



IT Quick Start Guide

A Guide to IT Services for STUDENTS | August 2017

Help Desk

The Help Desk is available 24 hours to assist with your computing questions. Please call **609.497.7812** or e-mail helpdesk@ptsem.edu.

Walk-in support is located in the North Wing of the Library, M-F 8:30am to 4:30pm.

Inside.ptsem.edu

All students have access to our inside site— an intranet site where you can go to read PTS news alert and updates, manage your PTS student account, check e-mail, access Blackboard and much more! Log in at inside.ptsem.edu by entering your PTS username and password.

Your PTS Network Account

You can manage your PTS account, including changing your password, establishing a recovery email address, and more through: [Accounts](#)

Email Access

Student email can be accessed through the web. <https://mail.ptsem.edu>

Webmail is the only officially supported method for accessing email for students; however most common devices and email clients can be configured to access your email: [Email](#)

Filr— File Storage, Sharing & Collaboration

Filr is an online file sharing and collaboration tool. As a student you receive 40 GB of cloud storage space. In addition, with Filr you can share files with others inside and outside of the Seminary, and access your files remotely. Access Filr at [Filr](#)

Office 365

Students have access to Office 365 for free while registered as a PTS student. More information can be found at [Office 365](#)

Software Training & Support

Training and support is available for a variety of applications, including MS Office, Adobe Acrobat, Filr, and using Smart Boards in Library Classrooms. Contact Wendy Sample at 609.524.1969 or wendy.sample@ptsem.edu

Computer Labs and Workstations

IT provides computers for general student usage, some with 24/7 access, on both the main campus and the West Windsor campus. <https://its.ptsem.edu/connect/computer-labs>

Computer/Network Use

All students issued a PTS username are responsible for adhering to IT's Guidelines for Use and other policies to ensure safe and responsible computing. <https://its.ptsem.edu/policies>

Blackboard

The Seminary uses Blackboard as its learning management system to assist teaching and learning. Support and training is provided and can be arranged: blackboard@ptsem.edu

Digital Media Lab

The Digital Media Lab offers a unique set of hardware and software to make use of new media tools for producing, editing, and conversion of audio, visual and other multimedia projects. <https://library.ptsem.edu/dsc>

Mobile Printing

Our mobile solution that enables you to print to any Hotspot-enabled device. This currently includes any public printer in the library and all labs. Three ways to print from any internet/WiFi-enabled mobile/handheld device or computer include e-mail forward, web upload or mobile app. For web printing visit <https://its.ptsem.edu/connect/printing>

Antivirus

All computers that connect to the PTS network must be running active antivirus software. PTS provides resident student PC Users one copy of Symantec Antivirus for their use while enrolled. <https://its.ptsem.edu/connect/antivirus-software>

Emergency Alert System

PTS uses an emergency alert system for rapid notification of critical safety related events via phone, text message, and email. Please be sure to update your contact information via: <https://security.ptsem.edu/security-alert-system>

Media Services and Support

Media Services offers a wide variety of media equipment, support services, and facilities, with user guides and tutorials. <https://its.ptsem.edu/av>

All requests for media services and support should be made 5 business days in advance, using the online Media Request Form. <http://pts.to/MediaRequestForm>

Wireless

Wireless access is provided in most common usage areas on campus. <https://its.ptsem.edu/connect/wi-fi>

Residential Network Access

WiFi access is provided in Hodge, Alexander, and Brown Hall. Connect to PTS-Secured-Wireless using your PTS Network username and password. There is also a separate wireless for smart tv's and other smart devices. Wireless access is not provided in all other residences. Residents can purchase their own wireless access points at the campus store.

