

Student

INFORMATION TECHNOLOGY SERVICES WELCOME GUIDE

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.

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 or stop by these service points in Preus Library, where our staff can help you with your technology-related questions.

Technology Help Desk

helpdesk@luther.edu, (563) 387-1000,
help.luther.edu

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

Circulation Desk

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, (563) 387-1000,
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 from a browser to start the process. Instructions for setting up Google 2-Step Verification can be found at luther.edu/helpdesk/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.

ENABLE MULTI-FACTOR AUTHENTICATION (MFA)

Norse Hub, along with many other Luther services, is protected by a Multi-Factor Authentication (MFA) sign-in that uses your Norse Key. This is a separate sign-in and multi-factor process than the one for your Norse Apps (e.g., email.) Visit mfa.luther.edu to set up or alter your Multi-Factor Authentication settings. Instructions for setting up MFA can be found at luther.edu/helpdesk/mfa.

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 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 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/meet, collaborative documents, and more), KATIE (our learning management system), Norse Hub (registration, student information, and financial information), our library systems, lab computers, and many other services.

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 for more information.

You'll have your Norse Mail account while you're a student at Luther and you should only use it for Luther-related communications. Please create and use a separate personal email account for non-Luther-related communication.

INFORMATION TECHNOLOGY SERVICES WELCOME GUIDE FOR STUDENTS

How do I change my Norse Key?

If your Norse Key is still valid, visit norsekey.luther.edu and follow the instructions. If you have forgotten your Norse Key or if it has expired, call the Technology Help Desk.

Luther or ITS staff will NEVER ask for your Norse Key. 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 Wifi 6 (or 802.11ax) 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.

For assistance in registering your phone or other devices, visit luther.edu/helpdesk/guides/registration 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.

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 LCSecure. You will be prompted for your Norse Key username and password. Most devices should register themselves at this point and just work.
2. If LCSecure doesn't work, try connecting to LCWireless and then follow the prompts at network.luther.edu.
3. If your device can't register with these steps or if you have questions, contact the Technology Help Desk or see luther.edu/helpdesk/guides/registration for more help.

MY COMPUTER

What computer do you recommend I bring?

Most students bring personally owned computers to campus, but it's not required. Broadly speaking, most students are best served by a traditional Mac or Windows laptop. At minimum, we recommend a computer with at least 8Gb of RAM, an SSD, and 5GHz wireless. While Chromebooks, tablets, and Linux computers work well for most things, they might not be able to run more intensive software like Microsoft Office or SPSS—fortunately, computer labs are there to fill the gaps.

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 Windows Defender (free; included with Windows), Sophos (free), McAfee, Norton, or Symantec.

Norse Apps (Luther's branded version of Google's Workspace for Education at docs.luther.edu) are the most frequently used programs at Luther. As an alternative to Google Docs, Microsoft Office (office.com/) is available to current students at no cost on personally owned devices. 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

Adobe: store.collegebuys.org

Dell: dell.com/education

HP: hp.com/education

Microsoft: microsoft.com/education

General: academicssuperstore.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 and external hard drives for use outside the library, and laptops, headphones, and computer and phone chargers for use inside the library.

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.

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 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/guides/filemanagement 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 or 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 for equipment or event needs.

How can I print?

Students can print to lab printers from their personally-owned devices or using a lab/classroom computer. When you're on campus, visit luther.edu/helpdesk/printsetup to install printers.

After sending the print job, you'll release the job from PaperCut (papercut.lc.luther.edu). 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 NordiCash.

Visit 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 at a cost 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) 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](https://twitter.com/lutherhelpdesk).

Are there online training resources available?

Yes! Luther subscribes to or has access to a number of training materials including LinkedIn Learning (linkedinlearning.luther.edu). Visit 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 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 or (563) 387-1000.

WHAT ARE NORSE APPS?

Norse Apps is the Luther-branded version of Google Workspace, a free online suite of productivity applications. Your Norse Key grants you access to Norse Apps. Visit luther.edu/helpdesk/norseapps for detailed information.

- Norse Mail (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): Keep track of your busy schedule and share it with friends and family.
- Norse Hangouts/Meet (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): Web-based documents (Docs), spreadsheets (Sheets), and presentations (Slides). Create, share, and collaborate with others in real time.
- Norse Groups (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, (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, (563) 387-1166

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

