material does not violate copyright laws. The offender should retain legal counsel for this purpose. If someone gets caught doing this twice, network/internet access is immediately suspended. It just isn't worth it! Avoid the trouble...don't download any copyrighted materials.

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### **FREE software for ASU students ....yes, we said FREE!**

Did you know that you are eligible for free software if you are a currently enrolled student?

The following software is available for pick up:

- Microsoft Windows 7 32-bit upgrade
- Microsoft Windows 7 64-bit upgrade
- Microsoft Office 2010 for Windows
- Microsoft Office 2011 for Mac
- Other selected applications

#### ***Where you can pick up the free software:***

You will be able to pick up the software in the ASU IT Store when the store opens this fall! Until then, you can pick up the DVD from Information and Technology Services or in the ITS Computer Lab located in the Library Room 149. You can also visit <http://www2.astate.edu/a/finance-admin/its/services/software.dot> for more information about available software.

#### ***What you will need to bring with you:***

You must have your ASU student ID. We will need to know whether you have a 32-bit or 64-bit operating system too, depending on what software you want so please bring this information with you.

#### ***To find out if your computer is a 32-bit or a 64-bit operating system:***

Go to your start button on the bottom left hand corner of your monitor. Click on "Computer" and click on "System Properties." You will see the information (either 32 bit or 64 bit) under "System Type." (The directions to access this information may vary.)

***Please note:*** Faculty, staff, and students are eligible for the 32 bit **or** the 64 bit (the wrong version cannot be exchanged) and are eligible for Office 2010 for PC **or** Office 2011 for Mac.

### **Protect your computer with free anti-virus software!**

Symantec Anti-Virus software is FREE! You can download it here:

<http://www2.astate.edu/a/finance-admin/its/services/software.dot>

If you have trouble with this download, you can check out a copy at the Dean B. Ellis Library Circulation Desk.

## **HELPFUL WEBSITES**

Here are some links to some important ASU webpages to check out.

The ASU website is located at <http://www.astate.edu>.

### **myCampus, the ASU portal**

myCampus is located at <http://mycampus.astate.edu> In myCampus, you can access Banner Self Service where you register for classes, review financial aid, pay your account online, and more. You can also check your email, access Blackboard, and find out information about ASU.

You will access myCampus using your ASU username. Do not use the @smail.astate.edu in the login box.

### **ASU IT Store – OPENING THIS FALL 2012 IN WILSON HALL!**

Oh, yes!!! You will be able to purchase all of your technology needs (and cool ASU tech gear) at the ASU-Jonesboro campus! Check us out on Facebook: <http://www.facebook.com/asuistore>

### **Current Student Links**

Access information for current students at <http://www.astate.edu/info/current-students/>

### **International Programs**

The International Programs website is located at <http://www.astate.edu/a/international/>

### **Student Organizations**

The ASU website has been recently updated to include a lot of great information about student organizations. So, get involved at ASU! Find your student group today at <http://www.astate.edu/info/organizations/>

### **ASU Calendar**

The ASU calendar online has a lot of information about what is going on at ASU! You can access the calendar at <http://www.astate.edu/calendar/>

### **Information and Technology Services**

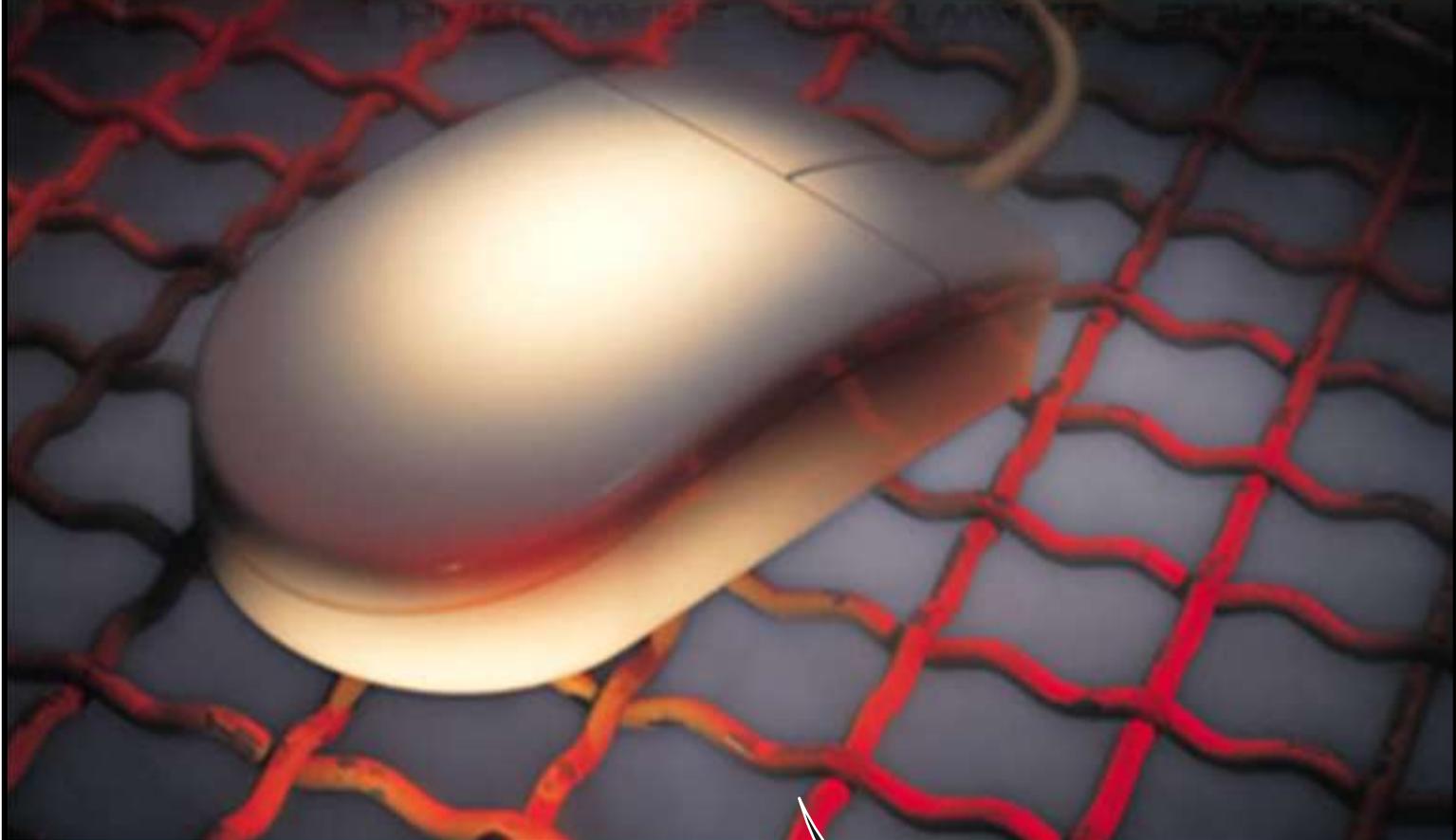
You can access the ITS website at <http://its.astate.edu>

### **ITS Help Desk – Available 24 hours a day, 7 days a week**

You can call 972-3933 or email [onlinehelp@astate.edu](mailto:onlinehelp@astate.edu) for technical assistance.

**HARDWARE SOFTWARE SUPPORT**  
**IT STORE**  
**ARKANSAS STATE UNIVERSITY**

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**IT STORE**



**Opening Soon in the Wilson Building!**

**Be sure to check us out on Facebook!**  
[www.facebook.com/asuitstore](http://www.facebook.com/asuitstore)

ASU IT Services