

# **VIRTUAL SESSION 4: INFORMATION TECHNOLOGY SERVICES**

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**Presenters:**

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**Go Beyond**



**NORWICH<sup>™</sup>**  
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# BRIGHTSPACE AT NORWICH:

- At Norwich instructors use Brightspace to house course materials and resources as well as assignments and grades.
- Each instructor will use Brightspace uniquely to meet the needs of their particular course.

## BRIGHTSPACE SUPPORT:

Should you need help with using Brightspace for your classes, please start by contacting your instructor. If they cannot assist, you can use the Brightspace chat-bot in the lower righthand corner of any Brightspace page.



# ITS-USER SUPPORT SERVICES

## WHAT WE PROVIDE:

**We support you in *most* of your information technology needs:**

- Easy access to ***most*** of your Norwich services at [myapps.microsoft.com](https://myapps.microsoft.com)
  - » You will hear/see it referred to as the MyApps page, or the SSO dashboard
  - » You will access ***most*** everything you do at Norwich from this page
  - » There is a shortened URL, [sso.norwich.edu](https://sso.norwich.edu), that redirects to the same page, ***but it will force you to sign in every time you visit the page***; do not bookmark sso.norwich.edu!
- Norwich-provided Microsoft Account Access
- Printing Services
- Network Connectivity
- Virtual Computing Services
- Access to Microsoft 365 Applications: Outlook, Word, PowerPoint, Teams, etc.
  - » Each student can install the full Microsoft 365 App suite on up to five devices

# ACCOUNT SERVICES:

## We provide Microsoft 365 accounts for all users:

- We only support the use of the **Microsoft Authenticator** app that provides one time use codes or push notifications.
  - » Visit **mfa.norwich.edu** for more information regarding MFA
  - » **DO NOT SIGN DIRECTLY INTO THE APP**—this is not the correct process to add your Norwich account—follow the instructions found in the link above!
- SMS or Email MFA methods are not allowed as they are not considered secure, by Norwich or Microsoft.
- Passwords expire **every 90 days**, change them before they expire to make your life easier! You will receive emails from us as they near their expiry date.
- Visit **its.norwich.edu** and search for ‘password rules’ to find the knowledge base article

# ACCOUNT SERVICES:

## Account modification requests:

- Resetting passwords, MFA methods, etc.
  - » All account modification requests **MUST** come from the student, **no one else!** You will be asked multiple identifying questions to verify your identity
  - » Start memorizing your A number now! It is on your Cadet Card, and listed in Banner Web—once you sign in
  - » Parents...**WE WILL NOT GIVE YOU ACCESS TO YOUR STUDENT'S ACCOUNT, THIS VIOLATES FEDERAL LAWS;** please do everyone a favor and have your student contact us directly if they are having issues.

## Banner's 'Student Self Service' app is the student view of our Student Information System.

- Within Student Self Service you will:
  - » Plan and Register for classes
  - » View your schedule
  - » View your remaining degree program requirements
  - » Access NUPay to pay your bill and set up Authorized payers
  - » And more!



# PRINTING SERVICES:

**We have multiple methods for printing on campus from all device types:**

- Visit [its.norwich.edu](https://its.norwich.edu) and search for 'printing' to find the self-help articles
- You get \$25 per semester for printing, your student account will be charged for any overages
  - » The cost is \$.05 per black and white page and \$.10 per color page
- There are publicly available printers located all around campus
- You will need to know your A# in some instances to print, again, start memorizing it now!

# NETWORK CONNECTIVITY:

## Wi-Fi:

- Visit [wifi.norwich.edu](http://wifi.norwich.edu) to simplify your Wi-Fi connections from your computers and mobile devices
- Your smart home and streaming devices **will NOT work with the Wi-Fi**
  - » They must be hardwired; if they do not have a network port, check the vendor's support site to see if an ethernet network adapter will work

## Ethernet:

- We utilize an enterprise grade network system; you cannot just plug in and go!
- You must enable 802.1x on your computers when you arrive
  - » Visit [its.norwich.edu](http://its.norwich.edu) and search for '802.1x' to find the self-help articles
- Your gaming devices **MUST** be hardwired and meet certain criteria
  - » Visit [its.norwich.edu](http://its.norwich.edu) and search for 'gaming devices' to find the self-help articles



# VIRTUAL COMPUTING SERVICES:

## Virtual Labs:

- We offer many of the specialty software needed for specific classes through our Azure Virtual Desktop environment
  - » Visit [its.norwich.edu](https://its.norwich.edu) and search for 'Azure virtual' to find the self-help articles

## Public Computer Labs:

- We have multiple locations with computing devices that connect to the virtual environment for students to use
  - » Schneider SC302, Cabot U284, Partridge U114, and several locations in the Library



# THINGS WE CAN'T HELP WITH:

**Follett Access, Kortext, and Red Shelf** websites/apps for your electronic books

- We **do not** control your account in Follett Access, Kortext, or Red Shelf
- We **cannot** provide any support if you are missing books in their systems
- We can only make sure the that you see these items on your MyApps page
- Make note of this support information:
  - » **Norwich Bookstore Follett Support:**
    - » Email: [norwich@bkstr.com](mailto:norwich@bkstr.com)
    - » Phone: (802) 485-2200
    - » [www.bkstr.com/norwichustore](http://www.bkstr.com/norwichustore)
  - » **Direct Follett Access Support**
    - » [norwich\\_access@follett.com](mailto:norwich_access@follett.com)
    - » [0573txt@follett.com](mailto:0573txt@follett.com)

# THINGS WE CAN'T HELP WITH:

## Financial Aid:

- We **cannot** reset passwords in the Financial Aid system
  - » You must contact Financial Aid using the support information provided on the log in page for Financial Aid
- You will use your A number to log into this system

## D2L Brightspace Classroom Support:

- We cannot directly help you with issues within this system
- We can only ensure you can get into the classrooms
- Use the chatbot in the bottom right corner of the classroom to get help within this system



# THINGS YOU SHOULD DO RIGHT NOW:

Make sure you have set up your Norwich Microsoft account!

- If you have gotten this far in the process, ***you should have already done this***, if you haven't, do it today!
- If you have multiple mobile devices, like a phone and a tablet, make sure to add all your mobile devices as backup methods, instructions can be found at **[mfa.norwich.edu](https://mfa.norwich.edu)**.
  - » You can add up to 5 mobile devices to your account or MFA
  - » This is incredibly important to ensure you are not relying on a single device to access your account

On your computer(s) and mobile device(s), go to **[wifi.norwich.edu](https://wifi.norwich.edu)**

- Follow the prompts on your Windows, macOS, Linux, iOS, Android, or Chromebook device to preinstall the Norwich Wi-Fi profile and certificate.
  - » This will make it so you will connect to the Norwich Wi-Fi as soon as you arrive
  - » The process is different for all operating systems—so follow the prompts



# THINGS YOU SHOULD DO RIGHT NOW:

Purchase one or more network cables before you get here!

- You can get a few different sizes as your room layout determines where the active port is.
  - » Expect to need a 6', 10', or a 15' cable– these are very cheap from various online retailers

On all your computers and mobile devices, go to **wifi.norwich.edu**

- Follow the prompts on your Windows, macOS, Linux, iOS, Android, or Chromebook device to preinstall the Norwich Wi-Fi profile and certificate.
  - » This will make it so you will connect to the Norwich Wi-Fi as soon as you arrive
  - » The process is different for all operating systems–so follow the prompts



# HOW TO REQUEST SUPPORT:

Visit: [its.norwich.edu](https://its.norwich.edu) or find the icon on the MyApps SSO



- Knowledge Base
  - » You can more than likely find what you need to help yourself with the self-help and tutorial articles
- Service Catalog for Support Requests
  - » Find issue-targeted support ticket requests to get your issue resolved quicker by providing the information we need when you fill the ticket out
  - » If you can't find a ticket type in the Service Catalog that represents the issue you are having, you can submit a generic support request.

*Around campus, and online in various places, you will see mention of our old way of submitting tickets—sending an email to our email address—please do not use this method as it will add time and require multiple information requests from you, if you use the ticketing system directly, you will get help faster.*

# HOW TO REQUEST SUPPORT:

Call: **802-485-2456**

- Live Phone Support Operating Hours:
  - » **Monday – Friday: 0700-1700 (7:00 am-5:00 pm)**
  - » **Except Thursdays—we close for an hour for our staff meeting starting at 1500 (3 pm).**
- After-Hours Support–**Emergency Situations only!**
  - » **Monday – Friday: 1700-2200 (5:00 pm-10:00 pm)**
  - » **Saturday and Sunday: 0800-2200 (8:00 am-10:00 pm)**
  - » If it is an emergency, meaning you can't access your account to submit homework, take a quiz, etc., **call and leave a voicemail!!**
  - » You will get the quickest response during the on-call hours by calling us!
  - » Leave a voicemail and we will call you back within two hours.

**We are closed for University approved holidays!**

- After-Hours Support will be provided, except for Christmas Day.

# HOW TO REQUEST SUPPORT:

## Visit us in person:

- Our main office is in the Engineering Math and Science complex, aka the U building, in room **U101**.
  - » **Monday-Friday from 0800-1630 ( 8:00 am-4:30 pm)**
  - » **Except Thursdays when we close for our staff meeting at 1500 (3:00 pm)–Thursday hours in person are 0800-1500 (8 am – 3 pm)**
- *When staffing permits*, you can also find us in Mack Hall on the 3<sup>rd</sup> floor by the elevators
  - » **Monday-Friday from 0800-1630 (8:00 am-4:30 pm)**
  - » **Except Thursdays when we close for our staff meeting at 1430 (2:30 pm) in the Mack location.**

## We are closed for University approved holidays!

- After-Hours Support will be provided, except for Christmas Day.

# REMINDERS

- Complete Start Ready Checklist (Including Medical Paperwork)
- Alcohol 101 (link was emailed)
- ID Photos were due by July 21<sup>st</sup> email to [cadetcard@norwich.edu](mailto:cadetcard@norwich.edu)
- Arrival Dates: Rooks - August 16th, Civilians - August 20th
- Website: <https://home.norwich.edu/on/info-for/incoming-students>
- Notification of our \$200 Amazon raffle winner will go out tomorrow (Friday, August 1<sup>st</sup>)



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# QUESTIONS?

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