Getting Started with Technology @ PLU

Welcome to Pacific Lutheran University! Information & Technology Services (I&TS) is here to help you gain the skills and knowledge you can build on for the rest of your life. And we're committed to providing you with the help you need for using technology at PLU. Below are some first steps for getting started, followed by contact information for getting help.

Activate Your PLU ePass

What's an ePass?

Your PLU ePass includes a PLU username and a password. Your ePass enables you to access online services available only to the PLU community, such as e-mail, campus network registration, and the Sakai learning management system for your classes. And you may need your ePass to access online forms such as meal plan forms, vehicle registration, etc.

Account Activation

You should have already received information about how to activate your ePass. If you haven't already done so, please activate your ePass.

http://www.plu.edu/myepass/

Manage Your ePass

Tools for changing your password or resetting a forgotten password can be found at

https://epass.plu.edu/

Connect to the Internet

Wired

Wired network connections are available in all residence halls. Instructions on how to connect from your residence hall are at

http://www.plu.edu/helpdesk/getting-started/wired.php

Wireless

Nearly all academic buildings and most residence halls have full wireless access.
More info is available at

http://www.plu.edu/helpdesk/getting-started/wireless.php

Network Registration

You should be able to register wirelessly from most campus buildings. Type "**gatekeeper.plu.edu**" into the address bar of your browser. Next, you must agree to the university network policy and register your computer by typing in your PLU ePass username and password. If successful, the computer will notify you that your computer has been registered and ask you to reboot your computer. More details can be found at

http://www.plu.edu/helpdesk/getting-started/network-registration.php

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Mobile and Gaming Devices

Your device MAC address is required; contact the Help Desk (see below) for assistance in finding your MAC address. Fill out a device registration request **(Internet Connectivity -> Gatekeeper Registration)** at

http://helpdesk.plu.edu

Computers, Labs, & Printing

Computer Purchase Recommendations

PLU does not require students to have computers; however, it is highly recommended that you have your own computer to work on coursework outside of class. See details at

http://www.plu.edu/helpdesk/getting-started/purchase-recommendations.php

Computer Labs

I&TS supports two general computer labs for your computing needs: the Haley Information Center on the first floor of the Library and the Open Lab in Morken 114. For a listing of hardware and software on computers, see

http://www.plu.edu/~libr/about-library/software-hardware.html

Printing and Copying

The Haley Information Center and Morken Open Lab have laser printers for printing papers, notes, articles, Web pages, and more. Your PLU LuteCard is loaded with 100 free copies initially. Get details on printing and copying at

http://www.plu.edu/~libr/get-help/printing-copying.html

Get Your Email

Gmail

Gmail is PLU's standard web based email package. Access your email account and settings at **http://mail.g.plu.edu**. Settings for IMAP and POP clients can be found at

http://www.plu.edu/google-apps/transition/settings.php

Nickname or Alias

Don't like the looks of your ePass username@plu.edu as an email address you distribute to friends and colleagues? You can set or remove a nickname such as firstname.lastname@plu.edu at

https://epass.plu.edu/secured/tools/set_nickname.php

Forwarding

Want to forward your PLU email to another email address? Log in to Gmail and go to **"Settings" -> "Forwarding and POP/IMAP"** or use this link

https://mail.google.com/a/plu.edu/#settings/fwdandpop

Quota

Need to know how much space you have left in your email account? The bottom footer of your Gmail page lists how much space you have left of your 7475 MB total.

Mobile Devices

Want to access your email and calendar from mobile devices? Get more info at

http://www.plu.edu/google-apps/mobile-access/

Review Computer and Network Use Policies

Five policies govern computer and network use at PLU. Be sure to understand these policies to avoid violations and consequences. Learn more at

http://www.plu.edu/helpdesk/policies/

Install Anti-Virus Software and Review Cyber Safety Tips

Anyone who uses a computer on the campus network shares responsibility for protecting network services for others. PLU requires that any personally owned computer connecting to the network be protected from viruses. Students and employees are welcome to use their choice of anti-virus software on their personally owned computers. Those seeking free anti-virus software are encouraged to use one of the following anti-virus programs recommended by Information & Technology Services staff at

http://www.plu.edu/antivirus

I&TS also recommends that you keep your operating system and other software up-to-date with the most recent patches.

PLU I&TS will NEVER ask you to reveal your password or other such personal information. Get informed about Phishing, Spyware, Spam, Cyber Safety for Social Networks, P2P and File Sharing at

http://www.plu.edu/helpdesk/support/cyber-safety.php

Access Online Systems

Google Apps for Education

Want to access your email, chat with a buddy, schedule a meeting, share a document, create a web site? Google Apps provides a basic toolkit for email, communication, and collaboration at PLU.

Login with your PLU ePass: http://mail.g.plu.edu/
Support Web Site: http://www.plu.edu/google-apps/

Sakai

Sakai is PLU's learning management system and offers a wide array of web-based teaching and collaboration tools for classes. Professors may use Sakai to distribute class materials, assignments, and online tests. Your classes that use Sakai will be listed as tabs after you login.

Login: http://sakai.plu.edu
Click the "PLU ePass" button in the upper right corner to login.
Email for support: sakai@plu.edu
Phone: 253-535-8728

Banner Self-Service

Provides access to registration, course schedules, financial records, and other personal information. Please note that Banner Self-Service uses a different user ID and Pin number than your ePass.

Login: http://banweb.plu.edu

PLU Search and Directory

Need to find a person, phone number, info about an office, or search the PLU web? Use the search box in the upper right corner of the PLU home page and type in as much as you know. Or go to

http://search.plu.edu

System Status Page

Having any networking or computing issues? Go to this page first to see if others have already reported the same problem and what is being done to fix it.

http://www.plu.edu/status

Use Classroom Technology

Need help with classroom equipment or patching your laptop into a classroom computer projector? Multimedia Services provides support for the the use of classroom technologies and checks out multimedia equipment such camcorders and audio recorders for your class projects.

Email: media@plu.edu

Phone: 253-535-7509

Location: Library, First Floor

Get Help

Help Desk

Having problems with your ePass, computer, or getting connected? Stop by the Help Desk or fill out our online Help Request to get help with these and other technology issues.

Help Requests: http://helpdesk.plu.edu

Web Site: http://www.plu.edu/helpdesk/

Email: helpdesk@plu.edu

Phone: 253-535-7525

Location: Library, First Floor

Digital Media Center

Need help with technology for a class project? The DMC is staffed by knowledgeable students and staff who can assist you with your projects, even if you don't know the technology needed for completing them. All you need is a vision for your project and a desire to learn, and we'll provide the expertise and the equipment to guide you to a finished product.

Web Site: http://www.plu.edu/~dmc/

Email: dmc@plu.edu

Phone: 253-535-8728

Location: Library, Second Floor, Room 207

I&TS Technology Workshops

Want to learn more about PLU technologies? Information and Technology Services offers workshops on a wide variety of topics. For more information and a calendar of workshops, visit

http://community.plu.edu/its-workshops