



Information Technology Student Information

Access Account Information

- ◆ Launch browser (Safari, Firefox, Chrome)
- ◆ Go to: **account.tcnj.edu** (Do not type www)
- ◆ Select **Account Lookup**
- ◆ Complete the application & click **Get Account Info** (6-digit Student **PAWS ID** required)
- ◆ Login user name / password for accounts displayed
- ◆ User name / password are used for all TCNJ accounts

Admissions provides PAWS ID # in welcome email

Lynda.com Free Online Training

- ◆ Go to: **www.lynda.com/portal/tcnj**
- ◆ Log in with TCNJ account
- ◆ View videos on iPhone, iPad, Android phone or tablet, or other mobile device

Vast online library of instructional videos and transcripts covering software, creative, & business skills

Email (Google Apps)

- ◆ Launch browser (Safari, Firefox, Chrome)
- ◆ Go to: **today.tcnj.edu**
- ◆ Select: **Google Apps**
- ◆ Type user name & password, then click **Login**
- ◆ Google Apps Help & FAQ, go to: **askit.tcnj.edu**
- ◆ In the search field, type: **mobile**, then select **I want to access my email account via my mobile device**
- ◆ Contact Resnet for assistance in configuring mobile devices for email / wi-fi & other connectivity issues (Green 18, x3138) (**resnet.pages.tcnj.edu**)

Websites

- ◆ **ResNet** – Student personal computer & connectivity issues (Green 18, x3138) (**resnet.pages.tcnj.edu**)
- ◆ **PAWS** – Course descriptions / academic requirements, update personal information & register for classes (Records & Registration x2141, Option 0, pawshelp@tcnj.edu, **recreg.pages.tcnj.edu**, **pawshelp.pages.tcnj.edu**)
- ◆ **Canvas** – Course management, online communication between students & professors (**canvas.tcnj.edu**, canvashelp@tcnj.edu)
- ◆ **Computer Lab Locations** – Hours & lab information (**computerlabs.pages.tcnj.edu**)
- ◆ **Help Desk** – Account issues (See ResNet for other issues) (Green 6, x2660) (**helpdesk.tcnj.edu**)
- ◆ **Instructional Technology Services Center** – Access scanners, color/large format printers & other equipment (Library, Room 4, x2114) (**its.pages.tcnj.edu**)
- ◆ **Wireless** – Configure mobile devices, wi-fi hotspots (**nts.pages.tcnj.edu/campus-network/wireless**)
- ◆ **PrintSense** – Manage on-campus printing, add money to **GetIt Card** (**printing.pages.tcnj.edu**)

**User name & password
are used for all TCNJ accounts**

**Google Apps (email), PAWS,
Canvas & wi-fi**

**IT Help Desk
Green Hall ♦ Room 6
helpdesk@tcnj.edu
609.771.2660**

Software for home use

- ◆ Go to: **software.tcnj.edu**
- ◆ Select **Students** & log in with TCNJ account
- ◆ Available software includes:
 - ◆ Office 365
 - ◆ Anti-virus software
 - ◆ SAS / SPSS

VPN connection may be necessary after install

<https://askit.tcnj.edu/?p=250>

Change Password

Passwords expire every 180 days

- ◆ Go to: **account.tcnj.edu**, then **Change/ Manage Password**
- ◆ Password change is effective for all accounts (Google Apps, PAWS, Canvas, wi-fi)
- ◆ Contact the Help Desk regarding account issues (Green 6, helpdesk@tcnj.edu, x2660)
- ◆ **Passwords may not be repeated within 185 days**
- ◆ **Configure mobile devices after password change**

Wi-Fi (DOT1X)

- ◆ On device, access **Settings**
- ◆ Select **TCNJ Setup Wireless**, then launch browser (Safari, Firefox)
- ◆ Click on **Begin the Setup Process**
- ◆ Add check mark at **I Accept The Terms Of End User Agreement** and click on **Start**
- ◆ In the **TCNJ User Name** field, type use name, then click **Continue**
- ◆ Click **Install**
- ◆ If the device requires a pass code, this will be required for the wi-fi to complete setup (This is one required to type when the device is first turned on - not the TCNJ password.)
- ◆ When prompted type password, then click **Done**
- ◆ Access **Settings** again & select **TCNJ Dot1X**
- ◆ To obtain the wi-fi hotspots, go to: nts.pages.tcnj.edu/, then **Campus Network**, then **Wireless@TCNJ**, then **Schedule / Locations**
- ◆ **Configure mobile devices after password change**

Ask IT

Find Answers to IT questions

- ◆ Go to: **askit.tcnj.edu/**
- ◆ Click **Ask IT: Our Searchable Knowledge Base**
- ◆ Type key words & click on **Search** or select **Article Categories**
- ◆ Answers to frequently asked questions are provided

IT Help Desk

Contact the Help Desk for Assistance

- ◆ Account related issues
- ◆ ResNet addresses other issues (Green 18, x3138) (**resnet.pages.tcnj.edu**)
- ◆ Green 6, x2660 (helpdesk.tcnj.edu)