

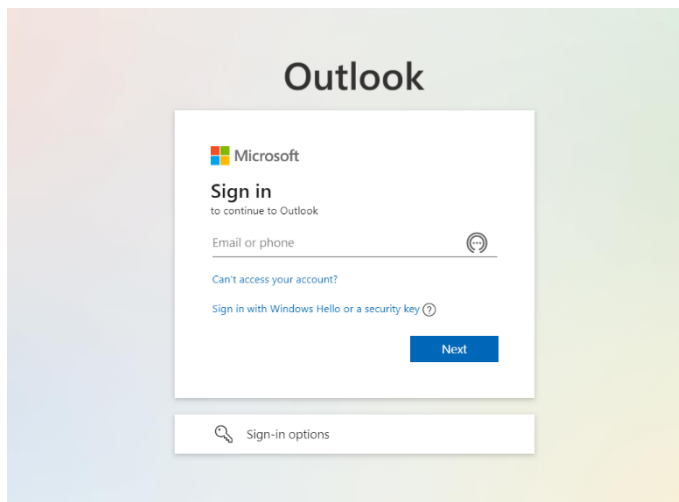
## KING'S IT SERVICES WELCOME GUIDE

### Download MS Office 365

- While you are a student at King's you will be given free access to MS Office 365 for your school use. If you wish to install it, please visit: <https://www.microsoft.com/en-us/education/products/office?tab=teachers?tab=teachers>.
- For free training on the new MS Office 365 products please visit: <https://support.microsoft.com/en-ca/training>.

### Webmail Client Set Up

- Go to website <https://outlook.office.com>



- Use the following email standard to log in (you may have to select 'use another account')  
[Firstname.lastname.STU@kingsu.ca](mailto:Firstname.lastname.STU@kingsu.ca).
  - Use the password you used when you had your numbered email.
-

## New Email Addresses

- New email addresses are [firstname.lastname.stu@kingsu.ca](mailto:firstname.lastname.stu@kingsu.ca) which were necessary to enable us to implement single-sign-on (step one of many), upgrade services and move to the cloud, increase storage capacity, and improve security and stability.
- All emails in old mailboxes have been migrated to your new mailbox.
- Emails sent to your old email address are being forwarded to your new email address.

## iPhone Email Set Up

- Open Settings
- Tap on Mail
- Tap on Add Account
- Select Exchange
- Type in your King's University email address and enter a description for your account
- Tap Next
- Tap Sign In
- Enter your email password and tap Sign in
- Tap Save
- Your Email account has now been added to your phone

## Android Email Set Up

- Because there are different makers of Android phones there are different programs. Below are the settings that you will need:
  - Select Exchange as your account type.
  - Enter your King's University email address and allow it to automatically configure for you.
  - If you have issues with setting this up, please email [Support@kingsu.ca](mailto:Support@kingsu.ca) to arrange a time for assistance.

## Moodle

- Use your full new email address: [firstname.lastname.stu@kingsu.ca](mailto:firstname.lastname.stu@kingsu.ca)

## All other student sign ins

- As we are currently transitioning to Single Sign On, before calling or emailing support, please try the following options:
  - Full new email address: [firstname.lastname.stu@kingsu.ca](mailto:firstname.lastname.stu@kingsu.ca)
  - Truncated email address [firstname.lastname.stu](mailto:firstname.lastname.stu)
  - Old user ID (if applicable)

## Printing Services

- The King's University has 24/7 printing services to three campus printers. Students can access the below printers from their computers:
  - Main Campus Library (Library hours only)



- Outside Enrolment Services office
- Tower 701 Lounge
- Apartments Main Lounge
- You need to be connected to one of the campus's wireless or wired networks to print on campus.
- Requests for RezNet connections must be sent to [support@kingsu.ca](mailto:support@kingsu.ca) first.
- Setting up a personal device for on-campus printing:
  - King's uses PaperCut for printing services. Access it [here](#) (tip: bookmark it for quick access).
  - When PaperCut opens, it will ask for your username and password. These are the same as your King's login information (firstname.lastname). You can access PaperCut from any university computer by clicking "Details..." on the print balance popup window.
  - You can also look at account information, print job history, release any jobs held in the Master Student Queue, and submit web print jobs.

Summary
Rates
Redeem Card
Transfers
Transaction History
Recent Print Jobs
Jobs Pending Release
<b>Web Print</b>
Log Out

## Printing a file

- To submit a web print job, click on the "Web Print" link on the left-hand menu.
- The Active Jobs screen will come up.
- From here, you can check the status of submitted web print jobs.
- Click the "Submit a Job" link to start the Web Print wizard.

[Submit a Job »](#)

	Submit Time	Printer	Document Name	Pages	Cost	Status
<i>No active jobs</i>						

- The first step of the Web Print wizard is selecting where you want your document to print from.
- The Library and hallway printers have an automatic colour and grayscale option available during printer selection.
- All printers are set to print in duplex mode.



Select a printer:

Quick Find:

Printer Name ▲	Location/Department
<input type="radio"/> admpsvp02iWeb Print C101 Hallway Color/Duplex	Outside the office of Enrollment
<input type="radio"/> admpsvp02iWeb Print C101 Hallway Grayscale/Duplex	Outside the office of Enrollment
<input type="radio"/> admpsvp02iWeb Print L101 Library Color/Duplex	Simona Maaskant Library
<input type="radio"/> admpsvp02iWeb Print L101 Library Grayscale/Duplex	Simona Maaskant Library
<input type="radio"/> admpsvp02iWeb Print T701 Tower Student Lounge Phaser 3600	T701 Student lounge
<input type="radio"/> admpsvp02iWeb Print V150 Apt. Student Lounge Phaser 3600	V150 - Apartment student lounge

- Select the number of copies you want (currently, no other options such as finishing options, colour settings, or duplex settings can be changed. Please use the printer selection to change the output settings in the previous step).
- Upload the document you're printing - this page lists the supported applications and associated file extensions.
- When the upload is complete, the user is returned to the front Web Print.
- The table shows the progress of the job from rendering to printing, and job details such as cost, and number of pages are populated.
- You can track the status of the job on this page or navigate away/close the browser--the printing job will not be affected.

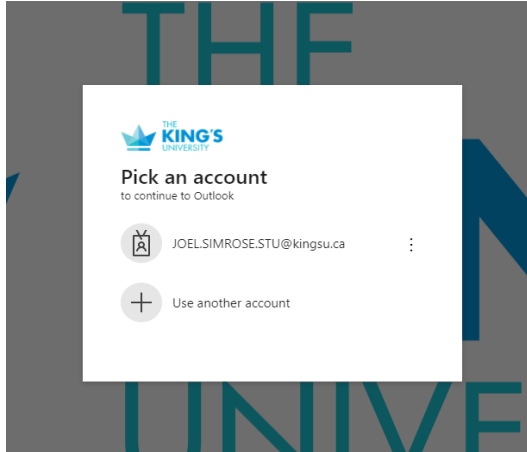
### CrossRoad User Passwords

- New Students - your temporary login information should have been sent to you at the beginning of the school term.
- Returning Students - use the same password that you used last term.
- All Students - if you lock your account out by attempting to log in with the wrong credentials five times, use the Self Service Reset Password Management service via the following URL: <https://iforgot.kingsu.ca/>.
  - Please note that you will need to enrol into the service first using valid credentials before using it.



## Email Password Reset

- Go to website <https://outlook.office.com>.
- If your account has been auto saved from a previous login, click on the account which uses the standard [firstname.lastname.stu@kingsu.ca](mailto:firstname.lastname.stu@kingsu.ca):



- If your account has not been auto saved, enter your email address ([firstname.lastname.stu@kingsu.ca](mailto:firstname.lastname.stu@kingsu.ca)) and click “Next”.
- When you are prompted to enter your password, click “Forgot my password”.
- Enter the characters in the picture and click “Next”.



### 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

- Choose your desired contact method. If you decide to use text/call, enter your mobile phone number, and click text/call. If you choose email, click “Email”.





## Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Email my alternate email	You will receive an email containing a verification code at your alternate email address (jo*****@gmail.com).
<input type="radio"/> Text my mobile phone	
<input type="radio"/> Call my mobile phone	
	<input type="button" value="Email"/>

- Enter the verification code you have been given and click “Next”.
- Do the same previous two steps for a second verification method.
- Once you are prompted, enter a new password and click “Finish”.

### IT Policy

- Download and Read King’s [IT Policy](#).
- Internet and Email - Terms of Usage provided by Registration as part of onboarding email.

### Wifi/Internet

- StudyNet:
  - A secure, and encrypted wireless network intended for academic use by King's Students. School electronic resources are prioritized, and high-bandwidth applications are restricted so as to not interfere with priority traffic.
  - To connect to StudyNet, when selecting a wireless network from the list of available networks, choose "StudyNet".
  - You will then be prompted for a username and password - your King's email address and your network password.
- King's Public:
  - An un-secured connection that is available to all of the King’s students and guests of the school for non-academic purposes.

### ITS Support

- If you are unsure, or have any issues please contact ITS Helpdesk, Monday to Friday between 8:00 a.m. and 5:00 p.m. at 780-465-8324 or email [support@kingsu.ca](mailto:support@kingsu.ca).

