

Academic & Campus Technology Services  
**TECHNOLOGY GUIDE**



Accounts &  
Passwords



Gryph Mail  
Office 365



IT Security



Wireless  
Internet



Working  
Remotely



Educational  
Technology



Safe Computing  
Guidelines



Software &  
Hardware

Academic Technology • IT Services • Audio/Visual • Media Technologies

**WE'RE  
HERE TO  
HELP**

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# Academic & Campus Technology Services

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The ACTS Team is here to support you! We are here to assist with any technology needs you may have, from helping you access the network, to the technology in your classroom, and the purchase of software and hardware to provide you with the tools to enhance our students' experience.

We have four pillars (or teams) within ACTS to support you: Academic Technology, IT Services, Audio/Visual and Media Technologies.

## Academic Technology

Our Academic Technology Specialist, Dr. Victoria Chen, provides instructional support, one-on-one consultations, and engages in collaborative dialog with all faculty using evidence-based practices to incorporate educational technology into teaching and learning at University of Guelph-Humber. Through these open dynamic discussions, faculty will gain innovative ideas on enhancing pedagogy that will lead to students' achieving course and program learning objectives. Discussion topics have included but not are limited to: active learning, authentic learning, flipped learning, and online learning, as well as maximizing specific educational technologies such as Courselink, BrightSpace Pulse, lecture recording, Augmented Reality, Virtual Reality, Kahoot, Mentimeter, and student collaboration platforms like Microsoft Teams, Padlet, Google docs, etc.

We are also piloting emerging technologies such as Panopto and Virtual Reality with interested faculty. To learn more, join the Ed Tech Community of Practice, or for quick one-on-one consultations between your classes, email Dr. Victoria Chen for an appointment. Also coming soon, a weekly ed tech blog and webinars to keep you updated even when you are not on campus.

## IT Services

The IT Services team provides technology solutions for the needs of the University of Guelph-Humber students, faculty and staff through various services on campus. Mathan Shan, Rick Thomson, Fakhruddin Hasnan and Mo Kamel provide support for Gryphmail (email) /Office 365, wireless Internet, printing at the University, IT security, software and hardware for UoGH, network data storage and many other technologies and services throughout the campus.

## Audio/Visual

Gene Carney and Jacob Hrajnik are our Audio-Visual Technology Specialists. For any issues concerning classroom technology (incl. PCs, projectors, screens, podiums, and sound systems) please contact ext. 6888 and ask for Gene or Jacob. Additionally, our Audio-Visual Technology Specialists will help facilitate your next event's technical needs, or assist you in setting up a conference or video call.

## Media Technologies

The Media Technologies team (Ari Sooriyamoorthy, Marc Tavares and Michael Samartzis) is responsible for the day to day technological operations and support for the Media Studies program and other media related university projects. This includes overseeing production facilities, labs, and the Media Equipment Distribution Centre (Media Cage). The team also consults with faculty, staff, and students about media production utilizing existing and emerging technologies such as Virtual Reality.

Please also feel free to drop by GH401 (our IT Services & Audio/Visual office), GH410 (Media Technologies), GH408L (Dr. Victoria Chen) with any questions or concerns.

Hours: Monday to Friday, 8:00am to 5:00pm

Website: [guelphhumber.ca/acts](http://guelphhumber.ca/acts)

# IT Services

[guelphhumber.ca/acts](http://guelphhumber.ca/acts)

## Account Access



University of Guelph-Humber (UofGH) students, faculty and staff are assigned two sets of login credentials (usernames and passwords) that give them access to various computer services. These login credentials are referred to as your Humber N# login (from Humber College) and your Gryph Mail, or “Central,” login (from the University of Guelph). Each user is also assigned personal storage space (H:Drive/OneDrive) that is associated with your account as long as you are an active member.

**Note: Keep your UserID and password safe and well protected. The University will never request your UserID and password by email.**

## Staff

As part of the on-boarding process, the Finance & Administration team issues a username and password to all new staff at the University of Guelph-Humber.

## Faculty

Faculty Support Officers issue a username and password for instructors. To reset or change your password, please speak to your Faculty Support Officer.

## Security Card Access



Your Lenel card is your secure identity for the University.

Lenel security access cards are assigned to all newly employed staff and faculty. Security cards let you into classrooms equipped with card readers and office areas on each floor. Department managers determine the level and period of your access.

Cards assigned to part-time and contract workers are renewed each term. If you need to renew your Lenel card, tell your Faculty Support Officer (for faculty) or the Finance & Administration team (for staff) well in advance.

If your card is lost, stolen or not working, notify a Faculty Support Officer (for faculty) or contact the Finance & Administration team (for staff) to immediately deactivate it.

If you need a new access card, go to NX210 with a piece of ID.

If your card stopped working, faculty need to contact their Faculty Support Officers and staff members need to contact the Finance & Administration team.

## Printing



Printing is available for faculty and students in all of the networked computer labs as well as the Learning Commons. Staff and Faculty also have networked printing available in the offices. The network printer is the same as the photocopier and is located on each floor in GH109, GH209, GH309 and GH409.

## Copiers

Photocopy machines are located on each floor in GH109, GH209, GH309 and GH409 for staff and faculty only. A public photocopier is available for students in Guelph-Humber and is located in GH212 (the Learning Commons).

**If you have any problems with printing or photocopying, please contact your Faculty Support Officer.**

## Student Printing Information

Printers are available for students in each computer lab and the Learning Commons area.

Students receive 2,500 print credits a semester for 8.5x11 printing. These credits are associated with the Humber N# account and are “topped up” at the beginning of each semester. Unused credits are not redeemable or transferable. Students can purchase print credits using <https://myprinting.humber.ca>.

## Classrooms



All University of Guelph-Humber classrooms are equipped with a projector and AV podium that supports the built-in computer in the room or an instructor’s own laptop. All podium closets are locked and can be accessed with a Lenel access card. To obtain the access code, a Lenel access card, and to learn more about the podium, please contact your Faculty Support Officer. Additional computer accessories are available through the GH320 Media Equipment Distribution Centre (Media Cage).

Every classroom has a phone that allows you to contact either Security, IT for help, Facilities or to dial an extension directly.



## Wi-Fi Internet Access

### Wi-Fi access for staff, students and faculty

Wireless internet access is available throughout the entire University of Guelph-Humber building to all faculty, students and staff with a valid Gryph Mail login ID. To connect to wireless internet, select UGH-WiFi-secure on your WiFi-enabled device. When you are asked to enter your username and password, use your Gryph Mail login ID and password.

Humber College students, faculty and staff can log onto the eduroam network using their Humber N# login (e.g.: Humber N#@humber.ca)

### Wi-Fi access for visitors

For visitors from other Canadian universities, please select eduroam to connect. Eduroam is a wireless network service that allows students, staff and faculty from participating Canadian educational institutions to securely access the internet while visiting other member universities. Just use your username@domain.ca (e.g.: UserID@uoguelph.ca) and password from your home institution to access the wireless internet.



## Network Data Storage

### Microsoft OneDrive

University of Guelph's Microsoft Office 365 provides faculty, students and staff with unlimited storage space on their OneDrive. Microsoft OneDrive provides a place in the cloud where files can be securely stored, shared, and synced. Files can be updated and shared from any device (computer, tablet, smartphone) and can even work with others on documents at the same time. OneDrive video training : <https://bit.ly/2FBoC0B>

### Humber Network Storage (faculty & staff)

Staff and faculty receive 500MB of network data storage space on the H-drive when they log in to a campus workstation. Only store data for academic or work-related purposes. This storage space is backed up every night. If you accidentally delete a file or it becomes corrupt, contact the Humber College Support Centre (Ext. 8888) with the file name and request a file restoration.

### Humber Network Storage for students

Students have access to 100MB of network data storage space on the H-drive when they log in to any on-campus computer. Only store data for academic purposes.



## Work-At-Home Software (Personal Computer)

Through our partnership with the University of Guelph and Humber College, our staff, faculty and students have a variety of software packages available to them, including McAfee Virus Scan, SPSS, SAS, Microsoft Windows 10 and Office 365. You can purchase or download this software at reduced pricing or, in some cases, at no cost. Please read the end-user licensing agreement for each product before you purchase or download any software.

For more information: [guelphhumber.ca/acts/software-and-hardware](http://guelphhumber.ca/acts/software-and-hardware)



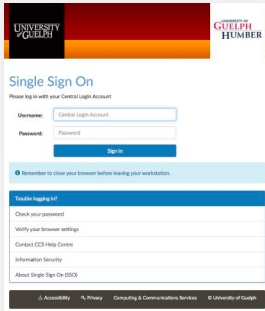
## Secure Your Computer & Mobile Devices

Always keep your operating system up to date.

Install a current antivirus program and regularly scan your computer for spyware and adware. Always keep your computer and devices (smart phone /tablet) operating systems up to date and secure by installing the latest software updates. Also make sure your devices have security passcodes to protect your personal information.

Antivirus software is an important part of keeping your computer safe. Remember that an antivirus program is only as good as its latest update. You can download McAfee (provided by the University of Guelph/Guelph-Humber) on your personal computer from the Guelph's CCS Software Distribution site.

# Accounts



## Gryph Mail Office 365

Gryph Mail is the University of Guelph-Humber's email, contacts, tasks and calendar system. Our current system, Microsoft Office 365 provides greater storage capacity, simpler mobile compatibility, better security, and improved collaboration, among other benefits.

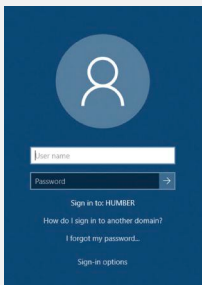
All faculty, staff and students are provided with a Gryph Mail email account. New students receive their email account information (including UserID and password) in their registration package. The Gryph Mail UserID and password is used to also access the UofGH email and calendar system, Teams, OneDrive, WebAdvisor, Course websites, virtual private network (VPN), lynda.com access, and the UofGH wireless network.

### Gryph Mail tips

Keep your UserID and password both secret and well protected. The university will never request your UserID and password by email.

To change your Gryph Mail Office 365/Central login password online:

[guelphhumber.ca/reset](http://guelphhumber.ca/reset)



## Humber Accounts (N#)

Use your Humber N# and password to log in to on-campus computers and to access network services, such as printing and network storage spaces (H:drive).

To change your Humber N# (university computer logon) password online, go here:

[guelphhumber.ca/reset](http://guelphhumber.ca/reset)

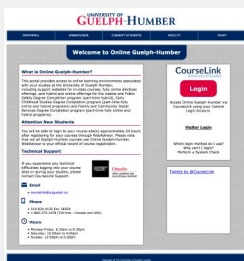


## WebAdvisor (use Gryph Mail login)

[webadvisor.uoguelph.ca](http://webadvisor.uoguelph.ca)

WebAdvisor is University of Guelph and University of Guelph-Humber's access to Course Registration, Class/Exam Schedules, searching for Sections, Billing, Account Summary, Payments, Application Status, Documents Received/Required etc.

For Technical Help: (519) 824-4120 Ext. 58888



## Course Website

[onlineguelphhumber.ca](http://onlineguelphhumber.ca)

The course website is your gateway to the online learning experiences associated with your studies at the University of Guelph-Humber. It is where you can access online resources (course outlines, course schedules, update notices; links to the library, grades, etc.) and engage in online discussions with your coursemates and instructors.

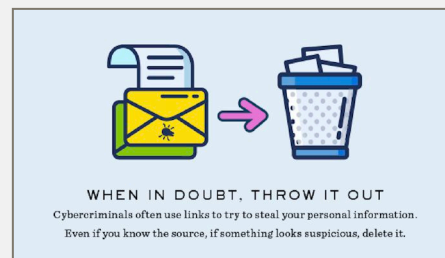
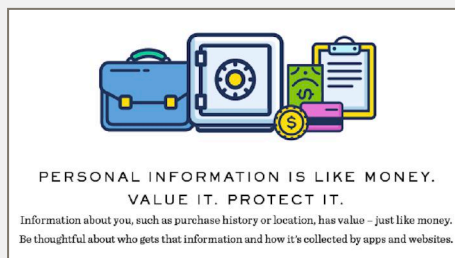
For Technical Help: Phone: (519) 824-4120 Ext. 56939 / Toll Free: (US & Canada) 1 (866) 275-1478 Fax: (519) 824-1112 / Email: [help@open.uoguelph.ca](mailto:help@open.uoguelph.ca)

# Phishing and Spam

[infosec.uoguelph.ca](http://infosec.uoguelph.ca)

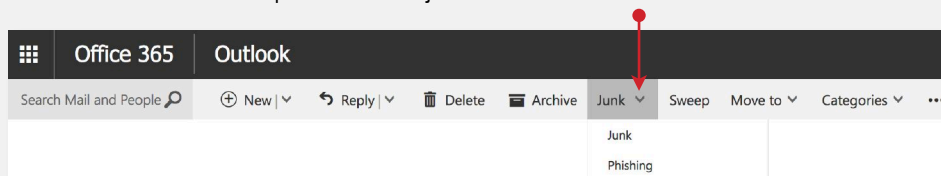


STOP | THINK | CONNECT



[stopthinkconnect.org](http://stopthinkconnect.org)

Spam email is a very large problem and can clutter an email inbox. Often it can come from trusted sources such as friends or faculty if their computers are infected with malware. GryphMail /Office365 has a built-in filter feature to help deal with junk email.



Instead of just deleting spam email, click on the junk button on the top menu and choose either junk or phishing (emails that invite you to click on a link or open an attached file). This will train your inbox to help block further attempts from the spammer.

Also try refraining from giving out your email address when possible to sites you don't intend on visiting more than once or twice. This also significantly helps to cut down the amount of spam email you receive.

Here are a few tips to help reduce the amount of email clutter that gets into your inbox:

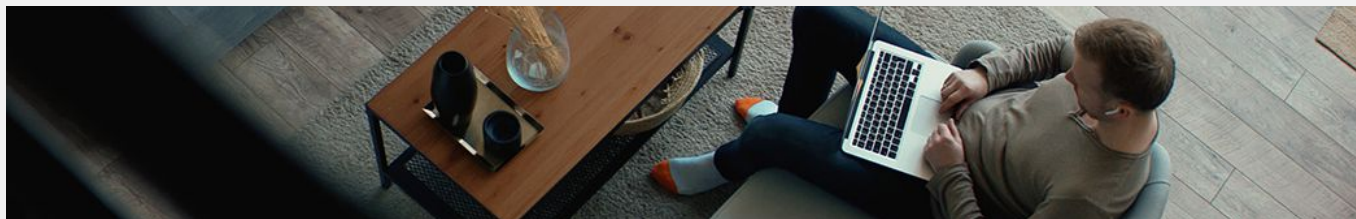
- Do not click on embedded links or open attachments if you receive an email referring to an online or in-store order, even if you think it might be legitimate. Instead, open up a web browser and visit the merchant site directly.
- Never give your account details out as a result of an email request.
- Do not open unknown email attachments.
- Do not buy products or services from unsolicited email messages, especially software.
- Ensure that your internet security software is up to date to stop malware from being installed on your computer.

The University of Guelph website has an information security resource page that has many good articles on protecting your computer and also has a recent scams and phishing attempts page to better help you deal with security threats and risks. For more info, please visit : [infosec.uoguelph.ca](http://infosec.uoguelph.ca)



# Working Remotely

[guelphhumber.ca/acts/working-remotely](https://guelphhumber.ca/acts/working-remotely)



University of Guelph and Humber College resources are available to help the University of Guelph-Humber (UoGH) community stay connected to campus when working offsite.

For information on teaching remotely, please visit our Educational Technology page here:  
[guelphhumber.ca/acts/educational-technology](https://guelphhumber.ca/acts/educational-technology)

Learn more about working remotely by visiting our ACTS website at:  
[guelphhumber.ca/acts/working-remotely](https://guelphhumber.ca/acts/working-remotely)

You can also find helpful information including:

- Using work-at-home software
- Amazon's App Stream service allows you to access computer lab applications online
- Collaborate online using video, voice and chat such as Teams and WebEx
- Connect to the University safely using VPN technology
- Remotely access, store and back up files while off campus (OneDrive, H: and I: Drive)

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## Lynda.com is now LinkedIn Learning (Online Training)

[linkedin.com/learning](https://linkedin.com/learning)

Lynda.com is an online learning platform that helps anyone learn business, software, technology and creative skills to achieve personal and professional goals.

### To Sign In

Log into Lynda.com using your Gryph Mail UserID and password. It is free for all University of Guelph-Humber users.

- Click "Sign In"
- Click on "Sign in with your organization portal"
- Enter your organization's URL to log in through their portal"
- Type in "uoguelph.ca" and Click and Continue.
- Use your Gryph Mail UserID username and password.





# Online Software Resources

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Online Surveys and Polling Software (Qualtrics)  
[uoguelph.ca/ccs/service/online-surveys](http://uoguelph.ca/ccs/service/online-surveys)

Survey Administrators use a web browser to create and manage their surveys. Survey Respondents can complete their Qualtrics-delivered surveys via a web browser on a Windows/Mac computer, or via their smartphone, tablet or other mobile device. Respondent data collected via the surveys can be analyzed within Qualtrics with its extensive analysis and reporting tools and also exported for more in-depth analysis if required in tools such as Excel, SPSS and SAS.

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Microsoft Teams (via Office 365)  
[uoguelph.ca/ccs/services/office365/teams](http://uoguelph.ca/ccs/services/office365/teams)

Office 365 Teams is a collaboration service that provides shared conversation spaces to help teams coordinate and communicate information. Key features of Teams include integration of real-time chats, messages, alerts, notifications, and group notebook OneNote.

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WebEx  
[mymeeting.humber.ca](http://mymeeting.humber.ca)

WebEx is a feature rich web conferencing tool that allows participants to connect with others anywhere in the world through the use of video and/or audio as well as content sharing. Popular uses for WebEx include web meetings, presentations, conferences, webinars, and e-learning.

For more information on how to set up your WebEx meeting, please download the following .pdf file with instructions. Use your University of Guelph-Humber email address as the loginID and Humber N# password to log into mymeeting.humber.ca.

WebEx (Quick Reference Guide)  
<https://bit.ly/2n0VzHe>

# University of Guelph-Humber Labs for Students



## Learning Commons (GH212)

The Learning Commons is an informal student-centred learning environment. Here, you will find computer workstations and space for group meetings and individual study. Staff in the Learning Commons are available to help you research materials for assignments and will assist you with software and technology questions.

Learning Commons: GH212 (42 PCs + 4 Express PCs)

Printers (x4): GH212

Photocopier (x1) (Black & White): GH212 (8.5 x 11.0 inches - \$0.10 per page)

Quiet Learning Commons: GH226 (17 PCs)



## University of Guelph-Humber Computer Labs

PC Labs	GH301 (39 PCs)	GH321 (36 PCs)	GH322 (36 PCs)
Mac Labs	GH311 (11 Macs) TV Studio	GH312 (28 Macs) Newsprint Room	GH323 (36 Macs)



## Scanner Locations

GH212 - Learning Commons: 5 Scanners				
GH212-N-003	GH212-N-004	GH212-N-009	GH212-N-010	GH212Q-N-001 (Express Station)
GH312 – 3 scanners (Mac Lab)		GH323 – 2 scanners (Mac Lab)		



## Software available in Guelph-Humber Labs

Current lab software information can be found at:

[guelphhumber.ca/acts/software-and-hardware](http://guelphhumber.ca/acts/software-and-hardware)

# Humber College and University of Guelph Help Desk Hours

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## Humber Support Centre (Location: Humber College North NX210) [its.humber.ca](http://its.humber.ca)

As a University of Guelph-Humber student, you are able to borrow audio-visual equipment such as data projectors, digital cameras, digital camcorders, and laptops for class projects and presentations. The Support Centre also provides Humber N# passwords resets for faculty, staff and students as well as classroom support for both Humber College and the University of Guelph-Humber.

**Phone: (416) 675-6622 ext.8888 / E-mail: [SupportCentre@humber.ca](mailto:SupportCentre@humber.ca)**

Operating Hours	
Monday to Friday	7:30am to 8:00pm
Saturday and Sunday	8:45am to 4:15pm
24x7	Telephone, Web Chat ( <a href="http://humber.ca/techtalk">humber.ca/techtalk</a> ), and E-mail Support 1.866.484.6622 (Toll Free)



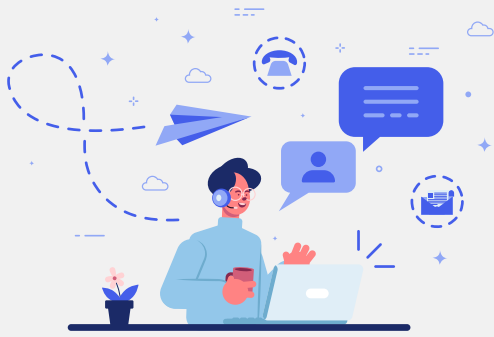
## University of Guelph Customer Care: Computing & Communications Services (CCS) [uoguelph.ca/ccs](http://uoguelph.ca/ccs)

CCS provides core IT services to the greater campus community. These include a campus wide integrated email and calendaring system software distribution, development of single sign-on technology, learning resources, and more.

**Phone: (519) 824-4120 ext. 58888 / E-mail: [IThelp@uoguelph.ca](mailto:IThelp@uoguelph.ca)**

Operating Hours	
Monday to Friday	8:30am to 8:30pm
Saturday and Sunday	<b>11:00am to 5:00pm</b>

# Campus Useful Contacts



## Academic Advisors: (Ext. 6288) GH108

- Assist in establishing academic goals
- Provide guidance during course selection
- Assist students in making academic decisions

## Learning Support Peers: (Ext. 6225)

### Learning Commons: GH212

- Conduct Learning Skills workshops
- Provide assistance in course selection and interpreting academic policies

## Research Support Peers: (Ext. 6251)

### Learning Commons: GH212

- Assist with access to library resources
- Provide information searching skills and research help
- Assist with resources and bibliography citations

## Accessible Learning Services: (416-675-5090) 2nd Floor, Learning Resource Commons (LRC)

- Facilitates equal access for students with disabilities by coordinating academic accommodations and services.
- Work collaboratively with students and faculty to ensure that the academic environment is accessible.

## Media Equipment Centre: (Ext. 6330) GH320

- Provides all Media Studies students with free access to a wide selection of professional video and photography equipment

## Math Centre: (Ext. 76260) LRC3038

- Offer assistance in technical math, business math, algebra, calculus, statistics, and quantitative methods

## Writing Centre: (Ext. 76258) LRC3030

- Help students to start and polish their writing assignments
- Explain specific points of grammar, style and formatting

## Peer Assisted Learning Support (PALS): (Ext. 5983) 3rd Floor, Learning Resource Commons

- Assist students with courses they are having difficulty with
- Help students obtain a firm understanding of course material
- Help students to improve on academic performance

## Career Centre: (Ext. 6062) GH108 [guelphhumber.ca/career](http://guelphhumber.ca/career)

- Assist in finding permanent, summer and part-time employment
- Offer assistance with resume writing and interviewing techniques

## Health & Counselling Services: (416-675-5090) 2nd Floor, Learning Resource Commons

- Provide support to students
- Help them work through their problems
- Work with students to reach their goals
- Assist students to function effectively as learners

## Campus Book/Computer Shop: (416-675-5066)

- On-campus stop for books, apparel & accessories, gifts & collectibles, supplies, and technology

## Printing Centre (Xerox Canada): (Ext. 4228) H106

- Find easy, instant, online assistance
- Search for product, FAQs, How Tos, drivers, and documentation

# Campus Safety & Security

[humber.ca/publicsafety](http://humber.ca/publicsafety)



The security team is available 24 hours a day and employs a wide array of security professionals to assist University of Guelph-Humber and Humber students, staff, faculty and visitors.

**Public Safety Office** (General Enquiries)  
416.675.8500

**Emergency Assistance**  
416.798.1331, Ext.4000

## Campus Walk

The Campus Walk program is intended to provide assistance to students, faculty, staff and visitors who wish to be walked to their vehicle, or walked to the perimeter of campus property. This program will provide a higher degree of comfort to those who are uneasy about walking to their vehicle, campus Residence, or property line. To request a Campus Walk, please call Ext. 8500 or (416) 675-8500 or visit the Security desk directly located in NX101 (North Campus).

## Work Alone

The Work Alone program is for employees who are working late, past standard business hours. Individuals may: check in at security dispatch / notify a security guard / call 416.675.8500.

By advising security who they are and where they are working, a security guard will periodically check up on the individual. If you have requested this service and alerted security to your position, you must check in before you leave.



## Humber Guardian App

[humber.ca/publicsafety/services/humber-guardian-app](http://humber.ca/publicsafety/services/humber-guardian-app)

The Guardian App is designed for Humber students, staff and faculty and provides quick access to campus safety and security resources, emergency contact information, safety services, and a safety toolbox and is available for Apple, Android & Blackberry smartphones.

