

# GET IT

GET IT is your technology handbook to access, learn and know more about the IT services and support available to you at Douglas College.

While you continue to learn remotely, with partial return to campus, here are the list of IT services and online learning tools available to support remote and distant learning.

- ✓ College Network Access (CNA)
- ✓ Passwords
- ✓ myAccount
- ✓ Printing
- ✓ Wi-Fi
- ✓ Microsoft 365
- ✓ Educational Technologies
- ✓ IT Security
- ✓ IT Support Services



***STUDENTS***  
***FALL 2020***



# College Network Access (CNA)

- Every student has College Network Access (CNA) credentials to access services and resources.
- With CNA credentials you can access College computers, Blackboard to access course content, submit assignments, take online tests and more, Wi-Fi, U-Pass BC on Compass Card and Citrix, among other services.
- Ensure you save your College files on OneDrive in Microsoft 365; it can be more reliable than USB devices.

## How to log in to College Network?

- Your username is your 9-digit student number.
- If you're a new student, your password is generated randomly, and emailed to you when you're registered for at least one course.
- NOTE: Change this password when you first login to make sure you're the only one to know it. [Learn more.](#)



# Passwords

Forgot your password? You can reset your password on your own using the password reset portal. Students' personal emails are automatically registered for the portal. To register another email address and/or cellphone number :

- Go to [password.douglascollege.ca](https://password.douglascollege.ca)
- Enter your CNA credentials, click " Login"
- Add your personal email and/or ten digit cellphone number and click "Enroll." ***Do NOT enter your Douglas College email.***

Before changing your CNA password, familiarize yourself with its requirements to ensure your login is as secure as possible.

Your credentials give you access to many services, so you're required to set up a password with at least 10 characters to be more secure. You're strongly encouraged to create a passphrase.



Become familiar with [myAccount](#). Here you'll have access to information that is relevant to your day-to-day at Douglas.

### What kind of information will I find in myAccount?

- Course registration and waitlists
- Grades and transcripts
- Personal booklists
- Tuition fees and account summary
- Financial aid and tax forms
- Your personal information and contact details

### How can I log in to myAccount?

- Go to [myAccount](#).
- In the User ID field, enter your 9-digit student number.
- In the PIN field, enter default password - your date of birth followed by Douglas (ddmmyyDouglas) NOTE: You'll be prompted to change this PIN at your first login.
- Click the Login button. You can log in to myAccount on only one computer at a time.

### How can I change my myAccount PIN?

If you know your current PIN:

- Log in to myAccount, and click Personal Information.
- Click Change PIN.
- Type your current PIN and the new one.
- Click Change PIN to complete the change.

### Setting up a security question:

- Log in and click Personal Information.
- Click Change Security Question.
- Use the security question provided, or create your own.
- Click submit.

### If you forgot your PIN:

- Go to myAccount, and type your 9-digit student number on the User ID field.
- Click the Forgot PIN?/Change PIN? button.
- Answer the security question, and click Submit.
- Type your new PIN on both fields, and click Reset PIN.
- NOTE: Ensure you have a security question set up
- For more information, see the Logins & Passwords page on the College website.
- When you finish using myAccount, log off and close the browser windows to protect your account.



Your credentials as a Douglas College student will give you access to the Wi-Fi network while you're at one of our campuses.

- Wi-Fi access for [Android](#) users
- Wi-Fi access for [iOS](#) users

#### **How can I connect my mobile devices to the internet?**

- Choose Douglas College Internal from the network list.
- Click Connect.
- Enter your CNA credentials.
- NOTE: You may be prompted to accept a security certificate.
- Click Accept or Continue.

NOTE: Once your device is connected the network will automatically recognize it when you're on campus.



Douglas College students are allowed to print 180 sheets of paper free of charge per semester. Go ahead and print from any machine until you've used your quota. At the beginning of each semester, your quota will be reset to 180 sheets.

NOTE: Detailed instructions are available in the computer rooms, libraries and at <http://www.douglascollege.ca/printing>

To print copies at the DSU, the cost per page is \$0.05 for black & white, and \$0.35 for colour printing. [Contact the DSU](#) for more information.



# Computer Labs

Computer labs are available to registered students with valid identification. You can use these spaces to study, do your research and work on your assignments.

**Operating hours and other details can be found at**

<http://www.douglascollege.ca/labs>

**Are there any policies I should be aware of?**

Yes. You must follow two policies: Use of College Resources Policy (A20.01.03) and Computer Use Policy (A20.01.05). Please read them carefully at <http://www.douglascollege.ca/adminpolicies>

**Computer lab at the DSU**

You can also study in the lab provided by the Douglas Students' Union (DSU) at the New Westminster campus. [Contact the DSU](#) staff for more information.



# IT Security

**How can you keep your information and devices secure?**

- Keep your operating system and antivirus software updated (Douglas takes care of your work computer).
- Keep your devices and Wi-Fi network password-protected.
- Always change default passwords on your software.
- Use different passwords/passphrases for different websites.
- Don't click links or open attachments without validating that they're safe.
- Ensure that website links are https instead of http before making financial transactions online.
- Don't download from suspicious or unknown sources.
- Connect only to external Wi-Fi networks you trust, and never shop or bank on public networks.
- Turn off Wi-Fi, Bluetooth, camera and location services on your mobile when not in use.
- Enable multi-factor authentication for your accounts, whenever possible.
- Connect only to external Wi-Fi networks you trust, and never shop or bank on public networks
- Delete old, unused software applications from your devices.



# Educational Technologies

At Douglas College, we use [Blackboard](#) for online learning activities. [Collaborate](#) (for online classes and meetings) and [Kaltura](#) (for creating and sharing media files) are often used in conjunction with Blackboard to facilitate interactive and varied learning experiences.

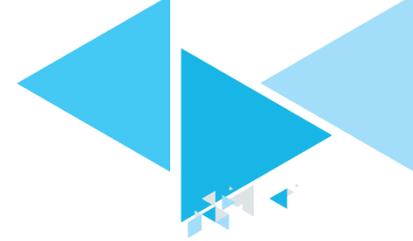
Visit the [Online Learning](#) page on Douglas College website for all the information on available educational technologies.

Visit the [Online Learning Requirements](#) page on Douglas College website to know the minimum system requirements for taking courses online at Douglas College

Please contact the CEIT Service Desk at 604-527-5330 if you need technical help



# Microsoft 365



All Douglas College registered students have free access to Microsoft 365 software in the Canadian cloud.

## Which programs are included in Microsoft 365?

Outlook, One Drive, Word, Excel, PowerPoint, OneNote, SharePoint, Sway, Lists, Whiteboard, Planner, Delve, Project, Stream, ToDo, Kaizala, Forms, Calendar

## When will my Microsoft 365 account be created?

When you register for your first course.

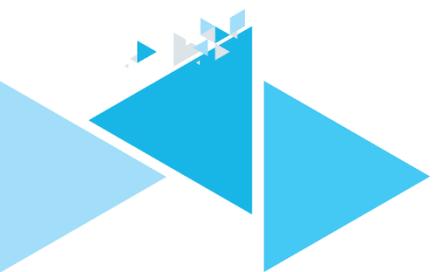
## How do I know my College email address?

It will be sent to the email that you provide to the College when you register. You can also find it in myAccount, under Personal Information.

## How can I log in to Microsoft 365?

- Go to <http://portal.office.com>
- Enter your College email address and CNA password in the respective fields.
- Click sign in

For login troubles, contact the Service Desk. For other issues: <https://support.microsoft.com>





# IT Support Services

## Service Desk

The CEIT Service Desk is staffed by skilled technicians who solve problems for students and employees having difficulty with College owned technology. We provide phone and email support Monday – Saturday. To learn more, visit the [Service Desk](#) page on the College website.

Phone: 604 527 5330

Email: [servicedesk@douglascollege.ca](mailto:servicedesk@douglascollege.ca)

## Students Helping Students

[Students Helping Students](#) is a service that offers troubleshooting support for issues related to IT services and online learning tools including login assistance, computer functionality, campus printing, Wi-Fi, navigating College website, Blackboard and more.

The service is available for Douglas College students throughout the year. For the Fall 2020 semester, this support will be provided by four co-op students on a one-on-one basis.

The support hours have expanded this semester to ensure the student assistants are available to support students in different time zones.

To support physical distancing as the pandemic continues, the student assistants are available to support you virtually, via videoconferencing or email.

**THE SERVICE IS AVAILABLE MONDAY TO FRIDAYS, 7 A.M. TO 9 P.M. PST**

**CONTACT VIA ZOOM AND EMAIL  
AT [SHS@DOUGLASCOLLEGE.CA](mailto:SHS@DOUGLASCOLLEGE.CA)**

For technical assistance you may also contact the [CEIT Service Desk](#)