Information Services
Information Services provides innovative solutions by delivering exemplary and trusted services to the campus community.

- University Library
- Enterprise Application Systems
- Customer Service Center/Desktop Computing
- Technical Infrastructure Services
- Learning Technologies
- Information Security Services
Getting Started

Everyday Computing Resources
Career Account

- University IT Resources
- Password must be changed every 180 days
Forgot your password?

• If you have forgotten your password there are several ways it can be reset.

• Challenge Questions
  • The quickest and simplest way to reset your password is by answering your Challenge/Security Questions. Please visit http://www.purdue.edu/securepurdue/ to setup your challenge questions if you haven’t already done so.

• In person with a photo ID at one of our Customer Service Center locations.
  • Powers-216 for the Calumet location
  • Tech-265 for the North Central location

• Call the Customer Service Center at (219) 989-2888
Email

• Microsoft Outlook is our email/calendaring system.
  – Mailbox size limit is 5GB with a 25GB Online archive that can be accessed on and off campus

• On Campus - Use the Outlook client on your desktop.

• Off Campus - Outlook can be accessed from https://owa.pnw.edu
Network Storage

Campus computers on the Purdue Northwest network have several network drives starting with the letter “H” which is your personal network drive that only you have access to. Another important network drive letter is “R” which can be used by you and your colleagues to share files.

• H Drive - your personal network drive.
  • 5GB size limit
  • Accessible from any campus computer
  • Accessible from the internet by using the VPN (Virtual Private Network) [http://vpn.pnw.edu](http://vpn.pnw.edu)

• R Drive – Departmental volume which you and your colleagues can share files relating to the department.
  • 1GB size limit (Contact the Customer Service Center if additional space is needed).
  • Accessible from any campus computer
  • Accessible from the internet by using the VPN (Virtual Private Network) [http://vpn.pnw.edu](http://vpn.pnw.edu)
Eduroam Wireless

- Eduroam (education roaming) is the secure worldwide federated network access service developed for the international research and education community.

**What does it do?**
- **For the traveler:** eduroam provides per-user, per-session encrypted network access for visitors from participating institutions, without the need to gain guest credentials on arrival to an eduroam enabled location. The connectivity is instantaneous and the infrastructure is authenticated by the user. Study abroad students can join thousands of eduroam hotspots without any hassle or any data roaming charges.

**How do I connect to eduroam?**
- Then select “eduroam” from your wireless settings. Enter your username in the following format careeraccount@pnw.edu. Don’t forget to add the new domain of @pnw.edu to your login ID.

- Please visit our Knowledge Base at [http://www.pnw.edu/support](http://www.pnw.edu/support) for detailed device specific instructions on connecting to the eduroam wireless network or contact the Customer Service Center at 219-989-2888 or csc@pnw.edu and we will be happy to assist.
Support

2 Customer Service Center locations
Our staff is ready to assist you in person, by phone or email.

• Calumet Campus Location – Powers-216
• North Central Campus Location – Tech-265
• Phone – (219) 989-2888
• E-mail – csc@pnw.edu
• Self Service – http://www.pnw.edu/support
Telephone Services

- VOIP (Voice Over Internet Protocol)
- 4 digit dialing between both campuses.
- Off campus and long distance service.
  - Dial 9,1 (area code) + 7 digit number.
- Voicemail system
  - Can be accessed from your office phone and off campus.
- For a quick start guide and useful tips on the use of your new office phone.
  - [http://www.pnw.edu/information-services/voip-implementation-faqs/](http://www.pnw.edu/information-services/voip-implementation-faqs/)
Security

Never Share Your Password!
Watch out for SPAM!

abuse@pnw.edu

• Report an Incident & Security Policies
Security Tips

• Use Hard to Guess Passwords & DO NOT Share Your Password
• Lock Your Computer
• Do Not Open Unknown Email Attachments or Click On Links Within an Email
• Do Not Save or Share Sensitive/Restricted Data
Student Support & Resources
Student Support & Resources (con’t)

- IS Computer Labs
- Open Access Computing
- PaperCut
- Blackboard Learn
- Gmail

http://www.pnw.edu/information-services/services-for-students/
University Library

• Circulation & Reserves
• Library Instruction/Information Literacy
• Reference Help Desk
  – Staffed with professionals 7 days a week
  – One-on-one research assistance
• Interlibrary Loan
• Archives
Audio Visual

• 100+ Electronic Classrooms
• Non-Electronic Classrooms
  – Request Equipment
    • Mobile Media Carts
• Other Equipment Available
• Echo 360
• Meet & Greets

http://www.pnw.edu/learning-technologies
Office of Instructional Technology

- Faculty & Staff Lab
  - Access to Instructional Technology
  - Technical Consulting and Training
  - Departmental Specialized Training
  - Project Development
  - Instructional Design Consulting

- Digital Learning Certificate Program

- Teaching Innovation Grant
Blackboard

• Blackboard
  – Assessments
  – Assignments
  – Discussions
  – Grade Book

• Tools
  – Enrollment Manager
  – Course Merger Tool
  – Grade Submit Tool
Instructional Software

- Respondus
- webex
- echo360
- safe assign
- Blackboard
- Camtasia Studio
High Performance Computing

• Peregrine 1 is a state-of-the-art cluster for the Purdue Northwest campus operated by ITaP from the West Lafayette campus.

• Installed on June 26, 2012, Peregrine 1 is the second major research cluster to have been hosted on the Calumet campus.

https://www.rcac.purdue.edu/compute/peregrine1/
Any Questions?