

0:01 Hello and welcome to Suffolk University from Tech Support Services.

0:05 You can find info pertaining to all tech matters on the ITS website.

0:12 The service desk falls under tech support and is located on the 6th floor of Sargent Hall.

0:17 At this time, most of the support team is remote but ready to help.

0:21 If you have any questions/concerns, please call or email us.

0:25 Your Suffolk account or Suffolk credentials is your username or password.

0:30 Your password will expire every 120 days, so keep an eye out for an email that will tell you it will expire.

0:37 Your account gives you access to all of these Suffolk systems: email, Blackboard, Zoom, etc. via the single sign-on page.

0:45 Log in with your username. You do not need your full email address, and password.

0:50 When you do receive your "password will expire" email, you can change your password here.

0:56 If you get locked out of your account, you will need to call the Service Desk for a password reset, but if you add your cell to password self-service, you can change it yourself.

1:05 You do this by enrolling in password reset by clicking this link.

1:10 One of the many systems your Suffolk account gives you access to is the email system.

1:15 To access email, open any browser and type o365.suffolk.edu. That's the letter o.

1:20 Log in at the single sign-on page and your email will launch.

1:26 Click on the square in the left side to access all the Office apps, including OneDrive, with one terabyte of storage space.

1:35 You can also download and install these apps to your personal device by clicking on the Office 365 link.

1:43 Phishing is an email attempting to obtain sensitive information, such as your username, password, or even your credit cards.

1:50 They usually appear as if they're coming from a legitimate source.

1:54 These are examples of actual phishing emails some students have received.

1:58 They look legit -see, with the Suffolk logo- but they are not.

2:01 Please be sure to read these emails carefully.

2:03 If you do receive any phishing emails, click the "phishing" under the junk tab.

2:10 So that is a quick overview of some of the tech matters you need to know while at Suffolk University.

2:15 If you need any help or any questions, please call or email us.

2:19 I welcome you and wish you all the best.