



**Holy Family**  
UNIVERSITY

# **NEW STUDENT GUIDE TO TECHNOLOGY**

How to access and effectively use the information technology  
resources available to you at Holy Family University

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## Technical Support

### The IT Help Desk

The IT Help Desk is the first point of contact for all requests and problems relating to technology services provided at Holy Family University. The Help Desk provides support on a variety of technology-related topics including, but not limited to:

- Password issues
- Wi-Fi access problems
- ID cards & ID Card replacement
- Software application support

To speak with a member of the IT Help Desk call 267-341-3402 (or simply dial 3402 from on-campus phones). You can also submit a request through [Help Desk's online system](#). A technician will respond to you within one business day. For in-person help on the Philadelphia campus, visit the IT Help Desk Office in the following locations:

[Holy Family Hall - Room 25 \(Basement\)](#)

Monday-Friday 7:00am - 4:00pm

[Education & Technology Center - Room 105](#)

Monday-Thursday 2:00pm - 8:00p

Friday 1:00pm - 4:00pm

[NE Philadelphia Library](#)

Monday-Friday 8:00am - 1:00pm

For more information, and answers to frequently asked questions, visit the [IT Help Desk Website](#).

### Canvas Support Hotline

Canvas support live chat and the Canvas Support Hotline are available twenty-four hours a day to assist you with all of your Canvas needs. These options can be accessed through the Help menu in Canvas. Or you can call the Canvas Support Hotline at 844-243-8404.

## Accounts Setup

### Email address

As a new student at Holy Family, you will receive a letter from the registrar's office which will include your email address and a temporary password. You can

log in to your email account at [www.gmail.com](http://www.gmail.com). You will be prompted to change your password after logging in for the first time.

#### User Name & Password

Your User Name and Password will also be mailed to you from the registrar's office. This will allow you to log in to several campus systems and lab computers on campus. Depending on the system you are trying to access, your user name may be your full Holy Family email address (e.g., jdoe1000@holyfamily.edu), or just the first half of your email address (e.g., jdoe1000).

Please refer to the following lists to determine which user name to use when logging in to Holy Family software systems.

<i>Systems that Require User Name Only</i>	<i>Systems that Require Your Full Email Address</i>
Lab Computers	Gmail
Tiger Wi-Fi	Office 365
Web Advisor	Canvas

If you're not sure what your user name is, you can find it online by clicking [What's my User ID?](#) in Web Advisor.

#### ID Card (Tiger Tag)

The university provides students with an ID card, called Tiger Tag, that identifies the cardholder by picture, name and function. In addition to identification, ID cards are necessary for building access, the use of the library, LRC, sports facilities, and printing from shared printer/copiers.

You will receive your Tiger Tag during student orientation. If you do not receive your ID card for any reason, one may be obtained from the following locations:

**Education & Technology Center - Room 105**

Monday-Thursday 1:00pm - 8:00pm

Friday 1:00pm - 4:00pm

**Newtown Campus – Reception Desk**

Monday 8:30am - 4:30pm

Tuesday-Thursday 10:30am - 6:30pm

**HFU NE Philadelphia Library**

Monday-Friday 8:00am - 1:00pm

Report lost or stolen ID cards to the IT Help Desk at 267-341-3402. Lost or broken IDs will be replaced for \$10. Contact the business office at 267-341-3202 to initiate a replacement.

#### TigerWiFi

The University's enterprise wireless network is named "tigerWiFi". To configure the network on your wireless device, review the following documents:

[How to Connect Your Devices to tigerWiFi](#)

#### WebAdvisor

WebAdvisor is a web-based tool that allows you to register for classes and to view your schedule once posted. You can log in to [WebAdvisor](#) directly or access it from the Holy Family webpage.

#### Microsoft Office

Holy Family students can download and install Microsoft Office 2016 on up to five computers for free. Sign in at [Microsoft Online](#) using your Holy Family email address and password, click "Install Office apps" at the top, right-hand side of the page, and choose "Office 2016" from the drop-down menu. follow the on-screen instructions. When you leave the University, your Office 365 license will end.

## Accounts Management

#### Password Reset

The University uses Office 365 to connect many of your online accounts (Gmail, WebAdvisor, Canvas) with a single user name and password. If you are unable to log in to Office 365, or if you've just forgotten your password, follow the steps in the guide below to reset your password.

[How to Reset Your Holy Family Password](#)

You will need to manually update the password for email clients on your mobile devices.

#### Printing Quota

All Holy Family students receive a [printing quota](#) of 400 sheets per year. You will have 400 complimentary sheets to use from July 1 through June 30. At the end of each 1-year printing period, your quota will automatically be refreshed with another 400 complimentary sheets.

If you use your entire quota before the 1-year printing period, you can add additional sheets by [adding Flex dollars to your Tiger Tag Account](#), or by visiting the [Business Office](#).

## Hardware

### Printer/copiers setup & operation

PaperCut is Holy Family's print management software. With PaperCut you can securely print to any shared printer/copier on campus by simply swiping your Holy Family ID Card and pressing print.

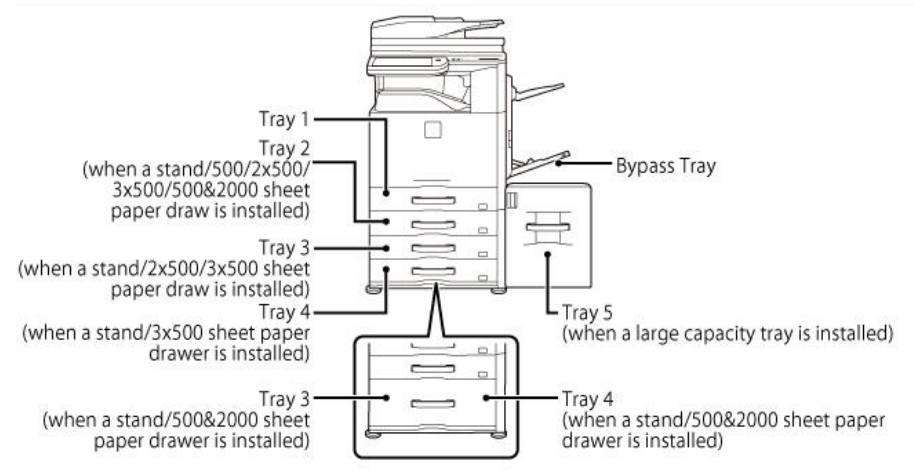
[How to Print to a Shared Copier/Printer with PaperCut](#)

[Wireless Printing with the PrinterOn App](#)

[How to Copy on a Shared Copier-Printer](#)

[How to Scan on a Shared Copier-Printer](#)

Shared printers are primarily for printing 8 ½ X 11, but will accommodate other paper sizes via the Bypass Tray and other trays.



For detailed information on the sizes and types of paper that can be loaded into each tray of the machine, read [Applicable Paper Types](#) in the Sharp MX-M365 User's Manual.

Departments maintain a small stack of printer paper. All Holy Family employees and students are encouraged to print double-sided.

Printer/copier Locations

	Basement	1 <sup>st</sup> Floor	2 <sup>nd</sup> Floor	3 <sup>rd</sup> Floor	4 <sup>th</sup> Floor	Cafeteria
Library		✓				
Educational Technology Center (ETC)		✓	✓	✓		
Holy Family Hall (HFH)		✓			✓	
Campus Center			✓			
Nurse Education Building (NEB)	✓					
Newtown Campus		✓	✓			

## Software Training

The IT Department offers a variety of online training resources for academic software.

### Canvas

Canvas is HFU’s cloud-based learning management system.

[Canvas Student Orientation](#) is a self-paced, online course designed to familiarize you with the tools and concepts you need to know to successfully navigate a course in Canvas.

[Online & Blended Student Orientation](#) is a Canvas orientation for students enrolled in blended or entirely online courses and programs. The orientation answers common questions and provides relevant contact and support information.

### Email

HFU provides access to your email through Gmail, a web-based email service. Gmail provides unlimited mailbox storage, chat integration, and enhanced mail search.

[Get Started with Gmail](#)

## G Suite

G Suite is the new name for Google Apps, a suite of productivity software including Gmail, Google Calendar, Google Drive, and more. G Suite is available to you for free.

[G Suite Learning Center](#)

## Google Calendar

Google Calendar is part of the G Suite web-based services. The calendar provides you with a quick way to schedule meetings, events, and share your schedule with others.

[Get Started with Google Calendar](#)

## MS Office 365

Holy Family has partnered with Microsoft to provide Office 365 to all current students. Office 365 combines Microsoft Office applications and the cloud to create a more convenient, collaborative, consistent work and file managing outlet.

Learn for about Office 365 at the [Office Training Center](#)

## Microsoft OneDrive

OneDrive is a file hosting service that allows you to sync files and later access and share them from a web browser or mobile device.

[Get Started with OneDrive](#)

# Classroom

Holy Family IT Department makes multi-purpose computer labs (and printing) available to students during the university's regular operational hours.

## Computer Labs

Labs are available to students when they are not in use as a classroom. Lab PCs can be accessed using the user name and password mailed to you by the Registrar's Office. Printers are also available in most labs.

Students are required to abide by the [Electronic Communications Acceptable Use Policy](#).



## Helpful Links

The link locations for the following applications are listed for convenience only, and do not necessarily represent a collection of software or services supported by the Holy Family IT department.

Holy Family University Homepage	<a href="http://holyfamily.edu">holyfamily.edu</a>
Canvas	<a href="http://holyfamily.instructure.com">holyfamily.instructure.com</a>
IT Help Desk	<a href="http://holyfamily.edu/current-students/student-resources/help-desk">holyfamily.edu/current-students/student-resources/help-desk</a>
Google Mail	<a href="http://mail.google.com">mail.google.com</a>
MS Office 365 (Including OneDrive)	<a href="http://login.microsoftonline.com">login.microsoftonline.com</a>
WebAdvisor	<a href="http://advisor2.holyfamily.edu">advisor2.holyfamily.edu</a>
Center for Academic Enhancement	<a href="https://www.holyfamily.edu/current-students/student-resources/center-for-academic-enhancement">https://www.holyfamily.edu/current-students/student-resources/center-for-academic-enhancement</a>

## Security

### Practice Secure Computing

- Don't share user accounts
- Keep passwords private
- Never give out passwords in an email
- Don't turn off anti-virus software
- Log out when you will be away from your computer
- Don't store confidential information on removable media or your hard drive
- Store important files on Google Drive or OneDrive