





This guide is published by the Centre for Educational and Information Technology (CEIT) to tell you how to:

- Log in to the College computers and Wi-Fi.
- Reset your College Network Access (CNA) password without depending on the CEIT Service Desk.
- Find the computer labs and use the printers.
- Access myAccount, Blackboard and Office 365.
- Protect your online information from hackers.

If you have any comments about this guide, please direct them to the Service Desk at 604 527 5330 or [helpdesk@douglascollege.ca](mailto:helpdesk@douglascollege.ca)

Enjoy your time at Douglas. It's a pleasure to have you here!

**GET IT — IT Services for Students** is published by the Centre for Educational and Information Technology (CEIT). **Cover:** Tim Paul | **Images:** StoryBlocks and WPClipart | ©2018 Douglas College | All rights reserved.

welcome

STUDENTS helping STUDENTS

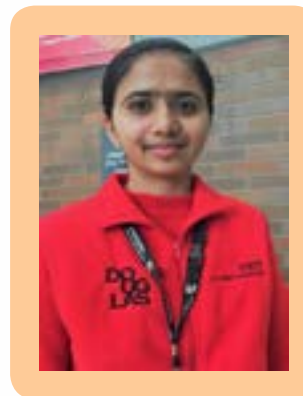
The *Students Helping Students (SHS)* service offers on-campus technology support to Douglas students. This support is provided by co-op students on a one-on-one basis.

The CEIT Student Assistants can respond to your requests for help with:

- Logins
- Computer functionality
- Printing
- Wireless
- Connectivity

Some responsibilities of a CEIT student assistant are daily scheduled visits to the computer labs, atrium, concourse and the library. They'll constantly be moving around those areas **ouffitted in red vests**.

The SHS service has proved successful throughout the years, responding to hundreds of student requests every semester.



Manpreet Kaur, NW (pictured left), Nakul Garg, COQ



**Coquitlam campus**

For more information on operation hours, please click here - <http://www.douglascollege.ca/shs>

Phone or text: 604 306 4777  
Email: [dshs@douglascollege.ca](mailto:dshs@douglascollege.ca)

**New West campus**

For more information on operation hours, please click here - <http://www.douglascollege.ca/shs>

Phone or text: 604 396 4475  
Email: [nwshs@douglascollege.ca](mailto:nwshs@douglascollege.ca)

Every student has College Network Access (CNA) credentials to access services and resources.

### How can I log in to the College network?

1. Your username is your 9-digit student number.
2. 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 log in to make sure you're the only one to know it. [Learn more.](#)

### With CNA credentials, what do I have access to?

College computers, the Wi-Fi, U-Pass BC on Compass Card and Citrix, among other services.



When you log off Douglas computers, your files are automatically deleted from the hard drive. **Always** save them to OneDrive in [Office 365](#), more reliable than USB devices.

To reset a password on your own, use the Password Portal. Students' personal emails are automatically registered for the Portal.

### To register another email address and/or cellphone number :

1. Go to [password.douglascollege.ca](https://password.douglascollege.ca)
2. Enter your CNA credentials, click "Login"
3. Add your **personal email** and/or ten digit cellphone number and click "Enroll." **Do NOT enter your Douglas College email.**
4. If you would like to add Google Authenticator as an additional verification option, click the Google Authenticator tab and follow the directions to install the app to your smartphone



# 10-DIGIT PASSWORD

**B**efore changing your CNA password, familiarise yourself with its requirements to ensure your login is as secure as possible.

## Password reset

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.



## Why passphrases?

Passphrases are sequences of words that may contain mixed case, numbers, and punctuation. They're longer than passwords, but easier to remember because you can associate them with a situation that's familiar to you. For example, NeverWent2->Bali! or BeentoGreece.2o04 — these examples would take over 45 thousand years to crack!

[Take the Password Test](#) to validate the strength of your password or passphrase.



Time to crack your password:  
**46 thousand years**

**Y**ou're able to change your password anytime online, on your own. Just make sure you're registered for the [Password Portal](#).

## If you know your password, and are using a College computer :

Press Ctrl+Alt+Delete, click the "Change a password" option and follow instructions on screen.

## If you forgot your password :

1. Go to [password.douglascollege.ca](https://password.douglascollege.ca) or on the login screen on a College Computer, click "Reset your Password"
2. Enter your CNA user name in the "User Name" field
3. Type in the characters you see from the picture displayed, click "Continue"
4. Either select an email, cellphone number or the Google Authenticator option to receive your verification code and then click "Continue"
5. Check your email, text messages or the authenticator app for the code, enter it into the "Verification Code" field and then click "Continue"
6. Enter in your new password, then click "Reset Password"

# password reset

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

How can I connect my mobile devices to the internet?

1. Choose **Douglas College Internal** from the network list.
2. Click **Connect**.
3. Enter your [CNA credentials](#).  
NOTE: You may be prompted to accept a security certificate.
4. Click **Accept** or **Continue**.  
NOTE: Your device is connected. The network will automatically recognize it when you're on campus.



What if I need troubleshooting?

Many laptops have a physical switch to turn on the Wi-Fi. Ensure the switch is on. If you're still having problems, please see our [Students Helping Students](#) or contact the [CEIT Service Desk](#).

All Douglas College registered students have free access to [Office 365 software](#) in the Canadian cloud.



Which programs are included in Office 365?

Some are Word, PowerPoint, OneNote, Excel, OneDrive (1 TB) and Outlook (your College email account).

When will my Office 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 Office 365?

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

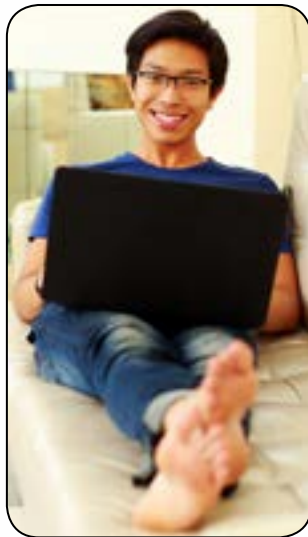


For login troubles, contact the Service Desk. For other issues: <https://support.microsoft.com>

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

### How can I log in to myAccount?

1. Go to [myAccount](#).
2. In the User ID field, enter your 9-digit student number.
3. In the PIN field, enter default password - your date of birth followed by Douglas (ddmmyDouglas)  
NOTE: You'll be prompted to change this PIN at your first login. Set up a password with at least 10 characters. You are strongly encouraged to create a passphrase to make your password more secure.
4. Click the Login button.



When you finish using myAccount, log off and close the browser windows to protect your account.

### 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 change my myAccount PIN?

#### If you know your current PIN:

1. Log in to [myAccount](#), and click Personal Information.
2. Click Change PIN.
3. Type your current PIN and the new one.
4. Click Change PIN to complete the change.

#### Setting up a security question:

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

#### If you forgot your PIN:

1. Go to myAccount, and type your 9-digit student number on the User ID field.
2. Click the Forgot PIN?/Change PIN? button.
3. Answer the security question, and click Submit.
4. 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.

**B**lackboard is Douglas College’s learning management system (LMS) used for online teaching and learning.

**What can I access in Blackboard?**

You’ll have access to course materials uploaded by your instructor, including course outlines, lecture notes, quizzes and assignments. You’ll also have access to communication tools like announcements, discussion boards, and course messages.

**How can I log in?**

Log in through the Blackboard Community option under the Login drop-down menu at the top of the [College website](#) (image 1) or the [direct link](#).

Your credentials are your 9-digit student number and the PIN used to log in to myAccount.

**How do I find my course?**

After you log in, the centre pane, under the **My Courses** module, will show the courses you’re enrolled in. Look for your course ID. It will look something like this: CMNS-1100-001-12345-201830.



NOTE: The last six digits represent the year (2018) and the term (10 = Winter, 20 = Summer, 30 = Fall).

**Where can I find Blackboard resources?**

Blackboard resources are found under the Student Resources tab on the green horizontal menu at the top of the page (image 2).



These resources include:

- [Get Started with Blackboard](#) (a self-paced guide to help you navigate your courses)
- Helpful tips
- Quick links to important information, like a browser check, password reset, and how to contact the Service Desk
- An entire How-To tab that answers frequently asked questions (FAQs) about Blackboard



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.

**Where are the computer labs located?**

At the New Westminster campus, there are 9 labs. They're located in the North building on the 5th and 6th floors: rooms N5105, N5107, N5109, N5111, N6105, N6107, N6109, N6111 and N6212 (open lab).

At the Coquitlam campus, there are 4 labs. They're located in the A building on the 2nd floor: rooms A2030, A2110, A2130 and A2270 (open lab).

Operating hours and other details can be found at <http://www.douglascollege.ca/labs>



The computer labs at both campuses are mainly used for classes



Open labs are rooms where classes are not scheduled. All the other labs are often used for instruction, but you're welcome to use them when there are no classes being taught.

**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. Their office can be accessed from the College's North Building (4th floor exit, near Amelia Douglas Gallery) or from 7th Street. The lab is located on the 2nd floor of their building. To use it, talk to the DSU front desk.

In Coquitlam, you can use the DSU computers in the lounge located in room A1190. For printing ([more on page 24](#)), ask the DSU staff.

**Office hours:** Monday-Friday, 9:30am-4:30pm, with reduced hours in the summer semester.



- Don't eat or drink in the computer labs.
- Prioritize school work.
- Avoid noise that disturbs other students.

**D**ouglas students are allowed to print 240 pages 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 240 pages.



**What happens if I need to print more than 240 pages?**

You can continue to print, but you'll have to pay for extra copies. The cost per page is \$0.10 for black & white, and \$0.50 for colour printing.

We have PayPrint stations at:

- Both campus libraries
- Room N6212 at the New Westminster campus
- Room A2270 at the Coquitlam campus

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



Remember to recycle your pages. Recycle boxes are located next to every printer.

**How can I cancel my print job?**

When you're about to print a job, the GoPrint Web Client window will appear. You can cancel your printing where this software is available (computer labs and libraries at both campuses, and the New West glassed-in area in the concourse).

In locations without GoPrint, you can't cancel a job sent to the printer. Don't waste your free copies on a bad print job. Preview your work before printing it.

**How can I protect my quota of 240 pages?**

- Log off the computer when you're done.
- Don't share your password with anyone.

**How can I reduce unnecessary printing?**

Some instructors are looking for ways to reduce the amount of pages that students are required to print by accepting assignments online. Limit the number of bad print jobs by:

- Reviewing information on screen rather than on paper.
- Using the Print Preview feature to see how your print job looks, and adjusting it before printing it.
- Double-checking what you need to print. Most applications allow you to select which pages to print.



Difficulties printing? Contact the CEIT Service Desk at [helpdesk@douglascollege.ca](mailto:helpdesk@douglascollege.ca) or 604 527 5330.

**Printing in the DSU Computer Lab**

To print copies at the DSU, the cost per page is \$0.05 for black & white, and \$0.35 for colour printing. To use this service:

- See the DSU front desk to set up a print account.
- Bring your student ID card.

**Faxing and scanning with the DSU**

These services are available to you at both New Westminster (main office front desk) and Coquitlam campuses (AB Atrium Kiosk).

- Scanning: free
- Faxing: local and toll-free faxes have no cost; long-distance faxes cost \$0.75 per call

To use any of these services, please speak to the DSU staff at one of our campuses. For the DSU hours, go to the [Computer Labs section](#).

**A**lways make IT Security risks and concerns top of mind. It is vital to protect yourself and the College from potential harm online.

**How can I keep my information and devices secure?**

- Keep your devices updated with the latest operating system and antivirus software.
- Keep devices and Wi-Fi networks password-protected.
- Use [passphrases](#) over passwords.
- Don't share your passwords or login credentials.
- Only download from trusted sources.
- Don't click unknown or unexpected email attachments or links.
- Enable multi-factor authentication for your accounts whenever possible.
- Don't fall for [phishing](#) attempts —a practice used by cybercriminals to trick users into revealing confidential information.
- Legitimate organizations won't ask for your credentials or other personal information via email.

**It can be a phishing email if it has:**

- Poor grammar and spelling, but not always
- A sender with an external email address claiming to be from an internal address
- Attachments in any formats
- Urgent or threatening language in the email's subject line, prompting an action from you

**T**he CEIT Service Desk is staffed by skilled technicians who solve problems for students and employees having difficulty with College-owned technology.

**What information may I need to provide when calling for support?**

- Your name (as registered at Douglas)
  - Your student ID number
  - Your Blackboard course ID
  - Your instructor's name
  - Problem details, including your location
  - The computer number, if you are in a room with more than one machine
  - Error messages, if there are any
- NOTE: If you leave a voice message, please provide a phone number so we can return your call.



**Contact**  
P: 604 527 5330  
E: [helpdesk@douglascollege.ca](mailto:helpdesk@douglascollege.ca)

**Hours of operation**

We provide phone and email support Monday-Saturday. To learn more, go to our page on the College website: <http://www.douglascollege.ca/servicedesk>. Check back often, as details may change. On that page, you'll also find service alerts and information about student resources.

