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IMPORTANT NOTE: Computer accounts are not to be shared with other users; when evidence of account sharing is found, all parties involved will be considered to be in violation of this policy. Please review Article 223: ECSU Policy on Computer Use.

Account Types:
- Technology Account (Email, Computer, Blackboard)
- E-Web: Online Services Account
- Banner Account
- Web Publishing Account
- Telecom (Voicemail)

IMPORTANT NOTE: All Eastern students have Technology Account (computer, email, and Blackboard) automatically generated upon registration. These accounts all use the same username and password. Your username must be typed completely in lowercase and passwords must be typed in whatever case is appropriate. New and transfer students MUST log on to either a University-owned computer or their Eastern email accounts (from on or off-campus) BEFORE attempting to log on to Blackboard.

- **Technology Accounts** are used to log into any Eastern computer and your Eastern email account, and also grant access to network storage drives (Z-Drives). See Article 20 Student Technology Accounts or Article 32 Faculty/Staff Technology Accounts. Technology Accounts are also used for accessing our course management system Blackboard. For more details see Article 23 Blackboard Accounts.

- **E-Web: Online Services Accounts** are for accessing class schedules, course catalogs, registration, and other student/faculty information over the Internet. See Article 21 Logging on to E-Web: Online Services.

- **Banner Accounts** are used by faculty/staff and some student workers to access individual information pertaining to Finance, Alumni Development, Student Information, Financial Aid, Human Resources, and other general information within an individual's record. See Article 229: General Banner Information and click on Related Articles.

- **Web Publishing Accounts** are for publishing webpages to Eastern's web server and are available for faculty and staff upon request. Usernames and passwords are separate from the technology account. Faculty and Staff should contact University Relations and request a Wordpress account and site for their web publishing needs. Students do not have separate Web Publishing Accounts, their personal webpages are created using the Web folder on their Z-Drive. See Article 36: Web Publishing Accounts.

- **Telecom Accounts** are for voice mail and use the 5 digit phone extension as the mailbox number. See Article 218: Form - Telecom Service Request.
How Do I Change My Password?

- Members of the ECSU community have a variety of accounts and passwords depending on their individual role. These accounts and the procedures related to them differ according to whether you are a student or faculty/staff member. Please refer to the following information to answer your question:

**Technology Accounts (Email, Computer, and Blackboard):**

- Students who want to change their Technology Account password should refer to [Article 20: Student Technology Accounts](#). All three of these services use the same username and password. If you forgot your password or you think it expired, this article also contains information on how to have it reset.

- Faculty/staff who want to change their Technology Account password should refer to [Article 32: Faculty/Staff Technology Accounts](#). If you forgot your password or you think it expired, this article also contains information on how to have it reset.

**E-Web: Online Services and Banner Accounts:**

- Faculty/staff and students who want to change their E-Web: Online Services PIN number should refer to [Article 34: Changing Your E-Web: Online Services PIN](#).

- Faculty/staff and students who want to change their Banner password should refer to [Article 35: Changing Your Banner Password](#).

**Telecom Accounts:**

- Faculty/Staff who want to change their voicemail password should refer to [Article 214 Voicemail - Changing Passwords, Greetings, and Tips](#).
Password Rules

- Your password must contain 3 of the following 4 elements:
  - UPPERCASE LETTER(S)
  - lowercase letter(s)
  - Number symbols such as 1 2 3 ... etc.
- Your password must not contain any part of your username
- Your password must be between 8 and 14 characters in length
- The system remembers your last 8 passwords and will not allow them to be used again
**Student Technology Accounts (Email, Computer Lab, Blackboard)**

**IMPORTANT NOTE:** Computer accounts are not to be shared with other users; when evidence of account sharing is found, all parties involved will be considered to be in violation of this policy. Please review Article 223: ECSU Policy on Computer Use.

All Eastern students have a Technology account automatically generated upon registration. This account is used for Computer Labs, Email, Blackboard, and other online services, though not all online services. Your username must be typed completely in lowercase and passwords must be typed in whatever case is appropriate.

**IMPORTANT NOTE:** New and transfer students MUST log on to either a University-owned computer or their Eastern email accounts (from on or off-campus) before attempting to log on to Blackboard.

**How to determine Your Username, Password, and Email address:**

- Log on to E-Web Online Services. For E-Web instructions see Article 21: Logging in to E-Web: Online Services.
- Once you have successfully logged onto E-Web, click on the Personal Information link.
- Click on View/Update E-Mail Address(es). You should see your Eastern email address on the page.
- The part of the email preceding the @ symbol is your username. This is often your last name and some part of your first name.
- The default password is made of the following 7 characters:
  - First Character: $
  - Second Character: First initial of your username in CAPS.
  - The last 5 digits of your Eastern ID number from your ID card or acceptance letter.
  - Example: A student with the username Jones and Eastern ID of 10256789, their default password would be $J56789
- The First time you use your default password it will tell you it’s expired and you will be prompted to set a new password that only you know. Please refer to Article 22: Password Rules for details.

**Password Change**

- To change your email password see Article 485: Password Management.
Faculty and Staff must first fill out and submit the ITS Computer Account Application Form. Your account will be created and you will be notified with a username and password to access it.

**IMPORTANT NOTE:** Computer accounts are not to be shared with other users; when evidence of account sharing is found, all parties involved will be considered to be in violation of this policy. Please review Article 223: ECSU Policy on Computer Use.

Once you get your username and password you can use it to log onto a computer on campus, or you can use it to access your email from off-campus. If two-factor authentication has been enabled, refer to the following link to set up verification:


**To access email from off-campus:**

- Go to [http://www.easternct.edu/email/](http://www.easternct.edu/email/)
- Click Login to Your Eastern Email
- Enter your email address in the Username field.
- Enter your password in the Password field.

If you get a message saying your password is expired, you will need to change it by following the steps in Article 485: Password Management.

**If you don't remember your password:**
Faculty and staff members should call the ITS Help Desk at 860-465-4346 and ask that their email password be reset. You must have your Eastern ID number ready. Your account will have an expired password. Refer to the instructions above to change it.

**If you think your password has expired:**
Passwords expire every 90 days. If you suspect your password may have expired, try following the steps in Article 485: Password Management.
Access Self Service (eWeb) by first logging into Office 365.

**Accessing from the O365 portal page:**

- Access SelfService (eWeb) through the Office 365 portal at: [https://myeasternct.sharepoint.com/sites/EasternAppPortal?e=1%3A67ec2092a01f4519cc756d0410710f](https://myeasternct.sharepoint.com/sites/EasternAppPortal?e=1%3A67ec2092a01f4519cc756d0410710f)
- If you are prompted to sign in, use your Eastern email address as the username and your Eastern Email password (Do not use your Eastern ID and PIN)
- Click on the SelfService (eWeb) icon located in the lower section of your portal page

- It should automatically log you in to SelfService (eWeb) and present your with your information. For future ease of access, pin this icon to your launcher by clicking on the 3 dots to the right of the icon and selecting Pin to launcher.

**Accessing from any O365 online page (Outlook, OneDrive or any O365 page):**

- Click the Main Menu icon (looks like a waffle or grid) in the top most section
- On the resulting menu, click All Apps →
- Scroll down until you find the SelfService (eWeb) icon
- Click the SelfService (eWeb) icon, it should automatically log you in to Self Service (eWeb) and present your with your information. For future ease of access, pin this icon to your launcher by clicking on the 3 dots to the right of the icon and selecting Pin to launcher.

**NOTE:** if you see null Setting Up... icons on the lower section of the O365 portal page, access SelfService (eWeb) using the Accessing from any O365 online page (Outlook, OneDrive or any O365 page) instructions above.

If you are looking for the Class Schedule - Search Course Offerings link that use to be available without logging in, you can now find that by logging in to SelfService (eWeb), or by going to the Registrar's page [http://www.easternct.edu/registrar](http://www.easternct.edu/registrar) and click on Course Offerings where you do not need to login.
The Connecticut State Colleges and Universities Board of Regents has purchased an emergency notification system which utilizes an off-site service to provide quick distribution of time-sensitive emergency messages to multiple devices selected by the subscriber (i.e. text messages, email, phone call, etc.). Eastern's emergency notification system is called "Eastern Alert." The following document provides instructions on how to create and manage your account. Other information about Eastern Alert can be found at http://www.easternct.edu/easternalert/faq/.

- Log into Self Service (eWeb) as described in Article 21: Logging on to E-Web: Self Service.
- Click on the Personal Information Tab.
- Click on Eastern Alert Registration and Profile Maintenance.
- Confirm that your name, ID#, and Eastern email, are correct, and note the unsubscribe/Opt-Out information if needed.
- Enter or modify the methods you wish to receive alerts. You can choose any personal email accounts, voice calls to landlines or cells, or text message to cells.
- Click Submit.
Multi-Factor Authentication (MFA)

Based on feedback from faculty and staff regarding Multi Factor Authentication (MFA), ITS is rescheduling MFA to be turned on Monday morning, April 8th, at 9am. When you attempt to access email or O365 from outside the Eastern campus network after that time (even with a smartphone), you will be prompted to register for MFA. (Please note: if you never use email or O365 from outside the campus network, you don’t need to do anything).

Even though the cutover will not be until April 8th, faculty and staff are encouraged to begin registering now for MFA. By registering beforehand, you can register at your leisure and get assistance, if necessary, and be all set when April 8th rolls around. If you would like assistance, you can visit the Help Desk, or faculty may contact CIT to set up a visit to your office. IT staff are eager to help you with this transition.

The purpose of MFA is to protect the Eastern community from an increasing number of cyberattacks that have already caught several members of the community both in terms of ransomed files that have been encrypted and fake messages that resulted in stolen money. MFA is an inexpensive and very effective method for protecting everyone from unauthorized access and malicious attacks aimed at stealing passwords. It is being used by a large number of colleges and universities, and is recommended as the best way to manage the risk of IT use off campus. MFA is recommended as a best cybersecurity practice, and is being used throughout higher education.

In addition, NECHE requires Eastern to have in place “procedures ensuring … the integrity and security of data,” and FERPA requires that educational institutions implement “reasonable methods” to protect student records.” MFA will help protect our students and improve Federal compliance while at the same time demonstrate to NECHE that we take these responsibilities seriously. Finally, MFA will also better protect the integrity and privacy of online faculty and staff records and information. The Information Technology Advisory Committee (ITAC) is convinced that the community’s needs will be accommodated with this plan.

For those interested in additional information, we recommend the following links:

- https://www.safecolleges.com/higher-education-cybersecurity-best-practices/
- https://staysafeonline.org/blog/adoption-mfa-higher-education/

Anyone who would like assistance can visit the Help Desk, or faculty may contact CIT to schedule a visit to your office.

The MFA process requires a onetime setup of your notification preference (app, text, or phone call). There are a variety of permutations possible for differing situations and circumstances, but for most users, we recommend option 4 below since it works on both cellular and wireless connections to the Internet. That is also the best option for those who travel, especially abroad. The other options work only with either a cellular connection or a land-line connection (unless you have an ip phone on the device you plan to use for O365 and email).

To configure your MFA profile, select one of the drop down options to register at https://aka.ms/mfasetup (see explanation of options below). Once MFA is activated for your account and a successful MFA authentication process occurs on your device, you will be prompted for MFA every 30 days on your off-campus device(s). There are five preference options, only three of which are relevant for Eastern users, highlighted in bold:

**Option 1:** “Call my authentication phone.” This option registers your phone number to receive a voice call to authenticate (smart phone, flip phone, ip phone, or land line). This option requires cellular or land line phone service (unless you're using an ip phone which only requires Internet access). It will send a voice call to your number to authenticate you upon answering the phone and acknowledging that you wish to authenticate by pressing the # key to approve or no action (hang-up) to deny.

If you ever receive an MFA prompt when you are not actively attempting to login to your O365 account, Deny by hanging up. Such an occurrence indicates that someone has compromised your username and password and is attempting to log into your account, and you should contact ITSecurity@easternct.edu immediately.

**Option 2:** “Text code to my authentication phone.” This option registers your mobile phone number to receive a text message with an authentication PIN. This option requires a cellular connection, and will work in places where text messages get through but voice calls do not. The six digit authentication PIN will have to be entered when prompted by MFA. It is the easiest to set up but requires a cellular signal whenever you logon from off the campus network.

If you ever receive an MFA prompt when you are not actively attempting to login to your O365 account, do not enter the PIN. Such an occurrence indicates that someone has compromised your username and password and is attempting to log into your account, and you should contact ITSecurity@easternct.edu immediately.

**Option 3:** “Call my office phone.” This option is not of any use since you will not be prompted for a second factor while in your office using the campus network.

**Option 4:** "Notify me through app." This option registers you by downloading the Microsoft Authenticator app to your smart phone.
(recommended option, particularly if travelling). The advantage of this option is that it allows the MFA authentication process to work with any type of Internet connection, either cellular or Wi-Fi. Upon logging in, your smart phone will prompt you to Approve or Deny the request.

If you ever receive an MFA prompt when you are not actively attempting to login to your O365 account, press DENY. Such an occurrence indicates that someone has compromised your username and password and is attempting to log into your account, and you should contact ITSecurity@easternct.edu immediately.

Option 5: "Use verification code from app or token." This option is an advanced feature that we do not recommend using.

Any questions should be directed to the Help Desk at (860) 465-4346 or Helpdesk@easternct.edu.

Garry
First-Time MFA Setup

The MFA process requires a one-time setup of your notification preference (app, text, or phone call). There are a variety of permutations possible for differing situations and circumstances. Once MFA is activated for your Eastern account and you successfully authenticate with MFA, you will be prompted by MFA every 30 days on your off-campus device(s).

To configure (or edit) your Eastern MFA profile, visit https://aka.ms/mfasetup

First-Time MFA Setup

1. Enter your full Eastern email. eg. username@easternct.edu

2. Choose Work or school account.

3. Enter your Eastern password.
4. Stay signed in? This section is up to the user’s discretion.

5. Click the blue Next button.
6. There are four steps:

1. Leave the first pull-down set to Authentication phone.
2. Select a country code or region, for most of us it will be the first option (+1 United States).
3. Enter a phone number in the box to the right of the Country or region pull-down.
4. Choose your Method. If you entered a mobile phone you may choose either Send me a code by text message or Call me. If you entered a landline telephone, select the Call me method.
5. Click Next.

7. The next steps depend on the Method chosen:

- **Send me a code by text message Method**
  Enter the 6-digit verification code that was sent to the mobile number you designated as your Authentication phone. Once the verification code is entered, the Verify button will activate. Click Verify.
**Call me Method**

You will receive a voice call to the Authentication number provided. You will be asked to acknowledge that you wish to authenticate by pressing the # key to approve or no action (hang-up) to deny.

8. Your First-Time MFA Setup is done. Click Done to Exit.

For additional Authentication Methods, please see [Article 515: Configuring (or Editing) MFA Settings](#).
Configuring or Editing MFA settings

Configuring Alternative Options or Editing Your MFA profile

If this is your first-time setup for Multi-Factor Authentication (MFA) please follow the instructions found in Article 514: First-Time MFA Setup process.

There are a variety of permutations possible for different situations and circumstances. Setting up multiple authentication options offers Eastern users alternative options with which to authenticate.

To sign into the MFA portal, visit https://aka.ms/mfasetup

1. Choose your account or click + Use another account and enter your full Eastern email. eg. otheruser@easternct.edu

2. Enter your Eastern password.

3. Stay signed in? This section is up to the user's discretion.
4. Depending on your chosen authentication Method you will be asked to Approve your sign in request.

If you are presented with this screen click on the Additional security verification link on the right. If not proceed to step 5.

5. Your designated Authentication Method will be reflected in following settings. Here, you can change or edit your existing settings and/or add alternative authentication methods. You must always designate one preferred method but if you setup other alternative methods they will be available to you at login.

The options available to users are:

- a. Call my authentication phone
- b. Text code to my authentication phone
- c. Notify me through app (requires download of Microsoft Authenticator app from mobile device store)
6. When setting up alternative methods, you must go through a verification process for each the alternative method(s):

- **Call my authentication phone**
  You will receive a voice call to the Authentication number provided. You will be asked to acknowledge that you wish to authenticate by pressing the # key to approve or no action (hang-up) to deny.

- **Text code to my authentication phone**
  Enter the 6-digit verification code that was sent to the mobile number you designated as your Authentication phone. Once the verification code is entered, the Verify button will activate. Click Verify.

- **Notify me through app or Use verification code from app or token**
  See instructions to Set up Microsoft Authenticator app

### Setting up the Microsoft Authenticator app

The Microsoft Authenticator app can be installed simultaneously on multiple devices, ie: smartphone, ipad and tablet.

1. Download the app on your mobile device from the [Apple App Store](https://apps.apple.com) or [Google Play](https://play.google.com). Once the app is installed, open the app.
2. Select Notify me through app or Use verification code from app or token as your method.
3. Click the blue Set up Authenticator app button from browser window to access the Configure mobile app instructions and QR code.

4. On the mobile device (allow the app access to camera) click add account, select work or school account and scan the QR code in the browser window.

5. Click the blue Next button in the browser.

6. Confirm the authentication on the mobile device

7. DO NOT FORGET click Save before closing your browser window to confirm your updated settings.

Choosing an Alternative Authentication Method when Ask to Authenticate

Click the Sign in another way to access your alternative authentication methods.

You will be presented with a list of options, this list will depend on which methods were setup. Choose a different one-time method from the options listed and follow the prompts to authenticate.
Once MFA is activated for your Eastern account and you successfully authenticate with MFA, you will be prompted by MFA every 30 days on your off-campus device(s).
Multi-Factor Authentication (MFA) Frequently Asked Questions (FAQ)

What is multi-factor authentication (MFA)?

Multi-factor Authentication is used to confirm your identity before allowing access to a service. It increases security by requiring you to use both something you know (e.g., your username and password) and something you have (e.g., a work phone or mobile device) to make it more difficult for an unauthorized person to authenticate as you (i.e. they can't get access just by knowing your password).

How does it work?

When attempting to access your email or other Office365 resources from outside the campus network, it will require you to enter a verification code after logging in. That code is provided via a text message or phone call, depending on settings you configure in your account. The options we recommend are:

- Phone Call - Calls you at a pre-defined phone number and communicates the code
- Text Message - Sends a text message to a pre-defined phone number with the code
- Mobile App - Uses the Microsoft Authenticator App (Windows Phone, Android, and iOS only) to generate a code or prompt you to confirm verification.

Will this be required in my office?

No, you will still log into your office machine as you have and you will still get your email in Outlook on your office machine without being prompted by MFA.

What happens if I do nothing?

If you do nothing, you will only be able to get to email or Office365 resources from Eastern campus computers like the one in your office. If that's acceptable, you won't be affected by MFA. However, if you expect to access email or Office365 from a cell phone, tablet, or personally owned computer then you need to register and set up your MFA options.

How do I set up MFA?

From on campus, go to https://aka.ms/mfasetup. Once MFA is activated for your account and a successful MFA authentication process occurs on your device, you will be prompted for MFA every 30 days on your off-campus devices. For complete instructions on setting up go to Article 514: First-Time MFA Setup.

What if I want to edit the settings after I've set them up?

Complete instructions for editing them after having set them up the first time can be found in Article 515: Configuring or Editing MFA settings.

Is there anything else I have to know?

We highly suggest you setup your account to have an alternate phone, even if you want to use the mobile app or text message methods. This allows you to configure a backup phone number.

At any time you can change your MFA settings if you decide later that you'd rather authenticate using one of the other methods.
Blackboard
Blackboard Incorrect Username and Password (Expired Password)

If your password suddenly stopped working in Blackboard and you are positive that you are typing the username and password correctly, the problem is most likely caused by an expired password. Please remember that your username MUST be typed completely in lowercase letters and your password must be typed in whatever case is appropriate.

Blackboard will not prompt the user when the password has expired; it will only deny access and refresh the login screen. Blackboard usernames and passwords are the same as their Eastern email and Eastern computer accounts. The password for all of these services expires every 90 days.

When you log onto your Eastern email account or onto a University-owned computer you are notified during each login for the fourteen days prior to expiration that your password will expire. On the fourteenth day, you would have been required to change the password before the logon would complete. However, if you are not in the habit of logging into your Eastern email, you will not be notified that your password is about to expire or has expired.

To fix an expired password:

- Students should refer to Article 20: Student Technology Accounts
- Faculty should refer to Article 32: Faculty Technology Accounts

Once the password is valid again, return to the Blackboard login page and use the newly created password.
Blackboard Issues

Some people are experiencing an issue with Blackboard mail and other features of Blackboard. These problems are typically related to the Java plugin. Java is specific to individual machines and may or may not be installed on your machine.

Can't Log In:

- Your Blackboard username is the same username you use for Eastern email and Lab computers.
- Please use **all lowercase** letters for the Blackboard username.
- Type your password *exactly* as you would for Eastern email and lab computers.
- You must have logged in to your Eastern email or an Eastern Lab Computer at least once before using Blackboard. If you have not done this your account will not be activated and you will not be able to get into Blackboard.
- If you are unable to logon to Blackboard but see no error messages, check to see if you have a "pop-up blocker" installed and running. Pop-up blocking software is not compatible with Blackboard and must be disabled. If your computer has a pop-up blocker enabled, please consult the documentation for the pop-up blocker for information on how to disable it.

Tool Errors:

- Tool errors and errors with Blackboard features are caused by having the incorrect version of Java installed or by canceling or closing the Java Security Warning popups when they occur.
Java Issues with Blackboard

Java Issues Blackboard

If you ever see any kind of Security Warning pop-up messages or Java Prompts in Blackboard you should click Always Run or Always Trust to avoid seeing them in the future.
Blackboard and Popup Blockers

If you are unable to logon to Blackboard, but see no error messages, check to see if you have a pop-up blocker installed and running. Pop-up blocking software is not compatible with Blackboard and must be disabled.

To turn off popup blockers in Internet Explorer:

- Go to the tools menu
- Go to Popup Blocker
- Turn Off popup Blocker (if the menu says Turn On popup Blocker then it's already off)

To turn off popup blockers in Safari:

- Go to the Safari menu
- Go to Preferences
- Go to the Security Tab
- Uncheck Block Popups

To turn off popup blockers in Firefox (Mac):

- Go to the Firefox menu
- Go to Preferences
- Go to the Content Tab
- Uncheck Block Popup Windows

To turn off popup blockers in Firefox (Win):

- Go to the Tools menu
- Go to Options
- Go to the Content Tab
- Uncheck Block Popup Windows

Google and Yahoo Toolbars have buttons on them to allow popups for the site you are on.
Add Users to a Blackboard Course

Blackboard allows an instructor to add other users to their course who are not automatically added by registration.

1. Log into your course.
2. Expand the Users and Groups section on the Control Panel.
3. Select Users.
4. Click Find Users to Enroll on the action bar, above the Search tool at the top the list of Users.
5. Do not type a name in the username field unless you know the exact username. In most cases, you'll leave this blank and click the Browse Button to search for users.
6. On the resulting popup page, enter the last name of the person you want to search for and Click Go. Only users that are not already enrolled in your course will be identified in a search for users.
7. Select the checkbox for the user you want to add.
8. Click Submit.
9. Select a Role and Enrollment Availability for the users (Description of User Roles).
10. Click Submit.

Search results display up to 25 names on a page. Searches that result in more than 25 users will display users on multiple pages. You cannot enroll multiple users who appear on different pages. Instead, select users to enroll from a single page and select Submit. Redo the search to select additional users to enroll.

You can't enroll users who have been made Unavailable by your institution or outside users who don't have accounts at Eastern.

The video below shows the process:
Banner
General Banner Information

Banner is an administrative software application developed specifically for higher education institutions by Systems and Computer Technology Corporation (SCT). Banner maintains student, alumni, financial and personnel data.

Banner consists of six integrated systems:

1. Finance
2. Alumni Development
3. Student
4. Financial Aid
5. Human Resources
6. General

The systems are highly integrated because they all share a common database. This common database is shared by everyone who uses Banner at ECSU, which makes it easy to maintain records on someone who applies to the University, becomes a student, graduates, and then becomes an alumnus. Technically, data is not actually stored in Banner. Data is stored in a powerful database called ORACLE. It would be difficult for a non-technical user to directly add or retrieve data from the actual database. The Banner software acts as an interface to the ORACLE database, making the job of adding or retrieving data much easier. Banner provides the features and processing capabilities needed for student information (admissions, registration, etc.), alumni information (sponsor identification, campaign management, etc.), human resources information (employee benefits, salary/deduction history, etc.), financial aid information (needs analysis, packaging, etc.) and finance information (general ledger, accounts payable, accounts receivable, etc.).

Because of the common database, multiple departments use the information entered into Banner. Other departments share data, sometimes several years in the future. For example, a name change would be reflected in the Student, Financial Aid, Human Resource, and Alumni systems. Though information on Banner is shared, many users are allowed only to look up (query) specific information. When you perform a query, you retrieve information from the database and display that information on the screen. Banner has a variety of tools that let you search by name and automatically retrieve associated information. Banner also has sophisticated security measures to make sure that only authorized individuals have access to specific data.
Changing Your Banner Password

The following PDF includes instructions for changing a Banner Password:

- Changing Your Banner Password (PDF)
Technology Accounts (Email, Computer, Blackboard)
Email Quotas and Restrictions

The following restrictions apply to faculty and staff email accounts:

- Individual emails cannot be greater than 35 MB including attachments
- Blocked file extensions: inf, ink, scf, msp, cpl, msh2xml, msh1xml, mshxml, msh2, msh1, msh, psc2, psc1, ps2xml, ps1xml, ps1, wsh wsc, wsf, ws, jse, vbs, vb, cmd, jar, hta, msi, scr, bat, Macros, com, js, exe

If you need to email a file with one of these extensions, you must change the extension to .txt and instruct your recipient to change it back to the original once they receive it. To change a file extension refer to the following instructions:

- Make sure you can see file extensions. If you see a period followed by two three or four letters at the end of your file name (e.g., .doc), then you can see them. If you don't see the extension you need to turn on the ability to see them. To turn this on:
  - Click on My Computer.
  - Click on the Tools menu.
  - Choose Folder Options.
  - Click on the View tab.
  - Scroll down to Hide Extensions for Known File Types
  - Uncheck Hide Extensions for Known File Types
- Locate the file you want to attach to your email.
- Select it by clicking on it once (don't open it). It should be highlighted.
- Press F2 (rename) on your keyboard.
- Move your cursor over to the file extension and change it to .txt
- Press Enter on your keyboard

You can now safely send the attachment over email. Remember to instruct your recipient to change the extension back to the original.
General Z-Drive Information

Eastern provides individual network storage space to all users on secure back-up servers. You may use this storage space to back up important documents or for additional storage. The benefit of placing files on your Z-drive is twofold:

- If your desktop computer should breakdown, your important documents are safe on the Z-drive.
- You can access your Z-drive by logging in to any computer on campus.

If you store you files on the Z-drive you will be able to retrieve them from our computer labs, from another coworkers office, or anywhere else you can log in to the network. This includes connecting from an off-campus location using the VPN.
Office 365 is the standard office applications suite in use at Eastern. The package includes desktop office software (Word, Excel, PowerPoint, etc.), online access to web versions and other online tools, email, and home use software. The desktop application are installed by ITS on Eastern owned machines, whereas the home use software can be obtained by following the instructions below. Faculty and staff looking for other home use software can find instructions in Article 235: Purchasing Hardware and Software.

You can access the Office 365 suite from home using a web browser. You can check your Outlook email, and use a variety of applications, as well as install them on your personal machine. **NOTE: If you need to use Banner for data entry you must remote control your Office PC via the VPN.**

Eastern also provides the instructions for connecting your Mobile device to Eastern Email in Article 474: Configuring Mobile Devices for Eastern Email.

### Home Use Software:
All students, faculty, and staff can get versions of Office Software (Word, Excel, Powerpoint, etc.) for their personal devices by using the link below or following the instructions from their Office 365 email account:

- Download Office and/or Skype for Business here: [https://portal.office.com/ols/mysoftware.aspx](https://portal.office.com/ols/mysoftware.aspx)

### For all phones and tablets:
- Access the Internet from a computer.
- Click the Phone & Tablet link on the left-hand menu. From the list of possible devices, choose your device. Follow the steps to get the Office applications.

### For Chromebooks:
- Follow the instructions for other phones and tablets (above).
- After the last step, choose Android Tablet.

You will need your Eastern email (it is also your Office 365 login) and Office 365 password to sign in.

If you have trouble installing Office, the following guide may help resolve your issue, [set up Office apps and email on a mobile device](https://portal.office.com/ols/mysoftware.aspx).

Or contact the Center for Instructional Technology at cit@easternct.edu or 860-465-1248.
Password Management:

A. When a notification states your password is expired or will expire soon, change it by:

Option 1: On campus, from an ECSU Windows Computer:

- Log in to any ECSU Windows computer that is wired to Eastern's network.
- Hold down CTRL ALT Delete on the keyboard.
- Click the button labeled Change Password on the menu that appears.
- Follow the prompts that appear.
- Refer to Article 22: Password Rules for details.

Option 2: On campus, from an ECSU MAC Computer:

- Log in to any ECSU MAC computer that is wired to Eastern's network.
- Click the button labeled Change Password on the menu that appears.
- Follow the prompts that appear.
- Refer to Article 22: Password Rules for details.

Option 3: Off-campus or non-Eastern computer:

- Using any web browser browse to http://www.easternct.edu/email and click on the Login to Eastern Office 365 Portal link.
- Sign in with your Eastern email as the username and use the expired password.
- You should be prompted about changing the expired password.
- Enter the old password.
- Enter a new password. Refer to Article 22: Password Rules for details.
- Enter the new password again.
- Click Submit the changes.

B. To change a password that has not yet expired follow these steps:

Option 1: If on campus from an ECSU Windows computer:

- Log in to any ECSU Windows computer that is wired to Eastern's network.
- Hold down CTRL ALT Delete on the keyboard.
- Click the button labeled Change Password on the menu that appears.
- Follow the prompts that appear.
- Refer to Article 22: Password Rules for details.

Option 2: If on an ECSU MAC computer or off-campus:

- Using any web browser browse to http://www.easternct.edu/email and click on the Login to Eastern Office 365 Portal link.
- Sign in with your Eastern email address as the username and the current password.
- Click on the Profile logo at the top right. It's a circle with either your initials in it (Last, First) or a photo you used.
- Click My Account from the resulting menu.
- Click Security and Privacy.
- Click Change Your Password.
- Enter your old password.
- Enter a new password. Refer to Article 22: Password Rules for details.
- Enter the new password again.
- Click Submit.
Recover a File or Folder Deleted from the Z-Drive

The following instructions require that you log into a Windows computer on the network at Eastern:

- Go to the start menu and click on Computer.
- Right-click on the Z-Drive if the file was in the main directory. If the file was in a subfolder, right-click the subfolder.
- Click Properties.
- Click on the Previous Versions tab, then highlight the previous version in which you wish to pull the previous document from.
- Click Open. A window will appear showing the contents of the version of that folder.
- Highlight the file you want to recover.
- Right-click the file and select Copy.
- Open a new Windows Explorer window. Find the file location in which you wish to put the copied folder.
- Right-click inside the folder and select Paste.
Web Publishing
Web Publishing Accounts

Faculty and Staff that manage websites at Eastern have Wordpress accounts. They are not connected to any other account at Eastern. Account are acquired by contacting University Relations and requesting an account and a site to work on. Forgotten passwords can be recovered using the Forgot Password link on the login page at http://www.easternct.edu/wp-admin/.
Form - Telecom Service Request.

- Form - Telecom Service Request