Getting Started with Information Technology at Ursuline College

This is a brief summary of information new students or employees need to get started using technology at Ursuline College. We strongly encourage every new user to visit Computer Information Services CIS on the College web for additional information about technology at the College. www.ursuline.edu/CIS

All New Users Must Apply for an Ursuline Login
In order to use Ursuline computer services, every new user must Apply for a Login on college web. The application confirmation includes all information needed to log in the first time. New logins are created within 3 business days.

Acceptable Use Policy
As part of the login application, all new users must agree to the College’s Acceptable Use Policy. The text of the Use Policy is on the login application and also on the CIS home page.

Passwords
CIS enters new logins with a password which is a combination of the user’s initials lower-case and the first five digits of the SSN (or any five numbers which the user enters on the account application). Users can change their password at any time from inside Outlook Web Access OWA Options.

A Word About Security
At Ursuline we take security of our data seriously. Security is everybody’s responsibly. As a user, the primary tool you have to maintain your security is your login. Never divulge your password, no matter who it appears is asking. Reputable organizations do NOT email you to ask for your password! When in doubt, don’t.

Ursuline E-mail
As part of the login, users get an Ursuline e-mail. College e-mail address format is user’s first initial plus last name. Thus, Elizabeth Smith will have the user name, esmith, and the e-mail address, esmith@ursuline.edu. If your user name deviates from that form, CIS will notify you via the contact information you supplied on your account application.

Microsoft Outlook Web Access OWA is available anywhere on the Internet. The login link is on the College home page, or it can be bookmarked at this address, https://mail.ursuline.edu/OWA

ANGEL Learning Management System
ANGEL is the College’s learning management system. All registered students will be enrolled automatically in their classes in ANGEL. After logging in, the student or instructor will see all the courses they are currently registered for on their ANGEL home page. All new users will participate in self-paced ANGEL basic training modules. Link is on user’s ANGEL home page.

MyUrsuline
MyUrsuline is the college’s secure portal. It has official college documents such as grade reports, transcripts, billing statements, etc.

How to Contact Support
Users can contact support via Flowan Helpdesk found on home page. After the request is submitted, you will receive a response back within four to eight hours during hours of 8am to 5pm Monday through Friday.

Telephone numbers, FAQs, etc. can be found on the CIS web pages at, www.ursuline.edu/cis.