SAMFORD
UNIVERSITY
TECHNOLOGY SERVICES

Technology Services Student Information

Frank Martin, Director of Enterprise Support Services

Helpdesk Location – Brooks Hall Room 329
- Call us at: 205-726-2662
- Email us at: support@samford.edu
- More info at: www.samford.edu/ts

Download Free Software P.

SAMFORD
UNIVERSITY
TECHNOLOGY SERVICES

Who are we and how do we support the technology needs of our students? Technology Services provides central IT services and support for all faculty, staff, students and alumni.

We can assist with:

- Access to Samford network services (email, portal, Banner, Moodle).
- Wireless Configuration
- Password Resets
- Bulldog Mail (Google Apps)
- Virus/Malware Removal
- Remote Services (some computer lab apps served up via Citrix)
- Computer Labs
- Helpdesk Support
- Software Purchasing
- Samford Card Access

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Access to the Internet and Samford Network Services

- E-mail (bulldogmail.samford.edu)
- Samford University Portal (portal.samford.edu)
- Samford's Learning Management System (moodle.samford.edu)

Samford User Name - Your Samford User Name will serve as one part of the information needed to log in to various information systems such as the Samford Portal (a web-based gateway to many campus services).

Samford E-mail Address - Your User Name, together with '@samford.edu', serves as your Samford e-mail address (ex. jdoe@samford.edu)

Temporary Password - **This temporary password will not provide access to Samford University systems such as email and the portal, but will allow you to choose a new permanent password to use for these systems**. To choose a new password, go to **pwchange.samford.edu** and login using your Samford User Name and the temporary password.

Your password will be known only to you and must not be shared with anyone. The same password is used to access all systems so sharing your password to let someone else see your email also allows that person to view and change personal information and to access any Samford University systems on your behalf.

SUid - All persons are assigned a 9-digit number that will serve as a unique identifier for administrative records. This number will start with the digit 9 and replaces traditional dependence on the Social Security Number as an identifier. There will be times when the Social Security Number is still required (such as on financial aid applications) but the *SUid* will be used in most circumstances.

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Creating or Changing your Samford Password

Password change web address: pwchange.samford.edu

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Samford Homepage

This application will allow you to change your single sign on password used across all systems at Samford.
To continue, please enter your current Samford University user name and password.

Username: Password:
[Submit]

If you have forgotten your password and would like to reset it, click the button below to begin the password reset process.

[I forgot my password]

Note: if you choose "I forgot my password", you will be prompted for your security question/answer response and an alternate email address.

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Most all network services which require username and password will allow to change or reset your password from the login page as seen below:

SAMFORD UNIVERSITY PORTAL
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Secure Access Login

User Name:

Password:

[Login] [Cancel]

Forgot your password? Click here.
Having problems logging in? Click here.
Alumni: Need your username and password? Click here to request it.

Welcome to the Samfor

The Portal serves as a secure
for courses, keep up-to-date

What's Inside?

✉ E-mail: Send a

SAMFORD
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Samford Homepage

Welcome to Bulldog Mail

Please enter your Bulldog Mail ID and password

Username

Password   [Login]

Forgot your password? > Password Management

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wireless
Samford University

Connecting to Samford's Wireless Network

Wi-Fi Networks

- Samford University offers wireless connection all across campus. This service provides students and employees the convenience and flexibility of using portable computing devices at non-traditional locations around campus.

- The primary wireless network (SSID) for Samford students and employees is called **Samford User**. This network requires you to authenticate by entering in your **Samford User Name** and **Samford Password**. By connecting to this wireless network you can reach the outside Internet and all on-campus services.

- **Take Note:** *Samford uses an enterprise class wireless network and not all devices support the type of authentication we use. Examples include certain e-readers (Nook and Kindle, wireless printers, and netbooks running certain Linux based OS's. We suggest you ensure support for the WPA2 authentication method before purchasing a new device for on campus use.*

- Quick link to wireless info web page: www.samford.edu/wireless

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Accessing your Email

Samford University has partnered with Google to provide Google Apps for Education for Samford Students. The service includes Gmail, Google Docs, Google calendar, Google chat and more. The Samford branded Google services are called "Bulldog Apps".
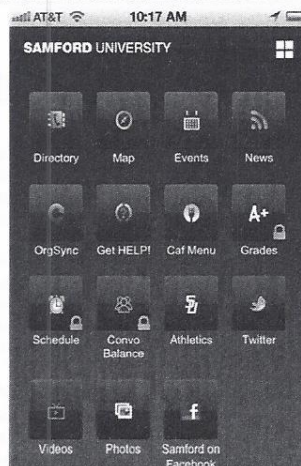
Three primary ways to access your Samford Email account and other Google Services:

- Direct Web link: http://bulldogmail.samford.edu

- Inside the Samford University Portal: http://portal.samford.edu
  - From inside the portal, click on the "bulldogmail" button.

- Configure your mobile device to access your email (go to www.samford.edu/wireless, choose your

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Samford Mobile App is available for Mac iOS and Android mobile devices.
- Grades
- Class Schedule
- Café Menu
- Convocation credits
- Campus Map
- And more....

Samford Mobile App

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General Access Computer Labs

Lab Names and Locations:

- University Library Main Lab – Lower level of University Library (dual boot iMacs)
- Sciencenter Lab – Propst 130 (Windows)
- Healing Arts Lab - Bashinsky Field House room 103 (Windows)
- JMC Lab – University Center Annex, room 113 (Macintosh)
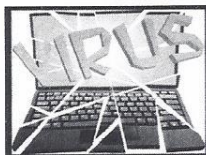
Installed Software Applications:

Microsoft Windows 7 Pro

- Microsoft Office
- Microsoft Internet Explorer
- Fire Fox
- Microsoft Forefront Anti-virus
- Adobe Acrobat Reader
- Adobe Creative Suite
- ArcGIS
- Diet Analysis Plus
- Geometer's Sketchpad
- Mathematica
- Minitab
- SPSS

Mac OSX Snow Leopard

- Fire Fox
- Microsoft Office for Mac
- Adobe Creative Suite
- Mathematica
- SPSS

For more information and hours of operation visit the Technology Services website at www.samford.edu/ts, then click on "Services", then select "Computer Labs"

For computer lab assistance, contact the computer lab helpline at 205-726-2316.

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Keeping yourself and your computer safe from cyber criminals

- **Never give out your Samford password to anyone.**
- **Maintain current antivirus/antimalware software protection**, with daily updates to virus definition files. Several free AV programs are available if you do not currently have one installed.
- **Keep Operating System and software applications up to date.** Computer hackers use vulnerabilities in unpatched software applications to gain access to your computer and your personal information.
- **Never respond to email scams** which ask you to submit your secret login password. These messages are scams and are designed to trick you into submitting your personal account information for malicious intent.
- **Make sure you completely log off when using public access computers** such as computer labs or kiosk computers.

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