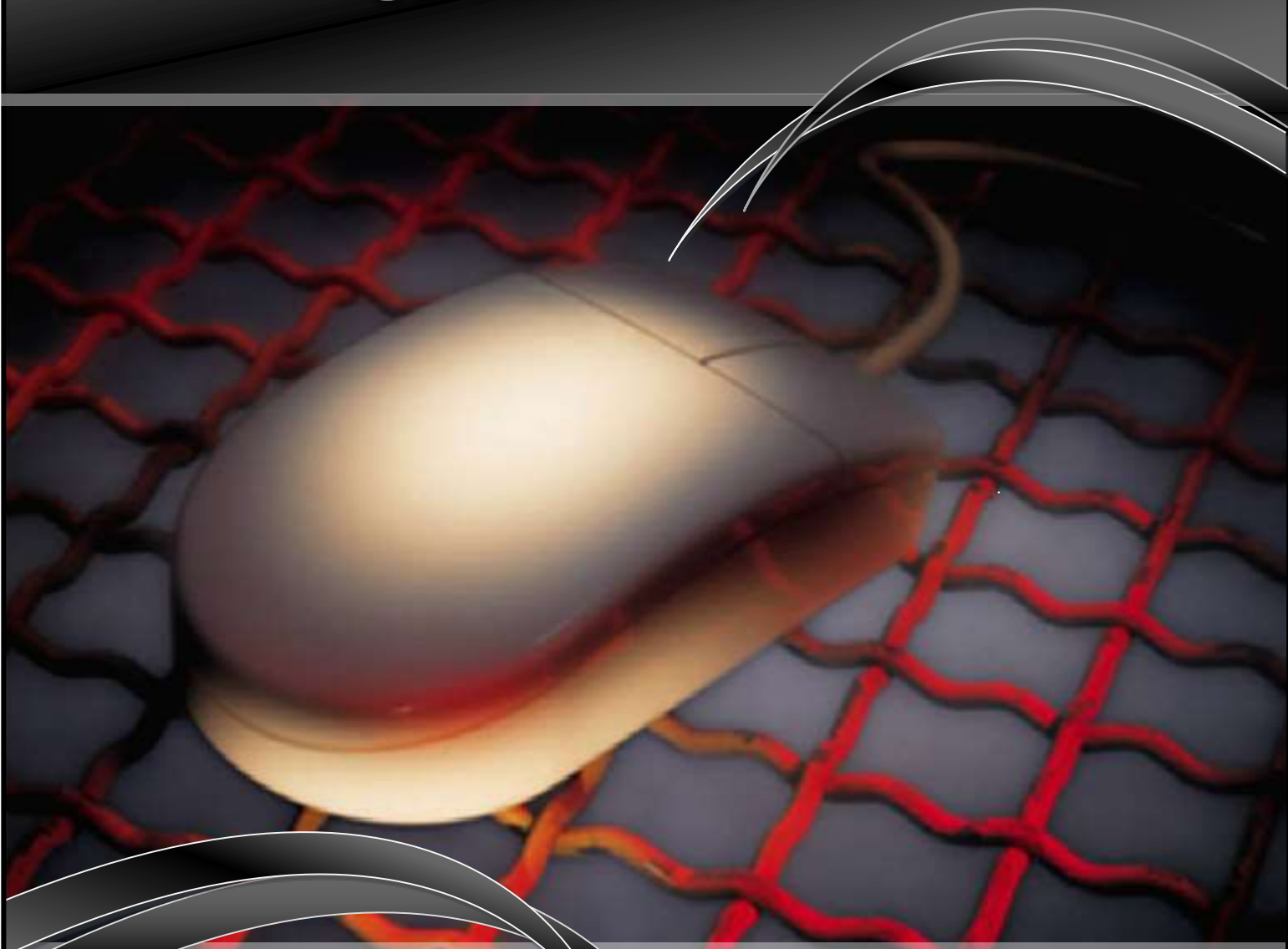


# Technology Use at ASU



myCampus Portal  
Student Email  
ASU Network  
Software

Student Edition

ASU IT Services

081914

# YOUR STUDENT ACCOUNT AND EMAIL INFORMATION

## Are you admitted to ASU? If so, congratulations!

### You have an ASU account!

Students get an account in the system upon being **admitted** to ASU. Until a student is admitted, individuals cannot be given an ASU account. Accounts are created with up to 8 characters of your first name, then a "." and then up to 8 characters of your last name. If there is already someone with that account name, a number will be added to the end of the account name. Your account name may look something like the following: Jane.Smith OR Jane.Smith1 OR Christop.Montgome.

### Let's activate that account!

Once you are admitted, you can activate your account name. You can activate your account by going to the myCampus portal at <http://mycampus.astate.edu> and clicking on *First Time Users* in the login box.

**Important for International Students:** You will need to call International Programs if you try to activate your username and you are unable to do so. The International Programs Office will need to review your admission status to see if you are admitted and eligible for an ASU username. The phone number to International Programs is 972-2329.

### Logging in to myCampus, the ASU portal

When you have your ASU account activated, you will be able to login to the myCampus portal located at <http://mycampus.astate.edu> Your account name will look something like Jane.Smith

Do not type anything after your account name when logging into the portal. Only your account name should go in the login box. The portal has a lot of great information that you will need as an ASU student! Check it out!

**If you have activated your account but the myCampus portal does not recognize your ID/PIN combination, check with the Admissions Office to ensure your application has been finalized.**

### Did you get locked out of your account?

Don't panic...it will be okay! Your password will *automatically* unlock in 30 minutes. After 30 minutes, you can change your password by going to the myCampus login screen at <http://mycampus.astate.edu>

### Do you need your PIN to change your password?

Please go to the following link to get your PIN. Your PIN is a six digit random number, and can be changed inside Self-Service Banner. <https://webapps.astate.edu/digitalid/campusid.htm>

### Forgot your Password? Need to change it?

You can change your account password by going to the myCampus portal login screen at <http://mycampus.astate.edu> and clicking on *Reset Password* in the login box. If you forget your password, you can click on *Reset Password* or *Forgot Password* and you can change it. Your password will expire every 90 days.

**Note: If at any time you change your Astate password, you must also change it on your smart device! If you don't, it will lock out your account as it attempts to log into our system automatically, using the old password.**

### Update mobile devices after a password change

If you change your password, make sure you update your mobile devices too, such as your phone or iPad.

Mobile devices with stored account information will continue to try to log in and if it is using the wrong password, you may get locked out of your account!

### Emergency alert text messages – Be Informed!

You can receive a text message whenever there is an emergency alert issued on campus. Log into the myCampus portal at <http://mycampus.astate.edu> and click on *Emergency Alert System* to provide your cell phone number.

### Registering for classes and checking financial aid

You can log into the myCampus portal at <http://mycampus.astate.edu> and then click on Banner Self Service. Banner Self Service is where you register for courses; check financial aid, and much more.

Note: There may be a time delay before you can access Banner Self Service. International Programs will clear students for registration once the student is physically here with required documents.

### Have you registered? If so, you now get a student email!

Within 24 hours after registering for your classes, you will be granted a student email account automatically. Your email address will be your account name AND @smail.astate.edu

Your student email account will look similar to the following: [Jane.Smith@smail.astate.edu](mailto:Jane.Smith@smail.astate.edu)

You can access your student email account inside the myCampus portal located at <http://mycampus.astate.edu>

For more information regarding your email, refer to page 5.

## First-Time Users

If you have never used your account before, you will first need to activate your account, however, you must be fully admitted!\*

To do this, go to the myCampus portal, located at <http://mycampus.astate.edu> and click “**First Time Users**” located below the login button. This will prompt you to accept the user agreement and will display the setup page.

Enter your Campus Wide ID Number and PIN.

Choose a password.

Requirements for your password:

- At least eight characters long
- At least one number
- At least one lowercase letter
- At least one uppercase letter
- Cannot start with a number
- Cannot contain any symbols i.e. (&#\*@)
- Cannot contain your name or username
- Cannot match any of your five previous passwords.

Some thoughts on passwords:  
Consider using a passphrase for your password. For instance, let's say you love your three dogs. You could use ILoveMy3Dogs. This would be a great password and one you could remember!  
Do not use any symbols in your password. Symbols can sometimes cause trouble on certain applications so steer away from them. Your password doesn't have to contain a word found in a dictionary but use something you can remember. Your password will be valid for 90 days. You will be prompted on when it is time to change it.

Don't know your Campus Wide ID Number or PIN?  
If you do not know your Campus Wide ID or PIN please [click here](#). After you have obtained the information, please return to this page and complete the form.


Don't forget your password!  
This will be the password you use with your username and email login.

Campus Wide ID:  If you do not know your Campus Wide ID or PIN please. [Click Here](#)

PIN:

New Password:

Confirm Password:

 **myCampus Login**  
For additional assistance, phone the Help Desk at 870-972-3933

Login Information:  
Your login is the part of your email address before the @ sign.  
Do not type @small.astate.edu or @astate.edu in the login box.

Login:


Password:

Remember Me

[Reset Password](#) | [Forgot Password](#)  
[First Time Users](#)

**myCampus Mobile:**  
Coming soon !!!!

By signing onto this portal, you agree to abide by its [Terms of Use](#). Violations could lead to restriction of portal privileges and/or disciplinary action.



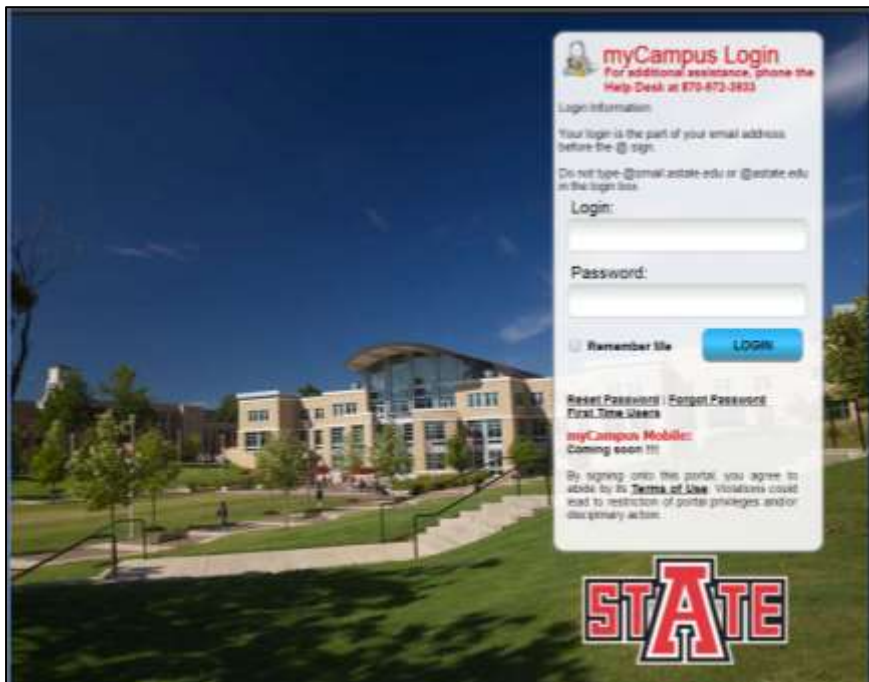
The setup page will display the password requirements, along with helpful suggestions for selecting a secure password. In addition, it will provide links to retrieve your Campus Wide ID and PIN, if needed. Passwords successfully obtained will expire every 90 days, requiring it to be reset.

**\*Note:** If you encounter an error stating that your “**ID/PIN Combination could not be found**”, this indicates that the admission office has not yet finalized your application. Please contact them at 870-972-3024 for more information.

If this occurs, you can still register by logging into Self Service direct, using your ID and PIN. To access this site, go to [www.astate.edu](http://www.astate.edu) and click on ‘Current Students’. Next, select Self-Service Banner. Once registration occurs, your access will be granted within 24-48 hours.

## Accessing the myCampus Student Portal

The myCampus Portal can be accessed using any web browser by entering “[mycampus.astate.edu](http://mycampus.astate.edu)” in the address bar, **not the search bar**. The portal will provide you access to a vast array of technological tools that will assist you in your academic career, such as your campus E-mail, Self-Service Banner, and Blackboard. By utilizing the myCampus portal as your initial point of access, you will experience single sign-on capabilities, eliminating the need for multiple passwords/pins.



To log into the portal, enter your login and password. For example, the student login information is comprised of your username, which generally consists of a first name and a last name, such as “**john.doe**”. This will be the name portion of your email address only... **@mail.astate.edu is NOT used in the login for myCampus.**

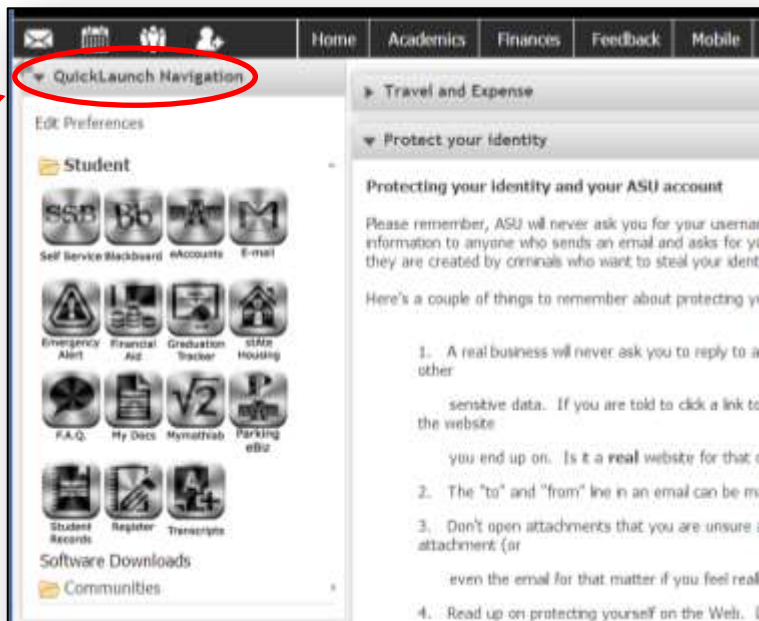
If you are a First-Time user, please refer to Page 2 for information on setting up your account. If you are unsure of your username or password, click the appropriate assistance link, located beneath the login button. This will allow you to enter your student ID/PIN information, create a new password, and retrieve your login information.

If you have not registered for classes, you may encounter an error stating your “I.D. and PIN Combination Not Found,” when trying to set up your password. If this occurs, you can still register by logging into Self Service direct, using your ID and PIN. To access this site, go to [www.astate.edu](http://www.astate.edu) and click on ‘Current Students’. Next, select Self-Service Banner. After you register for classes, your access will be granted within 24-48 hours.

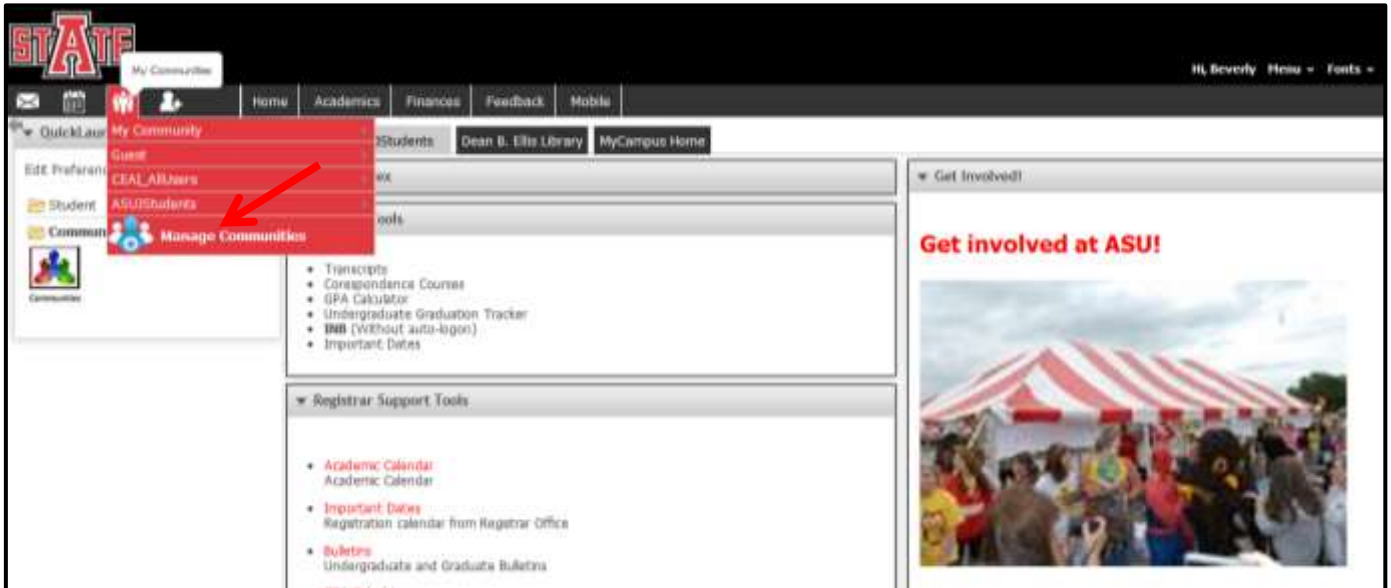
Located within the myCampus portal are a variety of tools that can easily be accessed to assist you in your academic career.

The majority of these tools are located beneath the QuickLaunch Navigation column on the left-hand side of the screen. If you do not see the tools, you can click the ‘Student’ folder to expand its contents.

The most commonly used tools are Self-Service Banner, Email, and Blackboard Learn; however, other tools may quickly become your favorite, such as the ITS Knowledgebase!



Additional tools can be found inside 'Communities', which can be accessed in a variety of ways by clicking the 'Communities' folder beneath the QuickLaunch Navigation, by clicking the 'Communities' icon located in the task bar, or by selecting the Community to which you belong, beneath the Community column on the right-hand side of portal home page.



Tools and Forms located within the Student Community include Transcript Access, the GPA Calculator, the Undergraduate Graduation Tracker, Important Dates and much, much more!

## EMAIL INFORMATION

**ASU will NEVER ask you for your password information.  
DO NOT FALL FOR SPAM, SPOOFING OR PHISHING SCHEMES!**

### What is spam?

Spam is referred to as unsolicited bulk email messages, and can become an extreme nuisance. AKA electronic junk mail! Intentional spam is sent from individuals known as 'spammers' who are soliciting products or are attempting to commit fraud at your expense! Unintentional spam, however, originates from computers that are infected with a virus or worm, and attacks email distribution lists, sending emails without the user's knowledge.

### What is spoofing?

Spoofing can best be described as an electronic form of trickery, where the sender pretends to be someone else. This can easily be done by changing the 'FROM' email address. Spoofing is most often used to trick the recipient into releasing sensitive information (e.g., password).

### What is phishing?

Phishing is a combination of both Spam and Spoofing, created by criminals to steal your information, rob your money, or install viruses on your computer.

Many times the phishing email messages will never address you personally (e.g., Dear User), have common misspellings or grammatical errors (these criminals are not the brightest), contain a threat (e.g., you will lose access if you don't do the following right away), and may reference a familiar company to convince you the email is legitimate (e.g., Facebook, Yahoo, etc.).

### What is spear phishing?

Spear Phishing is when the criminals use various tactics to make the fraudulent email look as if it has come from ASU. It may be a familiar name or department, or even creative use of the ASU Logo. Regardless, it puts you and ASU at risk.



## Helpful Hints

- **DO NOT** provide your personal information from an email request. A real business will **never** ask you to reply to an email with your social security number, credit card info, password, or other sensitive data.
- If you are told to click a link to provide information on a web form, be sure to look at the URL of the website you end up on. Is it the real website for that company or were you directed to a fake site? (Sneaky, huh?)
- The "to" and "from" line in an email can be manipulated to say anything. Just because the email says it is from your grandma, doesn't mean it is necessarily! Pay close attention to the actual email address!
- **DO NOT** open email attachments that you are unsure about opening. If you don't know the sender, don't open the attachment (or even the email for that matter if you feel really unsure about it.)
- Remember... ASU will **NEVER** ask you to provide your password.... Don't share your password with anyone!
- Download Symantec Anti-Virus Software **FREE!** <http://www.astate.edu/a/its/software-downloads>
- If you ever receive a questionable email, **delete it!** Basically, if it looks bogus, it probably is... **delete it!**
- Use common sense.... Read up on protecting yourself on the Web! Do a Google Search!  
You need to protect your electronic information just as you lock your car and keep an eye on your wallet!

## EMAIL INFORMATION (cont.)

### Why we **DO NOT** update email addresses upon a name change:

For email archiving / e-Discovery implementation, ASU needs email addresses that remain consistent in order to maintain a constant link between an individual and their email account. When email addresses change, the existing relationship between the email user and various ASU applications, such as Blackboard and portal communities, is broken. This means there can be an interruption of service or loss of important information; therefore, changing email addresses is no longer a feasible option.

While we cannot change the email address, you can, however, change your display name! For instance, if Jane Smith married Mr. Jones, her email will remain [jane.smith@smail.astate.edu](mailto:jane.smith@smail.astate.edu) but her display name can be changed to reflect "Jane Jones." All email sent from her account will show from Jane Jones. This can be done by using your Google (gmail) mail settings.

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### Setting up email on your iPad or iPhone:

1. Open "Settings" on the iDevice
2. Click on "Mail, Contacts, Calendars"
3. Click on "Add Account"
4. Select "GMail"
5. Enter your FULL Astate Student Email Address
6. Set the "Password" to your Astate Password
7. Click "Next"
8. Select from the various options on syncing mail, contacts, calendars and reminders.
9. 'Save'.

**Note: If at any time you change your Astate password, you must also change it on your smart device! If you don't, it will lock out your account as it attempts to log into our system automatically, using the old password.**

If you run into any problems, please call the ITS Help Desk at 972-3933 for assistance.

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### Astate Student S-Mail Account vs. Alternate Personal Email Account

ASU Student S-mail Accounts are available throughout the duration of your academic career; however, it is **ALWAYS** a great practice to maintain a personal email address **in addition to** your student s-mail account.

Yahoo, Google, Hotmail, along with many others, are great **FREE** email services that are easy to use and would be perfect for personal email use! When you have an alternate email account, you can access a lot of other utilities that you may like such as being able to store your files and access them anywhere!

You should provide your personal/alternate email address to individuals who are not related to your academic career at ASU. (This could include family, friends, job contacts, businesses, etc....) A good rule of thumb: If the individual may need to contact you after you are no longer at ASU, you should use your personal email address to be sure that you don't lose contact with them. If at any time you are not enrolled for two consecutive semesters, your Astate Student S-mail Account will be **DELETED** and all information will be lost.

## iPad Information

### *Making History at Arkansas State*

The freshman class will be making history at Arkansas State. In an effort to enhance student learning and engagement, students will be **required** to have an iPad® for the Making Connections course. All incoming, first year students take the Making Connections course, which focuses on transitioning students into college-level learners by introducing critical academic skills and campus resources. This year, Making Connections will embed technology into the curriculum.

All first year students will be required to have an iPad to better prepare for the demands of the workplace. Faculty and students will explore study skills, personal organization, and research using the apps available on the iPad. Students will also be able to access the course text and other books using digital text. ASU envisions students will have the sophisticated technical advantage to be competitive in a variety of settings.



### Your iPad Options:

Students can buy their iPad at the A-State IT Store on campus, bring their own iPad, or rent an iPad. However, purchasing your iPad at the A-State IT Store means incoming freshmen can get everything needed for the Making Connections class in one stop in the center of campus. The A-State IT Store is located on the ground floor of Wilson Hall. Enter on the side facing the arch. (Please reserve as soon as possible to help ensure immediate availability at <http://www.astate.edu/connect/>)

The ITStore can provide you with all the support you need. Our friendly Apple-Product Professionals are located in the heart of campus, they are always willing to assist you with your iPad, iBooks®, and apps, Stop by or give them a call at 870-972-3500.



## SOFTWARE INFORMATION

### FREE software for ASU students ....yes, FREE!

...that is, provided you are a currently enrolled student!

The following software is made available via our Campus Licensing Agreement with Microsoft, giving students a Free, **ONE-TIME\*** download per their academic career.

- Microsoft Office 2011 for Mac
- Microsoft Office 2013 for Windows
- Microsoft Office 2010 for Windows

To download your free copy, please go to <http://www.astate.edu/a/its/software-downloads/>, to open the step-by-step 'how to' guide.

You can also purchase and download other software as well!

**\*NOTE!** It is **EXTREMELY IMPORTANT** that you save the product key! If at any time, your computer crashes and you need to reinstall, it will require the original product key. If you do not have it, you will be required to purchase the software on your own, as only **ONE** free download is permitted.

**SOFTWARE DOWNLOADS**

**MICROSOFT SOFTWARE**

Software is available for download as part of Campus License Agreements with vendors. This is **NOT** to be installed on ASU equipment! This is for **HOME** use **ONLY!!**

Please remember that downloads will not be available until after the term begins

Follow the directions on how to download your free Microsoft software at <http://www.astate.edu/common/files/kivuto.pdf>

[View the Website >>](#)

**OTHER SOFTWARE**

Windows	Mac
<ul style="list-style-type: none"><li>▪ Symantec EndPoint (AntiVirus)</li><li>▪ Respondus Lockdown Browser</li><li>▪ Respondus Test Creator</li><li>▪ Tegrity</li><li>▪ Microsoft Visual Studio Pro</li><li>▪ Identity Finder Installer</li><li>▪ Identity Finder How-to Documentation</li></ul>	<ul style="list-style-type: none"><li>▪ Symantec EndPoint (AntiVirus)</li><li>▪ Respondus Lockdown Browser</li><li>▪ Identity Finder Installer</li><li>▪ Identity Finder How-to Documentation</li></ul>

## WEBSITE INFORMATION

The ASU website is located at <http://www.astate.edu>.

### myCampus, the ASU portal

myCampus is located at <http://mycampus.astate.edu>  
In myCampus, you can access Banner Self Service where you register for classes, review financial aid, pay your account online, and more. You can also check your email, access Blackboard, and find out information about ASU.

You will access myCampus using your ASU username.  
**Do NOT** use the [@smail.astate.edu](mailto:@smail.astate.edu) in the login box.  
**You MUST** be fully admitted before access is granted.

### ASU IT Store – Ground Floor of Wilson Hall!

Oh, yes!!! You can purchase all of your technology needs (and cool ASU tech gear) at the ASU-Jonesboro campus! Check us out on Facebook:  
<http://www.facebook.com/asuitstore>

### Current Student Links

Access information for current students at <http://www.astate.edu/info/current-students/>

### International Programs

The International Programs website is located at <http://www.astate.edu/a/international/>

### Student Organizations

The ASU website has been recently updated to include a lot of great information about student organizations. So, get involved at ASU! Find your student group today at <http://www.astate.edu/college/sciences-and-mathematics/student-organizations/>

### ASU Calendar

The ASU online calendar has a lot of information about what is going on at ASU. You can access it by going to <http://www.astate.edu/calendar/>.

### Information and Technology Services

You can access the ITS website at <http://its.astate.edu>

### ITS Help Desk – Available 24 hours a day, 7 days a week

You can call 972-3933 or email [onlinehelp@astate.edu](mailto:onlinehelp@astate.edu) for technical assistance.

# ASU WIRELESS NETWORK INFORMATION

## Wire up in the Residence Hall!

For the best possible internet connection in the residence hall, please use an Ethernet cable and plug into your Ethernet port. Wireless internet connections are primarily used for when you are mobile! The wireless network at ASU is designed as a “secondary” network that compliments the wired network infrastructure. It’s designed as a mobility enabler, not as a replacement for the wired network. Wireless doesn’t have as much bandwidth, security, or stability as the wired network, so it is highly recommended to use the wired network if possible. However, if you need to connect to ASU’s network where there isn’t a network port available or if you need to be mobile, ASU’s wireless is there for you!



**Personal wireless routers ARE NOT allowed in the residence halls. With ASU having a wireless network, personal routers will interfere and can prevent students from being able to get online. ITS and Student Technology Services monitor wireless routers and will turn off the ports for students who do not follow this policy.**

ASU’s wireless network is split into three different connectivity options (or SSID’s), listed below. **NEVER** connect to a wireless network that is **NOT** one of ASU’s three SSID’s, as other wireless networks are of unknown origin and could contain serious privacy and security risks. Also, please remember that it is against ASU networking policies to install personal wireless access points anywhere on campus, as these can interfere with ASU’s wireless network and cause security issues as well.

## AstateSecure

This is now the recommended connection for all wireless users, as it is available for use for any device that is WPA2-Enterprise capable! This includes Androids as well as many other devices such as PCs, Macs, and iDevices. It is a much more secure and convenient way to connect to ASU’s wireless network and is now considered to be the recommended connection over AstateAnywhere. One of the major advantages of using AstateSecure over AstateAnywhere is AstateSecure does not use web-authentication to connect. It is always on and available to all Astate wireless users. No registration is required.

Usually, all you have to do is just point your device to AstateSecure, accept the certificate and connect using your username and password. No \ASTATE or \STUDENTS prefix required! However if you are having problems with your iDevice, you can go here for manual setup instructions: <http://apps4.astate.edu/kb/index.php?View=entry&EntryID=357>. For problems with Androids, go here for manual setup instructions: <http://apps4.astate.edu/kb/index.php?View=entry&EntryID=358>.

## AstateAnywhere

This is an open wireless network that requires web-based authentication, and is now considered to be the primary connection for those devices that cannot connect using WPA2-Enterprise. After connecting to AstateAnywhere, you will need to open a web browser and attempt to browse to any HTTP (not HTTPS) website. The wireless network will redirect you to a login page. Then you will need to follow the login instructions on that page.

## AstateGuest

This is only available in limited areas on campus and is designed to help ASU sanctioned visitors onto our wireless network with a limited amount of setup required. This SSID is **NOT** designed for use by Faculty, Staff, or Students; it is designed for use **ONLY** by ASU sanctioned visitors. This SSID is very limited in what resources that it can access, although access to VPN services and normal and secure web pages is available. For special events, this SSID can be activated anywhere on campus that there is a wireless signal. Please contact [wireless@astate.edu](mailto:wireless@astate.edu) for more information or to schedule an AstateGuest activation.

**Note: If at any time you change your Astate password, you must also change it on your smart device! If you don’t, it will lock out your account as it attempts to log into our system automatically, using the old password.**

# ASU WIRELESS NETWORK INFORMATION (cont.)

## MESSAGES THAT YOU MAY ENCOUNTER WHEN CONNECTING:

### Windows PC:

If this error is encountered, please click “**Connect.**”  
This should only happen the first time you connect.



### MAC:

Please click “**Continue.**”

Afterwards, it will ask for the username and password for the Mac itself as if you just installed software.

### iDevices:

On iPads and iPhones, you may receive this message the first time you connect....

Merely click “**Accept.**”



In our testing, we did not observe Androids giving an error message. However, if you have trouble connecting, please contact the ITS Helpdesk at 972-3933.

We have received several reports of people encountering disconnect and instability issues. Many of these problems have been resolved by simply updating the drivers for the problematic wireless clients. If you are experiencing these problems, please consult the webpage of your wireless client's manufacturer for driver downloads.

If you have any questions, concerns or comments about ASU's wireless network, please email [wireless@astate.edu](mailto:wireless@astate.edu).

**Note: If at any time you change your Astate password, you must also change it on your smart device! If you don't, it will continue to log into the system using your old password, and end up locking your account.**