

0:01 Hello and welcome to Suffolk University.

0:03 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.

0:13 At this time, our tech support and our service desk is remote.

0:16 If you have any questions, concerns, or suggestions, please calls or email us.

0:23 So your Suffolk account: When I refer to your Suffolk account or Suffolk credentials, I'm referring to your username and password.

0:30 Your username is usually your first initial followed by your last name.

0:34 Your Suffolk email address is your username at su.suffolk.edu.

0:39 You should have received this info in your personal email account.

0:43 Your password will expire every 120 days, so keep an eye out for an email that will tell you when it will expire.

0:51 This is our single sign-on or adfs page.

0:55 When you receive your "password will expire" email, you can change your password here.

1:00 You can also enroll in password reset.

1:03 One of the first things you should do is enroll in password reset.

1:08 This way you can reset your password in the event you forget it.

1:11 Otherwise you will have to call the service desk.

1:13 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.

1:27 One of the many systems your Suffolk account gives you access to is the email system.

1:32 Open any browser and type o365.suffolk.edu (that's the letter o, not a zero).

1:38 This will bring up our single sign-on page.

1:43 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.

1:50 This will launch your email.

1:53 I'm sure you've hear of phishing emails.

1:55 Phishing is an email attempting to obtain sensitive information such as your username or your password.

2:01 It usually appears from a legitimate source.

2:04 These are examples of actual phishing attempts some students have received.

2:08 They look legit with the Suffolk logo but they're not.

2:12 While we do have filters in place, some of these emails get through.

2:14 So please be careful.

2:15 Read each email.

2:17 If you ever see "read this email" or "upgrade now", it's probably not legit.

2:22 If you do receive these emails, in the email system you will see a junk option.

2:28 Choose phishing, to report the email as phishing.

2:32 Office 365 or o365 refers to Microsoft Office.

2:38 As a registered Suffolk student, you have access to all the Office apps, including OneDrive, which gives you a terabyte of storage.

2:46 You can also download any of these Office apps to your personal device by clicking the Office 365 link.

2:55 Your Suffolk account also gives you access to Zoom, a videoconferencing tool.

3:00 Before you connect to your first Zoom course in Blackboard, we recommend you download the Zoom app.

3:06 Go to [Suffolk.zoom.us](https://suffolk.zoom.us). Choose the download option for your device, whether it's windows, mac, or your phone

3:14 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.

3:23 Type Suffolk and click continue.

3:25 The single sign-on page will appear.

3:28 Log in with your credentials and this will launch the zoom app.

3:32 From here you can create your own meeting, you can join a meeting, and so forth.

3:37 So now you'll access Blackboard.

3:39 Blackboard is our learning management system.

3:42 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 a 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.