

Office of Academic Computing

Student IT Handbook



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Welcome to American University of Sharjah

Our campus is designed to incorporate IT into our educational program. We use computer systems extensively throughout the university.

This handbook is designed to answer the basic IT questions of students who have recently joined AUS.

How to contact us

*Available Sunday through Thursday, 8:00 a.m.–5:00 p.m.

Achievement Academy Service Center

Vlad Fermazi M 339

College of Architecture, Art and Design Service Center

Pramod Kumar AD2 122

Ali Thuppilikat AD2 121

College of Arts and Sciences Service Center

Aamenah Bashir LAN 101

Huzefa Pedhiwala NAB 012E

Faisal Riaz NAB 012F

College of Engineering Service Center

Aniss Zakaria EB1 111

Hisham Ahmed EB1 111

Reem Jurri EB1 111

Sarmad Saleem EB2 102

School of Business Administration Service Center

Hamza Saleem S 181 (SBA Bldg)

Faseehuddin Ahmed S 017 (SBA Bldg)

Main Building

IT Helpdesk M 130

iLearn : Hotline Number: x1515

Walid Eldin | ext. 2148

Rick Angell | ext. 2134

Hamza Saleem | ext. 2391

Alternatively, you can go to itfaq.aus.edu

Or create a ticket by going to ithelpdesk.aus.edu (see page 3) with your contact details and your problems.

Should you need IT assistance in the dorms, please contact your dorm supervisor with the problem and your room details. They will then send a ticket to IT Helpdesk.


Services

The following services are commonly provided by all IT Specialists

- Wireless configuration on laptops and mobile devices
- Installation of Pharos Printer Packages on laptops
 - * Students can print on printers and plotters located in designated areas across school, colleges and library
- Installation of free Antivirus (AVG, Avast or Microsoft Security Essentials)

If you wish to use any of our services, please follow the procedures outlined below:

- Log-on to Web Help Desk (<https://ithelpdesk.aus.edu>) and log-in with your email username and password
- Create a new ticket, include contact details, which College or School you belong to (CAS/CAAD/CEN/SBA/AA), and the what kind of service you require
- Drop in your laptop at the IT Specialist stationed in your College/School
Standard Operating hours are 8:00 a.m.–5:00 p.m.
- Follow up on the progress of your laptop via the Web Help Desk website



© 2009 Web Help Desk

Services

Students may also attain a stand-by laptop if their laptop stops functioning during a computer based exam.

Students will need to submit their valid AUS ID card for the duration of the rental service.

*Service is subject to laptop availability.

The Library allows for a **3-hour checkout period only.

*AUS Policy dictates that we do not repair, format or install Operating Systems on personal laptops.

School of Business Administration

Purchase and Install **Microsoft Office 2013**

-Go to the cashier and pay **AED 185**

-Collect the receipt and deliver to either **S 017** or **S 181** in the New Business Building

-IT Specialists will then install the software in your laptop, and provide you with a copy of the Installation CO for future purposes

AUS Accounts

Emails

What is my valid AUS Email account?

The AUS Email account is sent to you with your application package or via the personal email you've noted in your admission form.

To access your 500MB inbox, please go to

[Https://studentmail.aus.edu](https://studentmail.aus.edu)

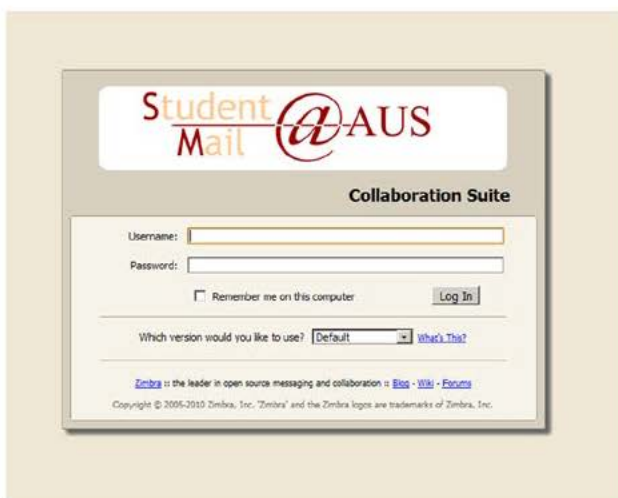
**note this password does not grant you access to the AUS Network*

What if i can't login to my Email account?

If you're unable to log in, you could be experiencing a temporary lockout.

Do not attempt to log in for the duration of thirty (30) minutes and the problem will resolve itself.

Should it be urgent for you to access your email, please approach the nearest IT Specialist on campus and provide the necessary ID and account details.



AUS Accounts

Network Account

How can I login to AUS Computers?

Once you have registered your classes for the semester, you will receive a message through your AUS Email.

This will contain your Network credentials.

Once you have received this, you will need to:

- Log in to a computer using the credentials
- Go to <https://passwords.aus.edu>
- Enroll into the website
- Change your password.

**AUS PASSWORD POLICY STATES:*

Passwords need to be 6-10 characters long. At least 1 (one) capitalized letter and 1 (one) numeric character.

It cannot be your name or ID number.

This will automatically synchronize all your email and network passwords.

What if I want to change my password in the future?

Log in to

<https://passwords.aus.edu>

The screenshot displays the 'Welcome to Password Station' page. At the top, it says 'Version 7.5.09183' and 'WELCOME TO PASSWORD STATION SELF-SERVICE ONLINE PASSWORD RESET AND SYNCHRONIZATION'. Below this is a 'Primary Account' section with a 'User ID:' label and an input field. A 'Privacy Policy & Terms of Use' section follows, containing text about the AUS information technology (IT) system and its use. Below the policy is a 'Welcome to the AUS Password Reset Tool' section with instructions on how to use the tool. At the bottom of this section are two buttons: 'I agree' and 'I disagree'. The bottom part of the screenshot shows the 'Manage Account' section with the 'User ID: AUS\B00012345' displayed. Below this is a 'Forgot Your Password?' link with a question mark icon. A note states: 'If you have already enrolled, you can securely reset your forgotten password by answering your private questions.' At the bottom of this section is a 'forgot password' button.

AUS Accounts

Network Account

What does my AUS Network Account allow me to do?

The AUS Network account will allow you to log in to the following IT Services:

1. AUS Computers

You will be able to login to any computer on campus.



2. Network Folders (U-Drive)

Your network account grants you access to your U-Drive which is located on our servers.

It is a 3GB (5GB for CAAD Students) folder located on the AUS servers that can be accessed through the following ways.

Windows:

1. If you are logged into an AUS Computer
Select 'My Computer' icon on your desktop and it is the 'U-Drive'

2. If you are connected by wireless,
(refer to AUS Wireless Configuration)
Start >>> Run and typing "\\nasfiler1".
It will then ask you to log in using your credentials.

Mac:

1. It is located on your Desktop next to the Hard Drive folder.

2. Alternatively, you can go to: GO >>> Connect Server >>> enter; "smb://nasfiler1"

AUS Accounts

Network Account

CAAD students also have a 'CLASSES' Folder

This folder allows the students to submit their work to their current courses.

Windows:

Start >>> Run and type "\\nasfiler1\Classes\$". It will then ask you to log in using your credentials.

Mac:

GO >>> Connect Server >>> enter; "smb://nasfiler1/Classes\$"

3. iLearn E-Learning Portal

iLearn.aus.edu

This is the newest version of the e-learning/course management platform here at AUS, which is based on the Blackboard e-learning system.

You may log-in to the system using the same log-in credentials as your email account.

4. Banner Student account

Banner.aus.edu

This is where you can do the following:

- Register for the next semesters courses (not for new students)
- View your course schedule
- View your final grades for the semester
- View your academic transcript
- View and fill out your student employment timesheet
- View your remaining printing quota and, current Pharos Printing usage
- Pay your tuition (Dorm, books and transportation) fees online

5. Pharos Printing System

Pharos is the Printing system we use to queue and send print jobs over the network to printers.

(Go to the page 10 for more details on how to print)

6. Library Account

Library.aus.edu

The Library account allows you to

- View your outstanding Library fines
- Books currently checked out by you
- Renew the due dates on certain items
- Reserve books
- Request new books for the Library to purchase
- View your Student Library record

7. Videoportal

Videoportal.aus.edu

Videoportal is a new service that allows faculty to upload university-related videos onto an onsite server for students to stream and watch.

8. Fileshare

Fileshare.aus.edu

Fileshare is a service that allows students to upload items to our servers that are too large to email.

From there they can send a link of the item to other people to download to their computer.

Students have the choice of two options:

250mb- will stay on the servers for 1 calendar week (7 days) before being automatically deleted.

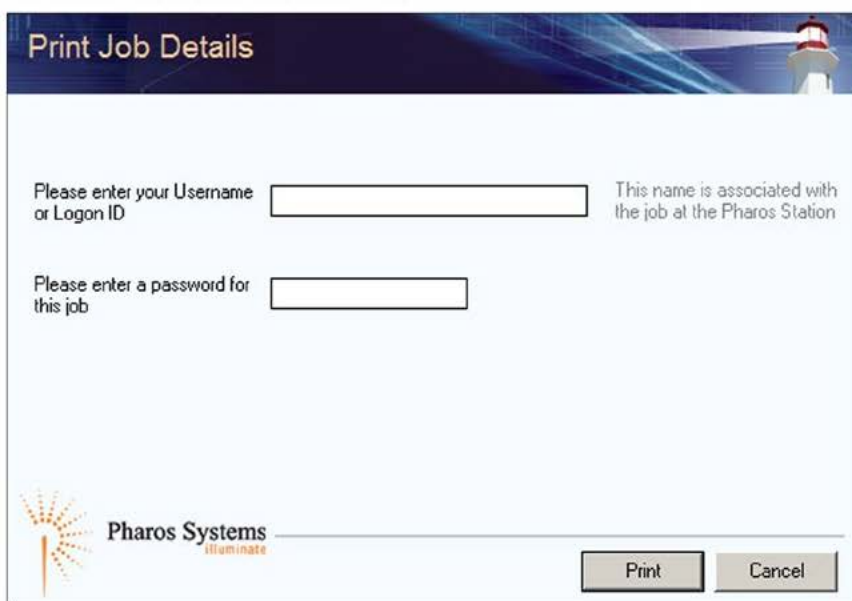
500mb- will stay on the servers for 1 day before being automatically deleted.

*Links can only be sent to other AUS accounts. i.e. '*****@aus.edu'

Pharos Printing

How to print using the AUS Pharos Printing system?

When a student prints, a pop-up will appear asking them to enter their Network Accounts




The screenshot shows a 'Print Job Details' dialog box with a dark blue header featuring a lighthouse graphic. The main area is white and contains two input fields. The first field is labeled 'Please enter your Username or Logon ID' and has a text box to its right stating 'This name is associated with the job at the Pharos Station'. The second field is labeled 'Please enter a password for this job' and has a text box to its right. At the bottom left is the 'Pharos Systems illuminate' logo. At the bottom right are two buttons: 'Print' and 'Cancel'.

Print Job Details

Please enter your Username or Logon ID This name is associated with the job at the Pharos Station

Please enter a password for this job

 **Pharos Systems**
illuminate

Once validated, it will send the job to the specified printing station.

Pharos Printing

At the printing station, you need to log into the release station computer using your Network account



The image shows a login window titled "Pharos Station" with the subtitle "Identifying Yourself". The window has a dark blue header with a graphic of computer monitors. The main area is white and contains the following text and fields:

This is where you log on to the system. Please enter your Logon ID and Password.

Logon ID
b000*****

Password

Logon

4:41:26 PM

Release the printing job by selecting it and clicking 'Print'
This release station then sends the job to the Printer.



Once you download it, you need to install the package before you can print from the AUS printers.

Laptop Requirements

Below are the recommended minimum requirements for Laptops purchased by students enrolled in the **College of Architecture, Arts and Design** and the **School of Business Administration**.

Recommended Specifications

Operating System	<input type="checkbox"/> Windows 10/Windows 8.1/Windows 7 pro or <input type="checkbox"/> Mac OS X (EL Capitan or Yosemite)
Processor	<input type="checkbox"/> Intel i5 or i7 processor (dual core or quad core)
Memory	<input type="checkbox"/> 8 GB or higher
Graphics	<input type="checkbox"/> 1 GB dedicated or higher
Hard Disk	<input type="checkbox"/> 512 GB or higher
Keyboard	<input type="checkbox"/> Arabic/English
Connectivity	<input type="checkbox"/> Wi-Fi (Wireless) capability
Camera and Mic	<input type="checkbox"/> Built-in camera and microphone
Display	<input type="checkbox"/> At least 13.3" HD
Warranty	<input type="checkbox"/> Three-year warranty

Wireless Configuration

Mobile Devices

iPhone/iPad

Below are the steps and screenshots for the configuration
(this was done on version 3.1)

- Go to Settings, **select** a Wi-Fi then choose Other.
- Type AUS_Wireless for the network name (case sensitive).
- Chose WPA2 Enterprise for the security type.
- Type in your AUS username and password, then press Join.



Wireless Configuration

Mobile Devices

Blackberry

Before proceeding, download and install certificate from <https://itfaq.aus.edu/attachments/certnew.cer>

STEP 1: From the standby screen, press the BlackBerry Menu button to open the main menu.

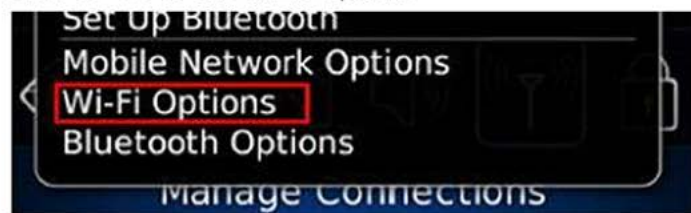
STEP 2: Select Manage Connections.

STEP 3: Check on the Wi-Fi box to turn on the wireless connection.

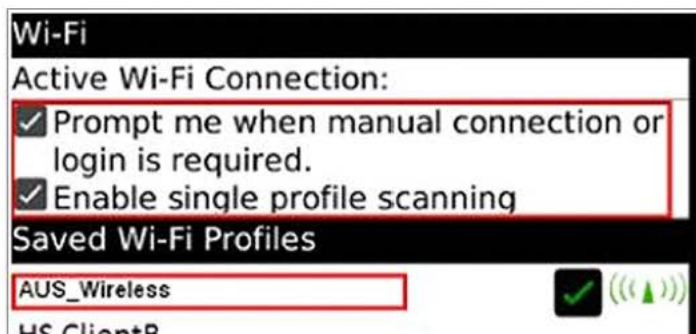
STEP 4: Wait for a few seconds until the AUS_Wireless shows up next to the Wi-Fi option.



STEP 5: Go to the Wi-Fi options



STEP 6: Under Active Wi-Fi Connection, check both the below options. Under Saved Wi-Fi Profiles, move the cursor on AUS_Wireless and press the BlackBerry Menu button.



Wireless Configuration

Mobile Devices

STEP 7: Click on Edit from the menu.

STEP 8: Configure the following settings, and then tap Save.

- Name: AUS_Wireless
- SSID: AUS_Wireless
- Band type: 802.11b/g
- Security Type: PEAP
- User name: b000*****/g000****
- User password: AUS Network Account Password
- Server SAN: Check on Automatically obtain IP address and DNS, and prompt before connection.

Android (v2.1 and above only)

STEP 1: Press the Home Key.

STEP 2: Press the Menu Key. Choose Settings.

STEP 3: Tap Wireless and networks.



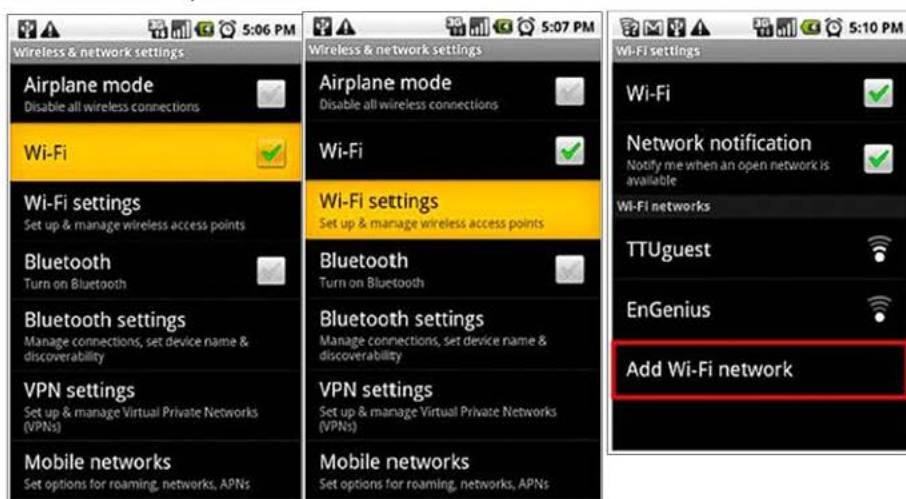
Wireless Configuration

Mobile Devices

STEP 4: Ensure that the Wi-Fi checkbox is checked.

STEP 5: Select “Wi-Fi settings”.

STEP 6: Under the “Wi-Fi networks” heading, tap Add Wi-Fi network. If you get a prompt for Enter Credentials Storage Password, enter the user’s mobile password.



Wireless Configuration

Mobile Devices

STEP 7: A box labeled "Add Wi-Fi Network" will appear.

- Network SSID: **AUS_Wireless**
- Security: **802.1x Enterprise**

Click on Save.

- Enter the credential storage password: **1234567890**

Click on OK.

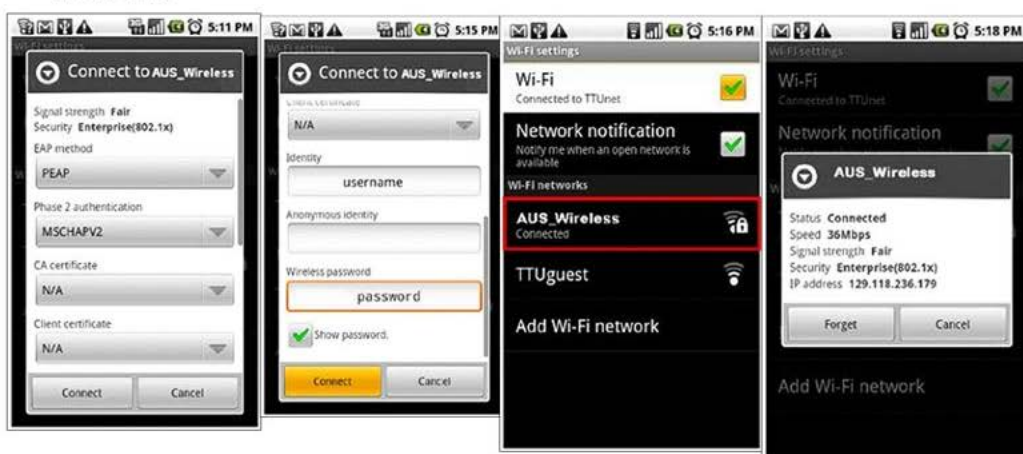
STEP 8: Configure the following settings, and then tap Save.

- EAP method: **PEAP**
- Phase 2 Authentication: **MSCHAPV2**
- CA certificate: **N/A**
- Client certificate: **N/A**
- Identity: **b00012345/g00012345**
- Anonymous identity: **aus.edu**
- Wireless password: **aus login password**

STEP 9: Verify that under the heading "Wi-Fi" it reads Connected to AUS_Wireless, and under "Wi-Fi networks" it states AUS_Wireless Connected.

You may tap to see more information about the connection.

The Android device is now configured to connect to the AUS_Wireless network.



*You will need to repeat this process the next time you change your AUS login password.

Wireless Configuration

Laptops

MAC OSX

Step 1:

1. Right click on the wireless icon found at the top menu to the right side.
2. Click "Join Other Network..."



Step 2:

1. For "Network Name", enter: "AUS_Wireless". This is case-sensitive.
2. Pick "WPA Enterprise" for Security.
3. Enter your user name. i.e. b000xxxx or g000xxxx
4. Enter you email password.
5. Click "Join".

Step 3:

1. "Verify Certificate" dialogue box will appear, click "Show Certificate."

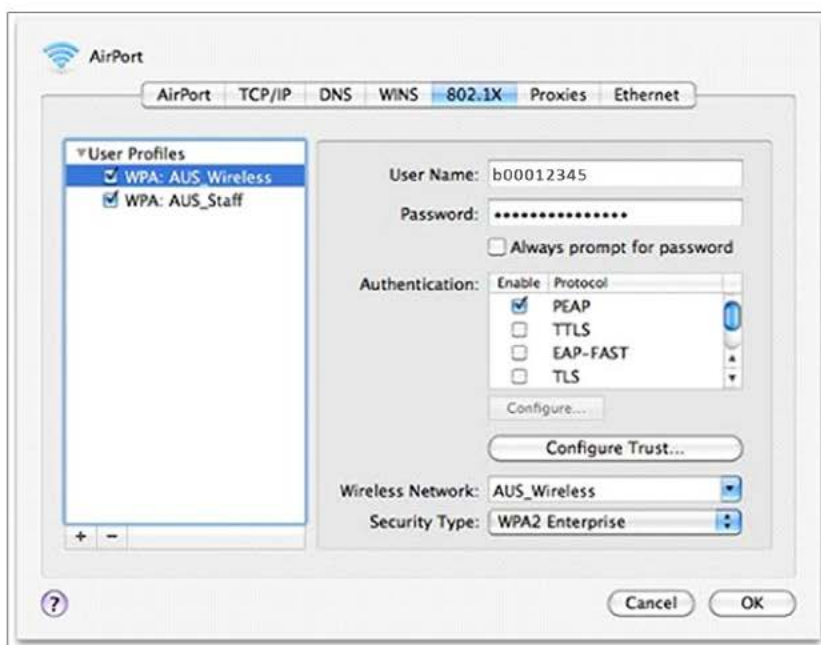


Wireless Configuration

Laptops

6. Should you face problems authenticating:

- Go to System Preferences >>> Network >>> Advanced >>> 802.1X tab
- Move the PEAP authentication protocol to the top:



Wireless Configuration

Laptops

Windows Vista/7/8/8.1

Find a computer with internet:

- Go to <http://itfaq.aus.edu>

Search for 'Configurator':

- At the results page select "How do I use the AUS Automatic Wireless configurator?"

Download the configurator file from the link labelled 'AUS_wireless.rar'

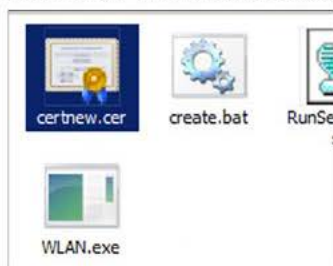
Save RAR File to USB

Step 1

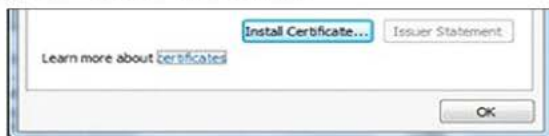
- Ensure the Wireless Radio on your laptop is on.
- Right-Click and extract the file labelled 'AUS_wireless.rar' to your computer.

Step 2

- Double-click the wireless certificate labelled 'certnew.cer'



- Click on "Install Certificate"

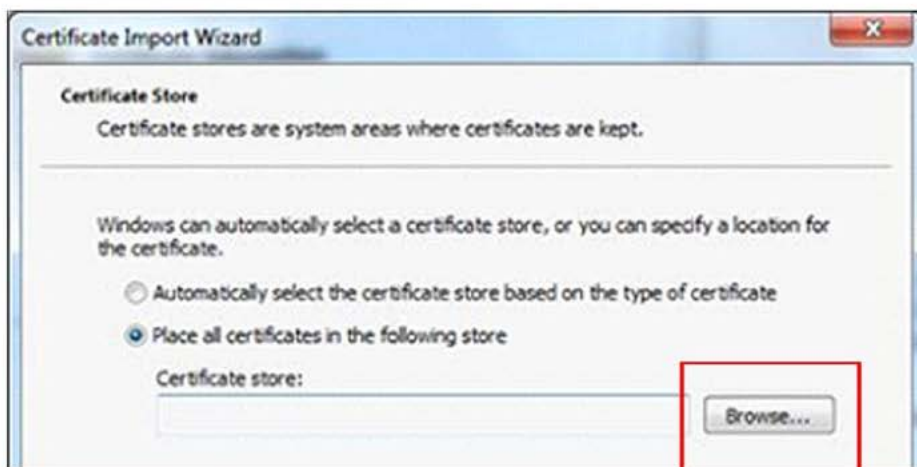


- Click "Next"

Wireless Configuration

Laptops

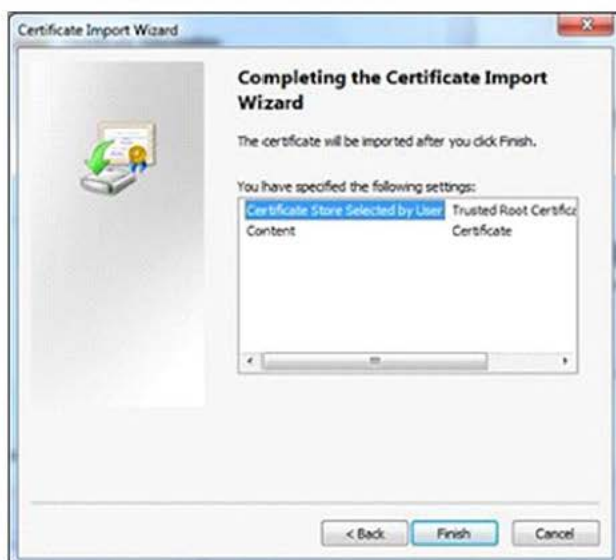
- Select 'Place all certificates in the following store'.
- Then click the Browse button.



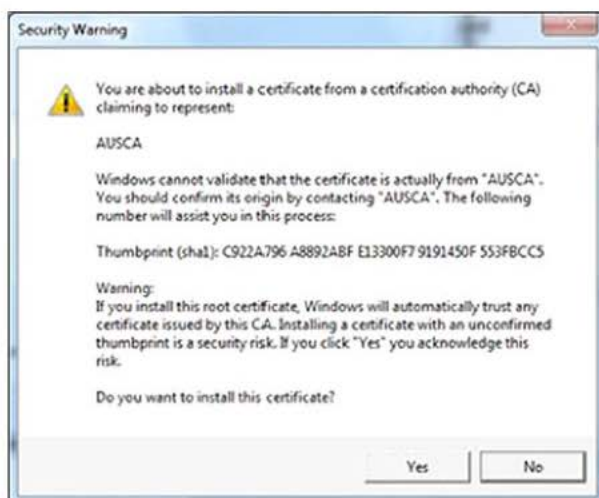
- Select 'Trusted Root Certification Authorities'.
- Then click 'OK'.



- Click 'Next'.
- Click 'Finish' to complete the Wizard.



If you get the following screen prompting you to install the certificate, click 'YES'.

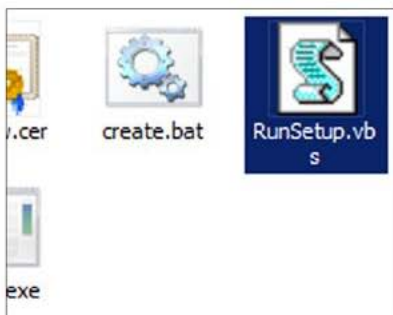


Wireless Configuration

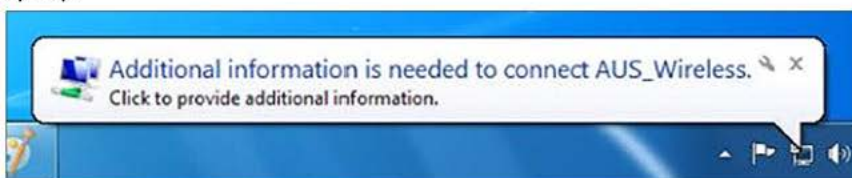
Laptops

Step 3

- Once the certificate has been installed, double-click on the file labelled 'RunSetup.vbs'.



- You should receive a message confirming Wireless is configured.
- A pop-up will appear asking you to enter your credentials. Click on the pop-up.



- Enter your AUS Network Details as follows:
User: **b/g00012345**
Password: **you AUS Network password.**
- Click OK to complete the Wireless configuration process.



LAB Locations

There are several computer labs with printing facilities for students to use throughout the campus.

- Standard operating hours are from **8:00 a.m. to 5:00 p.m.**
- Students may use the labs when there are no classes.

College of Architecture, Art and Design

AD1 108 (PC)
AD1 109 (MAC)
AD1 205 (MAC)
AD1 206 (MAC)
FDN Lab (MAC)

College of Arts and Sciences

NAB 003 (PC)
NAB 101 (MAC)
NAB 103 (MAC)
NAB 104 (PC)
NAB 105 (PC)
LAN 114 (PC)
LAN 115 (PC)

School of Business Administration

S 101 (PC)
S 108 (PC)

College of Engineering

EB2 103 (PC)
EB2 104 (PC)
EB2 108 (PC)
EB2 109 (PC)
EB2 125 (PC)
EB2 201 (PC)

Achievement Academy

M 353
M 354

**Student Etiquette - Do not enter labs when there is a class.
There are express stations throughout the campus.
Also, the Library will be available throughout the day.*

LAB Locations

Library

The Library has 101 PCs on the ground floor and 34 on the first floor, a total of 135 computers. Students looking for a vacant PC may check the Information Commons desk on the ground floor.

The Library maintains the following services for students:

7x A4 scanners.

1x A3 scanner.

2x Digital Senders to scan your documents to Jpeg or PDF and email them to your account.

6x(A3/A4) Black and White printers.

1x(A3/A4) Color printer.

2x Black and White photocopiers.

2x Color photocopier.

Express Stations

There are Express Stations located in the Library and the rotundas of SBA, Physics and Language buildings for students in a hurry to print or check and send emails when the labs are full.

Ellucian Go - Banner Mobile

The AUS Banner Mobile App, Ellucian Go, helps you stay connected to the university. It provides access to great features that will make your Banner experience more effective and efficient.

Features

News & Events: Keep up with current campus news and events.

Notifications (authenticated user): Stay informed with personalized announcements delivered right to your phone.

Important Contacts: Access important phone numbers now available at your fingertips.

Maps: Find your way around campus.

Academics

Undergraduate and Graduate Calendar: Never miss another important event!

Grades (authenticated user): View grades posted for your current or past semester.

Courses (authenticated user): View a list of currently enrolled classes.

Supported Devices

Android devices running system version 4.0.3 or later.

Apple devices running iOS 7.0 or later.

Kindle Fire devices, 2nd and 3rd generation.

For more information, go to:

<http://itfaq.aus.edu/index.php?action=artikel&cat=103&id=251&artlang=en&highlight=banner+mo>

How Do I Configure?

- 1) Download the Ellucian Go app from Google Play, Apple App Store or Amazon.



- 2) Launch the app and select 'American University of Sharjah' from the list of schools.



- 3) Click 'Sign In' at the bottom of the screen and use your AUS username and password to log in.
Note : When you change your AUS password, you will also need to log into the Ellucian Go app with your new password.

