Quick Start Digital Tools for Students

Welcome to Fredonia!

This resource is meant to provide a quick orientation for students to Fredonia's critical digital tools that are necessary for online success at the University. These resources represent the building blocks of your digital identities (e.g. Fredonia ID and eServices account), critical tools for remote learning, and the different ways to get assistance if you run into any issues.

Where to get assistance and when:

<table>
<thead>
<tr>
<th>ITS Service Center</th>
<th>The Office of Online Learning</th>
<th>Reed Library</th>
<th>StarFish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thompson Hall W203 716-673-3407 <a href="mailto:Tracker@fredonia.edu">Tracker@fredonia.edu</a> <a href="https://www.fredonia.edu/its">https://www.fredonia.edu/its</a></td>
<td>137 Reed Library 716-673-3649 <a href="mailto:oll@fredonia.edu">oll@fredonia.edu</a> <a href="https://www.fredonia.edu/online">https://www.fredonia.edu/online</a></td>
<td>Chat With A Librarian - 24/7 Text A Librarian: 716-407-7698 Request An Individual Research Appointment Email: <a href="mailto:reedref@fredonia.edu">reedref@fredonia.edu</a> <a href="https://www.fredonia.edu/library">https://www.fredonia.edu/library</a></td>
<td>Get the assistance you need when you don't know who to ask. • Login to Starfish Early Alert • Click on the &quot;Raise Your Hand&quot; navigation item in the menu in the top left corner. • Select one of the topics and be sure to add detailed comments about your request so the appropriate person has the information they need to best assist you. <a href="https://www.fredonia.edu/academics/starfish-early-alert">https://www.fredonia.edu/academics/starfish-early-alert</a></td>
</tr>
<tr>
<td>Hours of Operation (Semester): Monday - Thursday 8am - 8pm Friday 8am - 4:30pm Saturday - Sunday 12am - 5pm</td>
<td>Hours of Operation: Monday - Friday 8:00am - 5:00pm</td>
<td>Reed Library Building Hours</td>
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How to Report a Security Incident:

- You are the most important line of defense for the University for cybersecurity attacks and data breaches.
- Be vigilant and report any suspicious activity.
- Cybersecurity incidents should be reported to the ITS Service Center (673-3407) its.servicecenter@fredonia.edu while physical security incidents should be reported to the University Police Department (673-3333).

"my.fred" is your customizable homepage for Fredonia's most-used services & information, which allows you to customize a list of Fredonia links. You will find links to email, OnCourse, Your Connection, Reed Library, course catalog, events calendar, Peoplefinder, campus-wide announcements, and more right at your fingertips on your personal device.

For more information on how to use my.fred go to: https://answers.fredonia.edu/x/EgCYAg
Access my.fred at: https://my.fredonia.edu/

Your Connection

Your Connection is one of the tools that students of Fredonia use the most. This resource is used to access the most important information for each student and the classes that they will take.

For some of the most common uses of Your Connection, including viewing your grades, registering for classes, or paying your bill, please view: https://answers.fredonia.edu/x/AQAAB
Access Your Connection at: https://connect.fredonia.edu/yourconnection/
fredPASS

Fredonia Password Administration Self Service (fredPASS) is a self-service portal that allows Fredonia eServices account users to manage their account recovery options, security questions, PASS account activity notifications, and reset/change their eServices password as needed. Setup your fredPASS account up ASAP!

Access fredPASS at: https://fredpass.fredonia.edu/

eServices

Your eServices username and password is used to log into the campus internet, Fredonia email, OnCourse, campus computers and the U: drive personal storage.

Student eServices username generally consists of up to 4 letters of your last name followed by the last 4 numbers of your F#.

Find out how to get access to your eServices account at: https://answers.fredonia.edu/x/bgAAB

OnCourse

OnCourse is a Learning Management System (LMS) that provides access to course materials, assignment submission, quizzes, and grades. Login to OnCourse at https://oncourse.fredonia.edu using your eServices username and password. In the "Courses" block click on the current semester and then use the links to access each course.

Get answers to the most commonly asked questions about OnCourse at: https://answers.fredonia.edu/x/MoneAg

Access OnCourse at: https://oncourse.fredonia.edu/

Virtual Meeting Spaces (Zoom)

Zoom is the Fredonia standard for video conferencing and virtual meetings.

For instruction on joining a Zoom meeting go to: https://answers.fredonia.edu/x/dgAAB

For instruction on scheduling a Zoom meeting go to: https://answers.fredonia.edu/x/ewAAB

View all support documentation at: https://zoom.fredonia.edu

Access Zoom at: http://www.fredonia.edu/zoom

Google Tools, including Email (Google Workplace)

Google Workplace includes tools such as Gmail (FredMail), Calendar, Docs, and Groups.

For instructions on sharing a Google Document with your professor go to: https://answers.fredonia.edu/x/gAAAB
Chromebook Loaner Program

If you need to borrow a Chromebook for the semester, you can do so by following the instructions at: https://answers.fredonia.edu/x/PIneAg

Wireless Access

How can I connect to the wireless internet connection on the Fredonia campus?

You can connect to the FredSecure wireless connection by following the instructions at: https://answers.fredonia.edu/x/G4B8

Gaming systems and other multi-media devices should connect to FredMedia by following these instructions: https://answers.fredonia.edu/x/GYB8

Is there a way for me to get wireless internet when I am not in Fredonia?

Fredonia is participating in eduroam which is available at more than 12,000 locations worldwide, including more than 530 colleges, universities, and research facilities in the United States. You can find more information about connecting to eduroam at: https://answers.fredonia.edu/x/9YfeA

Data Storage Options

Where can I store my data?

In accordance with Fredonia's Data Risk Classification Policy, the chart that can be used for the campus community to determine what kind of University data can be saved where can be found at: https://answers.fredonia.edu/x/kgA6Ag

Virtual Labs

Fredonia’s Remote Lab is a "virtual" computer lab that allows students the ability to remotely access a lab computer from their home, dorm room or anywhere with a stable broadband internet connection exists.
To connect to the Windows Virtual Lab please follow these instructions: https://answers.fredonia.edu/x/eoPeAg

To connect to the Mac Virtual Lab please follow these instructions: https://answers.fredonia.edu/x/VlfeAg

Printing Information

Fredonia provides a printing quota for students each semester. For information about printing on campus please visit: https://answers.fredonia.edu/x/WIF8

For instruction on printing from your laptop go to: https://answers.fredonia.edu/x/KgAAB

Phishing Awareness

Don't Get Hooked! Become familiar with quickly recognizing phishing emails by reviewing this KB: https://answers.fredonia.edu/x/OAMHAQ

Citation Tools

Reed Library recommends and supports the following citation managers:

- Zotero - https://fredonia.libguides.com/zotero
- EndNote - https://fredonia.libguides.com/endnote
- Google Docs - https://fredonia.libguides.com/citing/googledocs

Research Tools

For help getting started with research and using the Reed Library databases go to: https://fredonia.libguides.com/gettingstarted
SUNY Resources

Resources for Learning Online - https://online.suny.edu/covid19/students/

Please share this resource using this link: https://answers.fredonia.edu/x/YnAg