The Department of Information Technology (IT) would like to welcome you to Lock Haven University and we look forward to serving you during your time with us. We hope this information will assist in answering some of the questions you may encounter in the technology related areas. For one-on-one assistance, please feel free to contact the IT Helpdesk 570-484-2286, Option 1 (M-F 7AM - 4PM)

Contents gives initial page information is found on and subsequent page for additional information.

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How do I get an LHU account?
Each faculty, staff and student on the LHU campus will receive a user account that allows access to LHU resources.
Faculty and staff accounts are created once all paperwork through Human Resources is signed and entered.
Student accounts are automatically created when admissions deposit is paid or registered for at least one class.

Parts of the LHU eMail Address
LHU eMail Address
username@lhup.edu

Username  account domain

Do I get more than one account? No
Username NEVER changes

** START HERE **
Log into your LHU eMail account before any other account.
Open Web Browser
Go to: www.lhup.edu
Click: LHU eMail
Enter: email address
Enter: password

Initial Password
Initial password is “temp!x00”
(where x is your middle initial and 00 are the last two digits of your social security number.

Note: If you have no middle initial or social security number, please use the defaults of x and/or 00)

How do I access myHaven?
- Open web browser
  - Go to: www.lhup.edu
  - Click: myHaven
  - Login: username and email password

Ensure you can log into your LHU eMail first.
Who assigns the usernames?
Usernames are assigned automatically by our system (without getting complicated). Usernames are PERMANENT.

username@lhup.edu

Username consists of your 3 initials and a random number between 1 and 9999 (Ex:abc1234)

Initials of First, Middle, and Last name
NOTE: "x" is used when user does not have or has not provided a middle name.

What is the Display Name?
The display name is what everyone sees when your LHU eMail address is entered.
Example: Smith, Mary A (mas9999)

What if I legally change my name?
First you need to make the change through the Registrar’s Office, then IT will adjust your Display Name. Please note that your username will NOT change.
Example: Mary Smith gets married to John Brown; Mary’s last name will change, the username remains the same.
- Brown, Mary Ann (mas9999)

When to use the “@lhup.edu” and when not?

Username and email password
- LHU eMail
Usernames and email password
- myHaven — wifi
- university labs — university virtual labs
- LHU webprint

The following accounts use the “username” portion of your LHU email account to access their specific area, BUT, their passwords are set apart from the LHU email account. Thus, when you change the email password, these accounts and passwords are not effected.

D2L—username and password—access classroom based work, class specific. See section on D2L
ESS / eTime (SSS) - LHU email address and password—payroll system used to track time. See section on ESS / eTime (SSS)

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Minimum Password Criteria
- Minimum of 8 characters
- Cannot be any part of your first or last name
- MUST contain at least 3 of the following 4 characteristics:
  Uppercase (A,B,C,…)
  Number (1,2,3,…)
  Lowercase (a, b, c,…)
  Non-alphabetical (>,#,$,…)

Examples: 99Summer, Foot4ball, Come2LHU
Never use these or any published passwords as yours.

Online Password Reset
What if I forget my password, what do I do then?
Everyone forgets their password every now and then. To reset your password to a good working one, use the following steps.
Open a web browser
Go to: LHU Homepage (www.lhup.edu)
Highlight: People and Offices
Click: IT Services
Quick Links section
Click: Click here if you need to Reset your Password
Complete the form (*Note: this area is not available to international students as zip codes do not fall under the US standards)
Click: Submit (Note: This is an automated process, once you click submit, it cannot be undone)
A system generated, RED, letter, number, symbol password will be generated by the system and appear in a new window
Write down this password (Note: Please use caution as passwords are case specific)

Wait 10 Minutes

Log in using the new system generated password
(*Note: this will be your “old” password when you go to change it to something you will easily remember.)
**This reset area is automated and once submitted, it cannot be cancelled.**

Trouble with your account, password, etc... stop by the IT Helpdesk (ROBI 506) and bring your LHU ID for one-on-one assistance.
How do I change an expired password?
There are a few ways that you can change your password; here is just one of them:
- Open a web browser
  Enter: LHU homepage (www.lhup.edu)
  Click: LHU email
  Log in: email address and password
  You will be prompted to change your password

My account keeps getting locked out
The primary cause for lockouts today is a stored password on a cellphone and portable device, especially with a recent password change. The other reason is when a password is entered incorrectly multiple times. Lock outs are automated and are released after 15 minutes.
- Expired—ensure that you are logging into your LHU eMail account first, as myHaven, wifi, Math Assessment, etc… will not allow login due to the expired status.
- Forgotten Password—Perform the Online Password Reset
- Manual Reset—if you have trouble performing the Online Reset, there may be another issue with your account. Please bring your LHU ID card with you to the LHU IT Helpdesk (Robinson 506) for one-on-one assistance.
If account access is fine when you are off campus and locked out when you are on campus, you will need to clear saved passwords within web browsers and “Credential Manger” ** Mac Users clear KeyChain.

Change Your eMail Password before it Expires
Login into email
Click: Options
Click: Change Your Password
Type: Current Password
Type: New Password
Type: New Password again for confirmation
Click: Save
NOTE: Recommend that you log out of email and back into email with the new password to validate it works.

LHU labs are Virtual!
LHU labs are spread out across the main and Clearfield campuses and desktop computers can be cumbersome when it comes to updates and consistency. That’s why the virtualized lab environment plays a key component in offering all LHU students with consistent, up-to-date, virus free systems and increases our ability to deliver specialized software like never before.

Specific classes require specific/specialized software and by virtualizing the computer labs we can offer this software to students without students paying for the software to add to their personal machines just to get their projects done or making extra trips to campus. All they do is log into one of LHU’s virtual labs and access it.

Virtual labs also allow students to access the labs and software from the convenience of their residence hall rooms, off campus housing, or while home visiting family and friends. Virtual labs give students access to labs 24 hours a day 7 days a week regardless of weather.

Accessing a Virtual lab within a lab?
- Power on the Thin Client
- Log in
  - username
  - email password
- Select the desired lab pool

What is a pool?
A virtual desktop pool is a group of virtual machines (VMs) that look identical when booted.

NOTE: You will not log into the same VM so anything unsaved or saved to the desktop will be lost.

Lab Pools?
The icon on the right is used to indicate each pool and then labeled
- Akeley_Lab
- LHU_Labs_S1 & S2
- Science_Center_115_Lab_S1 & S2
Are there computers or labs I can use, and where are they located?
The Dept. of IT manages 5 main and 2 Clearfield labs for use by LHU students, faculty, and staff. (See map below):

- Akeley 203, Building 27
- Akeley 205, Building 27
- Raub 106, Building 24
- Robinson 128, Building 25
- Stevenson Library, Building 23
- Founders Hall 200, Clearfield Campus
- Founders Hall 227, Clearfield Campus

There are other departmental labs across campus. They are managed by each department separately (see map below):

- Psychology (Robinson 306), Building 25
- Writing Center (Library 2nd floor), Building 32
- PUB Lab, Building 14
- Sloan Art (Sloan 147), Building 9
- Math Center, Building 25
- Nursing, Clearfield Campus
- ESCS 115, Building 1

Note: Computer labs can and will be reserved for classroom instruction, as this is their first priority.

Note: Printers are available within each lab.

What is PaperCut and how do I access it?
This software is used to manage print jobs sent to LHU lab printers and used to track the number of pages each student prints.

When you log onto a LHU PC, you should see the PaperCut window in the upper right corner, you will follow the link to release your print job. If this is missing you can use the following address to release print jobs:

https://dove.lhup.edu:9192

LHU lab printers can be accessed via a webpage. This comes in handy when the PaperCut feature has been closed or is not functioning correctly. It can also be used to access printers on personal systems.

- Open web browser
- Enter the PaperCut website: https://dove.lhup.edu:9192
- Type: username and email password
- Click: Web Print
- Click: Submit a Job
- Select the printer of choice
- Click: 2. Print Options and Account Selection (lower right corner of window)
- Adjust for number of copies needed
- Click: 3. Upload Document
- Click: Upload & Complete
- Document is now in the queue and ready to print
- Click: Held in a queue
- Click: Print

Additional print pages can be added to each account by going to the IT Helpdesk, Robinson 506 with your LHU Student ID.

Clearfield students go to Main Office, Founders Hall 129

Note 1: LHU does not charge for additional pages at the time of this printing, but it is being considered and may be enforced at any time.

Note 2: When printing webpages, it is recommended to highlight desired information, copy and paste into a Word document and then print.
**What is myHaven?**
My Haven is a convenient location for LHU students to access personal academic and financial information.

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<th>What is available in myHaven?</th>
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<td>- Go to: LHU homepage (<a href="http://www.lhup.edu">www.lhup.edu</a>)</td>
<td>- Class schedule</td>
</tr>
<tr>
<td>- Click: myHaven (upper right corner)</td>
<td>- Home Address</td>
</tr>
<tr>
<td>- Username and eMail password</td>
<td>- Academic record</td>
</tr>
<tr>
<td><strong>NOTE</strong>: If you have trouble logging into myHaven, please log into your LHU eMail account.</td>
<td>- Contacting instructors'</td>
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<td></td>
<td>- Meals</td>
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<td></td>
<td>- and much more</td>
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<tr>
<th>What if I have additional questions?</th>
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<td><strong>Personal and Academic Information</strong></td>
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<tr>
<td>Registrar’s Office</td>
</tr>
<tr>
<td>Ulmer 224</td>
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<tr>
<td>570-484-2006</td>
</tr>
</tbody>
</table>

**D2L—Online Classes**
During your time with LHU, you may need to access the Desire2Learn (D2L) instructional area.

**Access Instructions:**
- Open web browser
- Go to: www.lhup.edu
- Click: D2L (upper right corner)
- Type: username
- Initial password: temp!x00 (where x=middle initial and 00=last 2 digits of social security number)
- Click: Login

Any issues with the D2L area can be answered through the D2L Helpdesk at 877-325-7778

**LHU Wireless**

**How do I connect to the LHU wireless network?**
Click: Wireless Network Icon (in the lower left notification area)
Click appropriate wifi access:
- LHU_Student
- LHU_Faculty_Staff
- LHU_Guest
Click: Connect
Open web browser, if already open, please refresh the window
Type: Username and email password
Click: Connect
System will indicate when you are successfully connected

**Devices and eMail**

| Server: mail.lhup.edu - for both incoming and outgoing servers |
| Domain: lhup.edu |

**Bandwidth Limitations**

LHU IT Department believes that students are attending LHU for an education and priority is given to educational network traffic. Bandwidth to resident halls is limited during normal business hours.
**eTime**

What is eTime and how do I access it?
eTime is the State System of Higher Education payroll system. Students working on-campus will input work hours for financial compensation. eTime is overseen by Student Payroll Office, East Campus J207.

How do I access eTime?
- Open web browser
- Go to: [www.lhup.edu](http://www.lhup.edu)
- Click: Current Student
- Click: Student Employment
- Under Student Payroll
- Click: eTime Access
- Login: email address and eTime password

What is my initial password?
- temp!x00 (where x=middle initial and 00=last 2 digits of your social security number)
- NOTE: Same initial password as email with same criteria, BUT... this password is different from your email password and changes at different times.

What if my password stops working?
A non-working password usually stems from: expired or forgotten password or minor system issue. All can be resolved quickly if you have completed the Self-Service area above.

Expired Password:
- Go to: eTime login screen
  - Click: Forgotten/Expired Password
  - Click: Lock Haven University
  - Click: Change / Renew Password
  - Enter: email address and eTime password
  - Enter: new password
  - Click: Change Password
  (Note: eTime Passwords can only be changed ONCE in a 24 hour period.)

Forgotten Password:
- Go to: eTime login screen
  - Click: Forgotten/Expired Password
  - Click: Lock Haven University
  - Click: Account Reset Tool
  - Enter: email address and PIN
  - Click: Submit
  - Enter: Answer the questions
  - Enter: new password

Locked Out:
Your account may be locked out for too many failed attempts. The above steps will also unlock your account and could resolve other minor issues.

*** TAKE THE TIME ***

**eTime Self-Service Setup?**
eTime has a Self-Service setup area to make changing your password and resolving issues faster and easier. Please perform the following:
- Go to: eTime login screen
- Click: Forgotten/Expired Password
- Click: Lock Haven University
- Click: Setup your account for Self-Service
  - last 4 of your social security number
  - Last 4 of your LHU ID number
  - 4 digit pin you use for other things
- Once all areas are complete, Save changes

Bring your LHU ID with you to the IT Helpdesk

What if none of these things help? Where do I go for assistance?
There are times when the automated systems just can’t correct the issues. In these instances, you will need to come to the IT Helpdesk located in Robinson Hall 506 WITH your LHU ID.

Access to your eTime account also gives access to your financial information.

Due to the sensitivity of this information your LHU ID is REQUIRED!!!
NO EXCEPTIONS
**Mapping Network Drives**

At times, you may need to access files on another drive; this is most likely due to a class you are taking. To access files on these servers, you must have the name of the server and sharename*. For example, to access data for COMP150 on stufs1:
- Right click: “My Computer” or “Computer”
- Select: “Map Network Drive”
- Type sharename path*:
- Click OK

*Get the appropriate sharename and path from your instructor before attempting to map a network drive.

**Most Common Drives**

- Student Apps - \stufs1.lhup.edu\studentapps
- Student H drive - \stufs1.lhup.edu\home\username
- Student webpage - \lhuweb.lhup.edu\studentweb\username
- Faculty/Staff Webpage - \lhuweb.lhup.edu\username
- Faculty/Staff H drive - \lark.lhup.edu\home\username
- Faculty/Staff Apps - \lark.lhup.edu\staffapps

**Gaming and Wireless Devices**

If you have a game, smart tv or other wireless device that you would like to connect to the LHU wifi, perform the following:

1. Open web browser
2. Go to: LHU Homepage (www.lhup.edu)
3. Click: People and Offices
4. Click: IT Services
5. Under Quick Links
6. Click: Click here to register your gaming console for internet access

Enter: Username and email password

Add checkmark to agree to the usage policy

**NOTE Prohibited devices**

4. No servers, switches, routers, hubs, wireless hubs, or any other multi-host connection devices are permitted to be operated by any user without express written permission of the IT Department.

Enter the MAC address of your device

Click: Add

Internet Access is provided within minutes.

Trouble Adding a gaming or wireless device?

If access to wifi is not provided, please verify MAC address and resubmit.

If you still have issues, please email the following to the IT Helpdesk (helpdesk@lhup.edu):

- Device adding
- MAC address
- Verify that you attempted to add the device twice using the appropriate submission method.
How do I access the Math Assessment?
You need a good, working password, ensure you can access your LHU email account prior to attempting the assessment. You are permitted to take the assessment once… please plan accordingly.

Ensure you can access your LHU email account
(if not, stop here and correct that issue first)
You MUST use a Windows-based computer
Open a web browser (DO NOT use Chrome)
Turn OFF pop-up blocker software or allow pop-ups through www.lhup.edu
Go to: http://www.lhup.edu/math
Click: Math Assessment
Follow all instructions carefully
Once you log in, you MUST complete the exam as you will be blocked from retaking the exam.

Interpreting the Results

What do the numbers mean at the end of the Math Assessment?
Once you have completed the Math Assessment. You will need to look at the Interpreting the Results table.

Go to: http://www.lhup.edu/math
Click: Math Assessment
Click: Interpreting the Results
This table will let you know which math courses you are eligible to enroll.
Freshman will automatically be enrolled into a math course inline with your major.

Account, Password, Hardware Assistance

IT Helpdesk

STSC Helpdesk

If I have trouble accessing software and account related issues where can I go for assistance?

IT Helpdesk (Robinson 506):
The IT Helpdesk is available to assist you in many areas associated with computer access and account needs. Assistance is available for, but not limited to issues associated with: email, login, printing, biographical password, student payroll access password, printer page count increase, and web access.

<table>
<thead>
<tr>
<th>IT Helpdesk</th>
<th>Hours of Operation</th>
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</thead>
<tbody>
<tr>
<td>Robinson Hall 506</td>
<td>Mon - Fri</td>
</tr>
<tr>
<td>570-484-2286, Option 1</td>
<td>7:00 AM – 4:00 PM</td>
</tr>
</tbody>
</table>

If I have trouble with my personal computer while attending LHU, where can I go for assistance?

STSC Helpdesk (Robinson 508):
The Student Technology Support Center (STSC) can assist students with all software related issues: viruses, reformat, installation of new software, and wireless access. 90% of Dell and Lenovo Warranty Repairs can be done through the STSC (call for verification of coverage). All other hardware repairs are the responsibility of the student.

<table>
<thead>
<tr>
<th>STSC Helpdesk</th>
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</tr>
</thead>
<tbody>
<tr>
<td>508 Robinson Hall</td>
<td>Monday–Thursday</td>
</tr>
<tr>
<td>570-484-2643</td>
<td>8:00am–5:00pm</td>
</tr>
<tr>
<td>508 Robinson Hall</td>
<td>Friday</td>
</tr>
<tr>
<td>570-484-2286, Option 3</td>
<td>8:00am–4:00pm</td>
</tr>
</tbody>
</table>

NOTE: STSC and LHU are not responsible for hardware repairs on non-Dell and non-Lenovo PCs or loss of any data due to hardware, viruses, or spyware issues.