SUBMIT ISSUES TO SUPPORT@ALC.EDU

EMAIL

Students are provided with an Alice Lloyd College email address as well as a computer login. The ending for the student email is @alicelloyd.edu. Email can be accessed from anywhere by visiting the link at www.alc.edu, which will take you to office.com or office365.com. The Outlook app can be used on mobile devices, the username being the email address. Email shall not be used for chain letters, spam, profit, harassment, phishing, pornographic material, ETC. Accessing or attempting to access someone else's email without their permission is prohibited. Accounts are not to be shared and passwords are to be kept private.

INTERNET ACCESS

The campus is wireless accessible. Student Dormitory Rooms are equipped with wireless internet and two Network Ports. Wireless-named ALC WIRELESS, is accessed by using your assigned username and password. ALC Information Technology does not support personally owned computers. Student computer support is limited to assisting in getting on the campus network. *Alice Lloyd College Information Technology will not assist in getting gaming consoles, streaming devices and other types of equipment similar to these on the network.*

Personal networking equipment such as wireless routers, hubs, switches, and extenders are not permitted. If found they will become the property of ALC.

The use of peer-to-peer software and illegally downloading movies, music or other copyrighted material or surfing non-ethical sites is prohibited.

DORMITORY TELEPHONE SERVICE

No telephone service is provided per dorm room; however, students do have access to telephones in common areas of each dorm and in some cases per wing, per floor. These phones do not have long distance capability.

DORMITORY TELEVISION SERVICE

TV LINES: ALC provides one (1) television line in each dormitory room. TV services are included as part of room and board. Students must provide their own DIGITAL television. Any issues with a TV line must be reported to the maintenance department. Local cable programming is provided and the lineup can be found at http://www.tgtel.com/tvchannellineup.html

IDENTIFICATON CARDS

ID cards are made in the Information Technology Office and distributed to Faculty, Staff and Students. Besides being the official ALC ID, they are also used to gain entry to certain buildings and rooms, such the Residence Halls. They also are used for your meal card and library card. Cards shall not be lent. Lost or stolen cards need to be reported to the IT Offices immediately. There is a $10.00 replacement cost for lost, stolen, name change or abused cards.

E2CAMPUS

Alice Lloyd College uses a program called E2Campus to notify users of incidents, closures, postponements and other important notices. This is a self-sign up service and can be accessed by visiting the Alice Lloyd College website at www.alc.edu and choosing E2 Campus under the Information Technology section at the top.

MICROSOFT OFFICE

Microsoft Office is available to students and is self-installed by the student by logging onto their student email from the computer they wish to install the office suite on. From the main screen there will be an install option. The subscription will be current as long as the student is currently enrolled.

STUDENT PRINTING

At the beginning of every semester, each student receives credit of $10.00 for printing. The cost of a black/white print is .05 per page while the cost of a color print is .20 per page. Additional funds may be added to the account by paying the desired amount in the Business Office and then bringing the receipt to the Information Technology Offices.

COMPUTER LAB INFORMATION

- Priority for computer labs throughout campus are for education use over recreational use.

- Lab attendants may ask non-educational users to relinquish their computer if the computer is needed by a student wishing to use it for educational purposes.

- The computers throughout campus will not allow you to save items to them so students will need to use a flash drive.

- Students are not granted permission to download or install any program to a lab computer. Students cannot request programs
- to be installed.

- Food, Drinks, and Tobacco products are not permitted in any ALC computer lab and students found in violation will be asked to leave the lab by IT staff or the attendant.

- Please clean up after yourself while in the labs. When finished, clean work area, log off the computer, and push the seat under the table.

- Please be considerate of others-by not being loud or rude.

- Students are not to be in classrooms using computers and technology after hours. This is what the computer labs are designed for.
- Students shall not be in the labs after posted closing times.

LAB ACCESS

Baum Lab-: 60 units, Monochrome and Color Laser Printer, scanners. *IT area-Library*

McGaw Library: 16 units, Monochrome and Color Laser Printer, scanner. *Library, McGaw 2nd floor*

Business Resource Center: 10 units, Monochrome and Color Laser Printer, Scanner
Commodore Slone Business Building

Education Curriculum Center: 6 units, Monochrome and Color Laser Printer, Scanner
June Buchanan Alumni Center, 1st Floor

Science Resource Center: 6 Units, Monochrome and Color Laser Printer, scanner
Anderson Science Center, 3rd Floor

Carrick Study Lab: 2 Units
Monochrome Printer *Carrick Dorm, 2nd floor*

Community Lab- E-sports gaming-No printing
Campus Center 1st floor

Kiosk computer- scanner-*McGaw Library*

Eaglenet Portal

ALC IT cannot tell you what your Eaglenet portal password is. You will need to do the forgot password option. Your username is your *student id* number. If you have been assigned an ALC email address, use that email. If not, use the personal email you entered on your admissions application.

Note: We cannot give out information pertaining to the students email or portal accounts to anyone but to the student

The Alice Lloyd College IT department recommends a Microsoft Windows laptop over a MacBook or a Chromebook.   Laptops are recommended to run Windows 10 or 11 with a minimum of 8 gig of memory.

Other information on ALC technology can be found at: https://www.alc.edu/it/. Support request/questions can be submitted from the form on that page or by emailing ***SUPPORT@ALC.EDU***