

LENOIR-RHYNE UNIVERSITY

OFFICE OF INFORMATION TECHNOLOGY

Office Location: Information Technology House

OIT Help Desk: Available 24 hours per day/7 days per week

Local: 828.328.7350

Toll Free: 866.520.2459

Email: OIT.HelpDesk@lr.edu

For more information, please visit our webpage at:

portal.lr.edu/LearningSupportServices/OIT/Pages/default.aspx

The following information answers our most frequently asked questions:

- **Campus Network:** Each resident student is provided with a data jack in their room to connect your computer to the campus network. You will need a **CAT-5 or higher network cable with RJ45 connectors** for this connection. You can access the Internet and email through this connection. There is no additional fee for accessing the campus network.
 - OIT is only responsible for the network connection.
 - Students are responsible for keeping their computers virus-free; spyware and adware-free.
- **Wireless Network:** The Lenoir-Rhyne University wireless network is available in all campus buildings and most open spaces where students congregate around campus. To access the wireless network, you will need a laptop computer with an 802.11g or newer wireless network card.
- **Television Service:** Television broadcast service is provided to resident students at no cost. To receive this broadcast, **you will need a TV equipped with a digital (QAM) tuner** and a coax cable for the connection. If your TV is not compatible, external digital (QAM) tuners are available from many online retailers.
- **Email Accounts** Each student is given a user name and password. The user name allows access to *Self-Service*, Portal, Canvas, email, the password protected sections of the lr.edu website, and access to campus computer labs.

To log in to student email:

 - Go to portal.lr.edu and click on the Student link (located on the top left side of the screen)
 - Click on "Webmail". Conversely, you can also go to the Google home page.
 - Enter your entire email address and click next; enter your LR password then click **Sign In**.
 - Student email is provided by Google; therefore, accounts have access to other Google (G Suite) account services such as Calendar, Chat, and Docs.
- **USB Jump Drives:** Using a USB Jump Drives is an excellent way to store your data. They are available in the campus bookstore.
- **Office 365:** All students have access to Office 365. You sign up using your LR email address. To sign up, go here: products.office.com/en-us/student/office-in-education or simply type in "office 365 for education" in Google. Microsoft will verify your eligibility and send you an email. Click on the link in the email and it will take you to a page to sign up for a Microsoft account. You use your LR email address, but can choose any password you want. After you sign up, it will log you in to your account where you can use Office online or download a copy of Office on up to five devices.