

## Need Help?—OIT Service Desk

OIT is available to assist you with your technology needs. To better serve our students, we have partnered with an outside provider to offer 24/7 phone support. You may contact the Service Desk by email at [oit servicedesk@sjfc.edu](mailto:oit servicedesk@sjfc.edu), by phone at 385-8016, or walk-up at Kearney 053, Academic Computing Center and **online** <https://sjfc.teamdynamix.com/TDClient/Home/>.

Current Service Desk hours are posted online.

## My SJFC—log in once access Bb, Gmail, Infobase, SmartThinking, Fish R Net plus more!



**mySJFC (my.sjfc.edu)** is your one-stop-shop for academic information, campus services, and student life. **Log in once** using your **Network Credentials** and gain access to BlackBoard, Gmail, Hoonuit, Fish R Net, and student life resources.



**Blackboard** is a web-based course-management system designed to allow faculty to provide students with course materials, discussion boards, and more.



**Gmail/Drive/Docs: All SJFC students receive a Gmail Account, Google Apps, and Google Drive Docs** allows users to create and edit documents online while collaborating in real-time with other users. **Google Drive** allows users to store all types of files on the Google servers. Drive provides you **unlimited secure cloud** storage, up to 5TB for a single file. Google Apps Learning Center- <http://learn.googleapps.com/docs> . Check out the section on **Learn by App**.



**InfoBase Learning Cloud** provides online, video-based software training solution available for use by faculty, staff and students. A library of thousands short tutorial movies can be viewed on campus as well as off-campus.


**SmartThinking** provides get on-demand, individual instruction and support from expert online tutors across a variety of subjects, students can access 24x7 on the Internet through a computer or mobile device.



**Fish 'R' Net** homepage contains upcoming class availability, links to your student bill, and access to your personal Fish 'R' Net account.

## Printing

Printing at SJFC—more info at: <https://sjfc.teamdynamix.com/TDClient/KB/ArticleDet?ID=33075>

- All computer labs have black and white high speed laser printers., located nearby.
- Pharos Printing allows you to print documents directly from your laptop to a number of printers on-campus. Computer labs with Print Release Stations are:
  - ◆ *Kearney Academic Computing Lab, Library Main floor*
  - Pharmacy Computer Lab, Nursing Computer Lab 207*
  - Michael House Computer Lab*
- Printing is available 24-hours-a-day, 7-days-a-week via card-swipe access when the College is open at the Kearney Academic Computing Lab. 
- If more than one copy of a document is needed, OIT recommends using the Print Center located in the basement of Kearney
- Copiers are available on the main floor of the library, and in the Kearney Academic Computing Lab.

## SJFC Mobile Print

Students can print from their portable devices when on campus and connected to the SJFC network using **SJFC Mobile Print**.

- Send - attach a document to an email message and send to: **mobileprint@sjfc.edu**
  - Release - from your mobile device, using a web browser, enter: **print.sjfc.edu**. Select a printer and release document to be printed
- \*Print jobs are stored for 2 hours

The **Print Dashboard** allows students to view:


- Current print jobs - number of pages, amount of paper, costs
- Print Options - change printer options prior to printing document
- My Funds - how much money is in your Pharos account
- Activity - printing history and costs



More info: <https://sjfc.teamdynamix.com/TDClient/KB/ArticleDet?ID=33075>

SJFC Mobile App (Ellucian Go)	Mobile Support	Password Policy
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The St. John Fisher College mobile application provides important information for students, parents, faculty, staff and guests on your mobile device(s). From the app users can access:

- News and Events
- A map of the college
- Contact information for campus offices; i.e., Student Accounts, Registrar, etc...
- View grades and class schedules

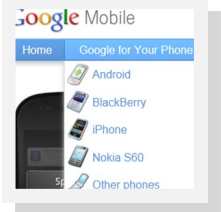
 Ellucian GO app can be download via Google play or iTunes App Store. Be sure to check back often as additional features are added. Visit the [OIT website](#) for more info.

To receive email on your mobile device there are steps that need to be completed.

1. Confirm your password on Google.
2. Add Gmail account to mobile device

Additional support and documentation: can be found on the OIT [Knowledge Base](#) online.



Note: *Our password policy requires that network account passwords meet the following requirements:*

1. The password is at least eight characters long.
2. The password contains characters from at least three of the following categories:
  - English uppercase characters (A - Z)
  - English lowercase characters (a - z)
  - Numeric digits (0 - 9)
  - Non-alphanumeric (for example: !, \$, #, or %)
3. The password does not contain three or more consecutive characters from the user's account name.
4. Your New password must be different from ones used in the past.

Passwords will expire every 180 days and you can only change your password once per day.

## Your Pdrive—Personal Network Storage Space at SJFC

Securely store files on your network storage drive. This storage space, which is backed up daily, is sometimes referred to as the “P” drive.

How to access from **PC**:

1. From the **labs computers including ( ITEC’s, Library computers, Cyber Café, etc)**, “My Documents” is defaulted to your P: drive.

How to access from a **Mac on campus**: Using a browser, i.e., Firefox

- Enter server address: [smb://citadel.sjfc.edu](https://citadel.sjfc.edu)
- Username is: **academia/your SJFC username**

Additional support on Network Storage Space: <https://sjfc.teamdynamix.com/TDClient/KB/ArticleDet?ID=33041>

## Office 365

Fisher provides **Microsoft Office** to students at no cost while enrolled at the college.

Students can download & install Office 2016 by visiting the **Get MS Office 365 for student website**: [www.office.com/getOffice365](http://www.office.com/getOffice365)

Check out the pdf file... **Download and Install MS Office**: <https://sjfc.teamdynamix.com/TDClient/KB/ArticleDet?ID=33383>

## Computer Labs

Each Lab Offers:

- A variety of software, including productivity/ academic applications.
- A variety of hardware, including PCs, printers, and scanners.

The Kearney Academic Computing Lab is available 24-hours-a-day, 7-days-a-week via card-swipe access when the College is open.

- If there is a computer or printer issue in any computer lab, please report the issue to the OIT Service Desk by calling 385-8016.
- A list of computer labs is available online: <https://sjfc.teamdynamix.com/TDClient/KB/ArticleDet?ID=32859>

## Think before you download.... Peer to Peer File Sharing

St. John Fisher College does not condone the illegal downloading of music, movies, software, and any other online data protected by copyrights from campus resources, including computing labs and the wired and wireless campus network.

The College’s Infringement of Intellectual Property Rights Policy can be found on the OIT Policies knowledge Base article: (<https://sjfc.teamdynamix.com/TDClient/KB/ArticleDet?ID=34298>)

