



New Student Technology Guide

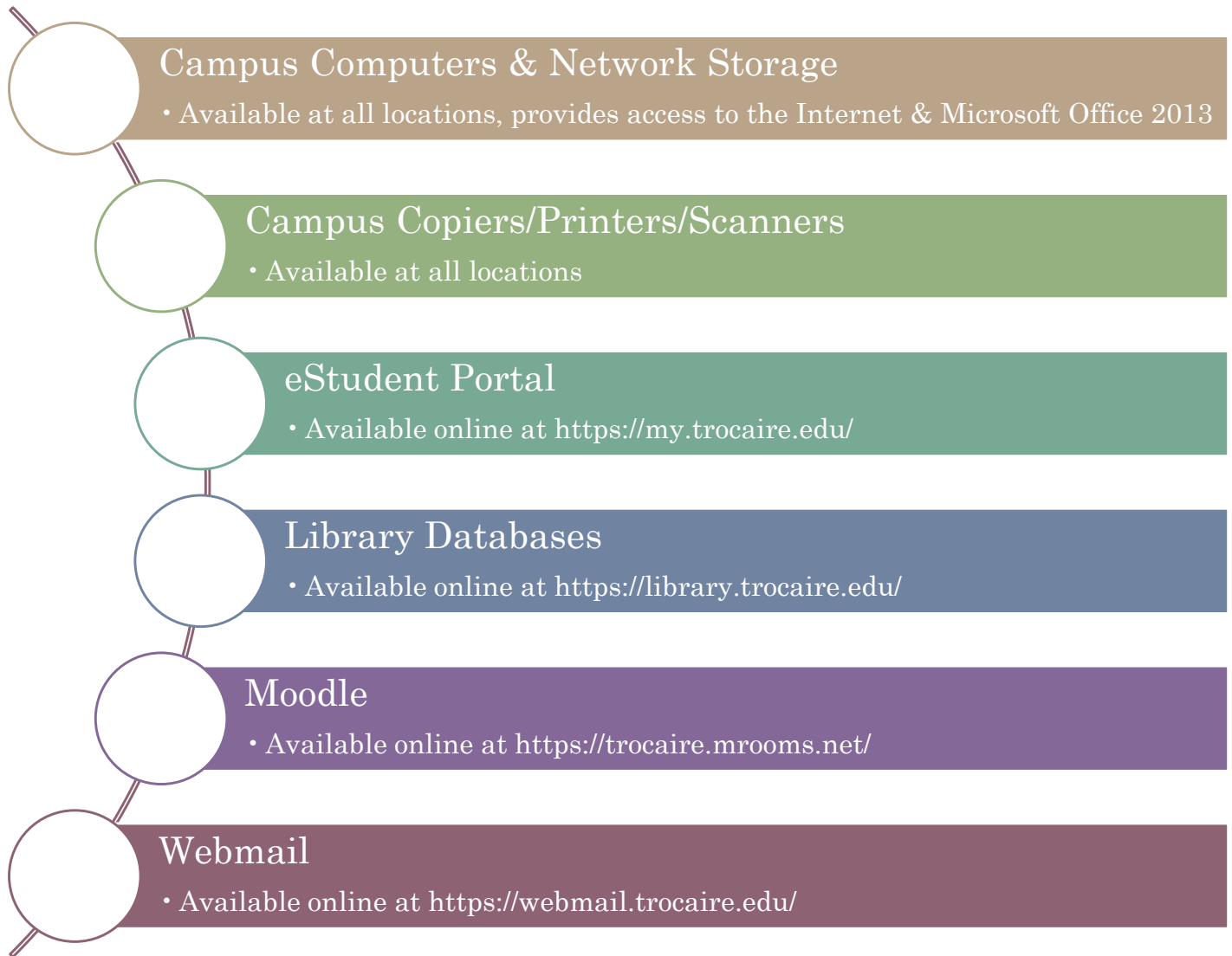
FALL 2018 – SPRING 2019

Student Log-Ins

All Trocaire students are automatically assigned a username, and Webmail address upon acceptance to the college. With a few variations, most usernames will be structured in the following format:

Username		
Last Name	First Initial	@Trocaire.edu
Webmail Address		

Your Log-In provides access to the following college systems:



For more information on our systems please visit us online at <https://my.trocaire.edu/oit/>



Authentication Policy



Keeping Your Information Secure

To maintain compliance with the U.S. Department of Education requirement CFR 602.17(g), all IT usernames and passwords must be kept secure at all times.

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Do not share your passwords with anyone, including college employees.

How does Trocaire keep your data safe?

The Office of Information Technology constantly strives to provide the best protection for your usernames and passwords. **In keeping with these practices, OIT will:**

REQUIRE a password reset every 4 months.

- Previous passwords cannot be reused until a full calendar year has passed. You will be prompted to reset your Webmail password after a successful login through the website. ***We will never email you a link to reset your Webmail password.***

NEVER request your passwords.

- OIT Staff will never request your password in person, over the phone, or through email. If you have received a request to provide this information to any individual claiming to be a member of the IT Department, ***do not provide your password and report them to OIT immediately.***

NEVER reset a user's password over the phone or through email.

- If you require a reset of your Webmail password, you must visit the IT department during normal business hours and present a government or school issued photo ID before your password will be reset. ***There are no exceptions to this policy.***

How can you keep your data safe?

It can be difficult to keep track of all your log-ins when **you need to keep a separate password for every system.** Here are three suggestions from the OIT experts on keeping your passwords organized:

- **Write them down.** Just remember:
 - NO sticky notes with passwords anywhere near your work area!
 - DON'T write usernames & passwords together.
 - DO make-up phrases to take the place of text and “code” your passwords.
- **Keep your passwords in an encrypted file.**
- **Use a Password Manager.** There are services out there to help you keep track of passwords. Some password managers exist within particular browsers, whereas others like LastPass and Roboform can be used across applications. ***Be advised: Certain tools come with price tags, always investigate thoroughly before signing up for any service.***



Hardware and Software Requirements

New Student Checklist

All students are expected and required to use a computer during their time at Trocaire College. Whether you intend to purchase a personal device or use a public computer, the machine must meet the following basic requirements:

✓	Operating System Windows 7, MAC OS X Mavericks 10.9 or higher
✓	Microsoft Office Suite Office 2013, 365, or higher
✓	Anti-Virus Software Subscribed to automatic updates
✓	High Speed Internet Access 10 megabits per second (Mbps) or faster
✓	Internet Browsers Google Chrome or Mozilla Firefox
✓	Browser Plug-Ins Adobe Reader, Flashplayer, QuickTime and Java

Mobile Tools

Students who plan to use a mobile device should download the following free apps for phone or tablet.

Moodle Mobile

The official Moodle app available for Android and iOS. Do not use the browser on your phone or tablet to access the Moodle website.

Email

Webmail works with most native email apps on Android and iOS devices.

Student Discounts

Many major technology providers offer discounts on their hardware and software products to actively enrolled college students. For more information, please visit each company's website directly.



Microsoft Store for Education

<http://www.microsoftstore.com/store>

Get special discounts and pricing for Microsoft hardware and software using your Trocaire email address.



Apple and Education

<https://www.apple.com/education/>

Receive a discount on Apple hardware by showing your student ID at any Apple store, or online using your Trocaire email address.



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Support Services Model

All technical support personnel and resources provided by OIT can be reached through the Office of Information Technology’s website at <https://my.trocaire.edu/oit/>.

