

New Computer Accounts

To ensure security, everyone using computers at St. Norbert College must have one or more computer accounts. These accounts allow the IT department to provide individuals with access to resources such as software and disk storage. All accounts on the campus network are administered by the IT department and are free to all College employees and students. The computer accounts you have may include:

1. **Campus Network / E-mail account** (all users): This account permits you to connect to the College computer network and use the College's e-mail system. This account is required for everyone using computers on campus. This is the first account you will encounter when you turn on a computer on the network. You use the same login ID and password to access both the network and your e-mail.
2. **KnightLine (course registration system) account** (faculty and students): This account is required to access course registration information. All KnightLine questions should be directed to the Registrar's Office, x3216.
3. **Banner (administrative system) account** (faculty and staff): This account is required to perform any Banner activities. Someone in your department should tell you if you need this account. If you require a Banner account, your supervisor must contact the IT department and indicate which menu items you need access to. You will be notified when your account(s) have been established.

Each of these accounts consists of a login ID (the same for all accounts) and a password. Your login ID is usually the first 4 characters of your last name, plus your first and middle initials. You choose your own passwords.

Your campus network / e-mail account will be created before you attend orientation (students), or after your information is put into the College administrative system (employees). Before you use your accounts for the first time, you will need to activate your account (instructions below). If you would like assistance activating your account, come to the Technology Support Services Help Desk in Cofrin 101.

Activating your account

1. Go to the Computer Account Management page at <http://www.snc.edu/pw/>.
2. Click the "Activate your account" link.
3. Enter the requested information where indicated and click the **Submit** button.
4. You will be given your SNC login ID & e-mail address. Make note of these.
*If the system says that it can't find your information, contact the Help Desk for assistance.
5. In each of the "New password" boxes, enter a password of your choosing. Passwords should be 6-8 characters and must contain at least one letter and one number.
6. Click the **Change Password** button.

Your Login ID: Your login ID is usually the first 4 letters of your last name followed by your first and middle initials (e.g., Donald F. Duck's login ID would be *duckdf*). Again, you will receive your login ID when you activate your account through the Computer Account Management page (<http://www.snc.edu/pw/>).

Your password: You will use the same password for logging in to the network and for your e-mail. Your password will expire every 6 months. When your password is about to expire, you will receive e-mail messages telling you to change it. It is very important that you change your password as soon as you get these messages, otherwise, you will be locked out of the network. You may change your password from any computer on the Internet at any time from the Computer Account Management page (<http://www.snc.edu/pw/>).

Your e-mail address: Your e-mail address is `yournickname.yourlastname@snc.edu` or, if you do not have a nickname in your College records, `yourfirstname.yourlastname@snc.edu` (e.g., Donald Duck's e-mail address would be `don.duck@snc.edu` or `donald.duck@snc.edu`). Again, you will receive your e-mail address when you activate your account through the Computer Account Management page (<http://www.snc.edu/pw/>).

Logging in & out

When you turn on your computer, you will see a login box requesting your *Username* and *Password*. Enter the login ID you received and the password you created when activating your account (above).

In your office, you should fully shut down your computer before leaving each day. In campus computer labs, log out when you're finished by double-clicking the Logout icon.

Using e-mail

The College offers a web-based e-mail program called WebMail (<http://www.snc.edu/webmail>), which allows you to access your e-mail account from any computer with an Internet connection and a web browser, with no special configuration. With WebMail, your e-mail and folders are stored on the mail server, so you can access them from any computer on the Internet. Detailed instructions for using WebMail are in the handout ***Using WebMail***, available at <http://www.snc.edu/techsupport>.

The College also supports and strongly recommends a free e-mail program called Thunderbird. This program must be installed on each computer on which you wish to use it. Thunderbird also stores your e-mail and folders on the mail server, so you can still access them from any computer on the Internet via WebMail (e.g., when traveling). Instructions for installing and using this program can be found in the handouts ***Installing & Configuring Thunderbird for SNC E-Mail*** and ***Thunderbird E-Mail Basics***, available at <http://www.snc.edu/techsupport>.

Outlook and Outlook Express are not supported and are strongly discouraged. For more information, see the handout ***Accessing Your SNC E Mail***, available at <http://www.snc.edu/techsupport>, or call us. We would be happy to discuss with you the best e mail program for your needs.

Assistance and Questions

If you have any questions or need more information, please call the Help Desk at (920) 403-HELP (4357), contact us via e-mail at helpdesk@snc.edu, or stop by the Help Desk in Cofrin 101. The Help Desk is for St. Norbert College students and employees only.