



Pine Manor
College



**Undergraduate and Graduate Students
Technology Survival Guide**

2015-2016



Technology at PMC College

At PMC, you will be joining a community of people devoted to using technology to support learning and collaboration in your areas of interest and program of study. This guide provides information to help you navigate PMC technology and contact information for assistance.

Acceptable Use of Information Technology Systems

The College has a well-defined policy for responsible use of technologies on campus. It is important that you are familiar with this policy and that you join the community in abiding by its guidelines.

A copy of the **Computer Code of Ethics** can be found in the [Student Handbook](#), starting on page 42.

PMC User ID

All students are provided with a unique User ID and password, which provides access to campus computers, as well as many other PMC systems. An email with your PMC User ID and Password should have been sent to your personal email account.

The standard PMC naming convention for User IDs joins the first initial of the first name with the last name (User IDs exceeding 20 characters will be shortened). Typically hyphenations will be dropped from last names and only the last name to the left of the hyphen will be used. If duplicates occur, your middle initial is generally added to resolve ambiguity.

PMC User ID Password

Your original password will be auto-generated by the system. You must change your password the first time you log onto the network.

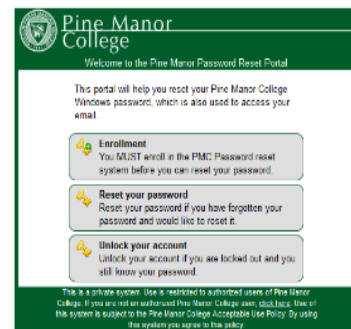
Passwords are intended to help prevent unauthorized access to your account and may not be shared.

Self Service Password Changes

Upon receipt of a User ID and password, students should enroll and reset the password, choosing passwords that are personalized and secure. Pine Manor provides a self-service system **SSRPM** to allow you to manage your own password at any time. Enrollment into the SSRPM tool is required.

How to Enroll

To enroll, log into <https://Password.PMC.edu> then click on **Enroll into SSRPM**. Enter your User ID without the @PMC.edu and password, the Domain name is **PMC**, then click **Continue**. On the following screen you will be asked to specify security questions that will be asked when you use SSRPM to reset your password or unlock your account. Note: Answers to security questions are case sensitive. If you choose Birthday please use MM/DD/YYYY format. Click **Enroll** to complete the process. Once enrolled, you may change your password at any time via SSRPM!



How to Select a Password

Passwords must be at least 8 letters and numbers. You may not reuse a password. Your User ID cannot be a part of your password as access to your Email account will not accept a password that contains any portion of your User ID.

Reset Password

To change your password because it expired or because you forgot it, visit <https://password.pmc.edu> and click on **Reset your password**. Complete the required information. Enter **PMC** when asked for the Domain name.

Password Expiration

For security purposes, PMC **passwords expire every 180 days**. You must change your password before it expires. If your password has expired, reset it as outlined above.

Unlock Account

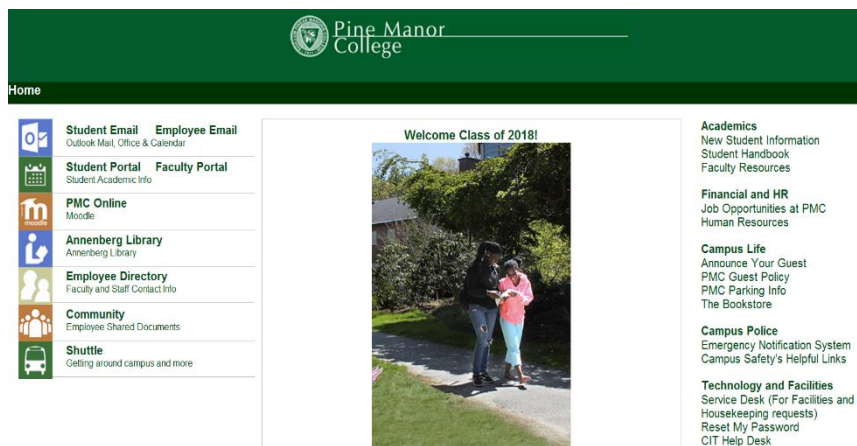
If you attempt to logon to campus computers, or other PMC systems with an incorrect password more than four times, *you will be locked out* of all these systems. You can visit <https://Password.PMC.edu> at any time to regain access. Enter **PMC** when asked for the Domain Name.

MyPMC

MyPMC is the online gateway to resources and services for the Pine Manor community. You will find links to all the resources you will need on campus including academics, finances, and general campus life. Access MyPMC at <http://My.PMC.edu/>.

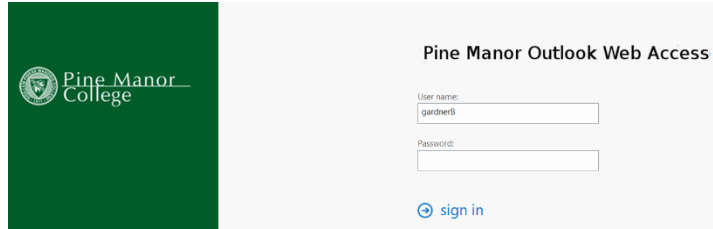
Some of the links available on MyPMC are:

- ❖ **Student Email:** Click on the link to be taken to the webmail login for your Pine Manor email account.
- ❖ **Student Portal:** The Student Portal is a system designed to provide students access to course listings, advising information, unofficial transcripts, viewing grades, and more.
- ❖ **PMC Online:** Moodle is a learning management system for faculty to deliver course materials, collect assignments and communicate with students.
- ❖ **Shuttle:** Find the times the shuttle travels to public transportation and shopping off campus.
- ❖ **Emergency Notification System:** The PMC College Text Message Alert System is a mass notification system that enables the college community to receive text alerts and updates in the event of an emergency. All PMC students are automatically enrolled once per semester. If you are having trouble receiving the alerts, please contact Public Safety at 617-731-7647 for assistance.



Student Email

PMC College email is the primary form of communication for students and you are responsible for reading your email regularly.



Your Microsoft Outlook Email account is accessed by logging into [MyPMC](#) and clicking on the **Student Email** button. Use your User ID and password to log in.

Smartphone and Tablet Email Setup (Android, iPhone, Windows Phone and Blackberry)

- Server Name: webmail.pmc.edu
- Username: Typically User ID including [@PMC.edu](#) sometimes username without the @PMC.edu
- Use Exchange or ActiveSync account type
- Domain: PMC or AD.PMC.edu

PMC Wireless Network

To connect to the wireless network, your PC laptop's operating system must be updated with all necessary patches, you must have up to date anti-virus software and the Bradford Persistent Agent, provided by PMC.



Prior to connecting to the PMC network please do the following:

Windows:

- Run all Windows updates by pressing the Windows key (typically in between CTRL and ALT) then typing Windows Update. Run all updates, reboot and check again until no updates remain.
- Make sure you have up-to-date antivirus protection installed on your computer. You can download free antivirus protection from: <http://www.avast.com>

Mac:

- Run all OSX updates. Go to Apple -> Software Update. Run all updates, reboot and check again until no updates remain.
- Make sure you have up-to-date antivirus protection installed on your computer. You can download free antivirus protection from:

<http://www.sophos.com/en-us/products/free-tools/sophos-antivirus-for-mac-home-edition.aspx>

If you have an expired antivirus software subscription

Uninstall expired virus protection software.

Install free antivirus from above, update the antivirus and run a Full Scan.

Register your device

The first time you connect to the PMC wireless network, you will be required to register your device through the PMC Network Access Control portal. To connect to the system, you will want to select **Pine Manor College** as the wireless network on your device. You must then open a web browser and follow the prompts to register your device. You will need to have valid PMC College User ID and Password in order to register your device. Once you register a device, you won't have to register it again.



Please note: wired connections in the residence halls will also be required to be registered with the PMC NAC

Gaming

The PMC wireless and wired network provides students the ability to use their gaming systems over the Internet. To connect your gaming system to the PMC wired or wireless network, you will be required to register your device through <http://deviceregistration.PMC.edu/>. When you register your device, ensure that it is powered on and connected to the network. You will be asked for the MAC or physical address, this is a 12 letter and number code (example AE:3E:4D:2B:EB:23) typically found under the advanced wireless settings of the gaming device.

Trouble Gaming? If you are experiencing trouble with your game connecting to the Internet, email the CIT Help Desk HelpDesk@PMC.edu and include your game console MAC address in the email.

PMC Public Printers

Each semester PMC provides students with a free **\$50** printing account for use in classroom, lab, and public printers on campus. The cost of printing is automatically deducted from this account.

B/W Single Sided

\$0.10 per page

Color Single Sided

\$0.25 per page

Students can also obtain balance information by clicking on the green icon in the lower right corner of any public computer.

Please note a print free zone station will also be added to the Library. For information on the print free zone and adding funds to your account, please contact the CIT Help Desk at HelpDesk@PMC.edu.

Cable service for Residence Halls

Cable TV for residence hall rooms may be purchased directly from our local provider, Comcast, by calling 1-800-COMCAST.

Campus Computer Labs and Public Computers

There are over 80 Windows PC and Mac computers available for the use by Pine Manor students in public spaces and labs located in the Annenberg Library and across campus. PMC students are welcome to use the computer labs whenever they are open and not used for classes. The computer labs are provided primarily for students to complete classroom assignments.

- **The Library** has approximately 18 PCs and printing.
- **The 24-Hour Study Area** is located in the foyer of the Annenberg Communications Building, outside the Learning Resource Center. It consists of 6 PCs and printing.
- **The Campus Center** first floor has 4 PCs.

The following computer labs may be available when class is not in session between 8:00am and 9:00pm Monday through Friday during the academic year.

- **Dane 101** (lower level) is equipped with 18 PCs and printing.
- **Wean Language Lab** in Haldan Hall 2nd floor has 12 PCs and printing.
- **The Campus Center STC101** (lower level) has 18 PCs and printing.
- **The Campus Center STC102** (lower level) has 18 PCs and printing.
- **The Abercrombie Visual Arts Classroom** has 12 Macintosh computers and printing. (Check with instructor for access.)



Saving Your Work

Students are encouraged to save papers and homework in your PMC email account. Carrying USB flash drives around campus, is not recommended as they are easily lost and can break without warning or external evidence.



Do not save work to the desktop of PMC computers at any time. The public computers are cleaned on an auto-scheduled basis and the files that are deleted cannot be retrieved.

To save your Microsoft Office document from a PMC public computer, click on 'File' then select 'Share' then 'Email'. Enter yourself as the email recipient.

CIT Help Desk

When you have a question or need technical support you'll find friendly, expert advice at the CIT Help Desk. Staff members are available to help you with Microsoft resources such as Email, Word, Moodle Learning Management System or the MyPMC portal. You can also get help connecting your laptop, tablet, smartphone, cable TV or gaming system to the PMC network.

Our phone support extends past our business hours providing student **IT emergency services 24/7**. This emergency support covers system outage response and assistance with problems that prevent you from completing your academic work. We monitor our email (HelpDesk@PMC.edu) during our normal operational schedule covering over 90 hours a week during the fall and spring semesters.

Computer Purchases

Even though there are public computers on campus, we strongly recommend that you bring your own computer. Discounts from Dell and Apple are available to PMC College students from the following sites:



http://www.dell.com/us/eep/p/?scat=root&link_number=15685389&isredir=true



http://store.apple.com/us_edu_289080

Like us on Facebook for updates & tips!

<http://www.facebook.com/PMCit>

Green Campus



Please help us make a green campus at PMC by turning off your computer and printer when you are not using them, turning on energy power management, purchase energy efficient equipment, and think before you print. Turning off your computer when you are away also increases data security and reduces opportunity for malware attack.

