

CONTENTS

PAGE 2-4	INFORMATION TECHNOLOGY DEPARMENT
PAGE 5	ADDING UT EMAIL TO YOUR PHONE
PAGE 6	DON'T FALL FOR SPAM
PAGE 7-14	HOW TO CONNECT TO EDUROAM WHEN ON CAMPUS
PAGE 15-18	BLACKBOARD COLLAB AUDIO AND VIDEO

IT Website (see <http://www.utoledo.edu/IT>)

- The **Students** tab has information about recommend hardware specs for personal computers, virtual labs, educational software discounts (Adobe, Microsoft Office, etc.), discounts on Dell and Apple computer equipment, setting up wireless connections, security information, FAQ's, and more.

IT Helpdesk - 24 hours, 7 days a week - 419.383.2400

- For technology related assistance 24x7, students can call our IT Help Desk at 419.383.2400.

UT Account (see <https://myutaccount.utoledo.edu>) and UT Student Email (see <https://rockets.utoledo.edu>)

- Every student receives an Authentication Domain (UTAD) account that provides authenticated access to most of the University's computing services using a single username and password.
- Passwords expire every 180 days. **Students should never share their UTAD username and password.** Be suspect of any message that asks for your personal information, or messages that refer you to a webpage asking for personal information. UT or the UT IT department will never ask you to provide this information in an email; if the message asking for it claims to be from us, don't believe it.

MyUT Portal (see <http://myut.utoledo.edu>)

- The MyUT Portal is a one stop for a myriad of University resources, information, links, and applications.
- Links to Rocket email (rockets.utoledo.edu) and Blackboard, also called 'UT Online' (blackboard.utdl.edu)
- Students can perform most University registration related processes in the Portal including; accessing e-mail, register for courses, complete waivers, check grades, complete the financial aid process, check their account balance, and more. Only a UTAD account is required.

Office 365 (Microsoft Word, Excel, PowerPoint) [see <http://office365.utoledo.edu/>]

Students are able to access this software, for free, on up to 5 personal devices, and access will continue for up to a year after they graduate.

Blackboard.utdl.edu : Student support tab, Live chat and contact info.

Virtual labs (see <http://www.utoledo.edu/it/VLab/Index.html>)

- Can print from your own laptop in our open computer labs.

Open Student Computer Labs
(Health Science Campus)

- Collier 2nd floor Room 2060
- Collier 3rd floor Room 3414
- Mulford Library, 4th and 6th floor (**Please check library for hours)

Print Quotas

- 1200 pages per semester
- Quota resets each semester
- Quotas do not carry over
- No color printers

Wireless on Campus

- Wireless is available for students in all buildings on the HSC campus.
eduroam. < - - when you connect to this wifi, enter your username as utadusername@rockets.utoledo.edu and use your utad password. ** See other attachment for connecting your phone to eduroam.

I.T. Support Contact Information HSC COLLEGE COMPUTING

Marc Miller
Technology Director
Health Science Campus College Computing
my office: Collier Building, Room 0409 - basement
419.383.5803 OFFICE
marc.miller@utoledo.edu



Rockets Mobile Email Setup

Step 1

Download the Outlook App



Get Notified

Don't miss out on important emails or calendar events

No Thanks

Notify Me

Step 2

Add Email Account

Enter your work or personal email address.

UTADUsername@rockets.utoledo.edu

Add Account

Microsoft may email you about Outlook Mobile. You can unsubscribe at any time.
[Privacy Statement](#)

Step 3

The University of Toledo

Sign in with your organizational account

UTADUsername@rockets.utoledo.edu

Password

Sign in

Download the Outlook App

Sign in with Rockets Email

Sign in UTAD Credentials

The **Recommended** way to access email on your phone is above through the Outlook Mobile Application. This guarantees that all Rocket Emails related to Calendars, Mailboxes, etc. work on students phones.

Below are links for the alternate instructions for iPhone/Android users

Manual Settings

Email: First.Last@rockets.utoledo.edu

Username: UTAD Username @Rockets.utoledo.edu

Password: UTAD Password

Server: outlook.office365.com

Domain: BLANK

Set up Android (Gmail)

<https://bit.ly/2siNIKA>



Set up Android (Samsung)

<https://bit.ly/2ImU8Mc>



Set up iPhone

<https://bit.ly/2Hk24x3>





Think you won't fall for a phishing scam? Think again.

80,000 people are tricked every day
into sharing their personal information,
leading to identity theft and financial loss.*

Be suspicious of any email that:

- Has an unofficial *From* address not ending in "utoledo.edu"
- Requires immediate action or creates a sense of urgency
- Has a link to a phony website that looks legitimate
(if you are suspicious, don't click it—contact the IT Help Desk)
- Requests sensitive data such as your user id and password

The University of Toledo will **NEVER** ask for your user id and password. If in doubt, contact the IT Help Desk at 419.530.2400.

<http://phishing.utoledo.edu>



INFORMATION TECHNOLOGY
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*Cyveillance, "The Cost of Phishing: Understanding the True Cost Dynamics Behind Phishing Attacks," 2009

How to Setup WIFI for Eduroam

BYOD or Personal Devices

****When logging into the eduroam SSID, please use the following format:**

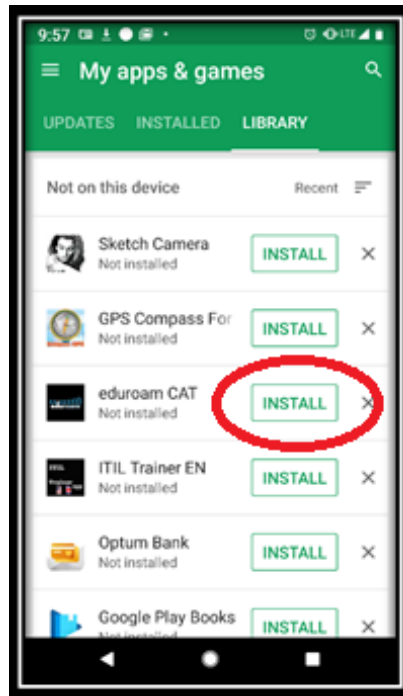
UTAD Username = username@rockets.utoledo.edu (even if you have an utoledo.edu address!)

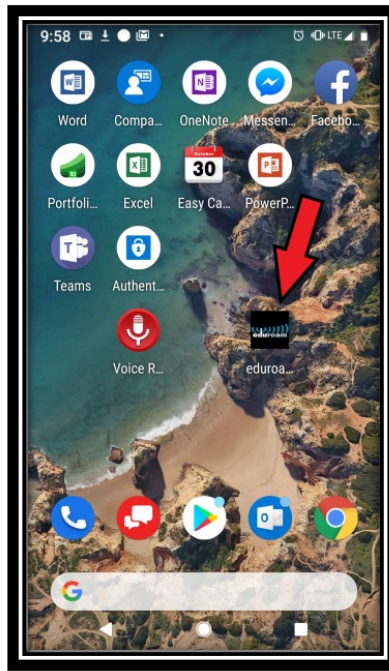
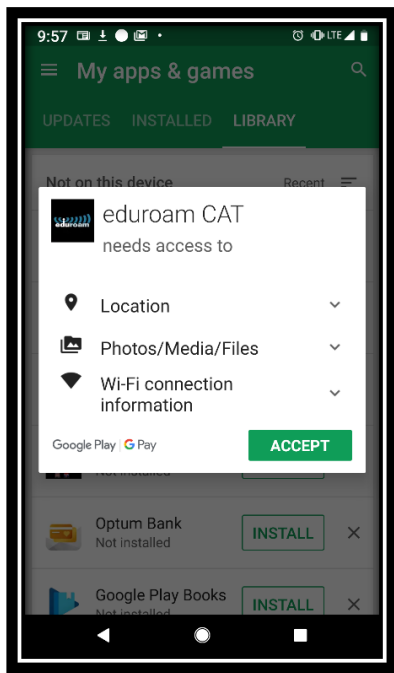
Password = UTAD password

**** If you already tried connecting to eduroam and failed to install a profile, remove that before proceeding by choosing "forget this network"**

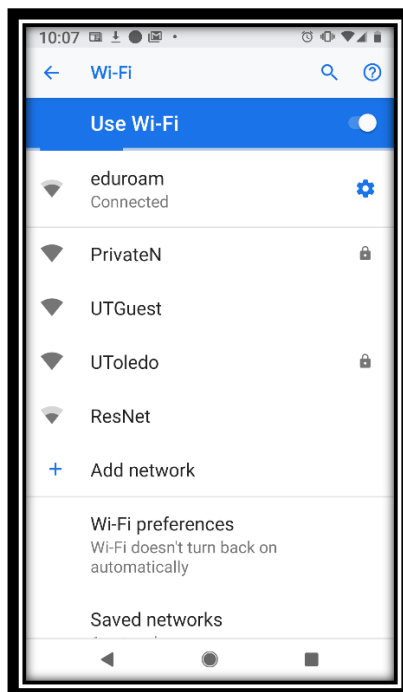
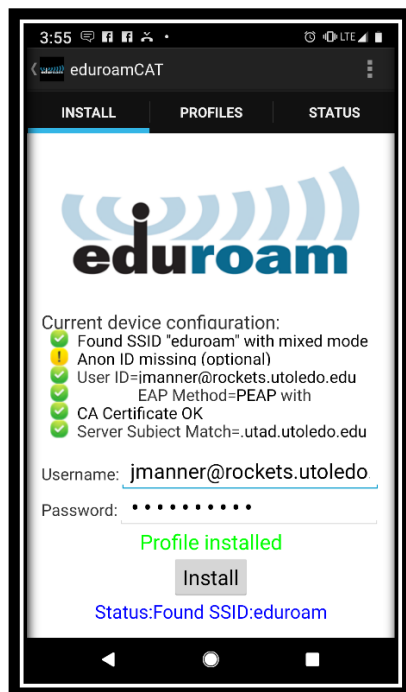
For Android

1. **Go directly to the App Store** where you download the certificate. Follow the screenshots shown below.



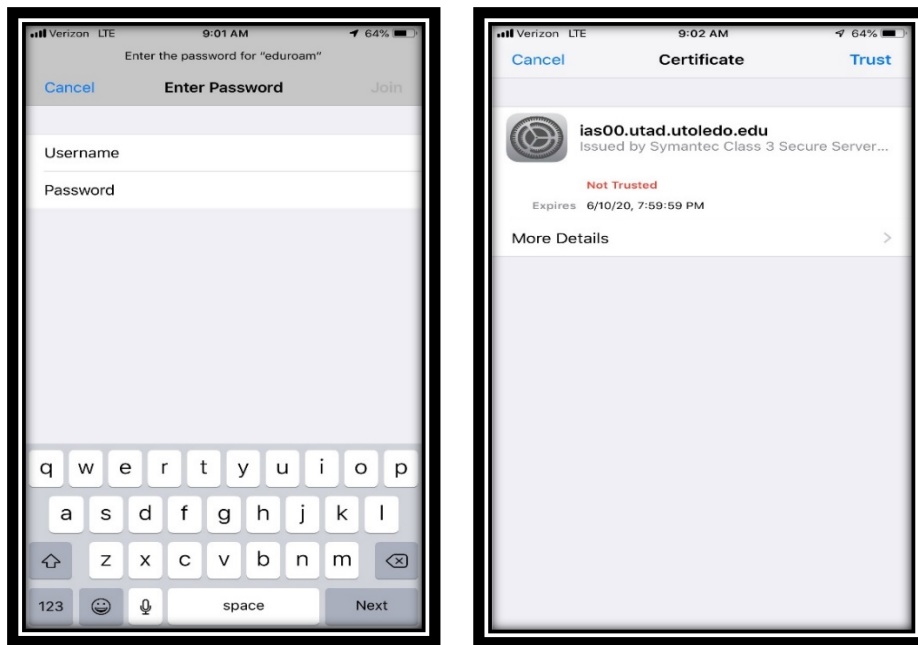


2. Launch the application on your desktop. Login with your username@rockets.utoledo.edu and click install.



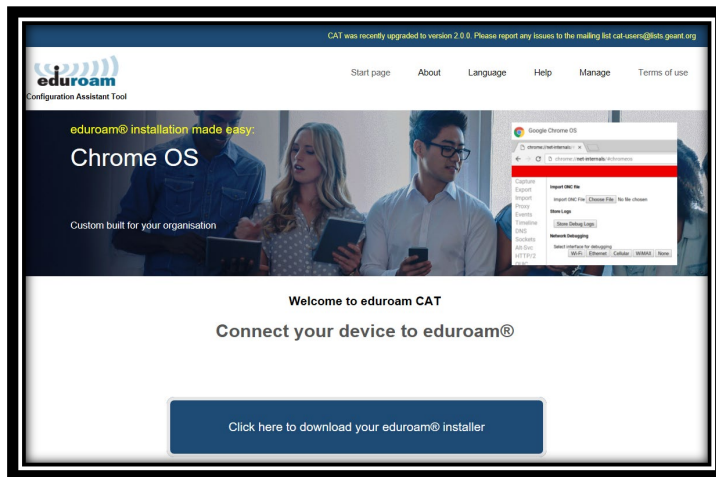
For iOS (iphones/iPads)

1. Go to settings and open WI-FI. Find eduroam and select it.
2. Enter your username@rockets.utoledo.edu and your password, then click **Trust** to complete the setup.

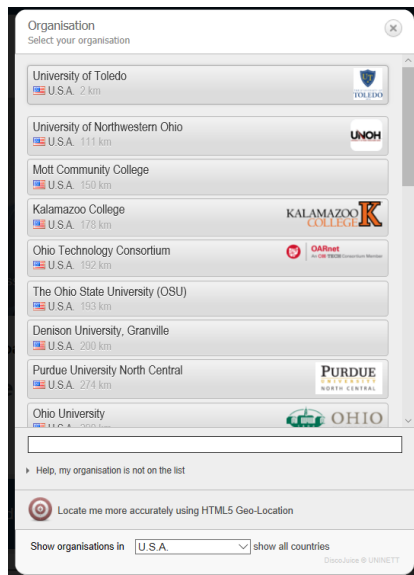


For Windows 10

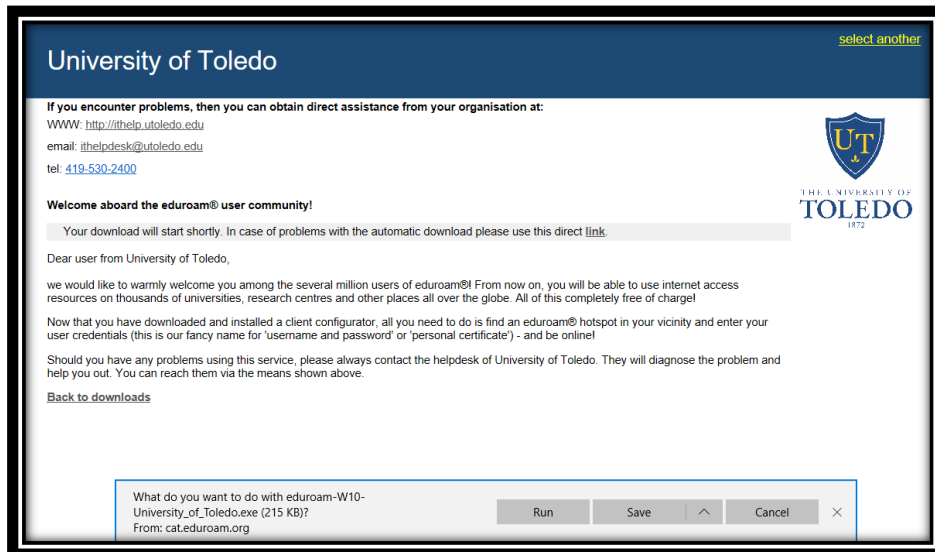
1. Visit the website <https://cat.eduroam.org/>, click the button at the bottom of the page that says *Click here to download your eduroam installer.*



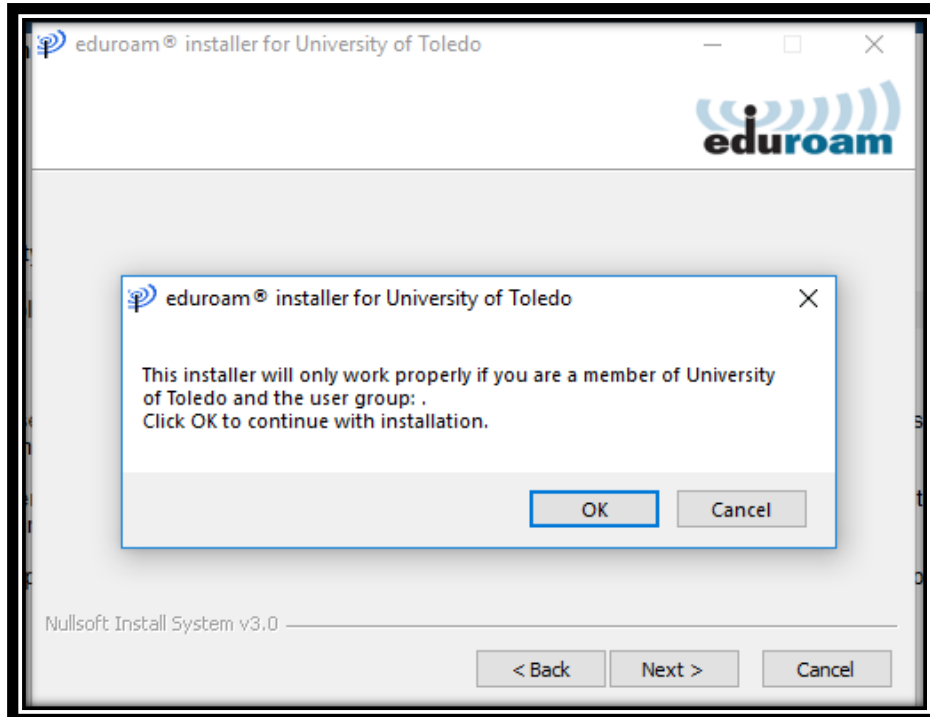
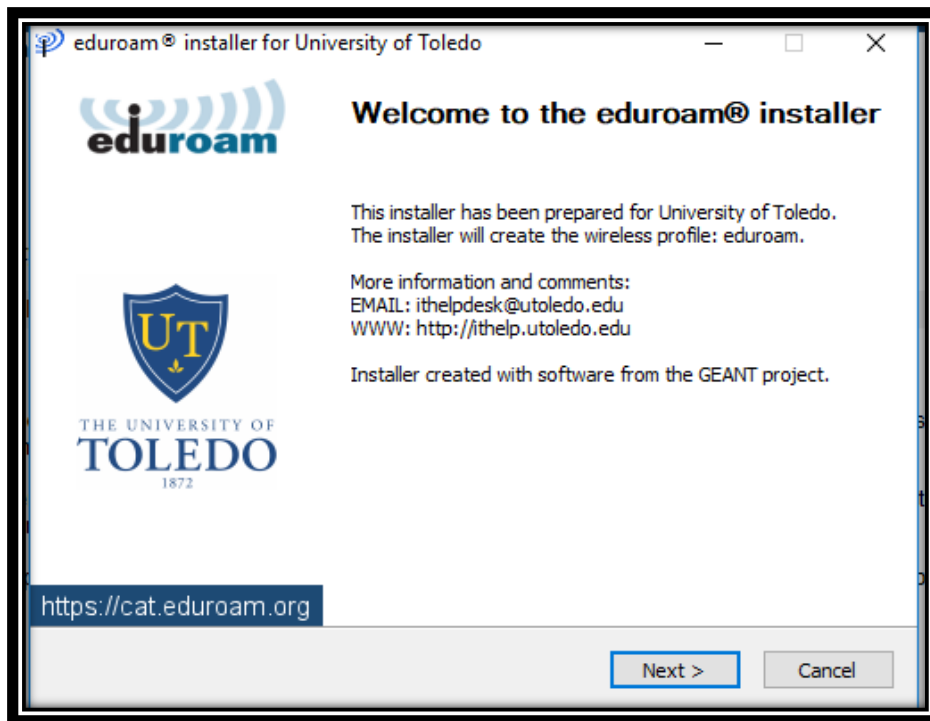
2. A splash screen will appear as shown below



- Pick the University of Toledo option and run.




- Click run and follow the on screen prompts to accept the certificate and connect to eduroam. Use your username@rockets.utoledo.edu for the name.



eduroam® installer for University of Toledo

User credentials




Username:

Password:

Repeat password:

Nullsoft Install System v3.0


eduroam® installer for University of Toledo



Installation complete

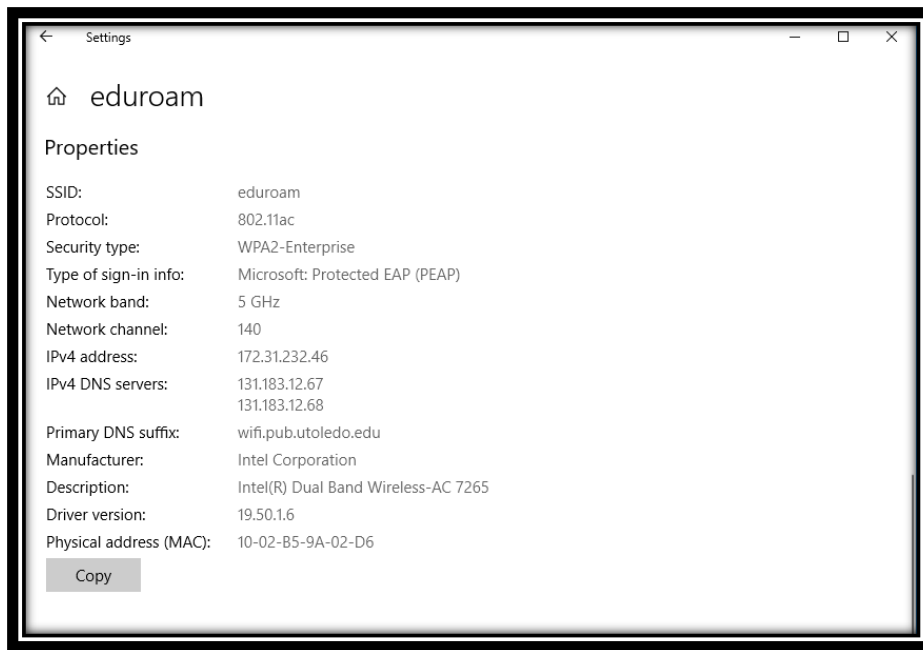
Network profiles have been installed.

Your system is ready.



THE UNIVERSITY OF
TOLEDO
1872

<https://cat.eduroam.org>



All other personal devices

1. Visit the website <https://cat.eduroam.org/> , click the button at the bottom of the page that says *Click here to download your eduroam installer and follow screen prompts.*

UT Owned Workstations

1. A pop out dialog box should appear when connection to eduroam on or offsite. If it does not, a group policy is not applied properly on Windows computers.

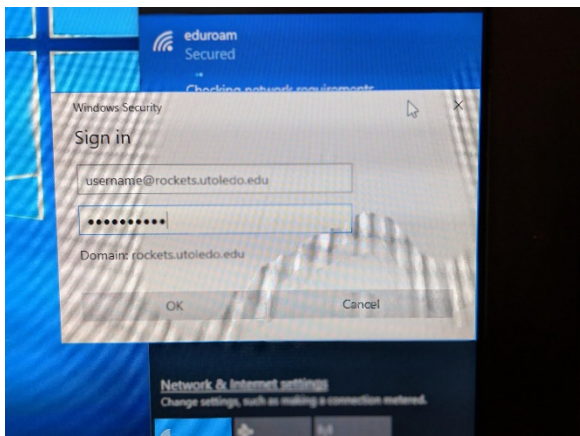
Windows

2. When logging into the eduroam SSID, please use the following format:

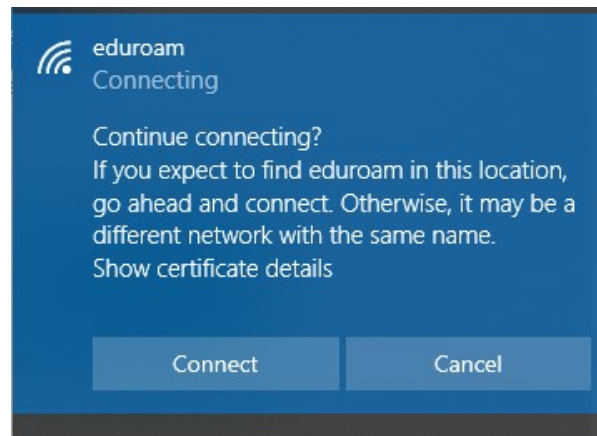
UTAD Username = username@rockets.utoledo.edu (even if you have an utoledo.edu address!)

Password = UTAD password

Enter credentials

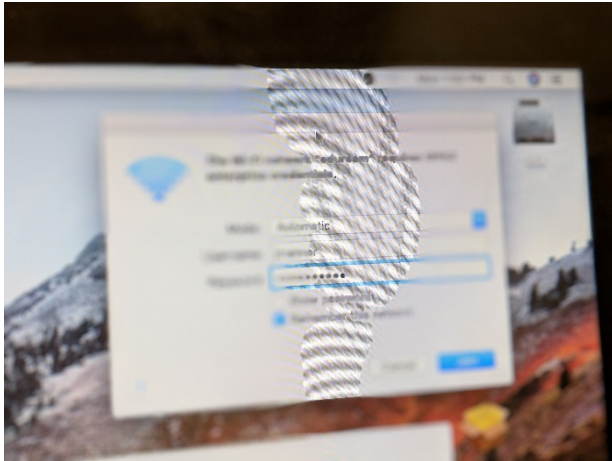


Now click connect

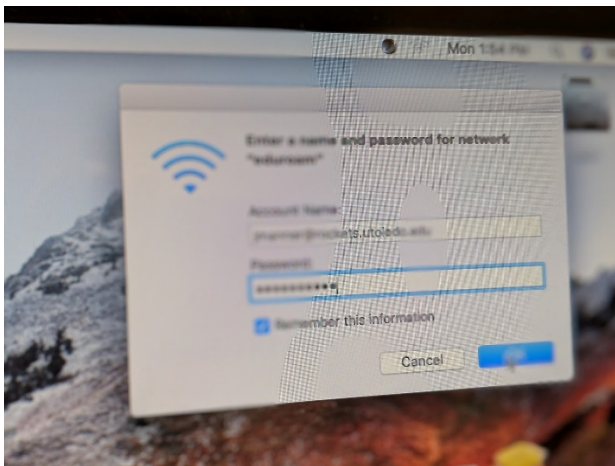


Mac OSX

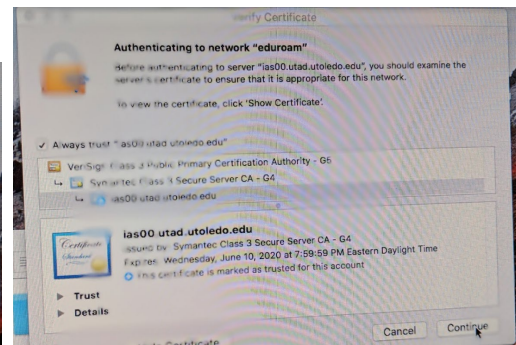
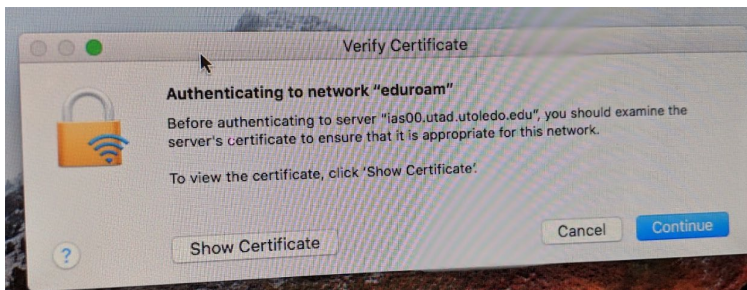
1. After clicking on the eduroam SSID you must provide local credentials.
2. This would be username like **jsmith** and **password**.



3. When logging into the eduroam SSID, please use the following format:
 UTAH Username = username@rockets.utoledo.edu (even if you have an utoledo.edu address!)
 Password = UTAH password

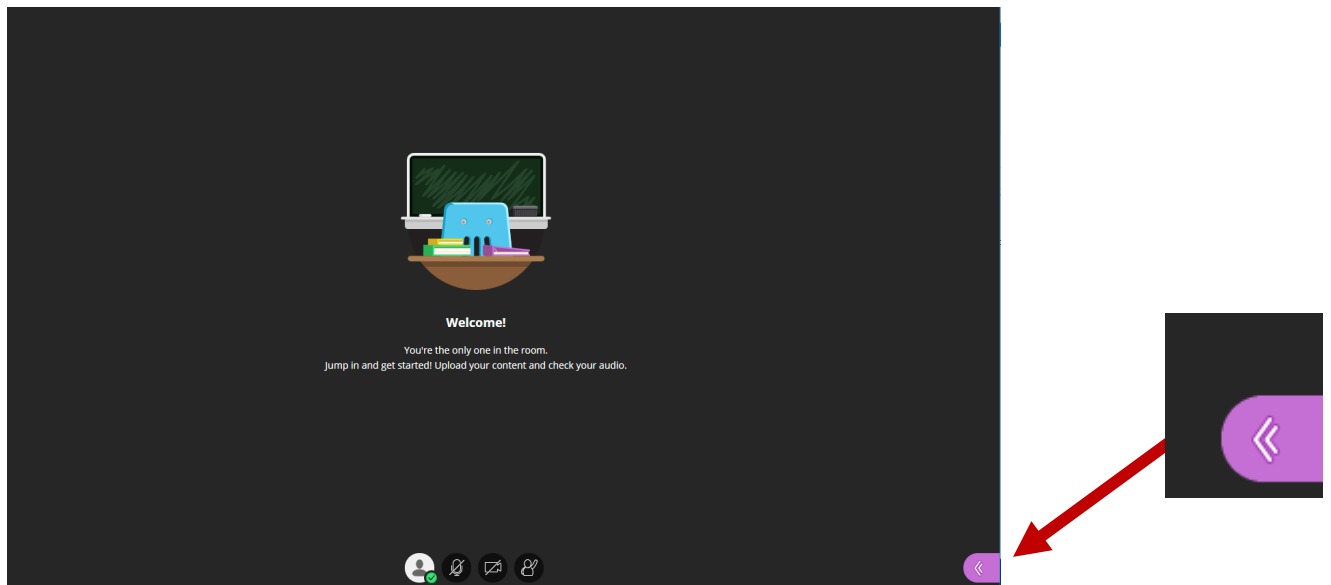


4. Now click to continue on the next two screens to accept the certificate and complete the connection.

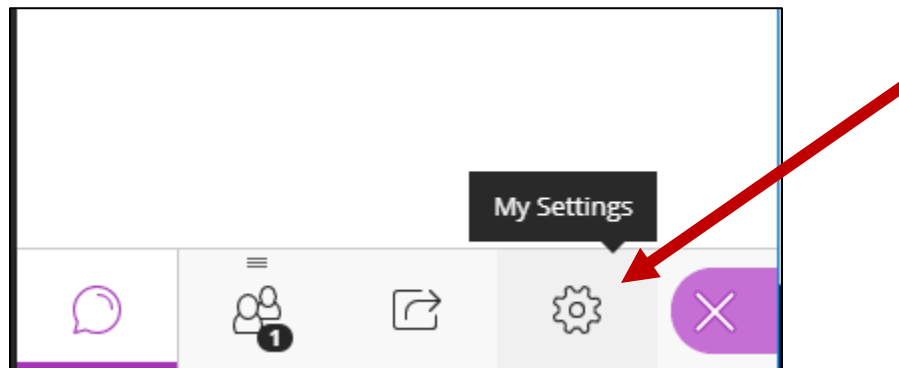


SOUND AND VIDEO IN BB COLLAB

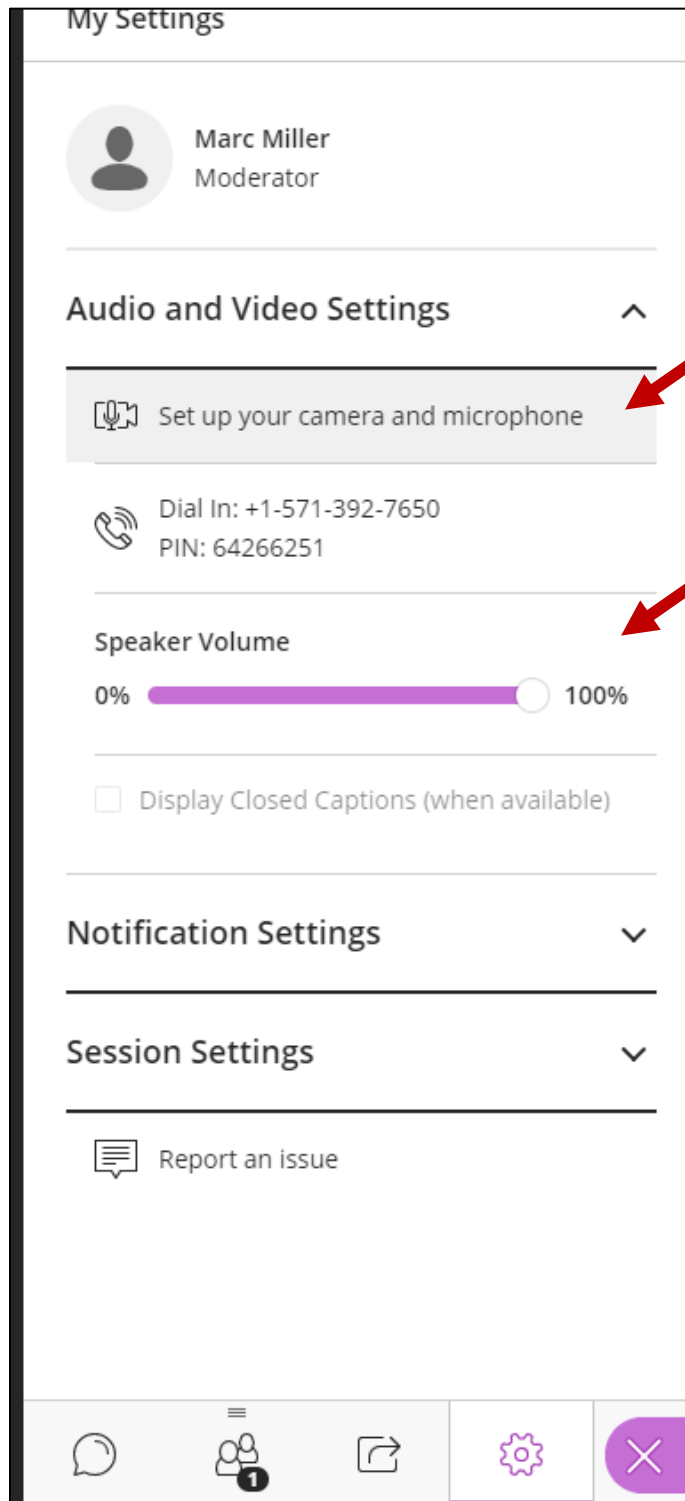
1-JOIN A BB COLLAB SESSION. GO TO THE SETTINGS POP-OUT IN THE LOWER RIGHT CORNER.



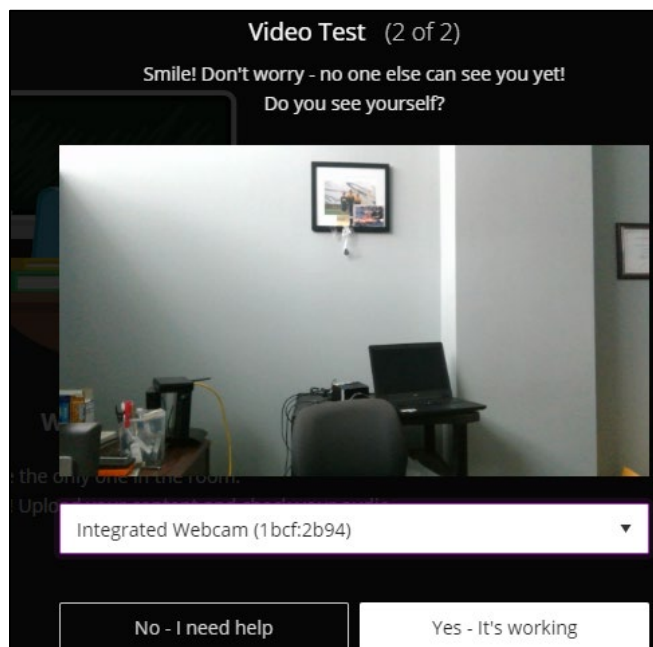
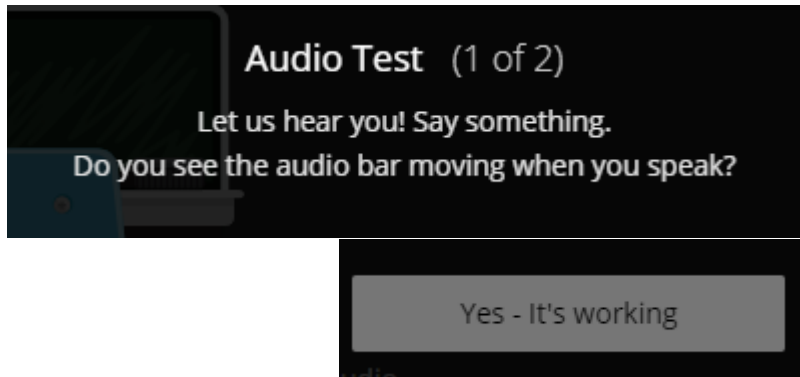
2-SELECT MY SETTINGS OR, THE GEAR ICON



3-YOU CAN CHECK YOUR AUDIO AND VIDEO HERE. AND ALSO MAKE NOTE OF YOUR SPEAKER VOLUME.

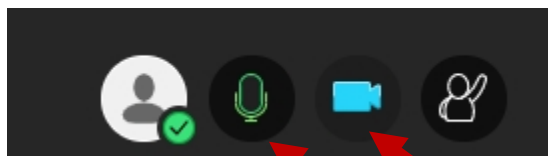
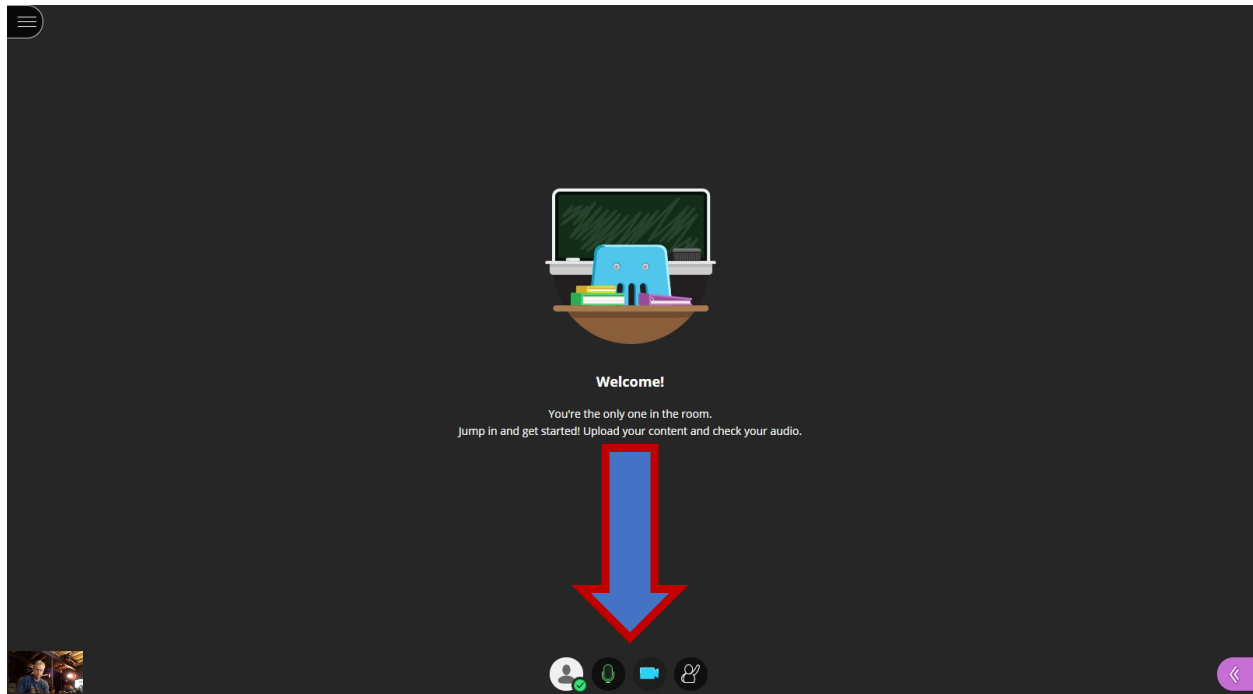


4-WHEN YOU SELECT 'SETUP YOUR CAMERA AND MICROPHONE,' IT WILL RUN TWO TESTS OF FIRST THE MICROPHONE AND THEN THE CAMERA.



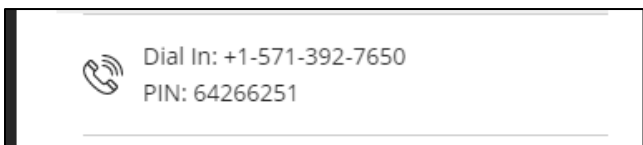
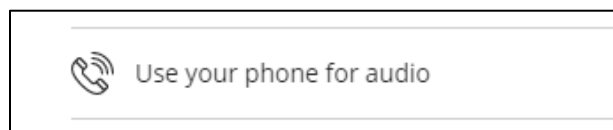
5-YOU ARE ALL SET FOR AUDIO AND VIDEO.

IF YOU CAN'T HEAR SOMEONE ELSE, ARE THEY MUTED? LOOK AT THE ICONS FOR AUDIO AND VIDEO IN THE MAIN WINDOW ARE THEY GREEN (MICROPHONE) AND LIGHT BLUE (VIDEO)



IF IT'S NOT GREEN AND LIGHT BLUE THEN MICROPHONE IS MUTED AND CAMERA IS OFF

6-IN THE END, IF EVERYTHING IS CHECKED OUT AND SHOULD BE WORKING YET, IT DOES NOT WORK AND THERE IS NO AUDIO, **THERE IS AN ALTERNATE AUDIO SELECTION. YOU CALL USING YOUR PHONE** TO CONDUCT THE AUDIO PORTION OF THE BB SESSION. THAT INFORMATION CAN BE FOUND IN THE SETTINGS PANE THAT I MENTIONED IN ITEM #3 ABOVE. GO BACK TO YOUR SETTINGS AND SELECT 'DIAL IN' AND ENTER THE PHONE# AND PIN# FOR YOUR BB SESSION.



THIS IS THE END OF THE BB COLLAB SOUND AND VIDEO GUIDE