



Information Technology Student Guide

SOUTHERN CALIFORNIA UNIVERSITY OF HEALTH SCIENCES

I. About your SCU User Account

- a. Your username will be your registered first name and last name, with no spaces.
Example: FirstLast
- b. Your password will initially be comprised of your first and last initial and your ID number. For example, if your name is Bob Hill and your ID number is 123321, your password will be: **bh123321**
- c. To change your password while using a campus computer (LRC, Chesney, "G"):
 1. Log in as you normally would
 2. Press and hold the CTRL, ALT, and DELETE keys simultaneously
 3. Click change password
 4. Follow the on-screen instructions
- d. You may change your password off campus or from your personal computer using the email system. See section **II-e (Email)**
- e. Part of our network security policy requires that your password expire every 90 days. IT recommends changing your password approximately once a month. If your password expires, you must contact the IT department either in person or by phone 562-902-3380 to have your password reset.
- f. Your password must be at least 8 characters, contain both letters and numbers, and cannot be one of the last 3 passwords you have used.
- g. If you attempt to log in with the incorrect password more than 3 times, your account will become locked. Your account will automatically unlock after 15 minutes. If you do not remember your password, please contact the IT department either in person or by phone 562-902-3380 to have it reset.

II. Accessing your SCU Email Account

- a. Your SCU email address is your username followed by @scuhs.edu
Example: FirstLast@scuhs.edu
- b. To access your email from a campus computer, double click on the **SCUHS WebMail** icon on the desktop.
- c. To access your SCU email account off campus or from a personal computer:
 1. Visit the **www.scuhs.edu** web page
 2. Scroll to the bottom and click on **SCU User Resources**
 3. Click on **Outlook Web Access**
 4. You may also use the direct link: **https://mail.scuhs.edu/**
- d. When accessing your email off campus or from a personal computer, please use your SCU email address as your username. *Example: FirstLast@scuhs.edu*



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II. Email (continued)

- e. To change your password off campus or from a personal computer:
 1. Log in to your SCU email account using Outlook Web Access (see **II-c**)
 2. Click **Options** in the upper right corner
 3. From the menu on the left side, click on **Change Password**
 4. Follow the on screen instructions
 5. Click **Save** to complete the password change process

III. Accessing SCU Online

- a. To access SCU Online from a campus computer, double click on the **Internet Explorer** icon on the desktop. SCU Online is the home page.
- b. To access SCU Online off campus or from a personal computer:
 1. Visit the **www.scuhs.edu** web page
 2. Scroll to the bottom and click on **SCU User Resources**
 3. Click on **SCU Online**
 4. You may also use the direct link: **http://scuonline.scuhs.edu**
- c. When accessing SCU Online off campus or from a personal computer, please use your SCU email address as your username.
Example: FirstLast@scuhs.edu
- d. Lecture notes and other course materials are available on the SCU Online web site. Once logged in, click on **Instructional Information**. Select the department or instructor you wish to view materials for.

IV. Accessing Online Student Services (OneStop Online: Financial Aid, Registrar, Student Accounts)

- a. To access Online Student Services from a campus computer, double click on the **Internet Explorer** icon on the desktop. From the SCU Online home page, click on **Student Services**. **Online Student Services** is the first link.
- b. To access Online Student Services off campus or from a personal computer:
 1. Visit the **www.scuhs.edu** web page
 2. Scroll to the bottom and click on **SCU User Resources**
 3. Click on **Online Student Services**
 4. You may also use the direct link: **https://webapps.scuhs.edu/OnlineStudentServices**
- c. When accessing Online Student Services off campus or from a personal computer, please use your SCU email address as your username.
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V. Saving Documents

- a. All documents saved or created on campus computers are saved to your personal file share. This file share may also be referred to as the “H” drive.
- b. Use this address <https://storage.scuhs.edu/firstnamelastname> to retrieve your file share documents off campus or from a personal computer. Log in using your SCU email address for the username.
- c. Files stored in your documents folder are retained as long as you are enrolled at SCU.
- d. The capacity is 500 MB. If you exceed this limit you will no longer have the ability to save documents! You will receive an email notification if this occurs.

VI. Printing and Copying in the LRC (Library)

- a. Newly enrolled degree-seeking students* receive a one-time credit for printing and copying as listed in table below.

DC	\$125.00	Massage Therapy	\$45.00
AOM	\$45.00	Ayurveda	\$45.00
DC/AOM Dual	\$170.00		

**transfer students amounts will be pro-rated based on their entering term*

- b. Each page (sheet of paper) costs \$0.08 to print.
- c. To add more money to your account you may use the PHIL station located in the copy room to the left as you walk in to the LRC.
- d. To make copies, swipe your student ID card using the card reader on the wall above the copy machine to activate the copy machine. The cost is \$0.08 per page.
- e. Printing is also available in the Chesney Student Center.

VII. How To Request Access to the Campus Wireless Network

- a. The wireless network is available in most classrooms and student areas on campus and is available to any enrolled student. Please note that you **must register** each device (phone, laptop, etc) you wish to connect to the network.
- b. To register, please access the **SCU Online** web page (see section **III**).
- c. Click on the **Information Technology** (center of the top menu)



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VII. Wireless Network (continued)

- d. Click on **Wireless Access Request Form**
- e. Fill out the form using the on-screen instructions. If you are unable to locate your “MAC” address, please bring your device to the IT department to be registered.
- f. Wireless requests are processed the following business day. After your request has been processed you may access the wireless network by connecting to **SCUExt**.
- g. If you are unable to fill out the form or unable to connect to the wireless network, please bring your device to the IT department.

VIII. How to Contact the Information Technology Department

- a. Normal business hours are:

Monday through Friday	7 am to 6 pm
Saturday	7 am to 4 pm
- b. Phone support in the LRC Computer Lab is available during normal business hours through the phone on the south wall next to the printer.
- c. Phone support is available by calling 562-902-3380 during business hours
- d. You may send email to: informationtechnology@scuhs.edu The IT department responds to email during normal business hours.
- e. Visit the IT department in Building “C” (Administrative Services)

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