

Student Technology Guide



Through computer labs and training workshops, Emerson College Information Technology supports and educates the Emerson community on the use of academic technologies on campus. There are nearly 400 computer workstations available for use in our labs and at our Internet and print kiosks, as well as a number of online services and software workshops, in order to assist you academically.

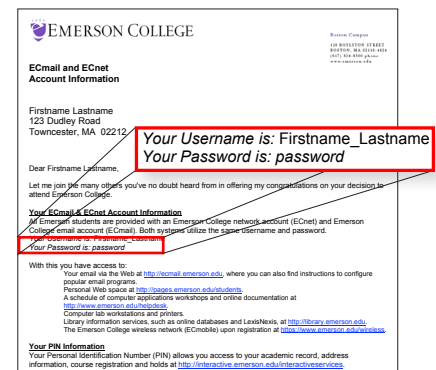
Your Emerson Network Account

Your Emerson College network (or ECnet) account identifies you on the Emerson College network and allows you to access the computers and computer-related services available to you. Your account information consists of a username (typically your first and last name, separated by an underscore) and a password.

Please be sure to keep your password in a safe place and to not share it with anyone. All users will be held responsible for their account activity. By using your ECnet account, you agree to abide by the Emerson College Electronic Policy, which is available for review at:

<http://www.emerson.edu/helpdesk/policy>

If you do not have your ECnet account information, visit the IT Help Desk on the 4th floor of 120 Boylston Street. Be sure to bring your Emerson ID with you. The IT Help Desk staff can reset your password within 24 hours.



Emerson Email



All matriculated Emerson students are provided with an Emerson College email (ECmail) account, which comes with 250 MB of storage and a 10 MB attachment size limit.

Your ECmail address is usually: *firstname_lastname@emerson.edu*

Using your ECnet account username and password, you can easily access your ECmail account, organize your personal calendar, and set up email forwarding preferences at <http://ecmail.emerson.edu>

You can also use your favorite email client software, such as Microsoft Outlook or Apple Mail, to access your ECmail. For more information, please visit <http://www.emerson.edu/helpdesk>

Personal Web Directory and Storage Space: Pages

All students are provided with a personal Web directory and networked storage space, called Pages. Your Pages folder is a private resource which only you can access. You can store up to 250 MB of data in your Pages folder, which can be used to host a Web page, to back up files, or both. For information on how to use your Pages folder, visit the IT Help Desk web site. If you host a Web page in your Pages space, it will be listed in the directory at <http://pages.emerson.edu>

Network Connections for Personal Computers



Purple Ethernet jacks are located in residence hall rooms and selected areas of campus (such as the Library) to connect your computer to the Emerson College network. To access the Internet, you must use your ECnet account username and password to register your computer.

This is done on the Net Registration page, which will open automatically when you start your Web browser. Wireless connections to the network are also available. For more information about our wireless network, please visit <http://www.emerson.edu/wireless>

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Computer Labs and Internet Kiosks

There are fifteen computer labs on Emerson's Boston campus, including four open access labs which are open to student use during all hours of operation.

There are also Internet kiosks located around campus, which are available any time the buildings are open for quick email or Web access between classes. Additionally, print kiosks are available for convenient printing in Piano Row, the Little Building, and at the IT Help Desk.

For more information about computer labs and kiosks, including hours and locations, visit <http://www.emerson.edu/labs>



Technical Support

If you find that you are in need of technical assistance while in a computer lab, please contact the lab assistant. Signs are posted in the labs with details on how lab staff may be contacted.



For general assistance and support outside of the labs, contact the IT Help Desk at 617.824x8080. The IT Help Desk maintains College-owned computer systems and provides technical assistance to the Emerson community. They are able to fix networking issues for on-campus students and offer assistance and advice on other computer issues you may have.

Workshops and Learning Opportunities

IT Lab Operations and the Department of Television, Radio, and Film offer free workshops on popular software applications throughout the academic year. Visit <http://www.emerson.edu/labs> for more information.

Self-paced online software workshops are available through Element K, a subscription service that provides web-based computer training. More information on Element K is available at the IT Help Desk Web site.

Additionally, the Media Services Center offers one-on-one assistance to students completing multimedia projects, as well as access to a dedicated Lynda.com tutorial workstation. For more information, visit http://www.emerson.edu/media_services



Important Web Resources

News and events in the Emerson community
<http://ecampus.emerson.edu>

Activate local phone service (On-campus only)
<http://www.emerson.edu/resphone>

Purchase ECcash and view your balance online
<http://www.emerson.edu/eccash>

Computer support and assistance
<http://www.emerson.edu/helpdesk>

Register for classes and check your grades online
<https://interactive.emerson.edu>

WebCT online course management and materials
<http://webcms.emerson.edu>

For additional information or assistance, please visit the IT Help Desk on the 4th floor of 120 Boylston, or call 617.824x8080.