



Office of Technology

The Office of Technology welcomes Southeastern's new Faculty. We hope to provide you with an overview of the technology resources available on campus and some helpful technology hints that would make your transition into Southeastern life a little easier!

Southeastern Gmail: The university email policy ensures that students, faculty and staff have access to a university email account, and outlines the user's responsibilities in having an account. You should read and be familiar with this policy:

https://www.southeastern.edu/resources/policies/policy_detail/network_id_email_account_deprovisioning.html

To access your Southeastern Gmail, go to <http://www.southeastern.edu>, and click "Quick Links," then click "Gmail." Google Workspace Apps are available to all students, faculty and staff. Google Workspace is a collaborative set of tools that allows for the sharing of documents, spreadsheets, forms, presentations and calendars.

Southeastern gmail accounts will be deactivated the day your employment ends with the university. This includes the calendar, files, and photos stored on Google drive that are associated with this account. A personal email account should be used for personal emails and other online account logins or authentications, as your university email is only available to you while you are a **current** student, faculty or staff member.

Two Factor Authentication (2FA) is a way to significantly increase security for both you and for the University by adding an extra step for logging into Southeastern systems. There is a small grace period to enroll in 2FA but you will get locked out of your account if it does not get set up during the grace period.

If you have not enabled two-factor authentication, please do so now by following these instructions:
<http://www.southeastern.edu/admin/cc/2sv/index.html>

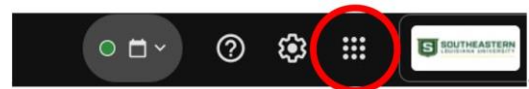
This is a simple process which adds an additional security measure on your Google account. In addition to your password, you will also need a one-time code for your initial login, whenever you change your password, or whenever you log in to a new device to access your account.

Southeastern Identification Number: Upon enrollment or employment at Southeastern, you are issued a Southeastern identification number, otherwise known as the "W" number. This "W" number (a W followed by 7 numbers) is unique to each student/faculty/staff and has a variety of uses. The "W" number is used to identify individuals on all documents throughout the entire Southeastern experience, and the "W" number is also used for your Active Directory network login.

Shared Drive Access: Shared data drives are available to you to store your files. These typically appear in your file manager as (J:) and (Y:) drives. Everyone is given a (J:) drive and a (Y:) drive, but to gain access to additional (Y:) drive folders, your department head should send an email to helpdesk@southeastern.edu and provide the name of each drive/folder to which you will need access. Your department head should specify whether you need read and write access to the drives or read only access.

Please note: All Xerox printer requests need to be submitted to Campus Card Operations.

Workday: Workday is the university's enterprise resource planning system (ERP). It is a cloud-based system used for Human Resources, Payroll, Financial, and Student Administration. To access Workday, log into your Southeastern email, click the Google applications launcher (circled below), scroll down the list and click on the Workday icon.



Canvas: Canvas is the university's learning management system (LMS). It is a cloud-based system used for Human Resources, Payroll, Financial, and Student Administration. To access Canvas, log into your Southeastern email, click the Google applications launcher (circled above), scroll down the list and click on the Canvas icon.

Passwords: Southeastern Gmail and your network login through Active Directory use the same password. It is required that you reset your password before you can log in for the first time into one of these systems. Passwords are case sensitive. **To reset your password for the first time** go to <https://adio.selu.edu/pwm/private/login> and click "Forgotten Password". You can also access the password reset page by clicking "**Quick Links**" on the Southeastern home page, and then clicking "**Password Reset**". Enter your W# and follow the prompts to reset your password. Your new password must be at least 12 characters long (lowercase, uppercase, number and symbol). If you have any questions or problems with using Southeastern Gmail, please contact the Help Desk at extension 5555.

Computer Help Desk: The IT Solutions Help Desk – 985-549-5555 provides technical support to faculty/staff. For inquiries related to software installations, internet connectivity, service requests for hardware, telephone requests, or network problems, you can reach the Help Desk via email at helpdesk@southeastern.edu, over the phone at 985-549-5555, or in person at Room 111 McClimans Hall. Visit the IT Solutions Help Desk's web page at <http://www.southeastern.edu/hd> for more information about their staff and services.

Windows Security: All computers on campus are protected by Windows Security and automatic updates of virus definitions have been implemented.

Web Site: For information on Southeastern's web publishing policies and resources, visit <http://www.southeastern.edu/webpublishing/>

AV Classrooms: Classrooms on and off campus have been equipped to handle remote learning. Southeastern has over 130 AV classrooms equipped with projectors, PCs, monitors, controllers/switches and webcams in order to support faculty instruction. These classrooms are located on the main campus, as well as the Baton Rouge School of Nursing.

STUDENT TECHNOLOGY FEE RESOURCES:

The Student Technology Fee <http://www.southeastern.edu/admin/stf/index.html> provides many technology resources for students including computer labs. Several Student Technology Fee computer labs are available on campus to train, assist, and serve all Southeastern students. The Student Technology Center is an open lab with over 70 seats available to all students and majors located in Fayard Hall 126, 127, and 129. For a list of all available Southeastern computer labs visit: <http://www.southeastern.edu/admin/sps/labs/index.html>

Think Before You Print - Student computer labs are equipped with a print release system, where students monitor and manage their print jobs. Each semester students are allocated prints based on the number of academic hours they are taking. When a job is selected at a computer for printing, that job will be held by the system until the individual authorizes it to be released. For more information about student printing, visit <http://www.southeastern.edu/admin/sps/printing/index.html>

The Southeastern Wireless Network is available to all Southeastern students, faculty, and staff. To find out more about connecting to our wireless network, visit <http://www.southeastern.edu/admin/cc/wireless/index.html>

Student Help Desk: The Student Technology Help Desk is available on the web at <https://www.southeastern.edu/admin/sps/helpdesk/index.html> or to get technical support via the telephone students should call 985-549-2700. Assistance is provided with basic Canvas issues, wireless connection, Southeastern related information, tech fee supported software applications issues, email account questions and a variety of other technical and student related issues.

Mane Media Equipment Check Out: Laptops, projectors, digital cameras, digital video cameras, graphing calculators, tablets, chromebooks, charging cords, and tripods are available for check out by students. To find out the procedure for your students to check out this equipment, either call 985-549-2165, visit the Student Technology Center in Fayard 127, or visit <https://www.southeastern.edu/admin/sps/manemedia/index.html>.

Student Technology Fee Proposals: The Student Technology Fee makes a limited amount of funding available to faculty/staff who have identified student needs that can be met using technological solutions. A brief description of each type of proposal is provided at the site listed below. For additional information and to access the forms for submission, visit <http://www.southeastern.edu/admin/stf/index.html>

Contact numbers to various Technology Departments and frequently used web and email addresses:

Faculty/Staff Computer Help Desk - 5555
<http://www.southeastern.edu/hd>
- helpdesk@southeastern.edu

Student Computer Help Desk - 2700
<http://www.southeastern.edu/admin/sps/helpdesk/>
- studenthelpdesk@southeastern.edu

Student Technology Center - 2165
<http://www.southeastern.edu/sps>

Office of Technology - 2314
<http://www.southeastern.edu/admin/technology/>

Client Connectivity/ERP - 3643
Client Connectivity maintains the server environment, and campus networks, such as wireless, telephone and video systems. Enterprise Resource Planning (ERP) maintains the administrative and student systems of the university.

Operations - 3641

Web Publishing Services - 3639
<http://www.southeastern.edu/webpublishing/services/index.html>

Southeastern Gmail -
<http://www.southeastern.edu/resources/howdoi/gmail/index.html>

Client Services - 2138
Client Services is comprised of the Help Desk, Computer Resales, Telephone/Data Support Center

Telephone Data Support Center - 5050

Student Technology Fee
<http://www.southeastern.edu/admin/stf/index.html>