

Welcome to Anna Maria Colleges IT department!

The following pages contain important information that you will need as a student here at Anna Maria. The pages will go over several important things about the network here and how to connect to it. We are here Monday through Friday from 7:30 until 4:00. If you need assistance with any computer or internet related issue please feel free to come to the help desk in the information commons. If the window at the help desk isn't opened please send an email to ITSupport@annamaria.edu. This is our main point of contact and allows us to track any problems as well as handle issues in a timely manner. We can also be contacted at 508-849-3500.

The IT department takes network security very seriously and it is important that you do as well. Students are the first line of defense from hackers. Learn how to spot fishing attempts, not only on your school email address but also your personal email address. Also remember that no one, not even IT, will ask you for your password. If you have any questions or concerns about phishing and other cyber attacks please feel free to ask and we can advise you on things to read and watch. We can also help you determine if something is a phishing email or an attempted hack.

All this information can be found on the colleges website so if you lose this please feel free to find it there.

<https://annamaria.edu/docs/anna-maria-faq/students/>



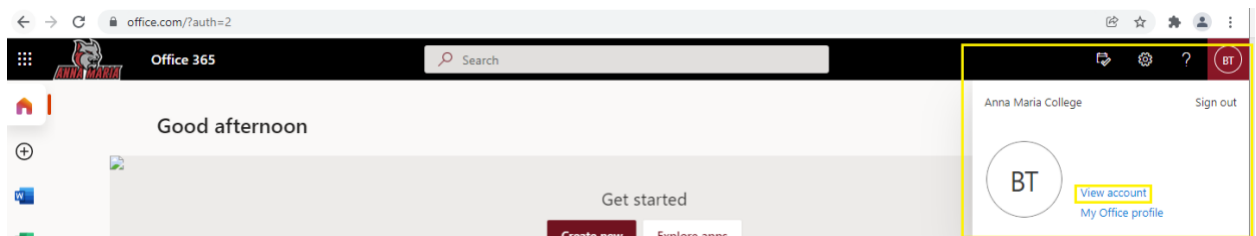
How set up Multi-function Authentication (MFA)

When first logging into your email you should be required to set up multifactor authentication. If for any reason you did not set it up, you are required to set it up so that if you ever forget your email password you will be able to reset it. It is also important that you set it up because it prevents your email address from being hacked. There are several methods you can use for the multifactor authentication but it is recommended that you use the authenticator app and your cell phone number.

- After receiving the email with your username and password please follow link to reset the password - <https://passwordreset.annamaria.edu>

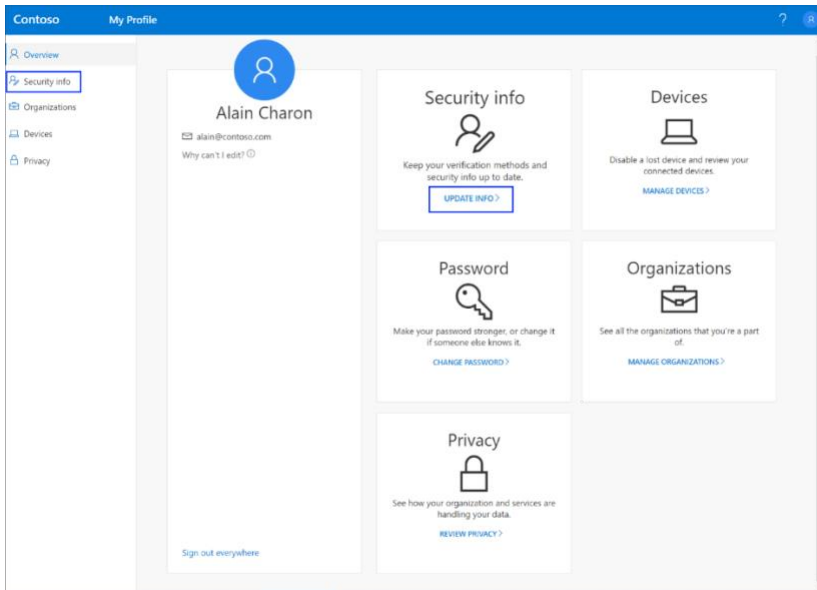
- After resetting password log into Microsoft Office 365 in a web browser – <https://www.office.com/>

- In the upper right-hand corner click the circle with your initials in it and the menu below will open.

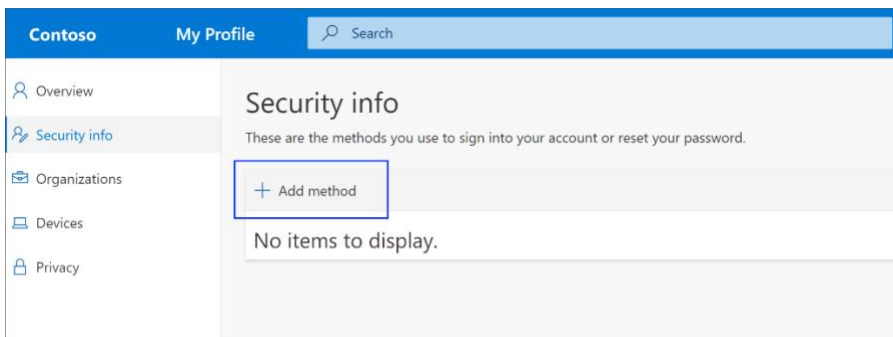


- Select view account

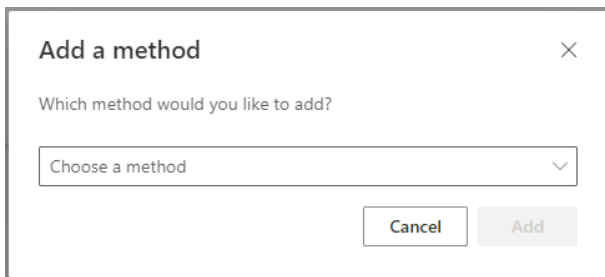
- Select Security info on the right of the screen



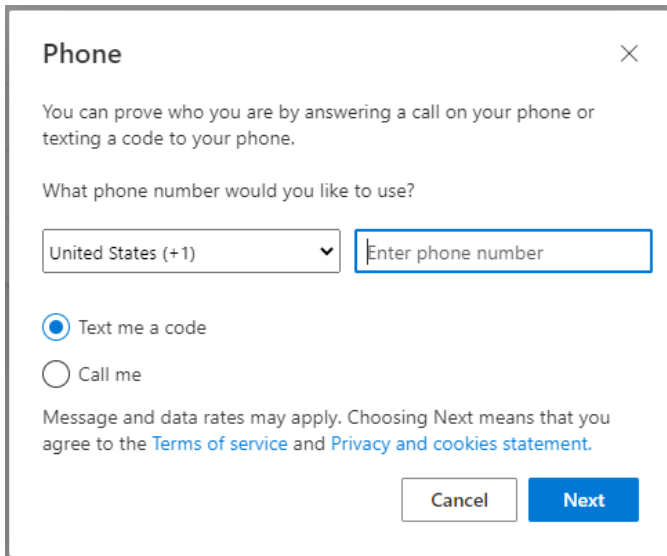
- Select Add method in the security info pane



- On the add a method page, select "Phone" from the list, and then select add.



- You will have your cell phone number and select the "Text me a code" bubble. Click next



Phone ✕

You can prove who you are by answering a call on your phone or texting a code to your phone.

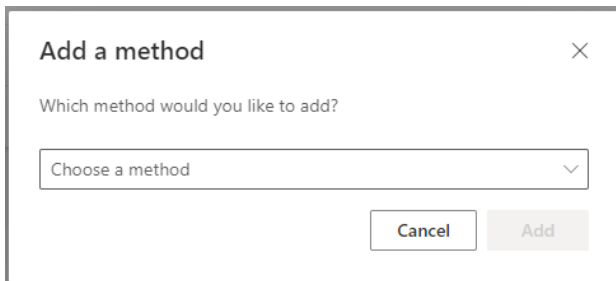
What phone number would you like to use?

United States (+1)

Text me a code
 Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

- After selecting next you will receive a text message that you must enter. Enter the code into the next window and select next.
- On the add a method page, select “Authenticator app” from the list, and then select Add.

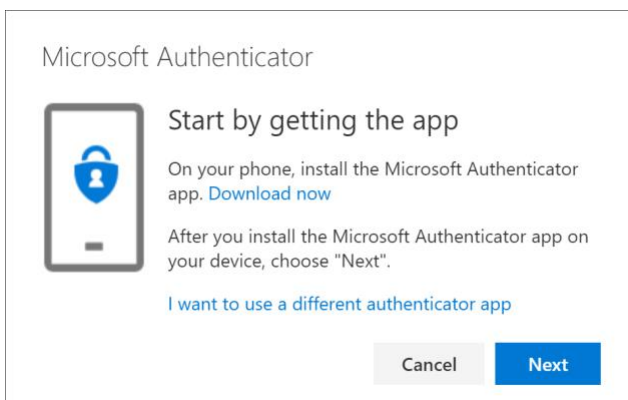


Add a method ✕

Which method would you like to add?

Choose a method

- A window for the Microsoft Authenticator will pop up, you must download the Microsoft Authenticator app on your cell phone. This will be located in the app store. Download app and select next



Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

- Another window will display, after installing the app, open the app and allow all notifications. Select next.

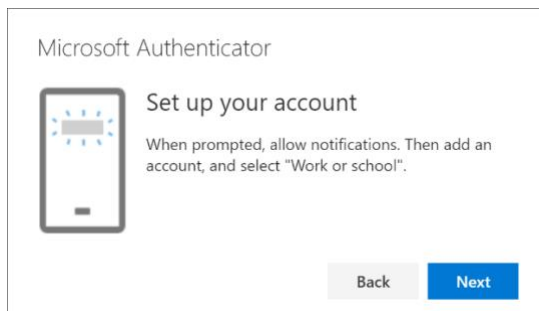
- NOTE: You will receive a prompt asking whether to allow the app to access your camera (iOS) or to allow the app to take pictures and record video (Android). You must select allow so that the authenticator app can access your camera to take a picture of the QR code in the next step.

- After allowing notifications, select the 3 dots in the upper right-hand corner of the app and select "+ Add account".

- On the "What kind of account are you adding?" select "Work or school account".

- Select "Scan a QR code"

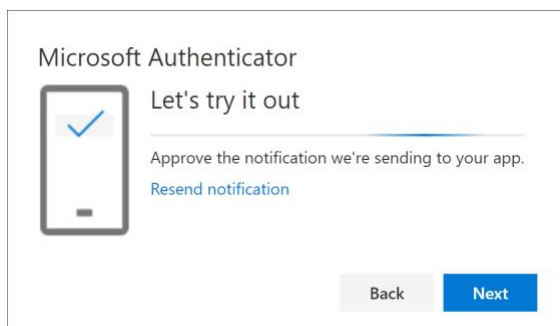
NOTE: If the QR code reader can't read the code, you can select Can't scan the QR code and manually enter the code and URL into the Microsoft Authenticator app.



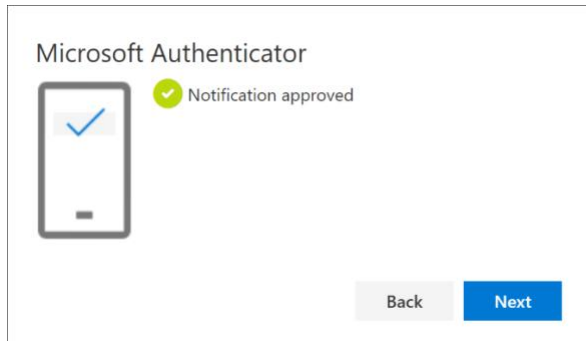
- Return to Office 365 on your computer and scan the QR code that appears on the screen.

- The authenticator app should successfully add your work or school account without requiring any additional information from you.

- Select Next on the Scan the QR code page on your computer. A notification is sent to the Microsoft Authenticator app on your mobile device, to test your account.




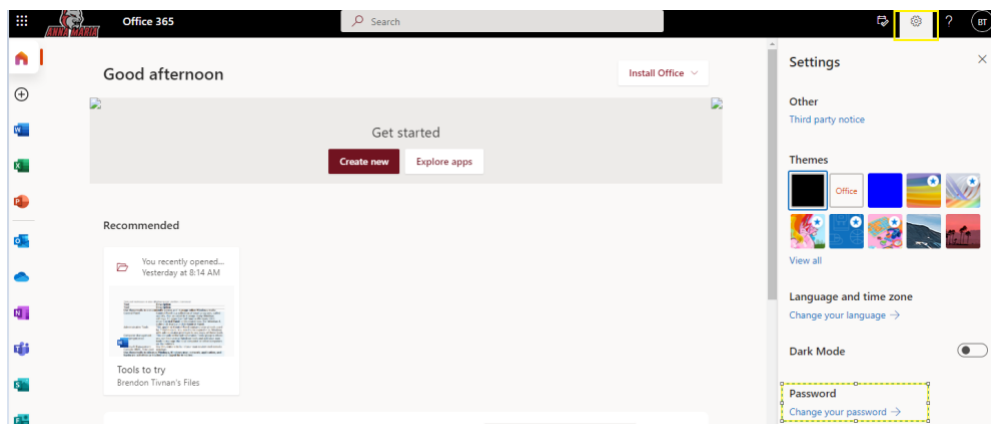
- Approve the notification in the Microsoft Authenticator app, and then select Next. Your security info is updated to use the Microsoft Authenticator app by default to verify your identity when using two-step verification or password reset.



How to change password for Office 365 (school email)

Your school email address is hosted through Microsoft office and can be accessed through the following web site. You will need to access this site to make any changes to your account.

- Go to <https://www.office.com/>
- Select Log in on the upper right-hand corner of web site
- Enter your username and password
- Go to Settings  > Password.



- Type your old password, and then type a new password and confirm it.



Change password

User ID
BTivnan@annamaria.edu

Old password

Create new password

Confirm new password

-Click Submit.

Password guidelines

When you create a new password, use the following guidelines.

Use 8 to 16 characters.

Create a strong password that can't be easily guessed or cracked. Work or school account passwords require at least 3 of the following:

Lowercase letters

Uppercase letters

Numbers (0-9)

Symbols, including: ! @ # \$ % ^ & * - _ + = [] { } | \ : ' , . ? / ` ~ " < > () ;

How to reset your WebAMC password (If unknown)

If you can't remember your WebAMC password, resetting is very easy. All you need is the WebAMC webpage and access to your Anna Maria email address.

- Go to the WEBAMC site – <https://webamc.annamaria.edu/>

- In the upper left-hand corner there is a button that says "Forgotten password", click that button.

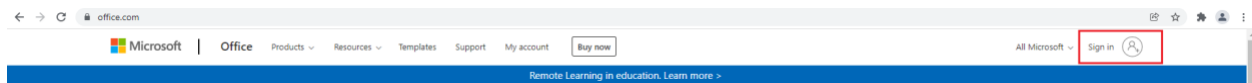
- On the following screen you will have to input your Anna Maria email address and either your student ID number or your date of birth.

- Once submitted you will receive an email in your Anna Maria email address with the instructions on how to reset your password.

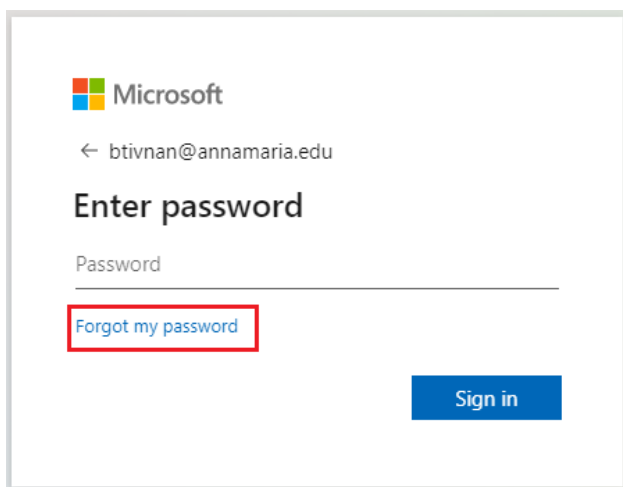
Resetting Office 365 password with MFA

- Go to <https://www.office.com/>

- Select sign in located in upper right-hand side of screen



- Select or enter your email address on “pick account window”
- On password screen select “Forgot my password”



- Enter user name your email address and the correct characters in the boxes on the next screen

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

[Next](#) [Cancel](#)

- On the verification screen select like to the left of the screen select “Approve a notification on my authenticator app” and click “Send Notification”

Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Call my office phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

Send a notification to your authenticator app on your mobile device.

[Send Notification](#)

[Cancel](#)

- You will receive a notification on your phone from the authentication app. Select approve on your phone.
- Office will load to the second verification needed. If you set up your cell phone number for the additional verification, select “Text my mobile phone” and input your cell phone number and select next.

Microsoft

Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Call my office phone

In order to protect your account, we need you to enter your complete mobile phone number (*****23) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Cancel

- You will receive a text message with a code. Enter that code into the next window and select next

Microsoft

Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Call my office phone

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next Try again Contact your administrator

Cancel

- On the next screen you will need to create your new password. Enter the new password in both boxes. The password must match in order to save. Select Finish.

Password guidelines

When you create a new password, use the following guidelines.

Use 8 to 16 characters.

Create a strong password that can't be easily guessed or cracked. Work or school account passwords require at least 3 of the following:

Lowercase letters

Uppercase letters

Numbers (0-9)

Symbols, including: ! @ # \$ % ^ & * - _ + = [] { } | \ : ' , . ? / ` ~ “ < > () ;

How to connect to the school's internet

Here at the college we are very aware of the internet needs of our students, however, we also need to make sure it is as secure as possible. With the security issues revolved around wireless internet we require all devices to register to our network by one of two ways. If you attempt to connect to the network, your device should show a message that you need to sign into the network to use it. This will open a web page that will require you to input your school username (**same as email without @amcats.edu**) and your password (**same as your school email password**). After inputting this information there is a check box that you must check stating you are aware of the terms and conditions of using our network. Once that box is checked you can select submit below that. If your information was put in properly, you will be brought to a white page that informs you to wait 5 minutes before trying to reconnect to the network. It is recommended that you restart your device and then connect to the network. If for any reason your device doesn't load that page you will have to submit a form to request a connection to the network (steps below).

How to request a device registration

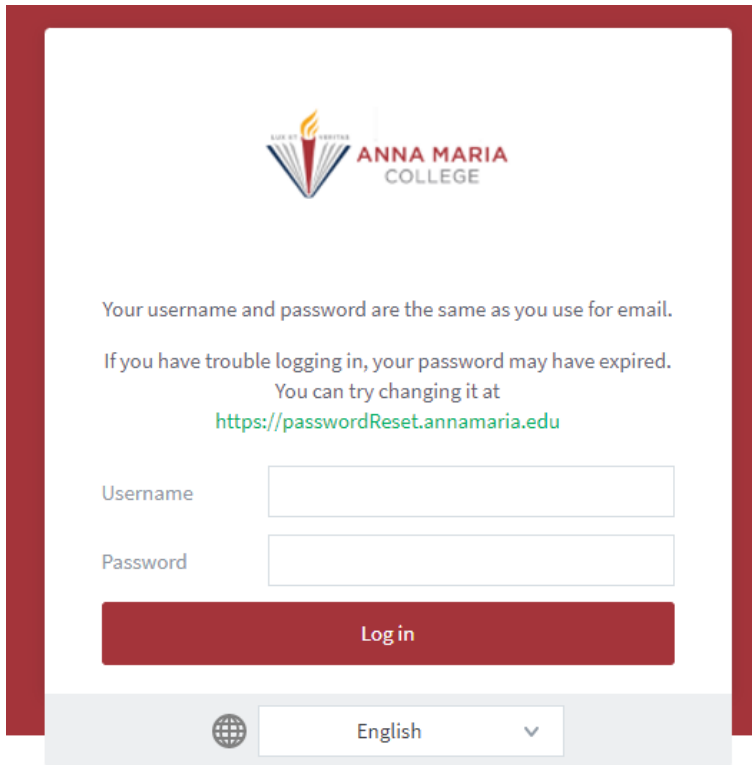
Requesting a device to be registered on the network is very easy. There is a very simple form that you will need to fill out on the college's website. If you have a cellphone or tablet that needs to be registered you will be required to turn off private addressing before you will be able to fill out the form. The link below will walk you through how to turn off private addressing for your

devices. This page can also be easily be found by going to www.annamaria.edu and searching “private address”. This will load a list of different sections of the web site and one of them will be titled “Request a device to be registered on the network”. Once private addressing is turned off you can submit the form at - <https://annamaria.edu/campus-life/technology/system-registration/> - this can easily be searched for on the colleges website by searching “System Registration”. The form requires you to obtain the MAC (media access control) address of the device. You can find that information in the link below.

<https://annamaria.edu/docs/anna-maria-faq/students/how-to-request-a-device-to-be-registered-to-the-network/>

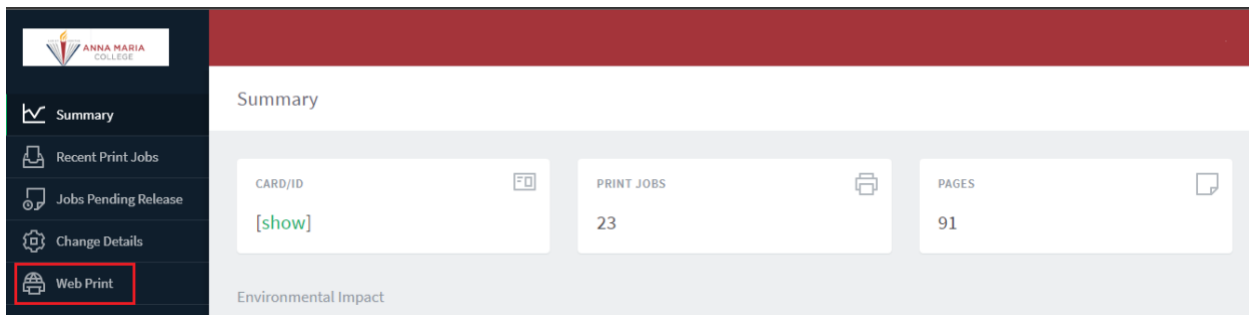
How to use papercut

- To access paper cut proceed to <http://www.printing.annamaria.edu/>.
- Once there you will see the following screen requesting your username and password. Your username and password is the same as your Anna Maria email address.
 - o NOTE: If your email address is JSmith@annamaria.edu then your username Would be JSmith.



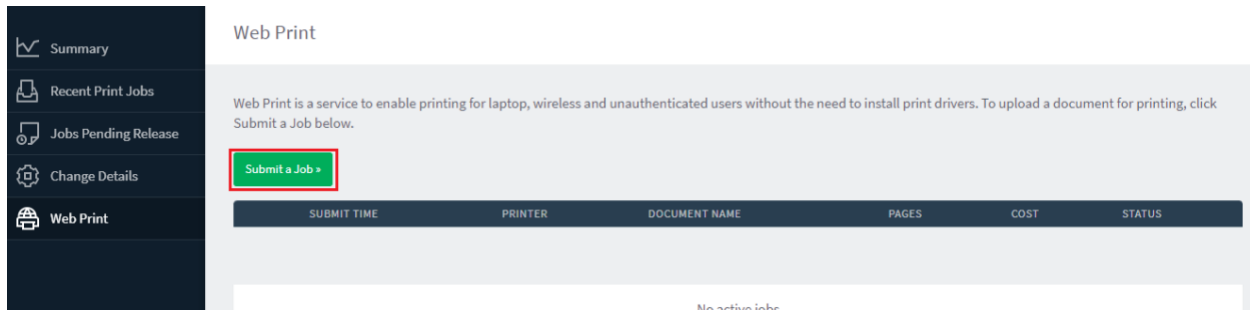
The screenshot shows the login page for Anna Maria College's printing service. At the top is the college's logo, which includes a stylized book and the text "ANNA MARIA COLLEGE". Below the logo, there is a message: "Your username and password are the same as you use for email. If you have trouble logging in, your password may have expired. You can try changing it at <https://passwordReset.annamaria.edu>". There are two input fields: "Username" and "Password". Below these fields is a red "Log in" button. At the bottom of the page, there is a language selection dropdown menu currently set to "English".

- Once you are logged in you will see the screen below. To start printing you need to go to “Web Print”.



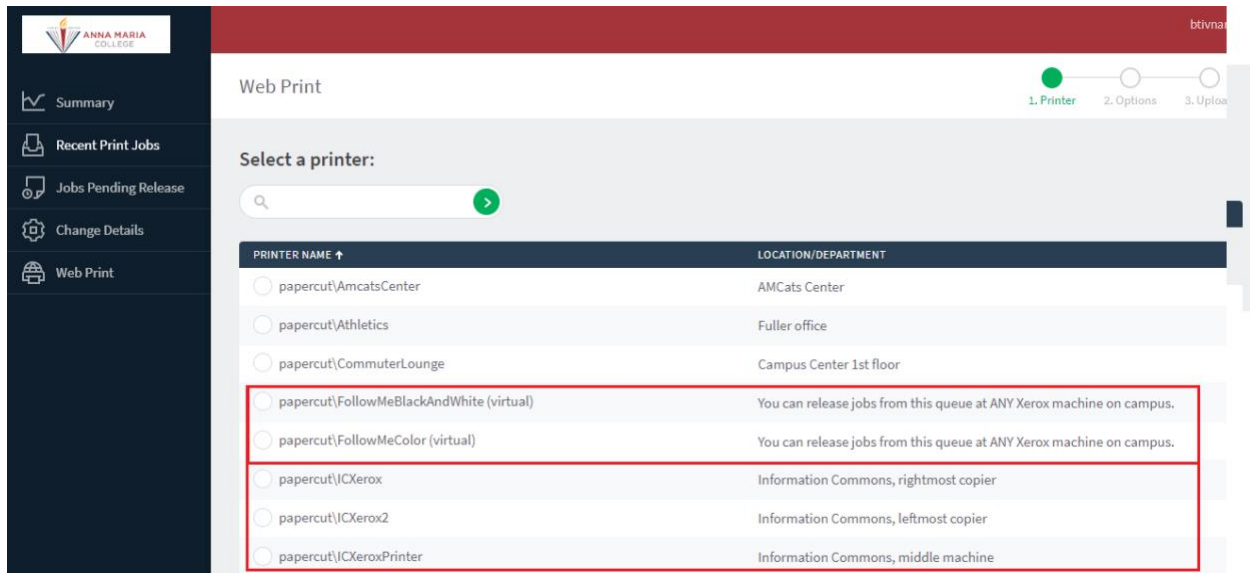
The screenshot shows the dashboard after logging in. On the left is a dark sidebar with navigation options: "Summary", "Recent Print Jobs", "Jobs Pending Release", "Change Details", and "Web Print" (which is highlighted with a red box). The main content area has a red header bar. Below it, the "Summary" section displays three key metrics: "CARD/ID" with a "[show]" link, "PRINT JOBS" with the value "23", and "PAGES" with the value "91". At the bottom of the dashboard, there is a section for "Environmental Impact".

- Once selected, the next page will load and you will need to select “Submit Job” to start printing.

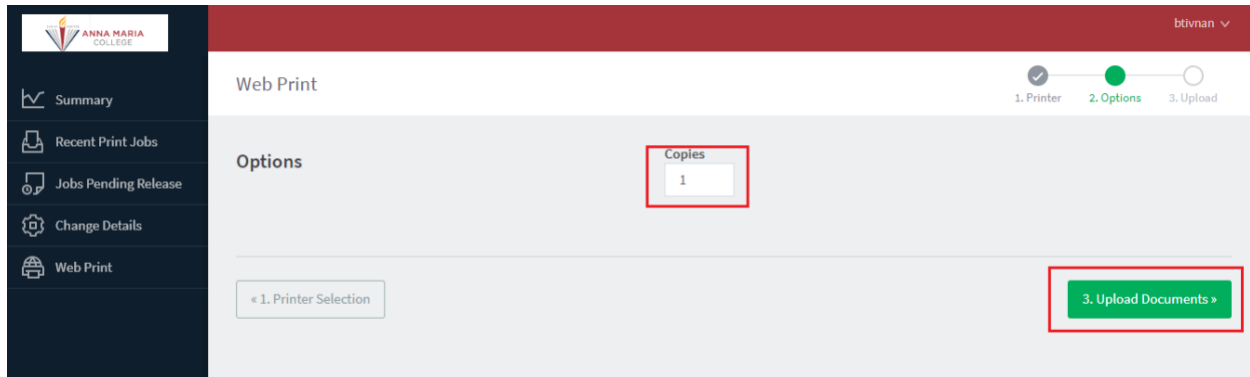


- One the next screen you will be asked to select the printer you want to use. Highlighted are the most commonly used printers by students. The “Follow me” printers are your best choice because you can print to any printer on campus by signing into the printer. The other printers are the three printers in the information commons. When selecting those, the job will print directly to the printer.

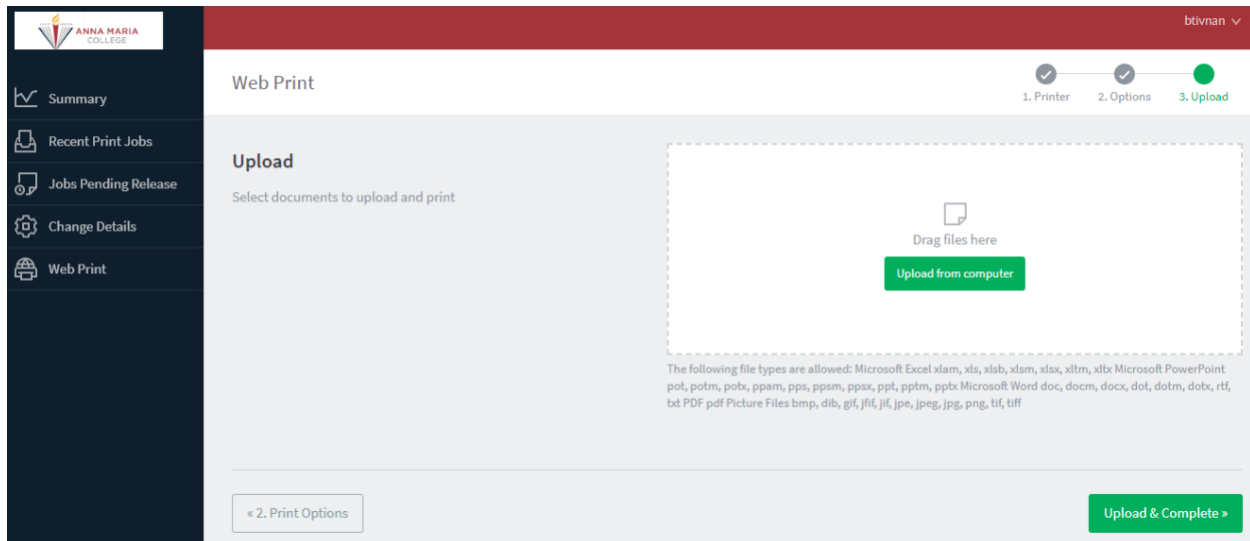
- NOTE: After selecting your printer you will need to scroll down and select the green button that says “2. Print Options and Account Selection” to continue.



- The next screen has you select how many copies you would like to print. Simply input the number of copies you want into the white box and then select the green box titled “3. Upload Documents”.



- When you get to the upload screen you will need to select “Upload documents from computer”. This will open a file explorer window where you can locate your saved file and upload it to papercut. Once uploaded select “Upload & Complete”. This will load to the next window which will showing the jobs processing. It can take some time depending on network traffic as well as how busy the printer its self is.



Signing into printers

When you first start using the printers on campus you will need to physically sign in to use it. Once you have your student ID you will be able to sign in with just that. To do that there is a spot on each printer (typically marked if it isn't please ask someone) that you place your ID over. When you try this for the first time you will be asked if you want to associate your account with your ID. Select yes and then it will ask you for your username and password. The username and password is the same as what you would use to sign into the information commons computers. Once you associate your card with your log in, you will only need to scan your card to access the printer. Once logged in it should bring you to the printer release screen where you need to select the file you need to print. After selecting the file there is a log out button in the upper right-hand corner of the screen, select that the button to sign out. Once signed out the printer will warm its self-up and print the paper.