

# GET IT

GET IT is your technology handbook to access, learn and know more about the IT services and support available to you at Douglas College.

- ✓ College Network Access (CNA)
- ✓ Passwords
- ✓ myAccount
- ✓ Printing
- ✓ Wi-Fi
- ✓ Office 365
- ✓ Computer Labs
- ✓ Educational Technologies
- ✓ IT Security
- ✓ IT Support Services





# College Network Access (CNA)

- Every student has College Network Access (CNA) credentials to access services and resources.
- With CNA credentials you can access College computers, 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. Save them to OneDrive in Office 365; it can be more reliable than USB devices.

## How to log in to College Network?

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



# Passwords

Forgot your password? You can reset your password on your own using the password reset portal. Students' personal emails are automatically registered for the portal. To register another email address and/or cellphone number :

- Go to [password.douglascollege.ca](https://password.douglascollege.ca)
- Enter your CNA credentials, click " Login"
- Add your personal email and/or ten digit cellphone number and click "Enroll." ***Do NOT enter your Douglas College email.***

Before changing your CNA password, familiarize yourself with its requirements to ensure your login is as secure as possible.

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.



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

### 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 log in to myAccount?

- Go to [myAccount](#).
- In the User ID field, enter your 9-digit student number.
- In the PIN field, enter default password - your date of birth followed by Douglas (ddmmyyDouglas) NOTE: You'll be prompted to change this PIN at your first login.
- Click the Login button. You can log in to myAccount on only one computer at a time.

### How can I change my myAccount PIN?

If you know your current PIN:

- Log in to myAccount, and click Personal Information.
- Click Change PIN.
- Type your current PIN and the new one.
- Click Change PIN to complete the change.

### Setting up a security question:

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

### If you forgot your PIN:

- Go to myAccount, and type your 9-digit student number on the User ID field.
- Click the Forgot PIN?/Change PIN? button.
- Answer the security question, and click Submit.
- 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.
- When you finish using myAccount, log off and close the browser windows to protect your account.



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

- Wi-Fi access for [Android](#) users
- Wi-Fi access for [iOS](#) users

### How can I connect my mobile devices to the internet?

- Choose Douglas College Internal from the network list.
- Click Connect.
- Enter your CNA credentials.
- NOTE: You may be prompted to accept a security certificate.
- Click Accept or Continue.

NOTE: Once your device is connected the network will automatically recognize it when you're on campus.



Douglas 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>

To print copies at the DSU, the cost per page is \$0.05 for black & white, and \$0.35 for colour printing. [Contact the DSU](#) for more information.



# Computer Labs

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 5<sup>th</sup> 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>

## 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. [Contact the DSU](#) staff for more information.



# IT Security

## How can you keep your information and devices secure?

- Keep your operating system and antivirus software updated (Douglas takes care of your work computer).
- Keep your devices and Wi-Fi network password-protected.
- Always change default passwords on your software.
- Use different passwords/passphrases for different websites.
- Don't click links or open attachments without validating that they're safe.
- Ensure that website links are https instead of http before making financial transactions online.
- Don't download from suspicious or unknown sources.
- Connect only to external Wi-Fi networks you trust, and never shop or bank on public networks.
- Turn off Wi-Fi, Bluetooth, camera and location services on your mobile when not in use.
- Enable multi-factor authentication for your accounts, whenever possible.
- Connect only to external Wi-Fi networks you trust, and never shop or bank on public networks
- Delete old, unused software applications from your devices.



# Educational Technologies

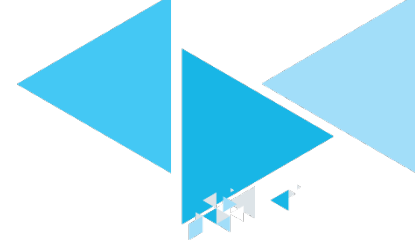
**Blackboard** is your one-stop site to access online courses and academic resources. To access Blackboard from [douglascollege.ca](http://douglascollege.ca), hover over the login drop-down menu at the top and select Blackboard-Community.

**LinkedIn Learning** is an online resource that offers thousands of video courses on a variety of topics taught by industry experts. This subscription-based tool is available free for all Douglas College students with College Network Access (CNA) credentials.

**Top Hat & Turnitin.** Make learning fun with Top Hat & Turnitin - active learning tools available at Douglas College. Connect with your faculty to know more about these technologies.



# Office 365



All Douglas College registered students have free access to Office 365 software in the Canadian cloud.

## **Which programs are included in Office 365?**

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

## **When will my Office 365 account be created?**

When you register for your first course.

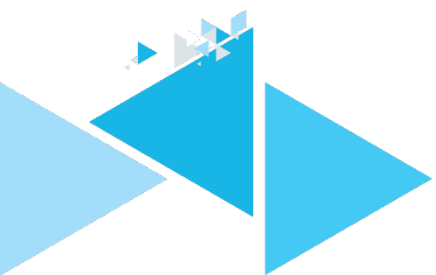
## **How do I know my College email address?**

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?**

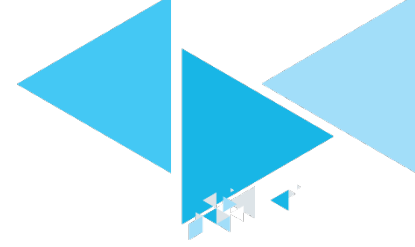
- Go to <http://portal.office.com>
- Enter your College email address and CAN password in the respective fields.
- Click sign in

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





# IT Support Services



## Service Desk

The CEIT Service Desk is staffed by skilled technicians who solve problems for students and employees having difficulty with College owned technology. We provide phone and email support Monday – Saturday. To learn more, visit the [Service Desk](#) page on the College website.

Phone: 604 527 5330

Email: [helpdesk@douglascollege.ca](mailto:helpdesk@douglascollege.ca)

## 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

### Coquitlam campus

Phone or text: 604 306 4777

Email: [dshs@douglascollege.ca](mailto:dshs@douglascollege.ca)

### New West campus

Phone or text: 604 396 4475

Email: [nwshs@douglascollege.ca](mailto:nwshs@douglascollege.ca)

***Look for CEIT Students Assistants in red vests for one-on-one technology support***

