Hello and welcome to Suffolk University.

I'm going to walk you through what I refer to as "Tech Matters", basically information about some of the technology you will use here at Suffolk.

At this time, our tech support and our service desk is remote.

If you have any questions, concerns, or suggestions, please call or email us.

So your Suffolk account: When I refer to your Suffolk account or Suffolk credentials, I'm referring to your username and password.

Your username is usually your first initial followed by your last name.

Your Suffolk email address is your username at su.suffolk.edu.

You should have received this info in your personal email account.

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

This is our single sign-on or adfs page.

When you receive your "password will expire" email, you can change your password here.

You can also enroll in password reset.

One of the first things you should do is enroll in password reset.

This way you can reset your password in the event you forget it.

Otherwise you will have to call the service desk.

Once enrolled, if you forget your password you'll choose "forgot password", you'll receive a text message on your cell, and once you authenticate, you can change the password on your own.

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

Open any browser and type o365.suffolk.edu (that's the letter o, not a zero).

This will bring up our single sign-on page.

Once you log in with your username and password (that's your username, you don't need to type the full email address), choose sign in.

This will launch your email.

I'm sure you've heard of phishing emails.

Phishing is an email attempting to obtain sensitive information such as your username or your password.
It usually appears from a legitimate source.

These are examples of actual phishing attempts some students have received.

They look legit with the Suffolk logo but they're not.

While we do have filters in place, some of these emails get through.

So please be careful.

Read each email.

If you ever see "read this email" or "upgrade now", it's probably not legit.

If you do receive these emails, in the email system you will see a junk option.

Choose phishing, to report the email as phishing.

Office 365 or o365 refers to Microsoft Office.

As a registered Suffolk student, you have access to all the Office apps, including OneDrive, which gives you a terabyte of storage.

You can also download any of these Office apps to your personal device by clicking the Office 365 link.

Your Suffolk account also gives you access to Zoom, a videoconferencing tool.

Before you connect to your first Zoom course in Blackboard, we recommend you download the Zoom app.

Go to Suffolk.zoom.us. Choose the download option for your device, whether it's windows, mac, or your phone

Once downloaded, you will see a Zoom app camera icon. Click on the Zoom icon. You'll get a sign in with single sign-on.

Type Suffolk and click continue.

The single sign-on page will appear.

Log in with your credentials and this will launch the zoom app.

From here you can create your own meeting, you can join a meeting, and so forth.

So now you'll access Blackboard.

Blackboard is our learning management system.

This is the system your faculty uses for your courses.
3:45 Go to suffolku.blackboard.com and click the log in button.

3:50 Again, you will be directed to our single sign-on page.

3:54 Log in with your Suffolk credentials and this will launch the Blackboard welcome page.

3:58 This is where you'll find general announcements and tutorials.

4:02 If you click on the courses and organizations tab which is next to the welcome tab, your courses are listed under the course list.

4:11 Click on the course to open the course page.

4:14 One you're inside the course, you'll see a menu of items listed in the left side navigation, including instructional content and course tools, such as discussions, announcements, and so forth.

4:26 You will also see Zoom meetings.

4:28 This is where you will find your course on Zoom.

4:31 All of your Zoom course classes will be listed with a start time and the course link under topic.

4:37 Click the link to begin the Zoom meeting.

4:41 Notice the cloud recordings tab.

4:43 This is where you'll find all your class recordings.

4:48 Your Suffolk account also gives you access to the Suffolk portal.

4:52 This is where you'll find information on classes, finances, and other Suffolk resources.

4:57 Click on resources to find the antivirus download.

5:02 All personal devices need to have an antivirus.

5:05 We have both for Mac and for Windows available.

5:10 Students also have access to Suffolk's LinkedIn learning license.

5:14 LinkedIn learning has short videos on topics ranging from how to create formulas in Excel to writing a research paper.

5:22 Whether you want to learn something new or need to get a handle on the basics of using technology application, LinkedIn learning also recommends content specific to your needs.

5:32 It's a quick and easy way to get the extra help or learn something new in a fun and visually interesting way.

5:37 This is one example of a training video on Microsoft Teams.
5:41 You can watch the video, there's course details, and there's even related courses listed.

5:47 So something I highly recommend, you can search for any subject that you might be interested in.

5:53 So this is a quick overview of some of the "Tech Matters" you will use at Suffolk.

5:58 If you need any help or have any questions, please call us or email servicedesk@suffolk.edu.

6:05 I welcome you and wish you all the best.