ITS CIT 101 Instructor Notes

Rev: D Fisher 6/7/2012

Instructor Advance Preparations

1. Obtain list of usernames/CWIDs/first& last names for CSI students.
2. Confirm lab reservations.
3. Confirm HelpCenter will be staffed to assist with passwords for WebMail/CitLearn/Portal.
4. Identify instructors for each lab; review instructor notes; format username file to project without CWIDs to students in labs; provide instructors & helpdesk w/CWID copy for admin use.

Day of Training - Actions

1. Setup: Turn on all computers in labs you plan to use at least 10-15 min prior to start of session (students may arrive a few minutes early); turn on projectors and bring up the list of usernames sorted by last names. Arrange multiple windows to enable users to view last name, first name, and username (remove CWID column from view.) Put several pens and post-it notes in each lab for students to write down username if they do not have a pen or paper.
2. Station ITS helpers at each lab location; helpers need a list of usernames sorted by last name that includes CWID; post-it notes, pen, copy of Welcome flyer.
3. Confirm that at least one person is available to be an IT floater to ferry CWID and username to helpdesk for account look-up in A/D and portal or password resets as needed
4. Greet cadets at the door as they arrive and encourage them to quickly take their seats
5. Call the class to order with a warm, friendly, welcome to the students; briefly introduce yourself as a staff member of the Information Technology Services (ITS)/computing department
6. Provide a quick sentence regarding today's objectives: For example: "Today during your session, your objective is to learn how to login successfully to important Citadel systems, change your passwords, create secret questions to enable you to retrieve a forgotten password easily, find various computing resources and get help when you need it."

Student Hands-On

Step 1 – Usernames and Workstation Logon

Your username is a piece of information that is a unique combination of letters and/or numbers. When used with a password, it enables you to login to your computer in the barracks, wifi network, campus online portal and more. If you already received your username and password at home and successfully logged into look at Lesesne Gateway from home, raise your hand. Others can review the list on the screen to locate their username.

[Instruct students to locate their usernames from the projected list and help them one-on-one.]

To make it easy for you, your account has an initial, easy, temporary password. You'll login first with the temporary password and then change it to a new password. Before you can change it, you must select a safe and secure password that meets specific requirements.

[Explain the password requirements and some safety tips such as changing letter o to a zero or e to a 3; using words that are not in the dictionary; contain the first letter of a long sentence, using the first letter of each word in a phrase and adding a number to it. Tell the class you will give them a couple minutes to think of a safe password.]

Your new password must meet the following criteria:
- Length restrictions:
    - At least 8 characters.
    - At most 20.
- Must start with a letter (A-Z or a-z).
- Cannot include any part of your name.
- Cannot be one of your previously chosen passwords.
- Cannot contain any spaces.
- Case IS significant.

Your new password must contain at least 1 of each category:

- Upper case letters: A-Z
- Lower case letters: a-z
- Numbers: 0-9

Once you have thought of a safe password and identified your username, you can logon to your workstation with the initial password that is the word "Pass" with the "P" capitalized followed by your birthday in the format of MMDDYY where YY is the last two years.

[Write the Pass + MMDDYY on the board and show an example; for instance you could tell them: If your birthday is June 7, 1979, your temporary password is "Pass060779".]

When you are ready, enter your username and the temporary password to logon to your workstation.

Step 2 – Launch Internet Explorer and login to Lesesne Gateway, The Citadel's Online Digital Portal

In the computer labs, the portal login page appears by default when you launch Internet Explorer. To find the page if you are on the world-wide-web at another location, navigate to The Citadel's home page and select Lesesne Gateway from the menus or type the address directly: portal.citadel.edu (If you can spell it correctly, you can also type lesesnegateway.citadel.edu.)

Login now to enter Lesesne Gateway. Use the same username and temporary password you just used to access the workstation.

Once inside, you'll see a series of tabs with specific boxes on each tab layout. The boxes are called **channels**. Now navigate to the Student tab and find the Password Management channel. Click the link to change your password and configure your secret questions. If you have already done this from home, please be patient while others complete this step.

Once you have successfully changed your password and set your secret questions, you can navigate and look around while everyone is finishing. Some information pertinent to cadets will not be available for you to access until the fall term. Look around and locate some of the useful information that is here to help you … for example, dining hall menu …

[Allow time for students to change passwords and configure secret questions. Once the class is all navigating in the portal and looking around, proceed and ask them to locate and use various resources.]

Go to the Home Tab – notice the announcements – in an emergency, notifications will appear in the Urgent channel and will be sent to you at the telephone number you provided to the Commandant; you can configure approximately 6 telephone numbers for the BulldogAlert notification.

We will come back to look around more in the portal soon.

[Don't stand in one place … periodically wander around to ensure they catch-on and keep up.]

Step 3 – Go to Student Tab; Logon to WebMail

Enter with same credentials you used to access the workstation: username with Pass + MMDDYY of birthday to login to your student email/WebMail account. If you have already logged in and changed your password, please review other information patiently while classmates complete this step.

Change your password. We recommend that you do NOT set the password to match the one you just made for the Lesesne Gateway portal. If the Citadel's systems are off-line or down due to a storm or other problem, go directly to gmail.com and login to access your Citadel email without going through Lesesne Gateway first. At gmail.com, you must enter your email address. Ex: jsmith2@citadel.edu as the username. You can also bookmark webmail.citadel.edu to login to your account.

Step 4 – Logon to CitLearn (in My Courses channel on Student Tab)

Locate the My Courses channel on the Student tab. Login to CitLearn … Use Campus Wide ID (CWID) for the login name. You CWID is on your photo ID. Password is **Pass** + **last 4 of SSN.** Change password to match email/WebMail. Set secret questions.

If you have problems with login or you do not know the last 4 of your SSN, use the "Forget your password?"option. This will send you a link in your WebMail account. Login to your email to access the link and update your password.

If you have been using CitLearn to access your placement tests, login with the password you have been using. If you want to change the password for CitLearn, Login to CitLearn, then go to Tools in the menu and select Personal Information.

Discuss Computing Resources and Help

- ITS Help Desk is located in room 253 on the second floor of Bond Hall near the labs
- Daniel Library Reference Desk - evenings after 5pm
- Barracks workshops in each barracks
- Telephone: Call 843-953-HELP/1-843-953-4357
- **OnLine: IT Spotlight channel**
  - Click "**Enter a Hotline**" link to get help
  - Review lab locations, hours, software – find all kinds of useful information in the ITS Find-IT-Fast Wiki. Use the "Search" button to enter the text you want to find.

Locate some resources now in the Wiki now – use the "Search" feature to find out how you can ….
[mention a few items in the wiki and have students find them by using the search feature]

For example:
 "Gamebox" - locates the instructions for registering a GameBox
"Repairs" - locates instructions for getting your computer fixed

Safety and Common Sense
Lead a facilitated discussion on these topics and any others that are mentioned in the class.

1. We – The Citadel's ITS department, will never ask you to click a link and send us your password!! **Do not share your password(s) with anyone.** Use safe and difficult to guess passwords. Contact ITS immediately if you think someone has your password.
2. Phishing (go over how they should login directly to PayPal, accounts, and other services, not click links that request you provide information)
3. Avoid malware, viruses, etc.; don't click download! Restart lab computers before you use them; don't click pop-up boxes that tell you to click and clear a virus.
4. Social Networking – eligibility and scholarships as well as employment can be affected … use restraint, common sense and good judgment about what you post! **It will follow you forever.**
5. **Logout. Logout. Logout.** Do not leave the workstation logged in – people WILL mess with you!!

Questions?! Allow surfing, discuss questions, etc. until time to conclude class
[Walk around; be accessible; share any input and repeat questions so class can hear and participate.]