



Information Technology Services

## WELCOME GUIDE FOR STUDENTS

The Information Technology Services (ITS) team offers a wide range of services supporting the technology needs of the Luther community. This guide offers a basic introduction to the services you can expect as a student at Luther. For more information and details, please visit our website: [luther.edu/its](http://luther.edu/its).

### HOW CAN I GET HELP FROM ITS?

When you need it, help is easy to obtain from Luther's ITS team. Visit our website at [luther.edu/its](http://luther.edu/its) or stop by these service points in Preus Library, where our staff can help you with your information-related questions.

#### Technology Help Desk

[helpdesk@luther.edu](mailto:helpdesk@luther.edu), (563) 387-1000,  
[help.luther.edu](http://help.luther.edu)

Get answers for your computer- and technology-related questions.

#### Circulation Desk

[library@luther.edu](mailto:library@luther.edu), (563) 387-1166

Check out books, CDs, DVDs, course materials, digital video cameras, portable hard drives, and more.

#### Digital Media Center

[multimedia@luther.edu](mailto:multimedia@luther.edu), (563) 387-1000,  
[help.luther.edu](http://help.luther.edu)

Use the multimedia lab and studio for class projects.

### ENABLE GOOGLE 2-STEP VERIFICATION

All Luther email accounts must have Google 2-Step Verification enabled. Log in to [mail.luther.edu](mailto:mail.luther.edu) from a browser to start the process. Instructions for setting up Google 2-Step Verification can be found at [luther.edu/helpdesk/google-2-step](http://luther.edu/helpdesk/google-2-step). After your first login, you have a two-week grace period to set up 2-Step Verification on your email account.

If you don't enable 2-Step Verification in time, your account will be suspended and you will need to visit the Technology Help Desk.

## TECHNOLOGY SERVICES

### How do I get help with technology?

The Technology Help Desk is the front door to Luther's technology services. Technology Help Desk staff are available to assist you with all your technology needs from connecting to the internet, to software or hardware repair, to much more. Visit [luther.edu/helpdesk](http://luther.edu/helpdesk) for hours of operation and more information.

The Digital Media Center (located on the lower level) is available for your multimedia needs. Staff are available to help with media conversion, event recording or streaming, or classroom technology. A lab with high-end computers is available for photo, media, or video editing, and there is a studio with green screen and equipment for photo or video shoots. Visit [luther.edu/helpdesk/media-center](http://luther.edu/helpdesk/media-center) for more information.

### What accounts do I get at Luther?

Luther offers many online services and most of these need just one login: a Norse Key. Your Norse Key is your username and password to log in to Norse Apps (email, calendar, hangouts, collaborative documents, and more), KATIE (our learning management system), [my.luther.edu](http://my.luther.edu) and NorseHub (registration and student information), our library systems, lab computers, and many other places.

For network security, all Norse Key passwords must be changed every 180 days, and it is a violation of policy to share your password with anyone. Visit [norsekey.luther.edu](http://norsekey.luther.edu) for more information.

New students will be allocated a Norse Apps account for your time at Luther. Use this email for your Luther-related communication (i.e., academic work and in communication with other Luther students, faculty, and staff). In anticipation of great things to come in the near future, we encourage you to create a second, separate email account that will allow you to establish an internet identity for use in personal (outside Luther) and professional settings (such as internships or job interviews).

### How do I change my Norse Key?

To change or reset a forgotten or expired Norse Key, visit [norsekey.luther.edu](http://norsekey.luther.edu) and follow the instructions.

*Luther or ITS staff will NEVER ask for your Norse Key via email. Such attempts are often scams, and you should report such requests. Contact the Technology Help Desk with any questions regarding your Norse Key.*

## LUTHER'S WIRELESS NETWORK

For best performance on Luther's wireless network, make sure your device supports the 802.11ac wireless standard. Most current devices support this. Other wireless standards will work but at decreased performance. Students should not bring or use their own wireless routers, wireless printers, or other devices that broadcast a wireless signal.

Visit [luther.edu/helpdesk/wireless](http://luther.edu/helpdesk/wireless) for more information.

## How do I connect to Luther's network and internet?

Luther provides students with high-speed internet access in their residence hall room. Most students prefer to connect to Luther's wireless network, which is available most places on campus.

### What do I need to connect?

- Network-capable device
- Anti-virus software
- Up-to-date operating system patches

### Getting connected and registered

Every device connected to the network must be registered to create a safe environment for everyone.

1. Connect your device to a wired or wireless connection and open a web browser (Chrome, Firefox, Safari, etc.).
2. Visit [network.luther.edu](http://network.luther.edu) and click Agree.
3. Enter your Norse Key when prompted.
4. Click Login and Download. The Bradford Dissolvable Agent (BDA) will be downloaded to your computer.
5. Double-click on the BDA file. You will be prompted for your username (without [@luther.edu](mailto:@luther.edu)) and password. Enter and press Continue to complete registration.

*Mobile devices should visit [network.luther.edu](http://network.luther.edu) and follow the provided instructions. Other devices will try to register automatically when connected to the network for the first time. If you have difficulty, contact the Technology Help Desk.*

### My computer has been quarantined. What now?

To protect the network, it is sometimes necessary to block access of computers that pose a threat to the stability and security of the network. If your computer is quarantined, it may be infected with a virus or having other issues. Contact the Technology Help Desk for assistance.

## MY COMPUTER

### What computer do you recommend I bring?

Any computer running Windows 10 or greater or macOS 10.12 (Sierra) or greater will work on Luther's network. Laptops are not required or expected, but the overwhelming majority of Luther students choose them. Students also use Chromebooks or tablets (iPads, Surface, etc.). The most important thing is to find a computer that will serve your purposes and with which you are comfortable.

### What software should I bring?

All computers should have an anti-virus program installed in order to access the internet safely. This applies to both Windows and Mac OS computers. You can use programs such as Microsoft Security Essentials or Windows Defender (free; included with Windows 7, 8, and 10), Sophos (free), McAfee, Norton, or Symantec.

Norse Apps (Luther's branded version of Google's G Suite at [docs.luther.edu](http://docs.luther.edu)) are the most frequently used programs at Luther. Other alternatives include Microsoft Office 365 (free; contact the Technology Help Desk), OpenOffice (free; [openoffice.org](http://openoffice.org)), or LibreOffice ([libreoffice.org](http://libreoffice.org)). Software required for a course is available in Luther's computer labs.

### Can I purchase computer hardware or software at an academic discount?

Most hardware and software manufacturers provide discounts for students. Your Luther email address will usually suffice if required to provide proof of your enrollment. Visit their online education store for more information.

Apple: [apple.com/edu/luthercollege](http://apple.com/edu/luthercollege)

Adobe: [store.collegebuys.org](http://store.collegebuys.org)

Dell: [dell.com/education](http://dell.com/education)

HP: [hp.com/education](http://hp.com/education)

Microsoft: [microsoft.com/education](http://microsoft.com/education)

General: [academicsuperstore.com](http://academicsuperstore.com)

For other vendors, try adding */education* to their normal website or visit their main page and search for Education or Academic. Luther does not provide purchasing services for students, faculty, or staff, so you will have to make your own arrangements.

## BORROWING EQUIPMENT

### What technology equipment can I check out?

At the Circulation Desk in Preus Library, students can check out digital video cameras, external hard drives, laptops, headphones, and computer and phone chargers.

### How do I check out technology equipment?

Students must use their ID cards to check out materials. Check your library account by clicking on the Library Account link on the Preus Library home page at [luther.edu/library](http://luther.edu/library).

## NETWORK AND POLICIES

### How do I protect my computer and personal information?

The internet and social media present unique risks to both your computer and personal information. Keep the following in mind while on the internet:

**Social media:** Post and communicate with care. Don't share too much information. This includes Facebook, Twitter, Snapchat, and any site or app that allows you to share personal information.

**Think before you click:** An anti-virus program can help protect your computer but isn't a guarantee. Think twice before downloading a free game or other app. Make certain it's legitimate first or you may be opening yourself up to viruses, malware, or spam.

**Phishing:** Phishing is a fraudulent attempt to get personal information (username, password, etc.), sometimes using official-looking emails or websites. Please report all phishing attempts to the Technology Help Desk.

## Does Luther block or read my internet traffic?

For network security purposes, Luther blocks access to sites that are known to be malicious in nature or that contain viruses or malware. Access to peer-to-peer file sharing is also blocked.

All users are expected to comply with Luther policies as well as local, state, and federal law. It is a violation of Luther policies and federal law to share files for which you do not have a specific legal license to share. Doing so will result in loss of network privileges. Luther will cooperate with any properly obtained and executed legal action against users on our network.

Visit [luther.edu/its/about/policies](http://luther.edu/its/about/policies) for more information.

## How can I back up my files?

Luther encourages all students, faculty, and staff to make regular backups of critical data. External hard drives, flash drives, or cloud-based storage solutions (such as Google Drive or Dropbox) are all recommended.

Visit [luther.edu/helpdesk/databackup](http://luther.edu/helpdesk/databackup) (Windows) or [luther.edu/helpdesk/macdatabackup](http://luther.edu/helpdesk/macdatabackup) (mac OS) for more information.

## What policies and rules are there for using information resources at Luther?

ITS provides a wide range of services and support for the Luther community. As such, students must follow policies and rules that cover Copyright and Network Use.

Visit [luther.edu/its/about/policies](http://luther.edu/its/about/policies) or [luther.edu/copyright](http://luther.edu/copyright) to view these policies.

# LABS AND PRINTING

## What computer labs and classroom equipment are available?

More than 20 computer labs on campus are available to students, and every residence hall has a lab with a printer. Most classrooms are equipped with audio/visual equipment, including projectors, podium workstations, and sound systems.

The Technology Help Desk also maintains an inventory of equipment available for short-term checkout to students, faculty, and staff. Submit a request at [help.luther.edu](http://help.luther.edu) for equipment or event needs.

## How can I print?

Luther uses a print-management system to track and manage printing on campus. Students can print from any lab workstation or visit the Technology Help Desk to set up printing from their personal computer.

Students are allocated a printing allowance at the beginning of each term as part of the student technology fee. Once the allowance has been depleted, students can use their Nordic Cash.

Visit [luther.edu/its/papercut](http://luther.edu/its/papercut) for more information.

## Do I need a personal printer?

No. Every residence hall has a computer lab and printer. If you'd like to set up your own computer to use Luther's printers, visit the Technology Help Desk for assistance.

## What if I need something printed in color or on a poster?

Color printing is available in Preus Library or you can visit the Luther College Document Center on the ground floor of Main. The staff there can assist you with many special printing and duplication needs.

# MORE ABOUT ITS

## How can I follow ITS news?

- The ITS Blog ([luther.edu/its/blog](http://luther.edu/its/blog)) is a great way to keep up with ITS. Current outages, planned system maintenance, or alerts are frequently posted to the blog.
- The Technology Help Desk is on Twitter at @lutherhelpdesk.

## Are there online training resources available?

Yes! Luther subscribes to or has access to a number of training materials. Visit [luther.edu/its/learn](http://luther.edu/its/learn) for more information. These offer a wide variety of web-based software training videos and resources that can be used for personal development or curriculum supplement and are available 24/7.

Contact the Technology Help Desk for more information.

## How can I work for ITS?

There are plenty of great opportunities for student employment.

Visit [luther.edu/its/about/recruitments](http://luther.edu/its/about/recruitments) to see available positions. Links to applications for the Technology Help Desk and Digital Media Center are on the page.

## I have a question, comment, or need something. How do I get that to you?

We welcome your comments, suggestions, and concerns. Please visit any of the service points in Preus Library or contact us at [helpdesk@luther.edu](mailto:helpdesk@luther.edu) or (563) 387-1000.

## WHAT ARE NORSE APPS?

Norse Apps is the Luther-branded version of Google's G Suite, a free online suite of productivity applications. Your Norse Key grants you access to Norse Apps. Visit [luther.edu/helpdesk/norseapps](http://luther.edu/helpdesk/norseapps) for detailed information.

- Norse Mail ([mail.luther.edu](mailto:mail.luther.edu)): Luther's version of Gmail, a web-based email service that is available anywhere in the world. Users have unlimited storage and can use Google search to navigate through old emails.
- Norse Calendar ([calendar.luther.edu](http://calendar.luther.edu)): Keep track of your busy schedule and share it with friends and family.
- Norse Hangouts ([mail.luther.edu](mailto:mail.luther.edu)): Integrated into Norse Mail, Hangouts is an instant messaging and video-chat platform that allows you to communicate with anyone on Norse Apps or Gmail.
- Norse Docs ([docs.luther.edu](http://docs.luther.edu)): Web-based documents (Docs), spreadsheets (Sheets), and presentations (Slides). Create, share, and collaborate with others in real time.
- Norse Groups ([groups.luther.edu](http://groups.luther.edu)): An easy way to set up and manage communications for any group on campus via email or web.

## WHAT ABOUT CELLULAR SERVICE IN DECORAH?

Most cell phone providers cover the Decorah area to some degree. Check with your provider to make certain the area is covered in your plan. US Cellular and Verizon have local stores.

AT&T subscribers—your phone may only receive service in NE Iowa if it supports their newer Voice over LTE (VoLTE) standard.

It is a good idea to get familiar with your cell phone reception at Luther before counting on it as your main communication source. Some buildings may impede clear connections.

If your phone supports wifi calling, you may find that turning on that feature improves your ability to make and receive calls in many of the buildings on campus. If you're unsure if your phone supports wifi calling, please check with your provider. Remember that to use wifi calling on the Luther wireless networks, you'll need to register your phone for network access.

## PREUS LIBRARY

### Need technology help?

The Technology Help Desk  
[helpdesk@luther.edu](mailto:helpdesk@luther.edu), (563) 387-1000

Get answers to any computer or technology questions or help with any needs you have.

### Need help borrowing something?

The Circulation Desk  
[library@luther.edu](mailto:library@luther.edu), (563) 387-1166

Check out books, DVDs, course materials, digital video cameras, portable hard drives, and much more.

