Help Desk’s Guide for New & Returning APS/Online Students

Introduction
On behalf of Asbury’s Information Technology Services Department, we’d like to welcome you to our campus community. We exist to provide solutions to support and advance the mission of Asbury University through professional service, strategic leadership, and the use of appropriate technology. Our goal is to help you, educate you, and support you from start to finish in this program.

The Basics

Your Network Account Username and Password
Please use this Network Account when logging into all campus computer labs and services, including your Asbury Email Account, Discovery, Online Services, and the Network Access Control.

- Your Network Account Username: firstname.lastname@asbury.edu
- Default Password: first 4 letters of your last name + last four digits of your Social Security Number.
- Exceptions apply if you are an International Student, or if your last name is only three letters long.

Email
- Each student is assigned an Asbury email address that is identical to your Network Account login (firstname.lastname@asbury.edu).
- This email account is accessible on and off campus using webmail.asbury.edu from any web browser. You must use your full email address when logging in.
- Help Desk recommends changing your password immediately after logging in for the first time.

Passwords
- Passwords must be 8 characters or more in length and have three of the following categories: Numbers, Capital Letters, Lowercase Letters, & Symbols. Because of this requirement, Bible verses make good passwords (ex. Romans16:19!).
- Passwords also have an age limit. You must change your password every 6 months.
- If you enter a wrong password 3 times, your account will be automatically locked. To unlock your account, call Help Desk or wait 1 hour for your account to unlock automatically.
- A new tool is now available to unlock your account or reset your password. In your address bar, type password.asbury.edu, register your Asbury email account, by signing in and choosing three security questions and answers. You must register beforehand in order to use this tool.

Purchasing a New Computer?
- If you are considering purchasing a new computer, Asbury’s I.T. Services may be able to help! Asbury students are eligible for an educational discount on select models. For more information, please contact Help Desk or stop by our website (http://www.asbury.edu/helpdesk).
- Before you purchase a new computer, be sure that it meets the minimum tech requirements for the APS/Online Program. For more information, contact Help Desk or the APS office (x2600).

Software Available to Students
- Free antivirus software is available at sophos.asbury.edu or through the Help Desk.
- Microsoft Office for Windows and Mac available in the Bookstore for $15 with student ID.
- At this time, Asbury University does not offer any other software.
Asbury Student Resources

Discovery Course Site

Discovery is the Learning Management System at Asbury. Faculty may use Discovery to distribute course materials, assignments and quizzes online.

To log in to Discovery:
1. Open a browser (Firefox is the preferred browser for accessing Discovery).
2. On the address line enter discovery.asbury.edu
3. Enter your full email address (firstname.lastname@asbury.edu) for the user name.
4. Enter your network account password.

Remember: when you change your password for the network/email, it will automatically change your password for Discovery.

Online Services Portal (Registration and Class Schedules)

Online Services is the place where you will register for or drop classes, view current and past class schedules, review midterm/final course grades, update emergency contact information, and review financial aid information.

1. Open a browser.
2. On the address line, enter online.asbury.edu
3. Enter your full email address (firstname.lastname@asbury.edu) for the username.
4. Enter your network password.

Adobe Connect Site (Synchronous Class Sessions)

Adobe Connect is the Synchronous Class System at Asbury. Faculty may use Adobe Connect to host online meetings of classes. Faculty will post the link to the class in Discovery or provide it through email.

To log in to Adobe Connect:
5. Click the link in your Discovery course or in your email.
6. Click “Enter as Guest,” and type your name as you would like it displayed.
7. Click “Enter”

On-Campus Information

Network Access Control (NAC)

- In order to connect to the Internet, Asbury requires that all users sign in to the Network Access Control. You will be prompted to login once per day or upon re-connecting to the network.

Websense (Content Filter)

- Asbury University uses a web content filtering system called Websense.
- This system is intended for the protection of our students, faculty, and staff from internet content inconsistent with Asbury’s cultural standards and is monitored on a regular basis.
- Questions regarding blocked content should be directed to the Help Desk.

Personal Network Storage Space – U: Drive

- Each student has private space on the Asbury computer network to save files.
- This drive space is accessible from any networked computer on campus by accessing \\samuel.asbury.edu\firstname.lastname or on a Mac with smb://samuel.asbury.edu/firstname.lastname
- For detailed instructions on how to connect to your user space, contact Help Desk.

Computer Lab & Print Accounts

- Computers for student use are located throughout the main floor of Kinlaw Library.
- Every student is given a $40 print balance at the beginning of each semester to use in the Computer Labs. This is not real money, but an allotment from the institution (no refunds).
- To check your print balance, go to print.asbury.edu
- Use your firstname.lastname for the username (without the @asbury.edu).