The Department of Technology Infrastructure (IT) would like to welcome you to Lock Haven University and we look forward to serving you during your time with us. We hope this information will assist in answering some of the questions you may encounter in the technology related areas. For one-on-one assistance, please feel free to contact the IT Helpdesk 570-484-2286, Option 1 (M-F 8AM - 4PM).

How do I get an LHU account?
Each faculty, staff and student will receive a user account that allows access to LHU resources.

Faculty and staff accounts are created once all paperwork through Human Resources is signed and entered.

Student accounts are automatically created when admissions deposit is paid or registered for at least one class.

Parts of the LHU eMail Address

LHU eMail Address
username@lockhaven.edu

Username—first portion of the address. Specific to your account (minus the @lockhaven.edu)

Domain—hosting domain: we are @lockhaven.edu

Do I get more than one LHU account? No

Usernames are PERMANENT

*** START HERE ***
Log into your LHU eMail account before any other account.

Open Web Browser
Go to: www.lockhaven.edu
Click: Inside the Haven
Click: LHU Email
Enter: LHU email address (username@lockhaven.edu)
Enter: Password

Initial Password

Initial password is “temp!x00” (where x is your middle initial and 00 are the last two digits of your LHU student ID number)

Note: If you have no middle initial, please use the default x)

How do I access myHaven?

- Open web browser
  - Go to: www.lockhaven.edu
  - Click: Inside the Haven
  - Click: myHaven
  - Login: username and email password

Note: See additional information on page 5
LHU Virtual Labs

LHU labs are spread out across the main and Clearfield campuses and desktop computers can be cumbersome when it comes to updates and consistency. That’s why the virtualized lab environment plays a key component in offering all LHU students with consistent, up-to-date, virus free systems and increases our ability to deliver specialized software like never before.

Specific classes require specific/specialized software and by virtualizing the computer labs we can offer this software to students free of charge. Without virtual labs students would be paying for the software, adding it to their personal machines, working on projects, and in many cases making extra trips to campus to submit them. With virtual labs, they simply log into one of LHU’s virtual labs, access the software, create the project, and submit.

Virtual labs allow students to access the labs and software from the convenience of their residence hall rooms, off campus housing, or while home visiting family and friends. Virtual labs give students access to labs 24 hours a day 7 days a week regardless of weather, allowing students the freedom to study and work at their convenience.

What is a Pool?

A virtual desktop pool is a group of virtual machines (VMs) that look identical when booted. Each pool can be identified by the icon to the right.

NOTE: You will not log into the same VM so anything unsaved or saved to the desktop will be lost.

LHU Lab Pools

We have created multiple pools o represent standard labs, and labs with specialized software. Available pools are:
- Akeley Lab_S1 & S2
- LHU Labs_S1 & S2
- Science Center 115 Lab_S1 & S2

PA Program & Computer Science Students

If you are registered in either of these programs, you will log into the pool according the your username.

Usernames beginning with A-J — use Lab_S1 pools
Usernames beginning with K-Z — use Lab_S2 pools

Accessing a virtual Lab within an LHU Lab

- Power on the Thin Client
- Log in
  - username and email password
  - Double click a Pool
  - You are now signed in

Signing into LHU Email

Open your web browser
Goto: www.lockhaven.edu
Click: Inside the Haven
Click: LHU Email
Sign in: LHU email address (abc1234@lockhaven.edu)
Your email password
Click: Sign in

Accessing the One Drive

Each student has access to a OneDrive area that is located in a dedicated location on Microsoft’s Cloud. This area is a great place to store all of your projects, papers, notes, and anything your can think of while here at LHU.

Sign into eMail
In upper left corner, click divided square icon
Click: OneDrive

Need Assistance
Visit the IT Helpdesk. Robinson 506 with LHU ID
Who assigns the usernames?
Usernames are assigned automatically by our system (without getting complicated). Usernames are PERMANENT.
Username consists of your 3 initials\(^1\) and a random number between 1 and 9999  \(\text{(Ex:abc1234)}\)
\(^1\) Initials of First, Middle, and Last name
NOTE: “x” is used when user does not have or have not provided a middle initial.

What is the Display Name?
The display name is what everyone sees when your LHU eMail address is entered.
Example: Charles, Ann B. (abc1234)

What if I legally change my name?
First you need to make the change through the Registrar’s Office, then it will adjust your Display Name. Please note that your username will NOT change.
Example: Ann Charles gets married to John Brown; Ann’s last name will change, the username remains the same.
- Brown, Ann B (abc1234)

Minimum Password Criteria
- Minimum of 8 characters
- **Cannot** be any part of your first, middle, or last name
- **MUST** contain at least 3 of the following 4 characteristics:
  - Uppercase (A,B,C,…)
  - Number (1,2,3,…)
  - Lowercase (a, b, c,…)
  - Non-alphabetical (>,#,$,…)
Examples: 99Summer, Football, Come2LHU
Never use these or any published passwords as yours.

Locked out
If your account is getting locked out, you could see one or more of the following:
- Username or password is incorrect,
- Your login works one time and not another
- You recently changed your password
This usually indicates that your old password is saved somewhere on your device or if you are using more than one device it could be saved on another device.

Unlocking Your Account
You can do this on your own, but there are times when you will need the assistance of our IT Helpdesk Staff. When your account is locked out, it will free itself up after 15 minutes
It is recommended to you work on one device at a time. This means turning off all other devices while you clear the old saved password from that particular device. Once that device is done, power it off and move on to the next device and repeat the process. Note, if you get locked out, you will need to wait 15 minutes... this should not happen if you are working on one device at a time.
If you are still having lockout issues, please bring all your devices to the Student Technology Support Center (Robinson hall 508) for one-on-one assistance in resolving this lockout issue. Also note that staff members are on-hand that can immediately unlock your account if it gets locked out making the process faster.

LHU Account Access
- LHU eMail
- Wi-Fi
- LHU Virtual Labs
- LHU Webprint
- myHaven
- D2L
- PA Portal (Most Sites)

Username: LHU plus your LHU ID #
(Example: abc1234 with ID# 123456 = LHU123456)
Password: abc1234

Other
The following accounts use different information, see below:
- ESS / eTime (SSS) - Full LHU email address and ESS/eTime password—payroll system used to track time. See section on ESS / eTime (SSS)
- PA Portal (Specific Sites ONLY)

Trouble with your account, password, etc...
stop by the IT Helpdesk (ROBI 506).
Bring your LHU ID for one-on-one assistance.
How do I change an expired password?
If you know your password, see “Change Your eMail Password before it Expires” below
If you DO NOT know your password, see “Online Password Reset” on the previous page

Change Your eMail Password before it Expires
Open a web browser
Enter: password lhup.edu
Type: username@lockhaven.edu
Type: Current Password
Type: New Password
Type: New Password again for confirmation
Click: Change Password

Note: After changing your password, access to myHave, D2L, and WiFi are instantaneous. Email can take up to 30 minutes to sync with Microsoft’s server.

Online Forgotten Password Reset
What if I forget my password, what do I do then?
Everyone forgets their password every now and then. To reset your password to a good working one, use the following steps.
Open a web browser
Go to: LHU Homepage (www.lockhaven.edu)
Click: Directory
Click: Information Technology
Click Link: Reset Password
Complete the form (Note: this area is not available to international students as zip codes do not fall under the US standards)
Click: Submit (Note: This is an automated process, once you click submit, it cannot be undone)
A system generated, RED, letter, number, symbol password will be generated by the system and appear in a new window (Ex: xX9Xx,3x)
Write down this password (Note: Please use caution as passwords are case specific)

Wait 10 Minutes
* Wait 10 minutes *

Log in using the new system generated password
(Note: the new red password will be your “old” password when you go to change it to something you will easily remember.)
** This reset area is automated and once submitted, it cannot be cancelled. **
** Perform this reset 1-2 times ONLY, if you are still having issues please contact the IT Helpdesk for one-on-one assistance.**
STUDENTS: To change your password to something else, see next section

Extra Note:
After waiting the 10 minutes for the “system generated password” it is recommended that you change the password to something you will remember: using the “Change your eMail Password before it Expires” instructions

Accessing Virtual Labs from a Personal System
Accessing Virtual Labs from a Personal Machine?
Open web browser
Connect: http://myvm lhup.edu
Click on the Full list of VMware Horizon Clients
Select the appropriate version
NOTE: Windows 10 users, download the standard Windows version, DO NOT download the UWP as it does not work with our environment.
Download and install
Connection Server: myvm lhup.edu

Bye-Bye LHU eMail Account
Your LHU email account closes 120 days from when you last attend classes.
Are there computers or labs I can use, and where are they located?
The Dept. of IT manages 5 main and 2 Clearfield labs for use by LHU students, faculty, and staff. (See map below):
- Akeley 203
- Akeley 205
- ECamp 106
- Robinson 128
- Stevenson Library
- Founders Hall 200
- Founders Hall 227
- Akeley 205
- Building 27
- ECamp 106
- Building 1
- Robinson 128
- Building 25
- Stevenson Library
- Building 23
- Founders Hall 200
- Clearfield Campus
- Founders Hall 227
- Clearfield Campus

There are other departmental labs across campus. They are managed by each department separately (see map below):
- Psychology (Robinson 306)
- Writing Center (Library 2nd floor)
- PUB Lab
- Sloan Art (Sloan 147)
- Math Center
- Nursing
- ECSC 115
- Building 25
- Building 32
- Building 14
- Building 9
- Building 25
- Clearfield Campus
- Building 1

Note: Computer labs can and will be reserved for classroom instruction, as this is their first priority.
Note: Printers are available within each lab or vicinity.

LHU lab printers can be accessed via a webpage. This comes in handy when the Papercut feature has been closed or is not functioning correctly. It can also be used to access printers on personal systems.

**Open web browser**
**Enter the PaperCut website:** [https://dove.lhup.edu:9192](https://dove.lhup.edu:9192)
**Type:** username and email password
**Click:** Web Print
**Click:** Submit a Job
**Select the printer of choice**
**Click:** 2. Print Options and Account Selection (lower right corner of window)
**Adjust for number of copies needed**
**Click:** 3. Upload Document
**Browse for document to print**
**Select:** Upload & Complete
**Document is now in the queue and ready to print**
**Click:** Print

Additional print pages can be added to each account by going to the IT Helpdesk, Robinson 506 with your LHU Student ID.

Clearfield students go to Main Office, Founders Hall 129

Note 1: LHU does not charge for additional pages at the time of this printing, but it is being considered and may be enforced at any time.
Note 2: When printing webpages, it is recommended to highlight desired information, copy and paste into a Word document and then print.
What is myHaven?
My Haven is a convenient location for LHU students to access personal academic and financial information.

How do I access myHaven?
- Open web browser
- Type: www.lockhaven.edu
- Click: Inside the Haven
- Click: myHaven
- Type: Username and eMail password

NOTE: If you have trouble logging into myHaven, please log into your LHU eMail account.

What is available in myHaven?
- Grades
- Contact Information
- Local Address
- Academic record
- Enrollment Verification
- Add-Drop classes
- Registering for new classes
- Flex Accounts
- Class schedule
- Home Address
- Financial information
- Degree audit
- Contacting instructors’
- Residence Halls (Housing)
- Meals
- and much more

What if I have additional questions?

Personal and Academic Information
Registrar's Office
Ulmer 224
570-484-2006

Financial Information
Financial Aid Office
Ulmer 223
570-484-2424

Housing
Residence Halls
Ulmer 219
570-484-2317

D2L—Online Classes

How do I connect to my distance education and online classes?
During your time with LHU, you may need to access the Desire2Learn (D2L) instructional area.
Access Instructions:
- Open web browser
- Go to: www.lockhaven.edu
- Click: Inside the Haven
- Click: D2L
- Click: LHU User Login
- Type: username
- Type: email password
- Click: Login

Any issues with the D2L area can be answered through the D2L Helpdesk at 877-325-7778

LHU Wireless

How do I connect to the LHU wireless network?
Click: Wireless Network Icon
(In the lower left notification area)
Click appropriate wifi access:
- LHU_Student
- LHU_Faculty_Staff
- LHU_Guest

Click: Connect
Open web browser to www.lhup.edu
Type: Username and email password
Click: Connect

System will indicate when you are successfully connected

Devices and eMail

Server: mail.lhup.edu - for both incoming and outgoing servers
Domain: lhup.edu

Bandwidth Limitations
LHU IT Department believes that students are attending LHU for an education and priority is given to educational network traffic. Bandwidth to resident halls is limited during normal business hours.

LHU Guest Wireless

Guests to LHU can receive an 8-hr guest account by connecting to the LHU_Guest WiFi.
You will be directed to an LHU authentication website.
If it does not open automatically, please open a browser and goto: www.lockhaven.edu
Click: Click here to creating a temporary Guest account
An email will be sent to your personal email account with a temporary username and password to log in with.
What is eTime and how do I access it?
eTime is the State System of Higher Education payroll system. Students working on-campus will input work hours for financial compensation. eTime is overseen by Student Payroll Office, East Campus J207.

### How do I access eTime?
- Open web browser
- Go to: [www.lockhaven.edu](http://www.lockhaven.edu)
- Click: Inside the Haven
- Click: Employee Self-Service Portal
- Click: LHU User Login
- Type: Username and password
- Click: Login

### What is my initial password?
- temp!x00 (where x=middle initial and 00=last 2 digits of your LHU student ID number)
- **NOTE:** Same initial password as email with same criteria, BUT… this password is different from your email password and changes at different times.

### What if my password stops working?
A non-working password usually stems from: expired or forgotten password or minor system issue. *All can be resolved quickly if you have completed the Self-Service area above.*

#### Expired Password:
- Go to: eTime login screen
- Click: Forgotten/Expired Password
- Click: Lock Haven University
- Click: Change / Renew Password
- Enter: email address and eTime password
- Enter: new password
- Click: Change Password

(Note: eTime Passwords can only be changed **ONCE** in a 24 hour period.)

#### Forgotten Password:
- Go to: eTime login screen
- Click: Forgotten/Expired Password
- Click: Lock Haven University
- Click: Account Reset Tool
- Enter: email address and PIN
- Click: Submit
- Enter: Answer the questions
- Enter: new password

### What if none of these things help? Where do I go for assistance?
There are times when the automated systems just can’t correct the issues. In these instances, you will need to come to the IT Helpdesk located in Robinson Hall 506 WITH your LHU ID.

Access to your eTime account also gives access to your financial information.

**Due to the sensitivity of this information your LHU ID is REQUIRED!!!
NO EXCEPTIONS**

---

### *** TAKE THE TIME ***

**eTime Self-Service Setup?**
eTime has a Self-Service setup area to make changing your password and resolving issues faster and easier. Please perform the following:
- Go to: eTime login screen
- Click: Forgotten/Expired Password
- Click: Lock Haven University
- Click: Setup your account for Self-Service
- When selecting the 4 digit pin, we suggest:
  - Last 4 of your social security number
  - Last 4 of your LHU ID number
  - 4 digit pin you use for other things
- Once all areas are complete, Save changes

---

**Bring your LHU ID with you to the IT Helpdesk**
If you have a game, smart tv or other wireless device that you would like to connect to the LHU wifi, perform the following:
Open web browser
Go to: LHU Homepage (www.lockhaven.edu)
Click: Directory
Click: Information Technology
Click: Register Gaming Console
Enter: Username and email password
Add checkmark in agreement to terms and conditions

** NOTE Prohibited devices **
Click: Sign On
Click: Add
Type a device name, device ID (Mac Address), or Device description (Smart TV, xBox, etc…)
Click: Submit
Repeat above steps for up to 5 devices

** Do Not Register the below devices **
- Cell phone
- Workstation / laptop (any operating system)
- Tablets
- Router (not permitted as stated in the Acceptable Use Policy)
- Wireless Router (not permitted as stated in the Acceptable Use Policy)
- Switches

During your time with Lock Haven University, we offer Microsoft Office free* of charge. See Step-by-Step Instructions location at the end of this document on how to download your free copy.
- Each student is allocated five (5) licenses to download during their time with us at LHU. Once you have exhausted these 5 downloads, you will have to purchase MS Office. Once you are no longer an active student, you will need to purchase MS Office.
- Step-by-step instructions for downloading MS Office can be found at: http://community.lhup.edu/stsc/ , click step-by-step instructions
  - OR goto portal.office.com
  - Click Install Office Apps
  - Click Office 2016

Trouble Adding a gaming or wireless device?
If access to wifi is not provided, please verify MAC address and resubmit. Pending is OK
If you still have issues, please email the following to the IT Helpdesk (helpdesk@lockhaven.edu):
- Device adding
- MAC address
- Resident Hall and Room
- Verify that you attempted to add the device twice using the appropriate submission method.

4. No servers, switches, routers, hubs, wireless hubs, or any other multi-host connection devices are permitted to be operated by any user without express written permission of the IT Department.

How do I access the Math Assessment?
Before you begin, ensure your username and password are working by signing into your LHU eMail account.

Sign into your D2L account
Under My Courses
Click: CMPT—Math Placement Assessment
Click: software check
Read instructions
Click: Start Quiz
Click: OK
Take short quiz, when done
Click: Assessments
Click: Quizzes
Begin with Part 1 of the assessment and continue on.

REMEMBER: You MUST click “Submit Quiz” and confirm again with “Yes, submit quiz” before your score is submitted for each part of the assessment.

I did not write down my Math Assessment numbers at the end. How do I find out what I got?
Open web browser
Log into myHaven (see section on myHaven)
Click: Personal Info
Click: Academic Info tab
See information by Comprehensive Math Placement Test

Interpreting the Results

What do the numbers mean at the end of the Math Assessment?
Once you have completed the Math Assessment. You will need to look at the Interpreting the Results table.

Go to: http://www.lockhaven.edu/mathdept
Scroll and Click: Math Placement Assessment
Click: Interpreting the Results
This table will let you know which math courses you are eligible to enroll.
Freshman will automatically be enrolled into a math course inline with your major.

Account, Password, Hardware Assistance

If I have trouble accessing software and account related issues where can I go for assistance?

IT Helpdesk (Robinson 506):
The IT Helpdesk is available to assist you in many areas associated with computer access and account needs. Assistance is available for, but not limited to issues associated with: email, login, printing, biographical password, student payroll access password, printer page count increase, and web access.

<table>
<thead>
<tr>
<th>IT Helpdesk</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Robinson Hall 506</td>
<td>Mon - Fri 8:00 AM – 4:00 PM</td>
</tr>
<tr>
<td>570-484-2286, Option 1</td>
<td>8:00 AM – 4:00 PM</td>
</tr>
</tbody>
</table>

STSC Helpdesk (Robinson 508):
The Student Technology Support Center (STSC) can assist students with all software related issues: viruses, reformatting, installation of new software, and wireless access. We can assist in diagnosing hardware repairs, but repairs are the responsibility of the student.

<table>
<thead>
<tr>
<th>STSC Helpdesk</th>
<th>Hours of Operation</th>
</tr>
</thead>
<tbody>
<tr>
<td>508 Robinson Hall</td>
<td>Monday–Friday 8:00 am–4:00 pm</td>
</tr>
<tr>
<td>570-484-2643</td>
<td><a href="http://www.lockhaven.edu/stsc">www.lockhaven.edu/stsc</a></td>
</tr>
</tbody>
</table>

NOTE: Dept. of IT and STSC uses due diligence to safeguard against data loss. However, viruses, malware, and backing up data not in standard locations can cause data to be lost.

Step-by-Step Instructions
If you want Step-by-Step instructions with images for anything inside this document and others, please visit:
Webpage: Community.lhup.edu/stsc/it_stsc_instructions.htm

Department of Technology Infrastructure

IT Helpdesk
506 Robinson Hall
570-484-2286, Option 1
helpdesk@lhup.edu

STSC Helpdesk
508 Robinson Hall
570-484-2286, Option 3
570-484-2643

Lock Haven University
Lock Haven, Pa 17745
www.lockhaven.edu(it)
Fax: 570-484-2484