IT Orientation
Office of Information Technology

Office of Information Technology

OIT Services

The Office of Information Technology at Claremont Graduate University provides strategic technology solutions in order to support CGU's mission of preparing a diverse group of outstanding individuals to assume leadership roles in the worldwide community through research, teaching, and practice in selected fields.

The chart below shows the full suite of technology solutions that OIT provides. Please click on any service that is in blue to see more information.

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<tr>
<th>Service</th>
<th>Description</th>
<th>User Group</th>
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<td>Help Desk</td>
<td>OIT provides 24x7 assistance for technology related issues.</td>
<td>Students, Faculty Staff</td>
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Welcome to Claremont Graduate University. In this presentation, we will introduce you to the many services provided by the Office of Information Technology to assist you with your studies.
In order to access most of the services provided by the Office of Information Technology (OIT), you will need a computer account.

Your account user name and password will be given to you during your academic department orientation.
Computer Account

If you did not receive your account user name and password, you can go to ACB 303 (9am to 4.30pm, Monday to Friday) and someone there can help you. You will need a photo id.

You can visit ACB 303 with your photo id if you have forgotten your password and need it reset.
Computer Account

You can also call our help desk at 909-621-8174 to have a forgotten password reset.

And you can visit the campus portal website (mycampus.cgu.edu) to have your password reset.
Email

All CGU students are given an email account. The email address is firstname.lastname@cgu.edu.

To read your email, visit the campus portal website (mycampus.cgu.edu) and click on the email icon.

To visit the email web page directly, go to https://mymail.student.cgu.edu
Email
CGU provides a spam or junk email filtering service. For more information on how to use this service, please visit the Email FAQ web page: http://www.cgu.edu/emailfaq.

The Email FAQ web page also provides answers to the most commonly asked questions about email.

Or you can contact our Help Desk at (909) 621-8174.
Campus Portal

All students enrolled in coursework have access to CGU’s campus portal.

The portal provides secure access to:

- register online
- view your grades
- to generate unofficial transcripts and degree reports
- read important messages
- view your financial aid and student bills
- and more
Campus Portal

To access the student portal, open your web browser and go to https://mycampus.cgu.edu
The first time you log in, you will have to create your security questions.
Campus Portal

After logging into the portal, there are links along the top and along the left side.
If you have a laptop, you can access CGU’s wireless network in any of the classrooms or labs by opening your web browser.

Please use your normal CGU user name and password for logging in.

We highly encourage you to connect to the more secure Claremont-WPA wireless network, and only use the plain Claremont network if you have problems.
The plain Claremont wireless network will automatically take you to the above log in page. Make sure you follow the instructions on this web page very carefully.
Wireless Network

For details on how to connect to the Claremont-WPA wireless network, connect to the plain Claremont network and visit www.cgu.edu/pages/9449.asp for detailed instructions.
Canvas

Canvas is the learning management system used here at CGU. Professors may distribute reading materials, hold discussions, assign homework, and do many other course related activities through this system.

You are automatically added to your enrolled courses’ Canvas course site.
To log into Canvas, visit the campus portal web site (mycampus.cgu.edu) and click on the Canvas icon.
Canvas

To visit the Canvas web page directly, go to cgu.instructure.com and log in with your CGU user name and current password.
Computer Labs

We have student computer labs throughout the CGU campus:

- ACB 118
- ACB 126 – may be used as a classroom on some days
- Burkle 18
- Harper 8
- Math Lab
- DPE Lab
- Housing Lab
Computer Labs

**Hours**

- ACB 118 & 126: M-Sun, 8:30am to 12 midnight
- Burkle: M-Fri, 8:30am to 10pm; Sat, 8:30am to 6pm
- Harper 8: M-Fri, 8:30am to 10pm; Sat, 8:30am to 6pm
- Hours for the other labs are determined by their department
- Hours will vary during the summer and breaks.
- For the most up to date information, please check the signs posted on the lab doors.

**Please, no food or drink is allowed near the computers. Thank you.**
Computer Labs

Saving your files

- Our lab computers receive regular software updates and maintenance and will automatically erase all data files at that time.
- Please save your files to a flash drive.
- You can also temporarily save your file onto the computer so that you may then upload the file to a cloud based storage solution, such as Dropbox, OneDrive, or Google Drive.
Computer Labs

We have lab attendants available to assist you with problems. Their hours are:

- ACB 118: M-Sun, 8:30am to 12 midnight
- Harper 8: M-Fri, 8:30am to 10pm; Sat, 8:30am to 6pm
- Burkle: M-Fri, 8:30am to 10pm; Sat, 8:30am to 6pm

The lab attendants will step out of the lab to set up classrooms for classes through out the day.
Computer Labs

All of the lab computers have Internet access, Microsoft Office, and a set of statistics programs.

Most labs will also have a few Mac computers.

There are scanners in the ACB 118 lab, the Burkle lab, and the Harper lab.
Printing in the Labs

There are black and white laser printers in all of the computer labs. There are also color printers in the computer labs.

You will be charged for printing in the labs.

The printing prices are subject to change, so please check with the lab attendant for the current prices.
Printing in the Labs

We only accept Claremont Cash as payment for your printing. For more information on Claremont Cash, go to http://cards.cuc.claremont.edu

When you print your documents, a pop up window will appear telling you the cost of the print job and asking you to confirm or cancel the job.
Equipment for Loan

Equipment, including laptops, data projectors, video cameras, and tripods, are available for loan to students in ACB 118.

You can request the equipment to be reserved for you through the staff at your academic department.
Equipment for Loan

You are allowed to check out equipment for a maximum of 3 days, and you must wait one week before checking out the same type of equipment again.

Contact the Audio Visual Department for more information: av@cgual.edu or visit http://www.cgual.edu/pages/266.asp
How to Get Help

Account user name, password, or email problems:

- ACB 303, M-F 9am to 4.30pm
- Email: helpdesk@cgu.edu
- Call (909) 621-8174 or (800) 630-8893

Printing account or equipment loans:

- ACB 118
- Email: av@cgu.edu
- Call (909) 607-3695

Canvas: call the help desk and specify that you need Canvas assistance