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# IT Orientation Office of Information Technology

**OIT**   ABOUT ▾   ACADEMIC SUPPORT ▾   SERVICES ▾   DOCUMENTATION ▾   EHELP ▾   [SIGN IN](#)

**Understand and Master Technology**  
**DIGITAL LEARNING LAB**

**Learn to Teach and Lead**  
**PREPARING FUTURE FACULTY**

**Perfe WR**

**MISSION STATEMENT OF THE OFFICE OF INFORMATION TECHNOLOGY**

The mission of the Office of Information Technology (OIT) is to support Claremont Graduate University (CGU) by providing leadership and guidance in the implementation and maintenance of information technologies through exceptional customer service in fulfillment of the CGU mission.

In support of this mission, OIT will:

- Provide comprehensive services to advance administrative applications

**eHelp**

**THREE WAYS TO CONNECT**

Connect using either Instant Messaging, Phone, or via Email.

**1 INSTANT MESSAGING**

[Live Help](#)  
Powered by WebEx

**2 PHONE**

909-621-8174  
OR  
800-630-8893

**3 EMAIL**

You should receive an E-mail

Welcome to Claremont Graduate University.  
In this presentation, we will introduce you to  
the many services provided by the Office of  
Information Technology to assist you with  
your studies.



# Computer Account

- In order to access most of the services provided by the Office of Information Technology (OIT), you will need a computer account.
- Your account user name and password will be given to you during your academic department orientation.

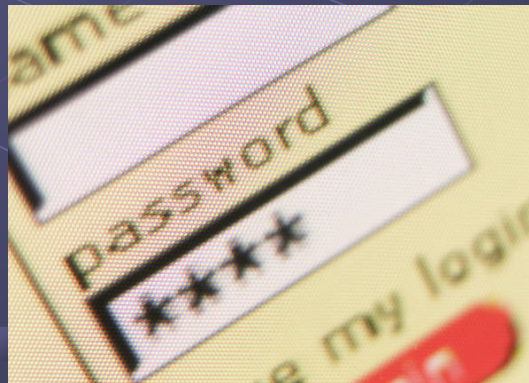


# Computer Account

- If you did not receive your account user name and password, you can go to ACB 303 (9am to 4.30pm, Monday to Friday) and someone there can help you. You will need a photo id.
- You can visit ACB 303 with your photo id if you have forgotten your password and need it reset.

# Computer Account

- You can also call our help desk at 909-621-8174 to have a forgotten password reset.
- And you can visit the campus portal website ([mycampus.cgu.edu](http://mycampus.cgu.edu)) to have your password reset.



# Email

- All CGU students are given an email account. The email address is `firstname.lastname@cgu.edu`.
- To read your email, visit the campus portal website (`mycampus.cgu.edu`) and click on the email icon.
- To visit the email web page directly, go to `https://outlook.office365.com`



# Email



Work or school account

Keep me signed in

[Sign in](#)

[Can't access your account?](#)

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# Email

- CGU provides a spam or junk email filtering service. For more information on how to use this service, please visit the Email FAQ web page: <https://mycampus.cgu.edu/web/it/ehelp/email-service>
- The Email FAQ web page also provides answers to the most commonly asked questions about email.
- Or you can contact our Help Desk at (909) 621-8174.





# Campus Portal

- All students enrolled in coursework have access to CGU's campus portal.
- The portal provides secure access to:
  - register online
  - view your grades
  - to generate unofficial transcripts and degree reports
  - read important messages
  - view your financial aid and student bills
  - and more

# Campus Portal

- To access the student portal, open your web browser and go to <https://mycampus.cgu.edu>



# Campus Portal

- The first time you log in, you will have to create your security questions.

**MYCGU** Search Portal... Student Test Account Details | Sign Out

workflow Message Center

**Step 1 Update your Password Reset Questions**

Please enter four questions and answers in the blank fields below and click the Save button at the bottom.

Question	<input type="text" value="abcdef"/>
Correct Response	<input type="text" value="*****"/> Show Text

Question	<input type="text" value="abode"/>
Correct Response	<input type="text" value="*****"/> Show Text

Question	<input type="text" value="abode"/>
Correct Response	<input type="text" value="*****"/> Show Text

Question	<input type="text" value="abode"/>
Correct Response	<input type="text" value="*****"/> Show Text

**Optional Step 2 Choose A New Password**

**New CGU Users:** Please follow this step to change your password. Your password should be:

1. A minimum of 8 characters in length and
2. Meet at least 3 of the 4 criteria - 1 uppercase letter, 1 lowercase letter, 1 number, 1 symbol (\_!#\$-@)

New Password:

Verify New Password:

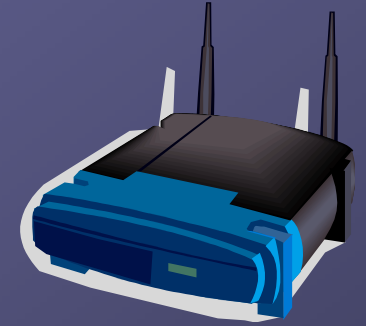
**Step 3 Click the button below!**

# Campus Portal

- After logging into the portal, there are links along the top and along the left side

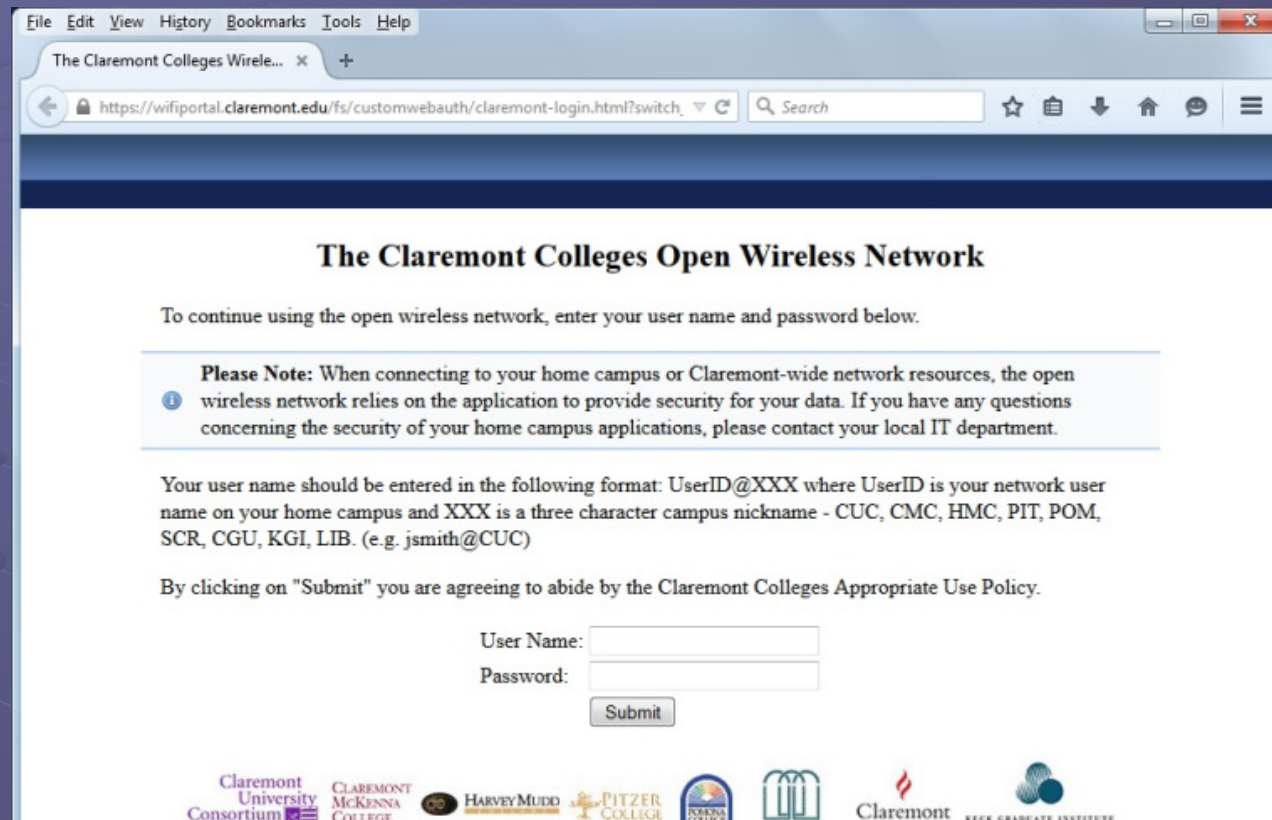
The screenshot displays the MY CGU Campus Portal interface. At the top left is the logo "MY CGU" with a red flame icon. To the right of the logo are search, notification, and user profile icons, and a red "SIGN OUT" button. Below the logo is a navigation menu with links for "STUDENTS", "FACULTY", "STAFF", "ALUMNI", "COMMUNITIES", "SCHOOLS", and "HELP". A search bar with "Google Custom Search" is positioned below the menu. The main content area features three promotional banners: "Achieve Your Goals CAREER DEVELOPMENT" with an image of students, "Learn to Teach and Lead PREPARING FUTURE FACULTY" with an image of a teacher, and "Perfect Your Discourse WRITING CENTER" with an image of a fountain pen. Below the banners is a "Quick Launch" section with icons for Oracle PeopleSoft, Microsoft Office, EMS, and other services. To the right of the Quick Launch is a "My Messages" section showing "No Alerts found" and a "Contacts" section listing "Faculty Staff Directory", "Admissions" (909-607-7811, admissions@cgu.edu), and "Career Development" (909-607-2532, career.development@cgu.edu).

# Wireless Networks



- If you have a laptop, you can access CGU's wireless network in any of the classrooms or labs by opening your web browser.
- Please use your normal CGU user name and password for logging in
- We highly encourage you to connect to the more secure Claremont-WPA wireless network, and only use the plain Claremont network if you have problems

# Wireless Network



The screenshot shows a web browser window with the address bar displaying [https://wifiportal.claremont.edu/fs/customwebauth/claremont-login.html?switch\\_](https://wifiportal.claremont.edu/fs/customwebauth/claremont-login.html?switch_). The page title is "The Claremont Colleges Open Wireless Network".

To continue using the open wireless network, enter your user name and password below.

**Please Note:** When connecting to your home campus or Claremont-wide network resources, the open wireless network relies on the application to provide security for your data. If you have any questions concerning the security of your home campus applications, please contact your local IT department.

Your user name should be entered in the following format: UserID@XXX where UserID is your network user name on your home campus and XXX is a three character campus nickname - CUC, CMC, HMC, PIT, POM, SCR, CGU, KGI, LIB. (e.g. jsmith@CUC)

By clicking on "Submit" you are agreeing to abide by the Claremont Colleges Appropriate Use Policy.

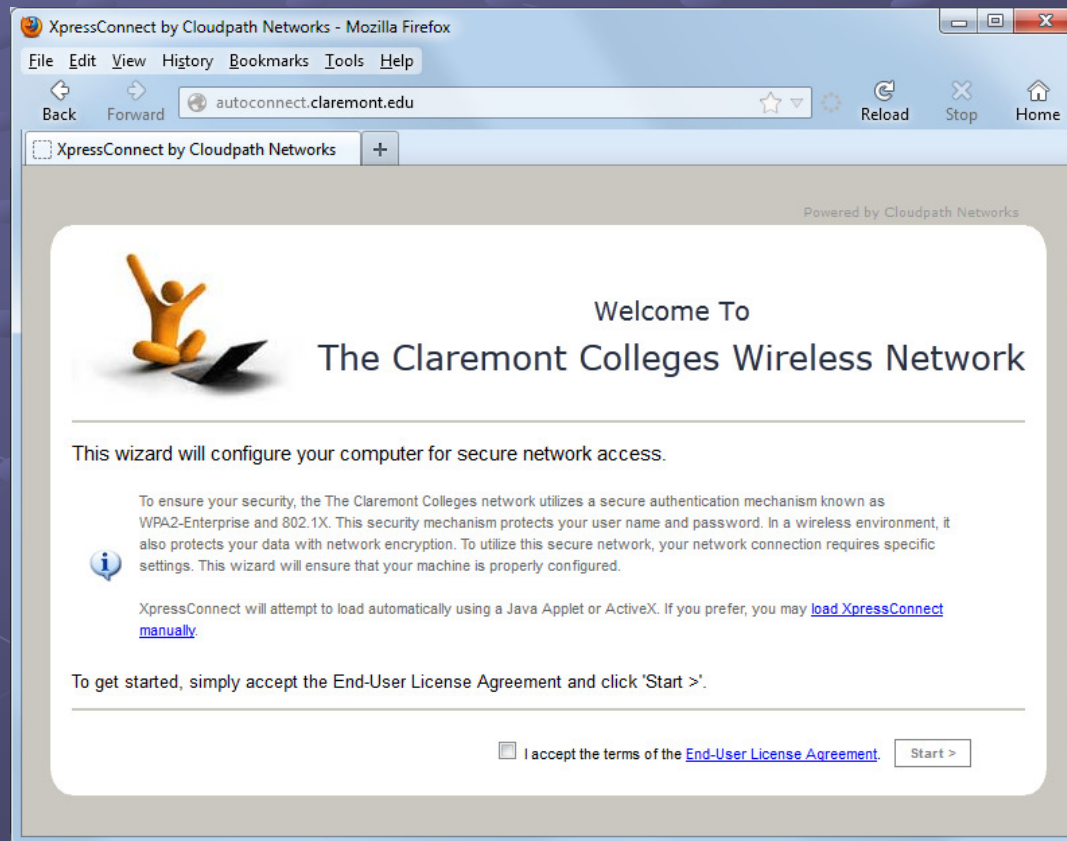
User Name:   
Password:

At the bottom of the page, there are logos for Claremont University Consortium, CLAREMONT MCKENNA COLLEGE, HARVEY MUDD, PITZER COLLEGE, CLAREMONT COLLEGE, Claremont, and KECK GRADUATE INSTITUTE.

The plain Claremont wireless network will automatically take you to the above log in page. Make sure you follow the instructions on this web page very carefully.

# Wireless Network

For details on how to connect to the Claremont-WPA wireless network, connect to the plain Claremont network and visit [www.cgu.edu/pages/9449.asp](http://www.cgu.edu/pages/9449.asp) for detailed instructions.



# Canvas

- Canvas is the learning management system used here at CGU. Professors may distribute reading materials, hold discussions, assign homework, and do many other course related activities through this system.
- You are automatically added to your enrolled courses' Canvas course site.





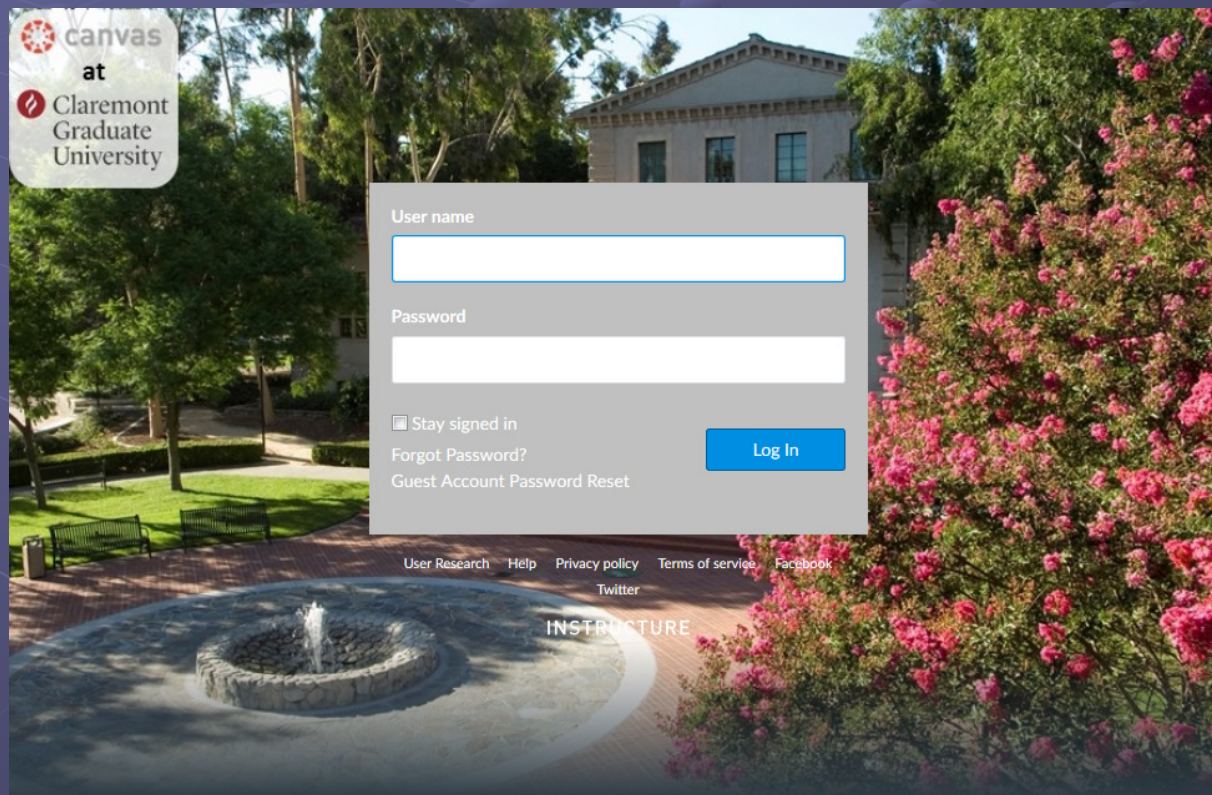
# Canvas

- To log into Canvas, visit the campus portal web site ([mycampus.cgu.edu](http://mycampus.cgu.edu)) and click on the Canvas icon.

The screenshot displays the Canvas LMS Dashboard. On the left is a dark sidebar with navigation icons for Account, Admin, Dashboard, Courses, Calendar, Inbox, Commons, and Help. The main content area is titled "Dashboard" and features two course cards: "schau sample SAMPLE 010" (green header) and "SChau sample 2 SAMPLE 011" (pink header). To the right, a "To Do" section lists tasks: "Grade Melissa's Assignment sample 011" (5 points, No Due Date) and "Grade audio test 2 sample 011" (0 points, No Due Date). Below this is a "Coming Up" section with a "View Calendar" link and the text "Nothing for the next week". A "Recent Feedback" section also shows "Nothing for now". At the bottom right, there are buttons for "Start a New Course" and "View Grades". The footer includes the word "INSTRUCTURE" on the left and links for "User Research", "Privacy policy", "Terms of service", "Facebook", and "Twitter" on the right.

# Canvas

- To visit the Canvas web page directly, go to [cgu.instructure.com](http://cgu.instructure.com) and log in with your CGU user name and current password.



# Computer Labs

- We have student computer labs throughout the CGU campus:
  - ACB 118
  - ACB 126 – may be used as a classroom on some days
  - Burkle 18
  - Harper 8
  - Math Lab
  - DPE Lab
  - Housing Lab

ACB 118 Lab



# Computer Labs

## ● Hours

- ACB 118 & 126: M-Sun, 8:30am to 12 midnight
- Burkle: M-Fri, 8:30am to 10pm; Sat, 8:30am to 6pm
- Harper 8: M-Fri, 8:30am to 10pm; Sat, 8:30am to 6pm
- Hours for the other labs are determined by their department
- Hours will vary during the summer and breaks.
- For the most up to date information, please check the signs posted on the lab doors.

● Please, no food or drink is allowed near the computers. Thank you.

# Computer Labs

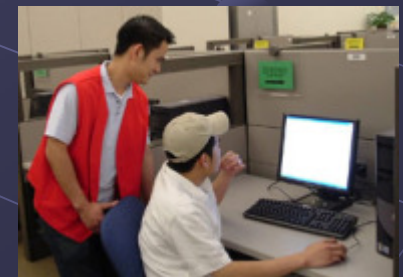
## ● Saving your files

- Our lab computers receive regular software updates and maintenance and will automatically erase all data files at that time
- Please save your files to a flash drive
- You can also temporarily save your file onto the computer so that you may then upload the file to a cloud based storage solution, such as DropBox, OneDrive, or Google Drive



# Computer Labs

- We have lab attendants available to assist you with problems . Their hours are:
  - ACB 118: M-Sun, 8:30am to 12 midnight
  - Harper 8: M-Fri, 8:30am to 10pm; Sat, 8:30am to 6pm
  - Burkle: M-Fri, 8:30am to 10pm; Sat, 8:30am to 6pm
- The lab attendants will step out of the lab to set up classrooms for classes throughout the day.



# Computer Labs

- All of the lab computers have Internet access, Microsoft Office, and a set of statistics programs.
- Most labs will also have a few Mac computers.
- There are scanners in the ACB 118 lab, the Burkle lab, and the Harper lab.



# Printing in the Labs

- There are black and white laser printers in all of the computer labs. There are also color printers in the computer labs.
- You will be charged for printing in the labs.
- The printing prices are subject to change, so please check with the lab attendant for the current prices.





# Printing in the Labs

- We only accept Claremont Cash as payment for your printing. For more information on Claremont Cash, go to <http://cards.cuc.claremont.edu>
- When you print your documents, a pop up window will appear telling you the cost of the print job and asking you to confirm or cancel the job.



# Equipment for Loan

- Equipment, including laptops, data projectors, video cameras, and tripods, are available for loan to students in ACB 118.
- You can request the equipment to be reserved for you through the staff at your academic department.



# Equipment for Loan

- You are allowed to check out equipment for a maximum of 3 days, and you must wait one week before checking out the same type of equipment again.
- Contact the Audio Visual Department for more information: [av@cgu.edu](mailto:av@cgu.edu)



# How to Get Help

- Account user name, password, or email problems:
  - ACB 303, M-F 9am to 4.30pm
  - Email: [helpdesk@cgu.edu](mailto:helpdesk@cgu.edu)
  - Call (909) 621-8174 or (800) 630-8893
- Printing account or equipment loans:
  - ACB 118
  - Email: [av@cgu.edu](mailto:av@cgu.edu)
  - Call (909) 607-3695
- Canvas: call the help desk and specify that you need Canvas assistance

