

# Technology Use at ASU



myCampus Portal  
Campus Email  
Voicemail  
Wireless Network

Employee / Faculty Edition

ASU IT Services

# Accessing the myCampus 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 day-to-day activities, such as your campus E-mail, Self-Service Banner, and Faculty Discussion Board. 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 employee login information is comprised of a username, which generally consists of a first initial and a last name, such as “**jd**oe”. This will be the name portion of your email address only... [@astate.edu](mailto:jd@astate.edu) is **NOT** used in the login for myCampus.



If you are a first-time user, or unsure of your username or password, click the appropriate assistance link, located beneath the login button.

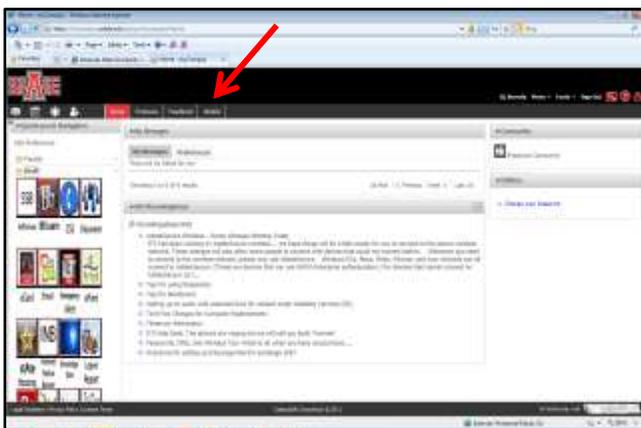
This will allow you to enter your ID and password information, and will display your username/login once submitted.

Once inside the portal, you can access a multitude of links and information by navigating through the QuickLaunch located on the left-hand side of the page. Depending on the web browser you are using, this may display differently, based on browser settings. However, by clicking the ‘**Mobile**’ tab, this often gives you a better view, with the option of scrolling the page.

Internet Explorer 8

vs.

Mozilla Firefox



To increase the view, use ‘**control**→**plus**’. To reduce, use ‘**control**→**minus**’. Mac users will use command instead of control.

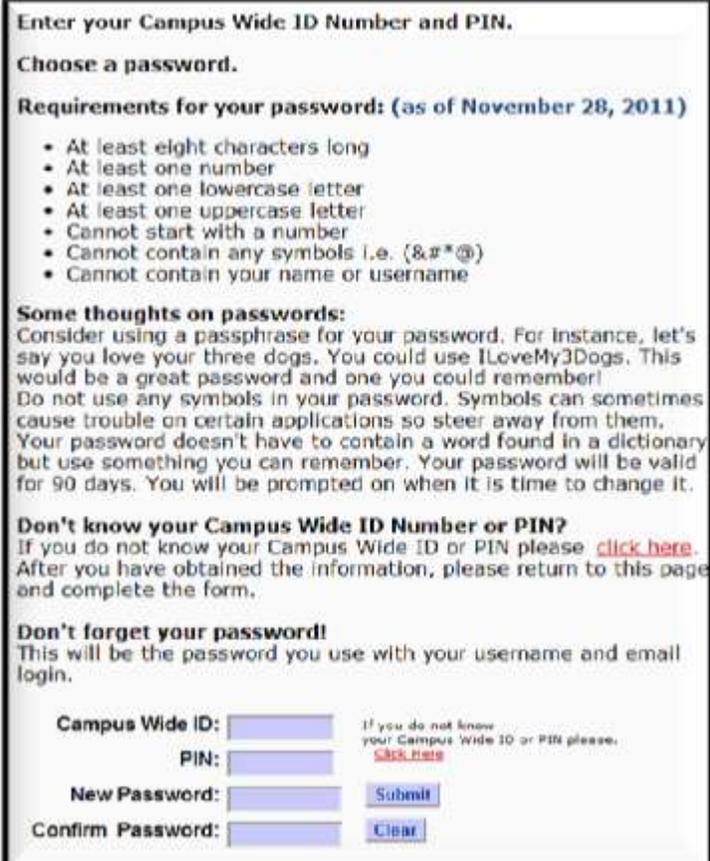
## First-Time Users

If you have never used your account before, you will first need to activate your account.

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

This 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.

To successfully activate your account, your **complete** information **must** be in the ASU system (e.g., Social Security Number and DOB provided to Human Resources).



Enter your Campus Wide ID Number and PIN.

Choose a password.

Requirements for your password: (as of November 28, 2011)

- 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

**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:

PIN:

New Password:

Confirm Password:

If you do not know your Campus Wide ID or PIN please, [click here](#)

## Helpful Hints

**Password trouble?** Forgot your password or need to reset it? No Problem! Go to myCampus login page at <http://mycampus.astate.edu> and look beneath the login box. Click on “**reset password**.”

**Locked out?** If you try the wrong password a few times and get locked out, it will be okay! Your locked account **automatically** unlocks in 30 minutes. Simply wait 30 minutes, then go to the myCampus login page and click on “**reset password**.”

**Mobile devices need updating too!** Be sure you have all of your mobile devices with you when you reset your password. If you have your account credentials stored in your mobile device, such as your Smart phone or tablet, the device will continue to try to login with the wrong information. This could lock your account!

**Wireless access troubles after password changes:** If you have changed your password and you cannot access wireless on campus, please delete your cookies. You can then login to wireless with your new password information. You may also need to delete your history and cache.

**HELP!** The ITS Help Desk is available to answer technical questions 24 hours a day, seven days a week! You can contact them at 870-972-3933 or by email at [onlinehelp@astate.edu](mailto:onlinehelp@astate.edu). You can also always visit the myCampus login page at <http://mycampus.astate.edu> to access the links you need to reset your password.

## Portal Tools – How to Access

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

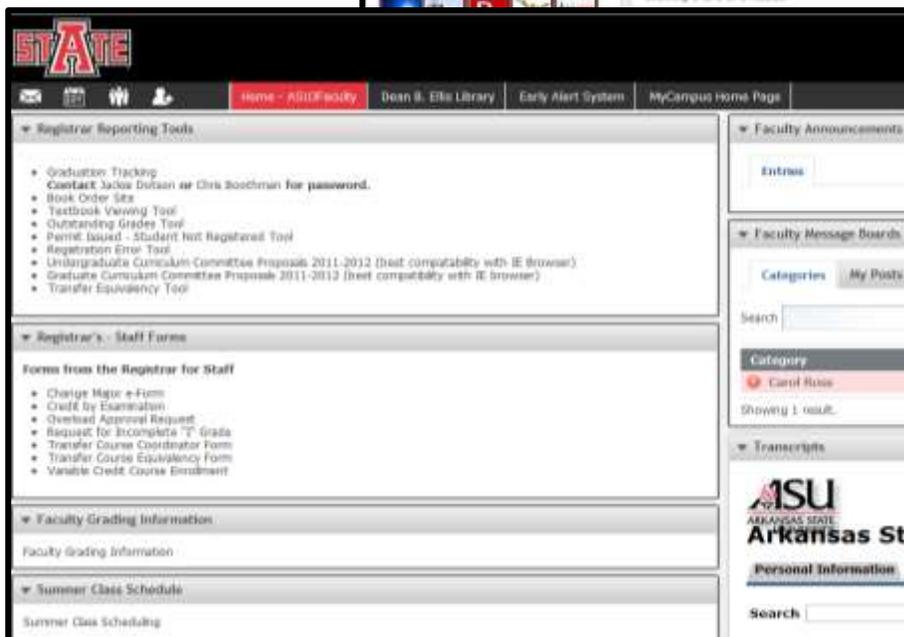
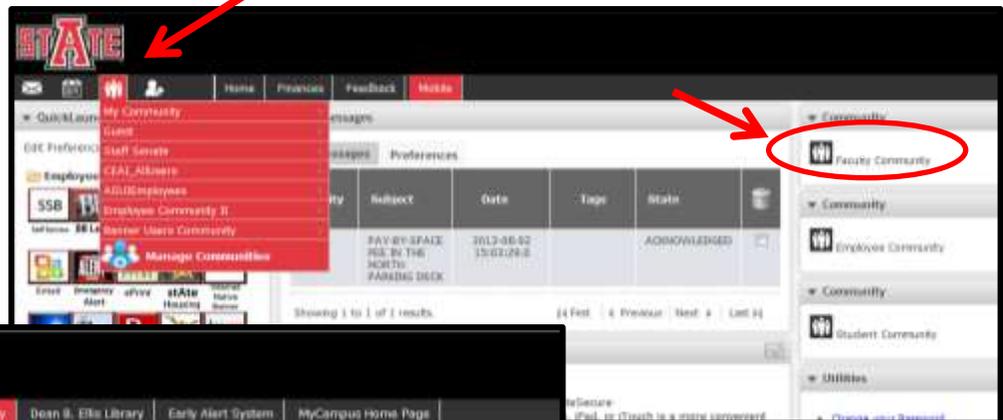
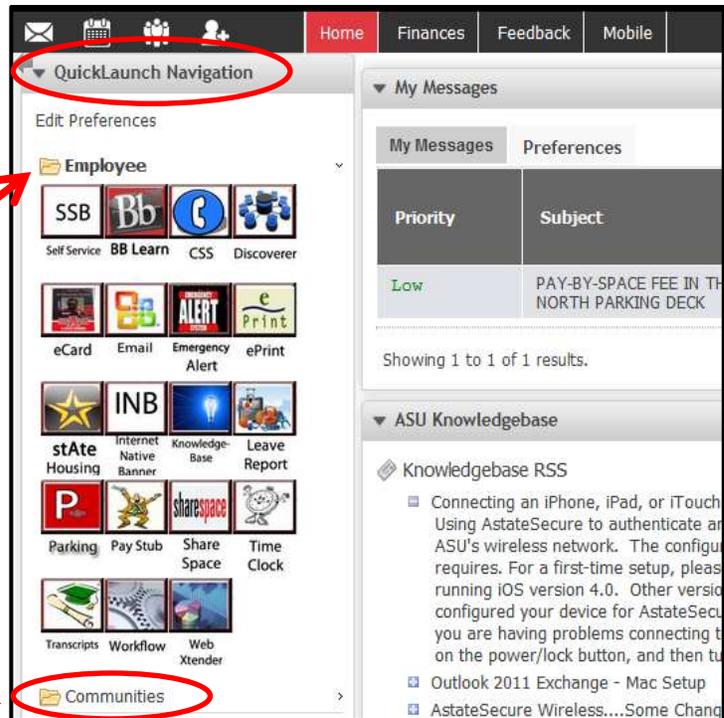
The majority of these tools are located beneath the QuickLaunch Navigation column on the left-hand side of the screen. If you do not see the tools, you can click the 'Employee' folder to expand its contents.

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

Additional tools can be found inside the various 'Communities'... Employee, Faculty and Student.

These 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 the screen.

Once inside the respective community, you will see a variety of additional tools and forms designed to eliminate unnecessary paper waste, while improving overall productivity.



Tools and Forms located within the Communities include Registrar Reporting Tools, Registrar Staff Forms, ITS Forms, Grading Information, Academic Information, Transcript Access, Announcements, Message Boards, and the Daily Digest.

## Email Information

Establishing your Astate email address is a requirement of ASU, as this has been deemed the official means of communication for the University. By maintaining an Astate email account, various departments across campus can easily pull your account information from the Banner system in order to contact you and other like users. In addition, many departments will recognize electronic correspondence as official, provided it originates from your campus email account. If you have not yet set up your email, you can refer to the “First-Time Users” section for assistance!



### Astate email addresses vs. Personal email addresses

It is always a great practice to maintain a personal email address **in addition to** your astate campus email address.

Google mail is a great **FREE** email service that is easy to use and would be perfect for personal email use! You can easily set up a personal Google email account by visiting [mail.google.com/mail/signup](mailto:mail.google.com/mail/signup). When you have a Google mail 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 email address to individuals who are not related to your employment at ASU. (This could include family, friends, 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, as ASU is not able to keep email accounts active when someone leaves the university due to the requirements of state auditors.

### Why we are no longer updating 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, we can, however, change the display name! This can be initiated by Human Resources, who will then contact one of our ITS team members for processing. For instance, if Jane Smith married Mr. Jones, her email will remain [jsmith@astate.edu](mailto:jsmith@astate.edu) but her display name can be changed to reflect “Jane Jones.” All email sent from her account will show from Jane Jones.

ASU currently has over 2,800 faculty and staff accounts that are being managed. Simplifying the process is critical as our number of accounts continue to grow. We know not updating email addresses is not a perfect solution for many people. Many people may have a last name that they want to change for many reasons. IF there is a reason why a change to an email address **MUST** take place, we are not uncaring and know that there could be important exceptions. The decision will be made by ITS on whether an email is to be updated. Reasons could include a misspelling of a name in an email, etc.

## 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) or making a damaging statement.



## 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 misspellings (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 will reference a familiar company to make you think the email is legitimate (e.g., Facebook, Yahoo, Microsoft, etc.)

If you ever receive an email similar to the following, **delete it!** This is a phishing email message and is **NOT** from Information and Technology Services.

*Dear User,*

*Your mailbox have been compromised and also have exceeded its storage limit set by the administrator, you may not be able to send or receive new mail until you Re-activate your mailbox. To Re-activate your mailbox, [click here](#).*

*Thanks*

*System Administrator*

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!.... There is a wealth of information out there! You need to protect your electronic information just as you lock your car and keep an eye on your wallet!

## 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!
- **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.)

## Voicemail Information

The Cisco IP Phones used across campus will allow you to set up voicemail for a standard greeting (everyday greeting) and an alternative greeting (holiday, vacation, etc.)

When determining what to say in your greeting, be sure to include important information such as **WHO** you are, a reason **WHY** you cannot answer the phone, **WHEN** you will be available, and **HOW** the caller can be assisted if it is an emergency. Alternate greetings can be set up to explain periods of absence without having to re-record your standard greeting.



Depending on department requirements, or personal taste, these greetings can be set up in a variety of ways (from formal to informal) and can reflect your personality. Be sure to speak clearly and slowly and in a friendly tone, as the recording may reflect a first impression of you!

### Sample Greetings:

*“Hello, you have reached the desk of John Doe. I am either on the phone or assisting other students. Please leave your name, ID number and telephone number, along with a brief message and I will return your call as soon as possible. If you need immediate assistance, press ‘0’ to return to our receptionist. Thank you”*

*“Hi! You’ve reached Jane Doe. I’m sorry I’m not able to take your call at this time, but if you would leave your name and number, I will get back to you shortly. If this is an emergency, you can press ‘0’ to return to the operator. Have a wonderful day!”*

**TIP:** When ready to record, try typing out your greeting as a script to read from. This will make the recording process much easier....and less intimidating!

#### Setting up VM for the first time:

1. Press the Messages button on phone (envelope)
2. Enter 12345 as the password
3. Follow the prompts to set up your voicemail.  
Be sure to complete each prompt in order for your voicemail to function properly.

#### Changing VM from your office phone:

1. Press the Messages button on phone (envelope)
2. Enter your voicemail password
3. Press 4 for setup options
4. Press 1 for Greetings and Transfers
5. Press 1 to Change Greeting.

#### Changing VM from home or cell phone:

1. Call your office phone
2. While message is playing press \*
3. Enter ID. The ID is the 4 digit extension number
4. Enter voicemail password
5. Press 2 to Access Mailbox
6. Press 4 for setup options
7. Press 1 for Greetings
8. Press 1 to Change Greeting.

**NOTE:** These instructions **WILL NOT WORK** unless IT Services has been informed of the email address and extension number of the person needing voicemail.

## Wireless Network Information

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!



ASU’s wireless network is split into three different connectivity options (or SSID’s), listed below.

Remember to **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 to users. Also, please remember that it is against ASU networking policies to install personal wireless access points anywhere on campus. These unauthorized access points can interfere with ASU’s wireless network and cause security issues as well.

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### 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.

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We are now able to support, in limited areas on campus, the 802.11A wireless standard. If you have an 802.11A wireless client, we recommend that you use that if possible. There are far fewer users on the 802.11A wireless channels and so you should get much better performance than 802.11B/G. Note that the antennas for 802.11A aren’t as strong as 802.11B/G so coverage on campus is not as complete.

## MESSAGES THAT YOU MAY ENCOUNTER WHEN CONNECTING:

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### Windows PC:

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

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### MAC:

Please click **“Continue.”**

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

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### iDevices:

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

Merely click **“Accept.”**

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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).

HARDWARE SOFTWARE SUPPORT

# IT STORE

ARKANSAS STATE UNIVERSITY



Opening Soon in the Wilson Building!

Be sure to check us out on Facebook!  
[www.facebook.com/asuitstore](http://www.facebook.com/asuitstore)

ASU IT Services