STUDENT LOGON INSTRUCTIONS

Accessing the Student Portal

- 1. In your URL address line type: <u>my.fontbonne.edu</u>
- 2. You may choose to indicate who you are or click on the applicable Icon below.
- 3. Enter your Username and password as found in 'What is my Logon ID'.



Welcome to myFontbonne, the student and faculty/staff intranets for Fontbonne University. You'll find useful resources, links and interactive features. If you have any questions about the intranet, please contact Catie Dandridge, Communications & Marketing, at mdandridge@fontbonne.edu or 889-4576.



What Is My Logon ID?

Username's consist of all of your last name and the first letter of your first name at the end, i.e. Joe Smith would be 'smithj'. If your last name is longer than 24 characters you will need to drop the remaining characters and add the first letter of your first name at the end of the 24 for a total of 25 characters.

Your default password should be your first initial last initial capitalized, student id number and exclamation point on the end. i.e. JS12345! (Joe Smith, id#12345).

<u>IMPORTANT</u>; If your login does not allow you access please call the Information Technology Dept. at 314-719-8095 for further assistance. Our hours are M-Th from 7:30am to 8:00pm and Fri. 8:00am to 4:30pm.

Accounts for new students are created prior to the first Griffin 101 session. Accounts for Students who register less than two weeks before class will be activated within 24 hours of registration.

PASSWORD RESET REGISTRATION (Security Questions Set up)

https://passwordregistration.fontbonne.edu

<u>IMPORTANT</u>; You will need to complete Password Reset Registration first before you can reset your password under 'Password Reset' and <u>You must complete this task before your password expires</u>. This allows you to set up security questions so your identity can be verified.

Make note of how you create your answers such as capital letters or numbers in your answers for future reference. Since password expire every 90 days you will get locked out if you do not have your Security Questions set up prior to the lock out. If you do get locked out you will need to call the I.T. Department 314-719-8095 to have it reset for you during business hours. This could cause delay over weekends, late evenings and holiday breaks.

Password Reset - https://passwordreset.fontbonne.edu/default.aspx

Note: Passwords expire every 90 days. Please <u>mark your calendar for **80 days**</u> to give yourself a 10 day margin to get your password reset before you get locked out. Do not attempt to reset your password through your email, Schoology or GriffinNet.

In order to reset your password, follow the prompts in the above link. You must have your Security Questions set up prior to using Password Reset. (See Password Reset Registration above). Your answers to your security questions must be typed in exactly the same as when you created your answers for your security questions.

Passwords must have at least 7 characters in them and has to be a new word each time you reset it.

<u>Schoology</u> - <u>https://fontbonne.schoology.com</u> Our learning management system hosts online and blended course work. Face to face courses often use this system to share documents and maintain grades throughout the semester.

Username and Password: Same as Campus E-Mail. Accounts for New Students are created two weeks before the start of classes. Accounts for Students who register less than two weeks before class will be activated within 24 hours of registration. **Please Note:** Be sure to logon with just your username not your email address. Email addresses will not work.

GriffinNet- http://fb-vmcamsport.fontbonne.edu

This is where you can find your class schedule, financial aid, billing information, and check final grades.

Username: As determined through "What Is My Logon ID" (see page 1).

Password: Default password until changed via Password Reset or following the steps mentioned below.

Campus E-Mail- https://portal.office.com

Username: As determined through "What Is My Logon ID" (see page 1).

Password: Default password until changed via Password Reset.

MS-Office – Our License with Microsoft allows us to make available to all of our registered students MS-Office (Office 365) on their personal computers at NO cost.

Students can download the software at https://portal.office.com. Logon using your Fontbonne email address including the '@fontbonne.edu' (not just your username) along with your Fontbonne password. Non-Fontbonne email addresses will not work. Support for the software installation and licensing process is provided through Microsoft not the University.

<u>Wireless</u> - A wireless LAN is accessible in any campus building. Each wireless device is different, so you may have a different method for turning on/off the wireless feature on your computer. Consult the owner's manual for your wireless device for that information.

To connect to wireless look for **FBUWireless** (5Ghz capable) in your wireless device settings. If your wireless device does not connect to FBUWireless then look for FBUlegacy which supports 2.4Ghz devices that are not 5 Ghz capable. Once you find the wireless network, choose 'Connect' or just let it auto-connect. Open your web browser. It should give you a login screen that says "**Welcome to FBUwireless**" and has the Fontbonne logo. Enter your Username and Password. Once your login information is authenticated, you should be able to remain connected to the wireless network for at least 14 days before you have to authenticate and login again.

WEP key: fbuwireless

Password: Same as your e-mail login password

Text Message Alert

https://www.getrave.com/login/fontbonne

Fontbonne provides a text message alert service to all students/faculty/ staff. In the event of an emergency or other situation where it's important to reach the campus community — such as a weather closure — the school will issue a text message alert to your phone explaining the situation.

Participation is voluntary; however, we strongly urge everyone to sign up. This service will only be used for emergency purposes. To learn more go to Fontbonne web > GriffinNet > Sign up for Alerts.

Virus protection and computer repair

It is your responsibility to protect your computer from viruses with anti-virus and anti-spyware software.

The Information Technology department does not provide computer repair services for personal computers. If a repair is needed and you do not have a warranty, we can direct you to a repair facility in the area.

NOTE: Information Technology staff members are not bilingual and are not able to provide assistance for computers that are not set up in English.

Library Databases/Digital Resources

If you have an issue connecting to any of the library databases using the same login that you use for your Schoology and e-mail accounts, you may test your login to see if your e-mail and Schoology links open up. *If you do have access* then you will need to contact the Digital Resources Librarian at 314-889-4566. If there is no answer, then you may contact the Circulation Desk at 314-889-1417 for assistance. *If you do not* have access to Schoology and e-mail, then contact Information Technology at 314-719-8095 so we may assist.

How do I set up a smartphone to get my Fontbonne e-mail?

Each cellular telephone is slightly different so you may need to consult the documentation for your phone and or get assistance from you cellular provider. Depending on the terminology used in your smartphone's e-mail application(s) we can provide you the key pieces most phones will need.

- 1. Account Type: Microsoft Exchange, Corporate E-mail, Active Sync, etc.
- 2. Server or Host name: outlook.office365.com
- 3. Domain: Fontbonne or Fontbonne.edu
- 4. Your e-mail address
- 5. Your username and password
- 6. And use the "Use SSL" or "Secured Connection" option

IT can try to assist you with setting up your cellular telephone to access your Fontbonne e-mail but cannot officially support your cell phone.

<u>PLEASE NOTE</u>: If you had already installed your e-mail account and are no longer able to access it, you will want to remove the previously installed version and reinstall it.

FAQ's: (Frequently Asked Questions) Go to my.fontbonne.edu, hover over 'Technology' and in the drop down box you will see FAQ's.

If you need further assistance please contact Information Technology: Ryan Hall 3rd floor in Room 322. Help Desk phone number: (314) 719-8095 or email us at; <u>askit@fontbonne.edu</u>

Our hours are Mon. through Thurs. from 7:30am to 8:00 pm and Friday 8:00am to 4:30pm. We are not open on Saturday, Sunday and the same holiday hours as the rest of the University.

Instructions for using Exchange Online

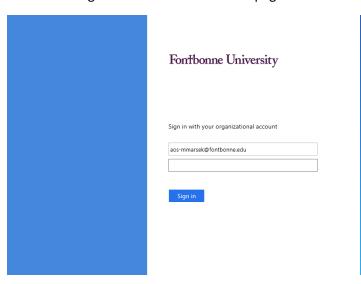
https://portal.office.com



Then type in your email address including the @fontbonne.edu

Click the 'Sign-in' button

You will then get redirected to the below page



Type your password

Click the 'Sign-in' button

After you have successfully logged into Office 365 you should see the below icons and it should say 'Good Morning, with your name'



You can download Office to your personal machine by clicking on Install office 2016 or you can just click on the Office icons and use the online versions. Do not install on lab machines since it is already installed.

To check email, click on the Mail icon

To use OneDrive, click on OneDrive icon – it will have to setup the drive the first time – when it is complete you will see the below message

Click on message below 'Your OneDrive is ready' link

Your drive is ready to use (note: you have 1TB of storage)



If you have any specific, questions or issues please contact the helpdesk at 719-8095 or email us at Askit@fontbonne.edu