

## Technology – Getting Started (Students)

Welcome to Southwest College of Naturopathic Medicine! We are glad you are part of the SCNM community and look forward supporting you with all your technology needs.

Much of your academic experience at SCNM will take place using our technology systems. To ensure your tech best experience, please follow these quick-start recommendations.

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### ➤ **Verify your computer compatibility**

[techcheck.scnm.edu](http://techcheck.scnm.edu)

When using your personal computer, we have minimum technology hardware/software requirements to ensure a successful experience. On your computer, please visit: [techcheck.scnm.edu](http://techcheck.scnm.edu) to view these requirements and verify your system compatibility. Common software issues and fixes will be flagged by this tool. You should also make sure your computer's software, operating system, and anti-malware are updated with the latest relevant patches. Some quick pointers:

- [How to tell if my Windows computer is up to date:](https://support.microsoft.com/en-us/help/311047/how-to-keep-your-windows-computer-up-to-date)  
<https://support.microsoft.com/en-us/help/311047/how-to-keep-your-windows-computer-up-to-date>
- [How to tell if my Mac computer is up to date:](https://support.apple.com/en-us/HT201541)  
<https://support.apple.com/en-us/HT201541>
- Don't forget to install / activate anti-virus software!

>> *Mobile Systems support:* SCNM systems are not yet supported on mobile platforms - however, some or even all system features may be functional on your specific device. For best results, we recommend using a laptop computer.

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### ➤ **Install multiple web browsers (and use them if needed)**

SCNM's system tools are web-based – this allows you to log in from any Internet-connected computer that meets our specs (visit [techcheck.scnm.edu](http://techcheck.scnm.edu)). Consider installing additional web browsers:

- Mozilla Firefox (our preferred browser - visit [mozilla.org](http://mozilla.org))
- Google Chrome – **recommended browser** (visit [chrome.google.com](http://chrome.google.com)).

If you encounter difficulties accessing our systems, try a different browser – that might resolve the issue.

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**Having browser issues?** Try refreshing your browser cache:

<http://www.refreshyourcache.com/en/home>

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### ➤ Understand your SCNM accounts

You are provisioned with several SCNM accounts:

#### Network/Email account

- Log into on-campus public computers
- Log into Office 365 (email, OneDrive, etc.) – visit *365.scnm.edu*
- Credentials for on-campus printing (iPrint)

For the above accounts, your account username is generally set as <first initial>.<last name>, i.e., *j.doe@scnm.edu*

Your initial password is set as *Pw + your 6-digit student ID + !* i.e., *Pw128322!*

#### Canvas account (Learning Management System)

- Navigate your browser to [canvas.scnm.edu](https://canvas.scnm.edu)
- *Can't log in?* Use the **Forgot Password** feature to set or reset your follow the process below to set or reset your Canvas account password
- Log in with your SCNM email address and the password you set

#### MySCNM account (SCNM Portal):

- Log into the My.SCNM portal – visit *my.scnm.edu*
- Your login ID is your student ID number and your assigned password

**Note:** When logging in to SCNM systems, you may need to enter your username in extended format as: *j.doe@scnm.edu*.

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### ➤ Enroll in the Account Management Tool

<https://login.scnm.edu>

- Visit [login.scnm.edu](https://login.scnm.edu)
- Log in with your SCNM email address and password
- On the **Change Password** tab, change your password at any time
- On the **Enrollment tab**, register three security questions only you would know



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**Important** - Please enroll! Should you need to reset your lost/forgotten password or unlock your account (your account may be locked after multiple unsuccessful login attempts):

- Visit [login.scnm.edu](https://login.scnm.edu)
- Click on the **Reset Password** or **Unlock Account** option
- Answer your security questions to reset your password or unlock your account

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### ➤ Check your SCNM email account often

<https://365.scnm.edu> / [My.SCNM portal](#)

You will get important news and other information through your SCNM email account.

- Email addresses are formatted as: *username@scnm.edu* (i.e., *j.doe@scnm.edu*).
- When accessing Office 365 through your web browser, log in using your email address and password.
- Please check your SCNM email account **regularly!**
- *Watch for Phishing scams* –
  - We will never ask for your user credentials by email.
  - If unsure if an email is valid, send it to [spamalerts@scnm.edu](mailto:spamalerts@scnm.edu) and we will be glad to help.

Connect your SCNM email account on your mobile device!

Visit My.SCNM->Campus Life->IT->Resources - we have a guide on connecting Office 365 to your device.

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### ➤ Visit MySCNM

<https://my.scnm.edu>

The MySCNM portal provides one-stop access to almost everything you need:

- News and announcements
- Events calendar
- Quick Links menu – links to all systems (email, LMS, Office 365, etc.).
- Tutorials and resources
- Policies and procedures
- Office 365/email access

Please explore MySCNM – there's lots information covering just about everything. For example, you'll find IT information at Campus Life->Information Technology.



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- **Visit Canvas – Our Learning Management System (LMS)**  
[canvas.scnm.edu](https://canvas.scnm.edu)

You use Canvas to access course resources discussions, post assignments, access syllabi, etc.

**Note:** When logging into Canvas, you will use your *username@scnm.edu* (i.e., [j.doe@scnm.edu](mailto:j.doe@scnm.edu)) and the password you set to access the system. Forgot your Canvas password? Just reset it using the Canvas *password reset* function – it will send a recovery link to your SCNM email account.

- **Check Out OneDrive**  
<https://365.scnm.edu> / [Onedrive.com](https://onedrive.com)

Current students have access to one terabyte (lots of space) of secure cloud storage. You can store all your files, photos, documents – everything on OneDrive. You can then access it anywhere/on any device (mobile apps are available in the Apple Store and Google Play). It's like a cloud backup – if your computer crashes, your files will be safe. You can even easily share files or folders with other SCNM faculty, staff, and students!

**TIP:** Connect your OneDrive account to your Canvas profile – you can then upload files directly from OneDrive into Canvas!

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- **Install your Office Suite (if needed)**  
<https://365.scnm.edu>

We offer Microsoft Office 365 which includes the full Microsoft Office suite for either Windows or Mac systems **at no cost** to SCNM active faculty, staff, and students for installation on up to five personal Windows/Mac computers! Please download and install it if needed!

For more information, please visit the [Office 365](#) page on MySCNM at: *Campus Life->Information Technology->Support->Office 365 Pro Plus* page for more information.

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- **Campus Wireless Network (On-Campus Students)**

We offer robust wireless access for our on-campus students. Please connect your devices to our on-campus wireless network:

Network Name: *SCNM-Student*

Password: *N@turOp@ths*

**Note:** the 0 is the number zero and the password is case sensitive

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### ➤ **Connect to Campus Printing (*On-Campus Students*)**

iPrint is SCNM's printing system. With iPrint, you can print to a student-accessible printer from either your own computer or a school computer lab. Simply walk up to any student accessible printer on campus and tap your ID badge and it will print on that device. Students receive a non-refundable \$25 printing credit per quarter, and unused credit rolls forward up to \$100 (Printing credit has no cash value). More information on setting up iPrint is available at:

[https://my.scnm.edu/ICS/Campus\\_Life/Information\\_Technology/iPrint/](https://my.scnm.edu/ICS/Campus_Life/Information_Technology/iPrint/)

Install iPrint on your devices (must be on campus). We support (Windows/Mac laptop, Ipad/Iphone, Android device) - please visit: <http://mobilityprint.scnm.edu>

Student color printing (for school-relevant student content) is available at our **Copy Center** located in the Academic Building.

**On Campus Scanning** is available for scanning to your SCNM email address from any student-accessible printer.

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### ➤ **Understand On-Campus Safety (*On-Campus Students*)**

**Campus Safety & Visitors** – We are committed to creating a safe campus environment. Over the last several years we have implemented measures to improve campus safety while still making SCNM a fun place to learn. As part of this process all students are required to display their student ID badge while on campus. This badge will give you access to campus buildings, classrooms and study spaces as well as access to iPrint. Your ID badge will be issued to you the first day of orientation. If you misplace it please contact the Dean of Students and IT immediately.

We have implemented a mass notification system. In the event of a campus closure or emergency, all students will be sent a Text, Email and Voice Mail with information or instructions. It is important that you keep your contact information up to date with the Registrar's office or by using the Personal Information Link on MySCNM.

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### ➤ **Need help? We're here!**

Please reach out to us for any school technology help – we're here to help you!

- Send an email to [it@scnm.edu](mailto:it@scnm.edu) to submit a request ticket (please submit a ticket for fastest service)
- Unable to submit a ticket? Call us at 480-222-9329
- We offer 24/7 basic technology support