

# OFFICE OF INFORMATION TECHNOLOGY

## STUDENT INFORMATION



The mission of the Office of Information Technology is to connect students to the information, training, and technical resources they need to achieve their objectives.

### OFFICE OF INFORMATION TECHNOLOGY

Information to assist you with computing at SGU can be accessed from the [Office of Information Technology](#) link on the SGU home page. It gives you access to technology resources provided at SGU.

To access this information

- Type: <http://www.sgu.edu>
- Click the [Office of Information Technology](#) link at the bottom of the page.

### COMPUTING SERVICES GUIDELINES

- General access computers and print rooms are located in Charter, Taylor and Pensick halls, and the Founders' Library.
- Students may also connect their own devices to the SGU LAN for access to the Internet either via a wired or wireless (802.11a/b/g/n) connection.
- Each student is assigned a printing quota, details are provided on the [Student Information](#) page.

Students who wish to use these computing resources must follow instructions from on-duty Technical Assistants.

### COMPUTING POLICIES

Information on policies and procedures such as the Copyright, Bulk E-mail, Virus Protection, FireFly (wireless), and Internet policies is available for you to read-through.

- To access this information, click [Computing Policies](#).

### WIRELESS

To access information on wireless, system requirements and our policies for connecting to the network.

- Click [Computing Policies](#) then
- Select [Wireless Internet Policy](#).

### CARENAGE (MY SGU)

The Carenage is the portal to your campus services and resources. It provides information that will enhance your student life. To enter the Carenage:

- Click the [Carenage \(MY SGU\)](#) link.
- Login with your username and password. Your username is the first part of your SGU email, your initial password is your date of birth followed by the characters Pd# e.g. (mmddyyyyPd#).

To change your password:

- In Carenage, click the [Change Password](#) link and follow the instructions.

It must contain at least: 7 characters with 1 capital letter, 1 lower case letter, 1 number, and 1 symbol.

It must not be similar to any of your last five passwords.

### QUICKLAUNCH NAVIGATION

In the Carenage, QuickLaunch provides one-click access to key services such as Email, MyCourses and ExamSoft.

## YOUR SGU E-MAIL

To access your SGU Mail:

- Click the EMAIL icon in the QuickLaunch Navigation.

For information on how to setup your email on your mobile devices, automatically forwarding emails, etc:

- Visit the [Office of Information Technology](#) page.
- Click the [Technology](#) link
- Select the [Office 365](#) section.

## MY COURSES (SAKAI)

MyCourses is our Course Management System. It is used to access content for academic courses as well as SGU community groups.

- To access, click the MYCOURSES icon on the [CARENAGE \(MY SGU\)](#) page to be taken to your MyCourses workspace.
- My Workspace is your personal space for upload-ing documents to Resources, viewing important announcements, managing your calendar, editing your profile etc.
- You can also view the courses you are registered for as well as the DES and SGA community groups by clicking the My Sites link.
- To join the SGU Student Organizations community group, not listed on your My Sites
  - Click the **Membership** link.
  - Click the **Joinable Sites** link.
  - Click the **Join** link below the Student Organizations site title.

**Do not use the browser's Back button when working in MyCourses. Use the Reset button of the tool to return to the original view.**

## SOME DEFAULT TOOLS WITHIN YOUR COURSES:

- **Resources** - the instructor would upload course content to this page.
- **Assignments** - used to allow you to upload your written assignments. Ensure that you click the Submit button to complete your submission for review or grading.
- **Tests & Quizzes** - Take online quizzes created by your instructor.
  - Click the Submit for Grading button to record that you have take the quiz. Click the Submit for Grading again to confirm the submission.
  - Always check that your quizzes have been submitted within the time that they are available and report any problems within that time. After the time has passed, the item cannot be made available to you by IT. Please check your instructor.
- **Gradebook2** – your assignments, quizzes and course grades will be displayed here once available. Please contact your instructor if there are any issues with the recorded grade.
- **TurningTechnologies** - used to register your ResponseCard (clicker) for student polling. To register: Click the Register ResponseCard link and follow the instructions.

## TURNINGPOINT

[Information on TurningPoint](#) is included on the card received with the clicker.

Ensure that your clicker is on the correct channel

- Click Ch (GO) - 74—Ch (GO)

## SHOR

You may request assistance, by contacting us through our Self Help Online Resource (SHOR) using the following steps:



- Go to <http://shor.sgu.edu>.
- Login to SHOR using your username and password.
- Fill in all required fields.
- Click Save.

Our IT personnel will address your issues, in the order in which they are received.

**NOTE: To ensure that you receive email notification from SHOR, add SHOR to your contacts list.**

## UNIVERSITY COMPUTER LAB RULES

Students who wish to use this free computing resource must follow instructions from on-duty Technical Assistants.

It is the job of the Technical Assistants to ensure that University Computer Lab rules are obeyed at all times.

## BACKUP YOUR WORK!

As you begin your academic career at SGU, it is important to establish good computing habits.

Regularly backup your work to a portable medium like a CD or flash drive. If you need help, contact us at the [IT helpdesk](#).



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