

-LC IT Department-

Price Bldg., Rm. 108, Office hours= 8A – 5P, Mon. – Fri.

Tech Support Nos.= (704) 216 - 6401, 6241 or 6780

Note: It's best to come to the IT Dept. with your LC ID, but if you call... be prepared to answer a series of questions to verify your identity before we will support you. This is to protect your data!

Student Technology FAQ's:

(Passwords, JICS, Blackboard, Email & Network/Wi-Fi)

- 1) What's my LC user (not Wi-Fi) password?
 - a. You were emailed an "Acceptance Letter" from the Office of Admissions that included your user name (aka- student ID) and your password. This password **initially** works for all of the following applications or portals: JICS, Blackboard, Lab PCs, Wi-Fi and email. If, you can't find it? You will need to contact the Admissions office at phone: (704) 216-6001 to obtain it. This is also the **only** time you will have one (1) password for everything.
 - i. Note: This **only** applies to **new** students!
- 2) I used to be able to log into JICS with my password, but I changed it and now it doesn't work for JICS. What's wrong?
 - a. Your JICS password **never** changes or expires. Use the original password emailed or given to you. If, you can't find it? You will need to contact the Admissions office at phone: (704) 216-6001 to obtain it. Once you change your initial password, you are only changing the password for everything **except** JICS.
 - i. Note: This **only** applies to **new** students!
- 3) How long is my password good for?
 - a. Student passwords are good for 180 days from the date of creation/renewal including the one initially provided to you by Admissions.
- 4) My password worked before I left at the end of the semester, but now it doesn't. What's Wrong?
 - a. Your password is only good for 180 days from creation date and likely expired. Please use the "Forgot Your Password?" link on the Blackboard login page or your LC student email should prompt you to renew it when trying to log in. If you still can't access, please contact the IT Dept. for help.
 - i. Note: Your phone number has to be correct in our system in order to receive the "reset" text from the Password Reset interface. Anytime you change it, it's your responsibility to inform the IT Dept. so, we may update your AD/user account.
- 5) I suspect my password has been compromised/stolen. What can I do?
 - a. If you suspect compromise. You may change it anytime either through your LC student email, using the "Forgot Your Password" link on the LC Blackboard login page or contacting the IT Dept.

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- 6) I've been trying to change my password using the "Forgot Your Password?" link on the Blackboard login page, but not getting the "Reset" link. Why not?
 - a. *Your phone number isn't correct in our student database. Please contact the IT Dept. to get it updated*

- 7) I've been trying to change my password, but keeps getting rejected. What's wrong?
 - a. *New passwords must be a minimum of seven (7) characters long and must adhere to the following: contain at least, one (1) capital letter, one (1) number and not be a password used within the last one (1) year.*

- 8) How can I recover my JICS password?
 - a. *JICS credentials are managed by the Office of the Registrar. Please contact them for assistance at (704) 216-6258 or 6158. Remember... your JICS password never changes or expires!*

- 9) My JICS Student tab is no longer available to me. Why?
 - a. *This has to do with your enrollment status. Please contact the Registrar's office at (704) 216-6158 for assistance.*

- 10) My classes have not shown up in Blackboard. Why not?
 - a. *If, your class(es) is/are not showing up. It usually means your' Advisor has not approved the course (aka- still in "Reserved" status) or the Registrar has not moved the course over for transfer into Blackboard. You can check course status via JICS/Student tab, the Registrar or your' Advisor.
 - i. *Note: IT runs a script two (2) times a day (@ approx. 8:15A & 4P) that pulls class data from JICS into Blackboard.**

- 11) My classes previously showed up in Blackboard, but now they don't. What happened?
 - a. *You will need to contact the Registrar's office at phone: (704) 216-6258 or 6158 and inquire about your status.*

- 12) I can't log into my LC Student email, but my password works for Blackboard. Isn't it the same?
 - a. *Yes, but you are probably using your student email address as your username on your LC email login. Use your student ID, as your username for all LC apps/portals (JICS, Blackboard, Lab PC's, Wi-Fi and email).*

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13) I need to have something sent to my' LC student email. What's my email address?

- a. *Your LC student email address= first name initial, full last name and last two (2) digits of your LC student ID @students.livingstone.edu (for example: Ronald McDonald / 100289221=rmcdonald21@students.livingstone.edu)*

14) I'm not receiving any email. Why not?

- a. *Usually, this is an indicator that your mailbox is full. Please log in and <Delete> unnecessary emails. You will also need to empty your "Deleted Items" folder, as it is counted towards your mailbox capacity.*

15) I'm being prompted to install a "Policy Key" when trying to connect to the LC network. What is this?

- a. *LC uses a Network Access Control (NAC) system to enforce security policies (i.e., valid Anti-Virus running w/ current definitions, access rights, etc.). All Microsoft Windows PCs and Macintosh computers are required to install the SafeConnect Policy Key; it is required for network access. Linux users, phones and tablets authenticate via a web browser, but do not need to install the policy key. It does not track your web browsing or collect any personal information about you and self-dissolves if, your machine doesn't connect to our network within 30 days. You can also manually uninstall it, but you will not be able to access the LC network within minutes of uninstalling.*
 - i. *Just follow the prompts/instructions to install.*

16) What is the Student Wi-Fi SSID & password?

- a. *SSID= LC-Students. Please contact your RHD, ask a fellow student or come by the IT Dept. for the password.*
 - i. *Note: This only connects you to the Student Wi-Fi system, you will need to authenticate on SafeConnect via a browser with your LC username (student ID) & password to get on the internet.*

17) My computer won't connect to the Wi-Fi even though I connected before. What's wrong?

- a. *Make sure the "LC-Students" (Wi-Fi SSID) is selected and you're using the correct Wi-Fi password (it's not your LC user acct. password). Is the LC policy key installed? Go to the "Search" window and enter "Control Panel", go to "Programs and Features" and look for "SafeConnect PolicyKey". If not, open a browser and you should be prompted to install it, following the instructions. Make sure your pc has a valid Anti-Virus application (-see list on homepage) that is running and has current AV definitions. -New ones come out every day so, update daily! Make sure your login/username & password is correct and hasn't expired (use your phone to log into your email to verify). If not, contact the IT Dept. for help.*

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18) I'm trying to install my own wireless network/router in my dorm room, but can't get it to work properly. What's wrong?

a. It is against LC rules for students to setup their own Wi-Fi systems anywhere on campus!

19) My Wi-Fi connection randomly drops in my dorm room. Why?

a. LC has spent nearly half a million dollars on current Wi-Fi technology, but is still an "at best" technology. Meaning, because it's wireless... it cannot be guaranteed as, there are many things that can affect its' functionality and performance that IT has no control over. There are two (2) Wi-Fi signals used in the U.S.; 2.4Ghz and 5Ghz with most newer devices using 5Ghz. While the 2.4Ghz signal reaches much further than 5Ghz... it's also more susceptible to RF interferences such as; Microwaves (up to 25 feet away!) and Bluetooth devices (e.g., headphones, speakers, smart watches & phones, health monitors, tablets and much more) and all can create Wi-Fi interference. The dorms are proliferated with these devices! Another primary concern we see creating interference on both 2.4 & 5Ghz Wi-Fi on our campus is other, non-authorized Wi-Fi systems setup in the dorms and neighboring Wi-Fi systems. Additionally, many personal printers by default have their wireless (aka- Wi-Fi) radios turned on creating RF interference. -Users can turn this feature off using the provided instructions or "Googling" the printer for instructions- Be cognizant of these devices you personally own and try to minimize their use or turn-off when not needed.

i. Note: It is against LC rules for students to setup their own Wi-Fi systems anywhere on campus!

20) The data-port in my room doesn't work. What can I do?

a. Please report to your RHD and he will turn in a report to the IT Dept. once a week.

i. Note: IT personnel will not enter your room if, an RHD or their representative is not present!

21) What can & cannot the IT Dept. do for LC students?

a. We can help students with password & login issues for various applications, get connected to the LC network/Wi-Fi, install the "Policy Key" and a free AV application (required to get on LC's network), pc lab printing and troubleshoot the network drop in your room. Due to "liability" concerns, we will not troubleshoot virus issues, install applications (other than PK & AV) on personally owned devices and we do not write notes/excuses for anything!

i. Note: If Blackboard, JICS, email, etc. are "DOWN", it will be a campus-wide known issue.

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22) What is the IT Dept. responsible for?

- a. The IT Dept. is responsible for the following LC owned technologies/applications; user accts., network access/security, pc/device connectivity, all computers & servers, JICS, Blackboard, email, printers and Wi-Fi.

23) What is the IT Dept. not responsible for?

- a. We are not responsible for the LC webpage content or functionality, phones, phone ports, swipe cards/ID's & bldg. access control, SMART classroom technology (i.e., boards, projectors, audio devices) or personally owned devices.