

# THE OFFICE OF INFORMATION TECHNOLOGY



SUPPORT



SECURITY



APPLICATIONS



NETWORK



INFRASTRUCTURE



EDUCATION

## 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 at the bottom of the [SGU home page](#). It gives you access to technology resources provided at SGU.

### COMPUTING SERVICES GUIDELINES

- Computers and print rooms are located in Charter, Taylor and Pensick halls, and the Founders' Library.
- Students may also connect their own computing 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, Wireless, and Internet policies is available for you to read-through.

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

### MULTI-FACTOR AUTHENTICATION

With Multi-Factor Authentication (MFA) you will be required to engage in one additional step beyond the normal logon process. Students will be required to register a second approved device and the MFA system will send a message to the device which the user must use to authenticate his or her identification. Upon successful completion of this 2-step authentication process, the student will be able to access the system. Please visit the [MFA settings](#) page for further information. We strongly recommend using the Microsoft Authenticator App. It is free for both Apple and Android devices and provides the user with the ability to simply tap "Approve".

### REQUESTING ASSISTANCE



You may request technical assistance by contacting the IT Support Services, using the following steps:

- Go to [support.sgu.edu](http://support.sgu.edu)
- Log in using your University Credentials.
- Click "Request Assistance".
- Click "Create Student/Alumni Support Ticket".
- Fill in all required fields.
- Click the Submit button.

Our IT support staff will address your issue in a timely manner.

### WIRELESS

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

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

## THE UNIVERSITY PORTAL

The University Portal is a window to your campus services and resources. It provides information that will enhance your student life. To enter:

- Click the [The University Portal](#) link found on sgu.edu.
- Login with your university credentials the was provided in your welcome email.

To change your password:

- In the University Portal , click the [Change Password](#) link found on the left navigation 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 University Portal, 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:

- 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 project related sites.

- To access, click the MYCOURSES icon on [The University Portal](#) to be taken to your MyCourses home page.
- Home is your personal space for uploading documents, viewing important announcements, managing your calendar, editing your profile etc.
- You can also view the courses you are registered for as well as any project or group sites by clicking the Sites link.

## 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.

## TURNINGPOINT

Instructions were sent via email on setting up and using your clicker device. Clickers are used in many classes to record attendance and manage quiz performance. SOM/SVM students received clicker and clicker instruction card in their package. SAS students will need to purchase a clicker based on directive from your instructor.

Ensure that your clicker is set up for use, using the steps on the card.

## 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.

Please remember to regularly backup your work. If you need help, contact IT Support Services.



St. George's University  
Office of Information Technology

St. George's University, True Blue, St. George's, Grenada, West Indies  
Website: <https://www.sgu.edu/office-of-information-technology/>