Getting Started with IT

Welcome to Fontbonne University! New students should complete each of these steps:

1) Find initial username and password
2) Set up your password reset questions
3) Change your password
4) Set up email on your computer and/or phone
5) Sign up for text message alerts

Step 1: Find initial username and password

This may have been provided to you by the Office of Admissions. If not, visit http://passwordreset.fontbonne.edu

You will need your last name and the last four digits of your social security number. (If you do not have a social security number, or if your social security number does not work on this page, try using “9999” as the last four digits.) The webpage will provide your username and a temporary password that must be changed.

What is my login ID?

In the following text boxes, please enter your entire last name and the last four digits of your Social Security Number.

Last Name:  
Last 4:  

Step 2: Set up your password reset questions

In order to change your password, you must set up your security questions by visiting https://passwordregistration.fontbonne.edu

Enter your username and temporary password when prompted. Then, follow the directions to complete the security questions. You will need to reproduce these (same spelling, same capitalization, etc.) if you forget your password or it expires.
Step 3: Change your password

You need to change your initial password. To do this, visit https://passwordreset.fontbonne.edu/default.aspx

Your new password should be at least seven characters in length and should contain at least three of the four following character groups: 1 capital letter; one or more numbers; one or more lower case letters; and a special character such as: ~, !, #, $. Also, it cannot contain your name or username in the password and you cannot reuse any previously used passwords.

Passwords expire every 90 days; you will receive a reminder before it expires. Please do not wait until the last moment to change your password! If your password expires on a weekend or holiday and you are unable to reset it, you will have to wait until the next business day for help.
Step 4: Set up email on your computer and phone

Checking your email regularly is very important! Faculty and advisors will communicate with you using your Fontbonne email. The business office and financial aid will use your Fontbonne email.

To access your email, visit

https://portal.office.com

and use the username and password you’ve previously set up.

You can use your computer’s email client (Microsoft Outlook, Mac Mail, etc.) to access your email and you can also set up your phone to access your Fontbonne email. The settings vary, but you might need some of this information:

- **Account Type:** Microsoft Exchange (or: Corporate E-mail, Active Sync, etc.)
- **Server or Host name:** outlook.office365.com
- **Domain:** Fontbonne or Fontbonne.edu
- **Your e-mail address**
- **Your username and password**
- If prompted, choose the “Use SSL” or “Secured Connection” option

While the IT department will do their best to help you with email, they are not responsible for the setup of your personal computer.

Step 5: Sign up for text message alerts

In an emergency situation, Fontbonne needs to be able to communicate with you. This service is used to communicate weather closures, emergencies, and similar information. We recommend that you sign up for text message alerts by visiting

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

Click the “register” button and provide the requested information. You may use a different password with text message alerts, if you wish.
IT Department Hours

We’re here to help!

Location: Ryan Hall 322
Phone: (314) 719-8095
Email: askIT@fontbonne.edu
Hours: Monday – Thursday, 7:30am – 8:00pm
Friday, 8:00am – 4:30pm
In Summer 2018 (June 1 – August 3), we close on Friday at Noon.

While we will always do our best to assist you, we cannot be responsible for maintenance and repair of your personal computer or phone, software installation, virus repair, etc. In those cases, we will be happy to direct you to an appropriate source of help.

Additional Important IT Resources

Schoology - https://fontbonne.schoology.com (or use the link on https://my.fontbonne.edu)

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 e-mail (do not use “@fontbonne.edu” in username)

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.

GriffinNet - http://fb-vmcamsport.fontbonne.edu (or use the link on https://my.fontbonne.edu)

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

Username and password: Same as e-mail (do not use “@fontbonne.edu” in username)

Microsoft Office

All registered students have access to Microsoft Office (Office 365) on their personal computers at no cost.

Download the software at https://portal.office.com. Logon using your Fontbonne email address (including the “@fontbonne.edu”) 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.
Wireless Internet

Wireless internet is accessible in every campus building. Each wireless device is different, so you may have a different method for turning on/off the wireless feature on your computer.

Wireless Network (SSID): FBUWireless  
Username and password: Same as email username and password

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. If you have problems connecting, try the network “FBUlegacy” before contacting IT for help.

Library Databases/Digital Resources

Taylor Library offers a number of library databases. If you have an issue connecting to any of the library databases using the same login that you use for your e-mail account, test your login to see if you can access e-mail and Schoology. If you do have access then you will need to contact the Digital Resources Librarian at (314) 889-4566 or the Circulation Desk at (314) 889-1417. If you do not have access to Schoology and e-mail, then contact Information Technology at (314) 719-8095.

Using Office Online

Microsoft Office online provides one place to access email, store files, and perform other Microsoft Office related functions. You can access these at: https://portal.office.com  

The username includes the “@fontbonne.edu”.
This is the next screen you should see

![Microsoft Office login screen](image)

After you have successfully logged into Office 365 you should see the screen below:

![Office 365 app menu](image)

You can download Office to your personal machine by clicking on “Install Office apps” 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 Outlook icon.

To use OneDrive, click on OneDrive icon (it will have to setup the drive the first time). OneDrive can be used to store up to 1 TB of files accessible anywhere.