

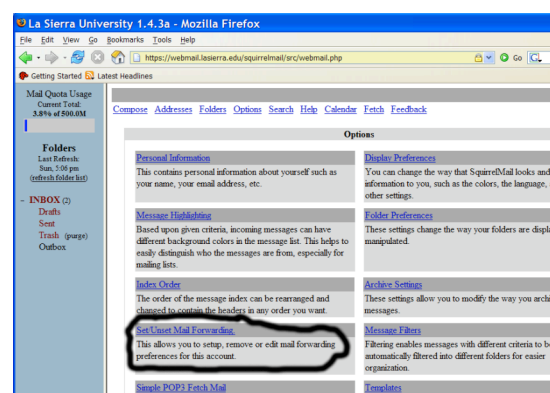
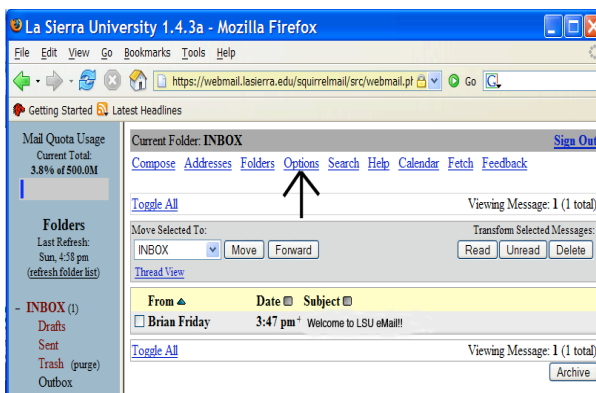
# LSU Information Technology Student FAQ

## E-mail

- **How do I get my LSU e-mail Address?**
  - All students are provided with a standard LSU e-mail address. The standard LSU e-mail address is your username + @my.lasierra.edu
- **What is my username?**
  - Your username is as follows: first character of your first name + first 3 characters of your last name + last 3 digits of your ID number + @my.lasierra.edu In other words it would look something like this: syou123@my.lasierra.edu.
- **How do I activate my LSU e-mail address?**
  - To activate your LSU e-mail logon to the self-service section of the LSU website. You can get to the self-service page by going to: [www.lasierra.edu](http://www.lasierra.edu) → click on Login → Enter your LSU student ID number & PIN (Your initial PIN is your birth date: MMDDYY format)
  - Click on Students → LSU e-mail → Set or Set password → Follow the onscreen instructions to finish e-mail activation.



- **Can I have an e-mail address that is easier to remember?**
  - Each student is allowed two aliases. Mail sent to these aliases will go directly into your student mail box. You can add these by going the LSU e-mail section of the self-service webpage.
- **Can I get my e-mail from the web?**
  - You can get your e-mail from the web by going to [webmail.lasierra.edu](http://webmail.lasierra.edu) using your preferred web browser.
- **Can I forward my student e-mail address to another e-mail address?**
  - You can setup your e-mail forwarding by entering the e-mail address you wish to forward to through web-mail.
  - [webmail.lasierra.edu](http://webmail.lasierra.edu) → click on Options → set / unset mail forwarding.



## Single Logon

- **I already have another email address, why do I need the LSU e-mail/ username?**
  - Your username is used all over campus. Here are some of the functions that will require the use of your username:
    - Microcomputer Lab usage (MICOL)

## LSU Information Technology Student FAQ

- Dorm Internet Access
  - eLearning (Desire2Learn) logon (<http://elearning.lasierra.edu>)
  - Campus wide printing / Copying capabilities
- **Where is MICOL?**
    - MICOL is located at the top of the campus in Ambs Hall.
  - **How can I access the internet in the dorm?**
    - LSU provides free wired internet access in all the dorms. To obtain access to the internet, just plug your computer into the available network jacks in your dorm room. Bring up an internet browser. Enter a web address. Enter your username and password in the webpage that opens. After logging on, you will be allowed access to the internet.
  - **How can I get to the eLearning website?**
    - You can get to the eLearning website by typing [elearning.lasierra.edu](http://elearning.lasierra.edu) in your web browser.
  - **How can I print or copy on the campus copier / printers?**
    - LSU provides printers and copiers throughout campus for its students. You can use these devices by swiping your ID. If you have paid the technology fee, \$7.00 will be deposited into your copy/print account. If you require additional money, you can go to the Library, MICOL or the bursar's office.
    - LSU charges 7 cents per page for self service copying or printing.

### Personal Computers:

- **Can I bring my personal computer onto campus?**
  - Yes. LSU recommends that all students purchase a personal computer. However, if that is not possible, you can use the public computers available around campus.
- **What Anti-Virus software do you recommend?**
  - LSU requires all student personal computers be equipped with some type of anti-virus software.
  - LSU recommends any anti-virus software you may wish to use. However, there is an a-v program that is inexpensive and works quite well:
    - <http://www.grisoft.com> provides a free version of AVG, their anti-virus software.
- **What internet web browser do you recommend?**
  - LSU recommends that its student use Firefox as their internet browser: [www.getfirefox.com](http://www.getfirefox.com).

### Self Service

- **How can I get to the LSU self-service page?**
  - Go to our LSU's main web page: [www.lasierra.edu](http://www.lasierra.edu) → click on login → this takes you to the LSU self-service logon page → use your ID number and your birthday (MMDDYY) as your PIN.
  - Self-service provides the student the ability to do the following:
    - Activate User Password for single logon.
    - Register for classes
    - Add and Drop classes
    - Obtain un-official transcripts
- **How can I reset my password?**
  - You can go to the self-service section of the LSU website to reset your password.
  - Login with the procedure described above.
  - Click on Students → LSU e-mail → Set or Reset password → Follow the onscreen instructions to finish resetting your password.

### Telephone

## LSU Information Technology Student FAQ

- **Can I get a phone in my dorm room?**
  - LSU allows each dorm room to have one phone. For more information, please go to the IT Modular next to Ambs Hall.