CALIFORNIA LUTHERAN UNIVERSITY
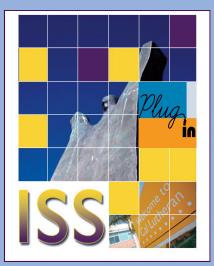

INFORMATION SYSTEMS & SERVICES
www.callutheran.edu/iss

NEW STUDENT GUIDE

Information Systems and Services (ISS) delivers and supports high quality research and information technology tools for the CLU community. Through available research tools and knowledge databases, ISS services enhance teaching and learning with the application of appropriate and innovative uses of technology.

ISS / Other Services

CLIENT SERVICES
Client Services offers hands-on computer software training for students, staff, and faculty. Additionally, a library of helpful handouts addressing various technical issues is available online, as well as links to educational discounts for software. Visit the Client Services website @ *www.callutheran.edu/iss/training*

INTERLIBRARY LOAN SERVICES (ILL)
Materials unavailable at Pearson Library may be requested from other libraries worldwide. Request forms can be accessed at the ILL website @ *www.callutheran.edu/ill*

LIBRARY
At Pearson Library students may check out books and other materials, including popular DVDs, on many topics; in addition, they may access course reserves, use the computer lab, get research help, and more. Library study rooms are also available and may be reserved @ *www.callutheran.edu/library*

MEDIA SERVICES
Media Services, located in the Spies-Bornemann Center for Education and Technology, provides presentation technology. Equipment is available for check-out. Visit the Media Services website for more information @ *www.callutheran.edu/iss/technology_services/Media_Services*

TECH SERVICES + HELP DESK
Tech Services and the Help Desk provide computer and technical support. Contact the Help Desk about telephone, network, software questions and problems, password difficulties, and general technology consultation @ *helpdesk@callutheran.edu*

⚠ COPYRIGHT & FILESHARING
Plagiarism of electronic works is prohibited. Copying of works without attributing credit to the author is cheating and constitutes academic dishonesty. Cal Lutheran also enforces the Digital Millennium Copyright Act. More information, including the Computer Use Policy, can be found online @ *www.callutheran.edu/iss/policies/computer_use*

Computer Security

VIRUS SPYWARE REMOVAL ($25)
ISS will remove viruses and spyware effecting students' computers for a $25 fee charged to the individual student's account. Students wishing to use this service may bring their laptop with its power supply, or their desktop tower, to the Help Desk in Pearson Library.

ANTI-VIRUS INSTALLATION (FREE)
ISS will install Cal Lutheran's version of the Norton Anti-Virus software on students' computers free of charge. Students wishing to have this program installed may bring their computer system to the Help Desk.

⚠ PLEASE NOTE!
ISS does not address hardware problems for personal computers. Computer stores provide such services. Students should also note that their system may still be under warranty; contact the vendor (Dell, HP, Sony, etc.) for more information regarding repairs covered by warranties.

Internet Connectivity

WIRELESS NETWORK

With CLU**W**net, users are no longer confined to a desk or a room. They can make use of other indoor and outdoor locations to connect to the Internet. When an Internet browser such as Firefox or Internet Explorer is launched, users will be redirected to a login page. They will gain access to network resources upon successful entry of a valid CLU username and password. Mac laptops with Airport enabled are able to access the wireless network. More information, including a full campus wireless zone access map, is located online @ *www.callutheran.edu/iss/technology_services/wireless.php*

WIRED (ETHERNET) CONNECTION

Each residence hall room on campus is equipped with Ethernet jacks for students to connect to the wired Internet. As the most reliable type of connection, the wired connection is recommended for all student desktop systems and laptops used directly in the room. Students may purchase Ethernet cords in varying lengths at the CLU Help Desk or at an electronics store.

Unable to connect your system to the Internet? Check out the FAQ section of the Help Desk website at *http://www.callutheran.edu/iss/technology_services/HelpDeskFAQ.php*. If problems persist, students may contact ISS to help set up connections free of charge. Students may bring their laptop with its power supply, or their desktop tower, to the Help Desk.

California Lutheran
U N I V E R S I T Y
Experience Success
with *Information Technology*

MyCLU Portal

The MyCLU Portal provides single sign-on access to multiple online services including email, WebAdvisor, and other useful resources. The login page for the Portal can be accessed directly by browsing to *www.callutheran.edu/myclu*

RESEARCH RESOURCES

The Portal is used to access the Research Resources databases from off-campus. PC users experiencing difficulties accessing these resources might need to adjust their Internet cookie settings as follows:

1. Open Internet Explorer and go to Tools → Internet Options
2. Go to the Privacy Tab and under Settings, click on the Advanced button
3. Select the checkbox "Override Automatic Cookie Handling" and click OK.
4. Log out of the Portal, and log back in.

WEBADVISOR

WebAdvisor enables students to manage information such as course registration, financial aid, online/unofficial transcripts, and grades.

BLACKBOARD

This content management program is available 24/7 and creates an interactive learning environment that brings instructors and students together in a virtual classroom.

WEBMAIL

Access CLU email through the Webmail tab in the Portal. If desired, students have the option of forwarding their CLU email to an outside personal account. *(Please note: CLU is not responsible for spam email issues that arise outside of the CLU email system.)*

ID Cards

ID cards, available at the Welcome Center, provide access to Pearson Library. ID cards are required to check out library materials.

Account Security

SECURE PASSWORDS

Keeping your password secure is important. A strong password is comprised of letters (both uppercase and lowercase) and numbers. Passwords can be reset or changed at any time by going to *www.callutheran.edu/password* or via the password links located on the MyCLU Portal login page. **NOTE: CLU will never ask for passwords or any other private account information through email correspondence.**

SECURITY QUESTIONS

Accounts are required to have three security questions and answers. This will help CLU verify identity without requesting personally identifiable information like social security numbers or birthdates. Update the security profile by clicking on the respective link on the MyCLU Portal login box or by visiting *www.callutheran.edu/iss/support/security_questions.php*

ISS Contacts

Circulation Desk
libcirc@callutheran.edu | 805-493-3937
Help Desk
helpdesk@callutheran.edu | 805-493-3698
Information Commons
CLUlibrary@callutheran.edu | 805-493-3255
Media Services
media@callutheran.edu | 805-493-3820