



**Technology  
Information**  
Academic Year 2019-2020

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## Student Support

Weekdays:	Sylvia Trottier IT Suite 200	8:30 – 5:30
Weekends and After 10 p.m.	Helpdesk call center x8469	24x7

Use our website <https://it.rivier.edu> for quick answers to most of your questions!

Follow us on Twitter @rivit or Facebook at Rivier University Technology Services

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To: Incoming Students

On behalf of the Office of Information Technology, welcome to Rivier University! We are ready to serve your technology needs and do our part to make your academic experience enjoyable and rewarding.

Some of the services we provide include:

- General computing labs and classrooms with a wide variety of software applications and high-speed access to the Internet
- Wi-Fi access available everywhere on campus
- Wired network connections for each resident in every residence hall room
- Microsoft Office 365 software and OneDrive for storage of all your important files and data

Access to IT Support is available in the Office of Information Technology in the second floor of Sylvia Trottier Hall room 201. Students are encouraged to call the IT Support line with any computing questions at (603) 897-8469 or send an e-mail to [ITSupport@rivier.edu](mailto:ITSupport@rivier.edu).

If you haven't requested an account, go to <https://www.rivier.edu/accountrequest/> to start the process.

For those who will be living in the residence halls, the IT Department has instructions available so you can configure your systems for access to the network and the Internet. These instructions are provided on move-in day and can also be found by going to the Rivier University website. Under Student Life, select Information Technology and on the right-hand side of the page there is a link to Network Access.

In the 21st century, it goes almost without saying that technology is an important part of the teaching and learning environment. The Office of Information Technology takes pride in providing you services that will enhance your ability to excel academically. Please do not hesitate to contact us for your technology needs.

Wishing you an awesome academic year.

Heidi Crowell  
Chief Information Officer



## **Rivier University Computer Use Policy**

As used herein, the term “resources” refers to any technology related property including computer networks, desktop computers, workstations, servers, printers, software, documentation/manuals, or any data stored within any device.

Rivier University strives to maintain the integrity of its computing resources and to provide an environment that reflects the university’s mission and heritage. Those who make use of computing and network resources are required to use them in a manner consistent with the University’s standard of conduct. Rivier University’s computing resources are available to current faculty, staff, students, and other authorized users. To ensure personal privacy, the University does not routinely examine files in user accounts. However, these resources are the property of Rivier University and the university does not waive any of its property rights regarding these resources and specifically reserves the right to examine such files as it, in its sole discretion, determines appropriate for it to carry out its mission and responsibilities as it perceives them. To protect the integrity of the systems and protect legitimate users from the effects of unauthorized or improper use of these facilities/resources, the University maintains the authority to take any of several steps. These include, but are not limited to, the authority to limit or remove any account holder’s access to computing resources; the authority to inspect, copy, remove or otherwise alter any data, file, or system resources that may undermine the proper use of that system; or any other steps deemed necessary to manage and protect the University’s computer resources. This authority may be exercised with or without notice to the user. The University disclaims responsibility for any loss or damage to data or software or any other claimed losses or damages, and the user specifically waives any right to any and all losses and/or damages by using the university’s resources that results from its efforts to enforce these rules.

The following list suggests some of the responsibilities that you accept if you choose to use the University’s computing resources or network access that Rivier University provides:

- You may not intentionally seek information about, browse, copy, or modify files or passwords belonging to other people, whether at Rivier University or anywhere else.
- You are authorized to use only those resources to which you have specifically been granted access. If it is unclear whether you are authorized to access or use a particular resource, assume that you may not do so.
- You are NOT authorized to grant others access to your resources, including username/password.
- The University’s policies on harassment apply to electronic displays and communications with the same force as they do to more traditional means of display and communication.
- You must not display, transmit, or store images, sounds or messages that are offensive or could create an atmosphere of discomfort or harassment for others.
- Messages, sentiments, or declarations sent as electronic mail or other postings must meet the same standards for distribution or display as tangible documents.
- You must not engage in activities that degrade computing or network performance in a manner that may prevent others from meeting educational or administrative objectives.
- You must not create or willfully disseminate computer viruses. You should be sensitive to the possibility of spreading viruses and should take steps to ensure your files are virus-free.
- You may not use the University’s technology resources for private or commercial monetary gain.
- File sharing software is not allowed on campus. Student’s internet connections will be disabled if this is found on their machines.

The above statements are not intended to serve as an exhaustive list. Members of the University community are also expected to observe Federal, State and local laws, as well as the University’s other regulations and policies.

Violations of this policy may result in expulsion or termination of employment or such other action as the University determines appropriate to the circumstances.



## **Rivier University Residence Hall Network Policy**

This policy is in place to ensure that the university network provides reliable service to the entire university community and that the network is used as intended. It is designed to clarify aspects of the Rivier Computer Use Policy as it applies to resident students. Violation of this policy or the Rivier Computer Use Policy may result in disciplinary action.

- The Rivier Network (RIVNET) is provided to support the academic and administrative efforts of the students and employees of Rivier University. It may not be used to support commercial activities of any type or to operate a personal business.
- In the residence halls, the student assigned to a specific network connection is responsible for all activity originating from it. If someone else is using your computer, do not permit them to violate these rules. You will be held responsible for their actions.
- You may not tamper with the network wiring or hardware other than that which is in your own computer. If there is a problem with your network connection, contact IT Support at (603) 897-8469.
- Each computer on campus (including those in residence hall rooms) is automatically assigned an IP address by the Office of Information Technology. Any other addresses or any changes to the assigned address will not be permitted. The connection of any computer with an unauthorized address will be terminated and the student will have to contact IT Support before the connection will be re-enabled.
- Only one computer may be connected to any port in the residence halls. No network devices other than a single computer may be connected to each port unless the device is provided by IT Support. This includes Wireless Access Points, routers, or switches of any kind.
- All computers connected to RIVNET must have Anti-Virus software installed and that software must be of the type that is routinely and automatically updated over the internet. Additionally, it is the responsibility of the owner to ensure that any operating system updates or security patches are applied as soon as possible. (Users are encouraged to use any automated update systems that may be provided by the operating system vendor)
- No servers of any sort may be run on RIVNET other than those sanctioned by Information Technology. This includes, but is not limited to, running Windows Server, Linux or any form of Unix in a server configuration. This also includes, but is not limited to, using any computer or device to provide services such as DNS, DHCP, BOOTP, WINS, FTP, HTTP, or any other server service.

- In the event that a computer begins sending signals that are disruptive to the operation of the network, the connection to that computer will be automatically disabled. The student will be responsible for correcting the problem and contacting IT Support before the connection will be re-enabled.
- You may not possess or use any hardware or software designed to interfere with the security of the network or devices connected to it.
- RIVNET is the property of Rivier University. Any information traversing it is also the property of Rivier. Under normal circumstances, the privacy of users of the network will be respected, but in the event of an investigation into a security or performance problem on the network, or if determined to be necessary by college officials, the contents of network traffic may be recorded and examined.
- **YOU MAY NOT** use the network to engage in software piracy or copyright infringement. Because Peer-to-Peer (P2P) software is used almost exclusively to violate Federal Copyright laws and its use on college campuses has resulted in lawsuits against both students and institutions, the use of P2P software on any computer connected to RIVNET is **strictly forbidden**. This includes any variation or derivative of P2P software that allows you to access the computer of another or allows other users to access your computer to share files of any type. If you have this type of software on your computer, **you must completely uninstall it immediately**. The network connection of computers that are determined to be using P2P software will be disabled and it will be the responsibility of the user to demonstrate to IT Support that the software has been removed before service will be restored. Additionally, sharing commercial software with other network users is not permitted unless you have a license for that software which specifically permits you to share it.
- You may not use the Rivier network to violate any federal, state or local laws or statutes nor may you use the network to violate any policy of Rivier University.



## Rivier University RivNet Account

If you haven't already created your RivNet account go to the url: <https://www.rivier.edu/accountrequest/> to begin the process.

Your username and password will allow you to log on to any public computer on campus, access Rivier University e-mail, MyRiv, and Canvas for e-learning when required by your professor. **You will see links to each of these portals on [www.Rivier.edu](http://www.Rivier.edu), under the quick links on the top right corner.** You will be able to access e-mail immediately.

**IT Support will never ask for your password. Never give your password to anyone!**

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Here are the instructions to reset your password:

1. Click on the following link, or type it into your browser:
2. <https://join.rivier.edu/PasswordReset>
3. Enter your username, first name and last name, and click **Continue**.
4. Answer the security questions that you just set, and continue to the password reset screen.
5. Enter the temporary password from your orientation leader and then choose a new password.
  - a. The most effective password is a combination of numbers and letters. Do not use your SSN or birthdate.
6. You'll see a confirmation that your password has been successfully reset.

If you have issues please go to Sylvia Trottier Hall IT Suite 200 on weekdays between 8:30 – 5:00 and the library from 5:00-10:00 during the evenings.





## **Everbridge**

Rivier University has implemented an emergency notification system, powered by Everbridge. The system allows the University to send emergency notification messages to all registered faculty, staff, and students during a crisis or emergency.

### **Registration Process**

The registration process for the Everbridge system is quick and easy. Invitations will be sent to all unregistered faculty, staff, and students at the start of each semester, via your Rivier e-mail account. All students attending orientation will be instructed on Everbridge registration when they sign into their Rivier email account for the first time.

### **When will the system be used?**

The emergency notification system will be used during a crisis or emergency, and it will be used to communicate closings and delays of the University due to inclement weather. The system is secure and personal information is private and will not be shared.

### **Testing of the system**

The system will be tested at a minimum of once each semester. You will receive notice of scheduled tests through your Rivier e-mail account and via the Rivier University website.

### **What can you expect when the Emergency Notification System is used during an emergency?**

All registered users will receive messages to the numbers/e-mail accounts that are registered with the system. The emergency notification will be sent to each of your phones/e-mails until you confirm receipt. You can confirm the following ways:

- Phone Calls: Remain on the line until you are asked to enter a "1" to confirm receipt.
- Text messages: Follow the instructions at the end of the text message to reply with your confirmation.
- E-mails: Click the link in the body of the e-mail to confirm receipt.

The system will continue cycling through your registered devices until you successfully confirm receipt.



## Campus Card Services

Prior to starting classes all new students must obtain a Rivier ID card at the office of Public Safety and Security, located on the main floor of the Dion Center. ID cards are issued from 9:00 A.M. to 7:30 P.M. Monday-Thursday and 9:00 A.M. to 5:00 P.M. on Friday during the school year.

Your ID card serves as a personal identification card. It also allows you to make cashless transactions, add discretionary and printing funds to your student account, track your meal plans, copy and print, and gives residents door access. Here are some campus and online uses –

- Bookstore Purchases
- Campus Printing Services
- Library Copier
- Meals at Dion Dining Hall... or Library Café... or vending machines
- Dion Mail Room
- Flex Cash (Resident Students only)
- Dorm access (Resident Students only)
- Online ID Card Account Access

### IT Department Printing Allowance

The IT department allocates each student a \$25 allowance per semester. The system will use all the allowance funds first then use personal print funds. **The IT printing allowance is not included in tuition and is subject to change as Rivier expands the ID card system. The allowance will be reset every semester.**

### Printing Funds

Discretionary funds cannot be used for printing. You can add funds strictly for printing fees, which will be deducted from the account as you print. All student printing is monitored by a system that allows you to accept the charges before printing. **See below for step-by-step instructions on how to add funds to your ID card.**

### Managing Your Account

You can manage your account online at <https://onecard.rivier.edu>, and can track all changes, check on available funds, add funds, and review your account history including meal plan usage. Please use your Rivier active directory user name and password to access your ID card account. Online deposits to the discretionary or printing funds can be done by bank or credit cards with a minimum of \$10 per transaction, or by visiting the Business Office in Adrienne Hall. **Credit card deposits require a minimum transaction of \$10 and a maximum of \$1,000. Discretionary and printing are not attached. The system will not pull money from Discretionary for printing needs and you can't move funds online at this time.**

### Lost or Stolen Cards

Lost or stolen ID cards should be reported to the Public Safety and Security Office immediately; replacements will be issued and a replacement charge will be assessed if deemed appropriate. Falsifying or in any way altering an ID card, or possessing or using an ID card that is not yours, is considered a serious infraction of University policy. You can report your ID card as lost online, which renders the card unusable. Duplicate ID cards are not permitted and should be handed into Public Safety for disposal.

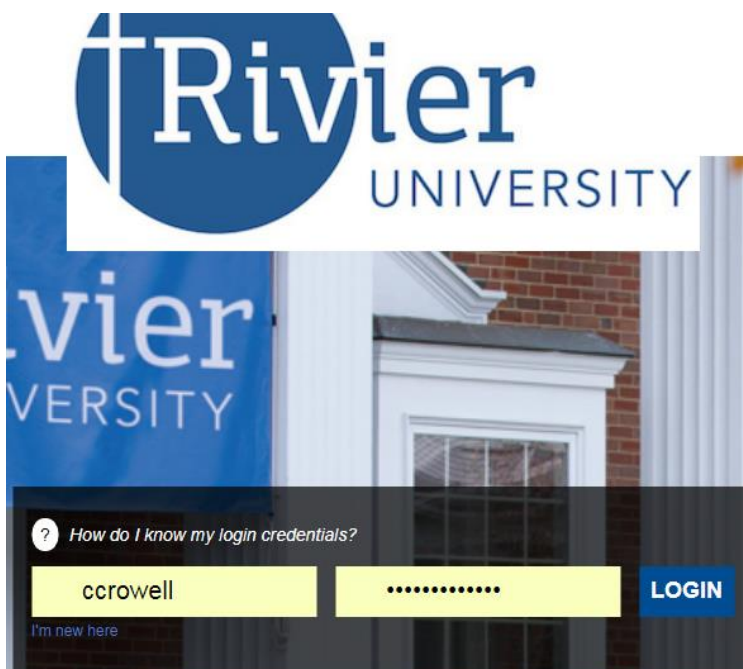
### PLEASE DO NOT:

- Bend, scratch, or disfigure the card.
- Expose card to high temperatures, such as direct sunlight or dryers.
- Place on top of embossed card in your wallet or purse; the magnetic stripe will be damaged.
- Punch a hole in the card.
- Use your card as an ice scraper or pry open objects with it.
- Lend out or discard an active card.

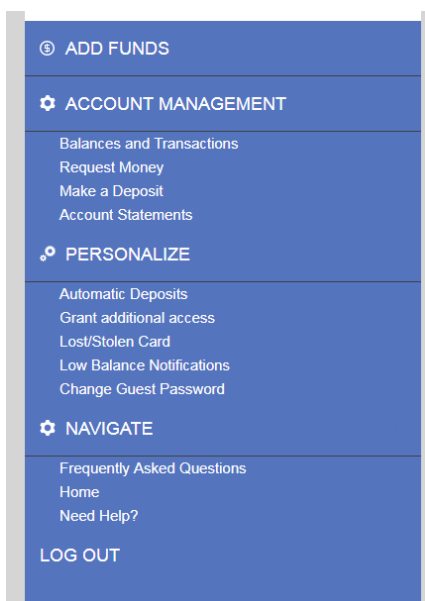
### How to Add Raider Bucks or Printing Funds

**Raider Bucks are for use with vending machines, in the café, copiers in the library and printing.**

The RivCard account link can be found on the IT home page or <https://it.rivier.edu/information-technology/university-onecard/>. Enter your active directory username and password on the next screen, as follows:



Click “Make a Deposit” to deposit funds to either your printing or your Raider Bucks card. To deposit funds for printing select “



If you do not wish to put money on via credit card, you may contact the Student Financial Services Office.

**LOCATION:** Adrienne Hall, first floor

**PHONE:** (603) 897-8488

**E-MAIL:** [busoffice@rivier.edu](mailto:busoffice@rivier.edu)



## Rivier University Wireless Networks

The Rivier Office of Information Technology maintains and supports a broad campus wireless network offering, at 2.4 GHz and 5 GHz.

Access to the Rivier University wireless network requires an Ethernet adapter supporting A, G or N wireless connections and a RIVNET account. Contact IT Support at (603) 897-8469 or email [itsupport@rivier.edu](mailto:itsupport@rivier.edu) for more information on obtaining a network account. Available wireless services include:

- **RIVIER** - The **RIVIER** wireless network is a **SECURE** network intended to be used for all laptop, desktop computers, and mobile devices such as smartphones, iPads and tablets.
- **Rivopen** – The **rivguest** wireless network is an **UNSECURED** network. It is intended to provide Internet connectivity for all devices including media devices, (Apple TV, Chromecast) and gaming consoles in residence halls and other designated locations across campus. It is an unencrypted network. Please take precautions when visiting non-secure sites.
- **RivierGuest** – The **RivierGuest** wireless network is a WPA2 PSK network. This network is encrypted and requires a passkey to access. This network is primarily used for Conference Services Guests who require general internet access.

If you have difficulty using the Rivier University wireless network, please call IT Support at (603) 897-8469 or email [itsupport@rivier.edu](mailto:itsupport@rivier.edu).

## Connecting to the RIVIER 802.1x Secure Wireless Network

### Windows 10

**Right click** - The “Internet Access” icon in the Windows Taskbar (lower right corner).

**Select and click** - “Open Network and Sharing Center”. Then -> “Set up a new connection or network”. Then -> “Manually connect to a wireless network” then click “Next”.

**Fill in the following:**

Network name: RIVIER (all caps)

Security type: WPA2-Enterprise

Encryption type: AES

Leave Security Key blank and then click “Next” ...

**Click on** - “Change connection settings” and select the Security tab.

**Click on** - “Settings” next to “Choose a network authentication method”

**Uncheck** - “Verify the server’s identity by validating the certificate”.

**Within the same dialog box** - Next to “Select Authentication Method”. Click on - “Configure”.

**Uncheck** - “Automatically use my Windows logon name and password ...” Click OK.

**Click** - “OK” - On the “Protected PEAP Properties” dialog box.

**Click on** - “Advance Settings” then tab “802.1x settings” (should be default).

**Check/enable** - “Specify authentication mode” and select “User authentication” from the drop down menu. Click “Save Credentials”.

**Type** - Your RIVNET account “User name” and “Password”. Click “OK”.

**Click** - “OK” on all open dialog boxes and complete by clicking “Close”.

### Windows 7

The following instructions use Microsoft Windows to manage your wireless connection. If you prefer to use other software to manage your wireless connections, (programs that come with your network card) the following information will be needed for configuration:

- Network name or SSID: **RIVIER (must be capitalized)**
- Security type: **WPA2-Enterprise**
- Encryption type: **AES**
- Authentication method: **Protected EAP (PEAP)** using MSCHAPv2. May also be listed as Secured password (EAP-MSCHAPv2) or as PEAP/TTLS with MSCHAPv2
- Click on the Internet Access icon in the Windows Taskbar. (It is located in the lower right corner of the desktop and looks like signal bars with a yellow spot.) Open **Network and Sharing Center**, and then, in the left pane,

clicking **Manage wireless networks**.

- Click **Add** to setup the RIVIER wireless network.
- Select **Manually create a network profile** and enter the following information:
  - Network name: **RIVIER**
  - Security type: **WPA2-Enterprise**
  - Encryption type: **AES**
- Leave Security Key blank and click **Next** to add the network.
- Click on **Change connection settings** and select the Security tab. Halfway down the window click **Settings** to modify the authentication method.
- Uncheck **Validate server certificate**.
- In the Select Authentication Method. Click **Configure**. Uncheck **automatically use my Windows login**. Click **OK**. Click **OK** again on the Protected PEAP Properties window.
- Select **Additional Settings**.
- Check **Specify authentication mode** and choose **User authentication**. Click **Save Credentials**. Type in your RIVNET Username and Password. Make sure they are correct! Click **OK**. **If you ever change your password you will need to change this setting again.**
- Click **OK** on all windows and **Close** to finish.
- You are now ready to connect to the RIVIER wireless network. If your computer doesn't connect automatically, click on the Internet Access and select RIVIER.

## Apple

- These instructions apply to Mac OS X 10.5 or higher. Make sure the wireless card is turned on by clicking the AirPort icon on the menu and selecting **Turn AirPort On** option.
- Select the **RIVIER** SSID from the list of available networks located in the AirPort menu.
- Type your RIVNET **Username** and **Password**.
- **Check** Remember this network and click **OK**.
- If you see a certificate warning, click **Show Certificate**.
- Check to make sure the certificate is named **\*.rivier.edu** and is validated by **DigiCert HighAssurance EV Root CA**. Click **Always trust "\*.rivier.edu"**. You may be prompted for your Macintosh username and password in order to save the certificate. Supply your **Macintosh username and password**. Click **OK**. You should now be connected to the Rivier campus network. **If you ever change your password you will need to change this setting again.**

## iOS Devices

It is recommended to use a secure network for all devices. For iOS devices, the following settings may vary across devices and versions, however these settings should generally apply to all.

- Open **Settings** and select **Wi-Fi**. Turn on Wi-Fi if off.
- Select **RIVIER** network.
- Enter your RIVNET **Username** and **Password**. **If you ever change your password you will need to change this setting again.**
- Click **Join**. You may be prompted to accept a security certificate. Check to make sure the certificate is named **\*.rivier.edu** and is validated by **DigiCert HighAssurance EV Root CA**. If so, **Accept**. You should now be connected to the Rivier campus network.

## Android OS Devices

It is recommended to use a secure network for all devices. For Android devices, the following general settings may vary across devices and versions, however some if not all these settings should generally apply.

- Connect to: **RIVIER**
- EAP method: **PEAP**
- Phase 2 Authentication: **MSCHAPV2**
- CA Certificate: **N/A**
- Client Certificate: **N/A**

- Identity: **RIVNET\Username** or **Username** for your Rivier network account
- Anonymous Identity: **RIVNET\Username** or **Username** for your RIVNET account
- Wireless Password: **Password** for your RIVNET account. . **If you ever change your password you will need to change this setting again.**

**Connecting Printers, Gaming Consoles, and Media Devices to RivGuest Secure Network (non 802.1x capable devices).**



**Adding email to phone. Either use the phones app or install the mailbox directly.**

### **Connecting a Mobile Phone to Your Microsoft Exchange Email Account**

The following settings may vary across devices and versions; however these settings should generally apply to all.

- Microsoft Exchange, Exchange or Corporate email account
- Your RIVNET account and password.
- Your email address: username@rivier.edu
- Domain name: RIVNET
- Email Server: email.rivier.edu

**Most mail services now have apps you can install on your mobile device. Go to Apple**

**Store or the Google store to get the apps. Use your Rivnet credentials to login in.**

**Following are examples of connecting smartphones to Microsoft Exchange email account.**

#### **iPhone**

- Touch **Settings** and Scroll to and touch **Mail, Contacts, Calendars**.
- Touch **Add Account**, Touch **Exchange**
- Touch **Email** and enter your email address.
- Touch **Password** and enter your password.
- Touch **Next**.
- Touch **Server** and enter **outlook.office365.com** for the server name.
- Touch **Username** and enter your **email address**.
- Touch **Next** and then touch **Save**.

#### **(Android)**

- Touch **Apps** and scroll to and touch **Settings**.
- Scroll to and touch **Add account**.
- Touch **Corporate** and enter your email address. (username@rivier.edu)
- Touch **Password** and enter your email account password and then touch **Next**.
- Touch **Exchange** and then Touch **Edit** details.
- Enter your username and then touch **Server** and enter **email.rivier.edu** for the server address.
- Scroll to and touch **Next**, then touch **OK** then touch **Next**.
- Enter a name for the account. Touch **Next**.
- The email account has been added. To view the email account, touch **Home**, then **Apps**, then touch **Email**. Your email will sync to your phone.

#### **Samsung**

**Touch Apps. Scroll to and touch Settings.**

- Touch **General**, touch **Accounts** and then touch **Add Account**.
- Touch **Microsoft Exchange ActiveSync**. And Enter your email address. (username@rivier.edu)
- Touch **Password** and enter your email account password.
- Touch **Manual** setup. Enter RIVNET for the domain name.
- Touch **Exchange server**.
- Enter email.rivier.edu for the server address. Scroll to and touch **Next**.
- Touch **OK**. Wait while the phone verifies the account information. And then touch **OK**.
- Scroll down and touch **Next**. Some options will be pre-selected. You can change any of the displayed options before proceeding.
- Touch **Activate**. Edit the account name if desired. Touch **Done**.
- The email account has been added. To view the email account, press the **Home** key, then **Apps**, then touch

**Email.** Your email will sync to your phone.

