Information Technology Student Guide

LIMESTONE UNIVERSITY
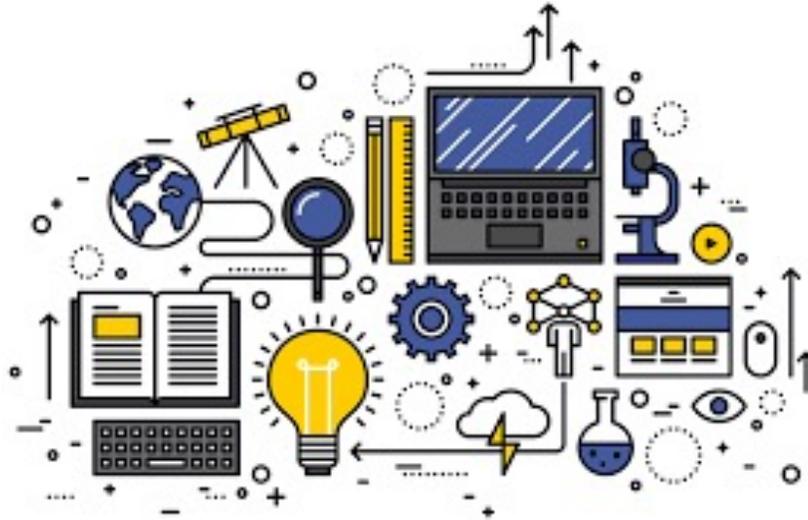
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IT Helpdesk Services

IT Helpdesk services are available via phone, email, or walk-up during office hours.

Monday – Thursday 8:30am - 5:00pm

Friday 8:30am – 1:30pm*

Email: helpdesk@limestone.edu

Phone: 864-488-4032

Office: Curtis, 22

1845

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Student Account

A Welcome Email was sent from the IT Helpdesk to your personal email account with your **Student number, Username, and Temporary Password** when you committed to Limestone.

- Limestone uses a Self-Service Password Reset (SSPR) tool so you can change your password yourself, anytime.

- Multi-Factor Authentication (MFA)
    - Mobile App
    - SMS

- Your password will need to be reset **each semester.** To change your password, visit the Halo for the direct link.

If you have not already changed your password, you must do so prior to accessing Limestone systems.

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Limestone Systems

Email- O365 Account

Canvas- Learning Management System (LMS)

The Halo- Limestone's Portal

*Navigate- Student Success Network

Limestone Systems: Email

Limestone Email: account will be used for all communication with Limestone's Academic and Administrative Departments.

Login is username@limestone.edu

Link to Check Email can be found in **Quick Links**

*Auto Forwarding is not permitted.

Limestone Systems: Learning Management System (LMS)
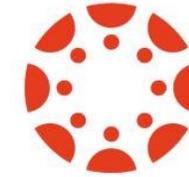
Canvas: is used for all online class instruction. This account will be active **2 days prior to your first class**.

Link for Canvas can be found in **Quick Links** & the **Halo**

*Login is your **Username** *(not full email address)*

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Limestone Systems: Limestone Portal

THE HALO: Limestone's portal for All Saints, can be used to review many aspects of your upcoming experience at the University.

Link for the Halo can be found in **Quick Links**

*Login is your **Username** (*not full email address*)

THE HALO
LIMESTONE'S PORTAL FOR ALL SAINTS

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Limestone System: Navigate

Navigate Student is a mobile app for students that provides personalized information to help keep students on the path toward academic success and timely graduation at Limestone.

*Login is your **Username** (*not full email address*)

Computer Labs

There are several computer labs and printers for students to use across the campus.

Lab Locations

Main Library, Hamrick Hall of Science, Granberry Mac Lab (Art Majors)

24 Hour Lab Locations

Hamrick Hall of Science (3 Labs)

Checkout Option:

Laptops available for checkout while in the library

Note: You will use your Username and Password to log into any student computer on campus.

Recommendations for 2022-2023: Lenovo

Lenovo E15 Gen 2 is the standard on campus.

Beware:

- **Windows S mode** Big difference between Windows 10S and Windows 10 is that **10S can only run applications downloaded from the Windows Store**.

- **Chromebooks** and **iPads** are not a viable option for your primary educational device. We do not support Chromebook or iPad software or hardware.
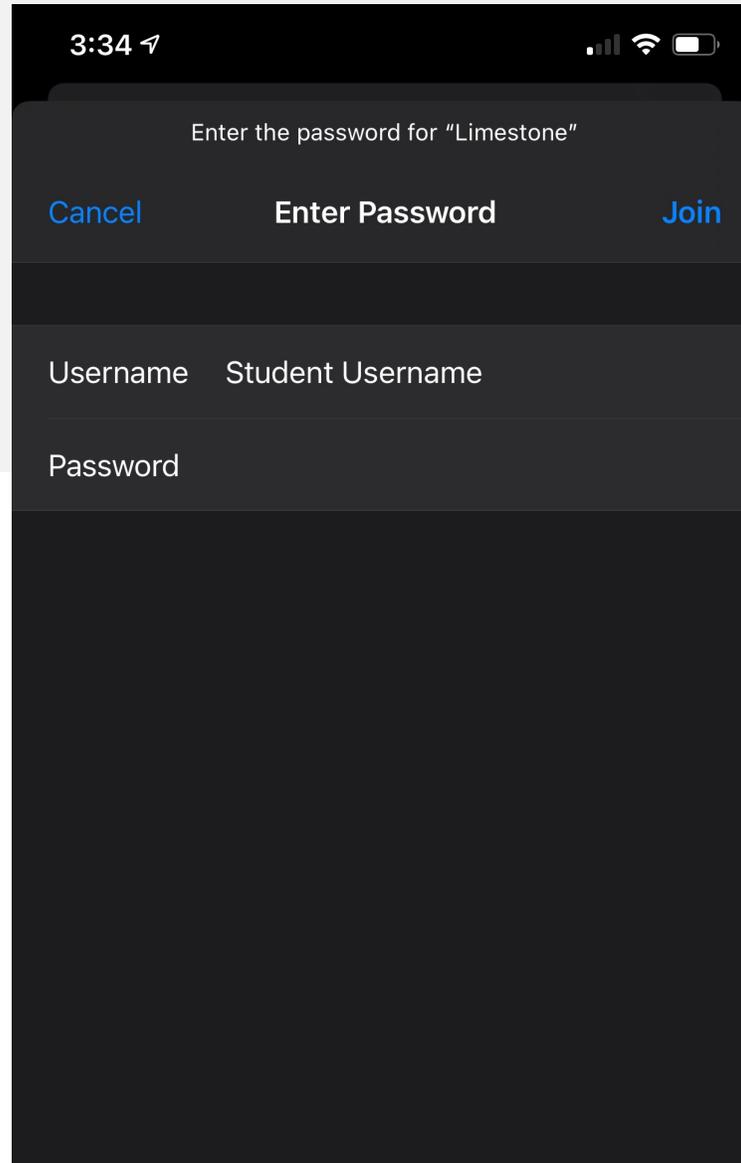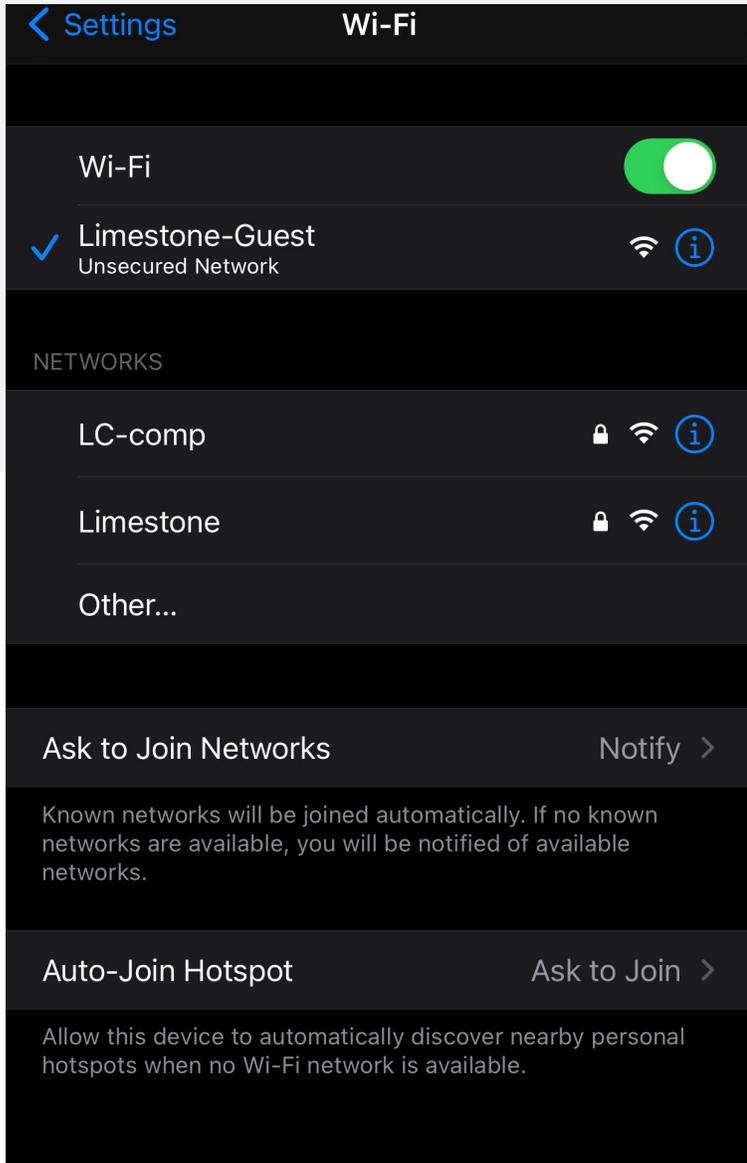
Mobile Devices

Once you are a student you will be able to connect to the network Limestone using your student credentials.

Username: Student

Password: Saint123

Game Consoles

- Game consoles can be connected to the WIFI (Limestone)

- Each user is allotted 5 devices on the network

- Hines & Riggins Center (HRC): PS5 & Nintendo Switch

*IT Helpdesk does not support personal gaming consoles.

Smart TV's/Devices

Smart TV's/ Devices can be connected to the Limestone Network via WIFI or hard connect (data cable not provided by Limestone IT).

*IT Helpdesk does not support personal devices.
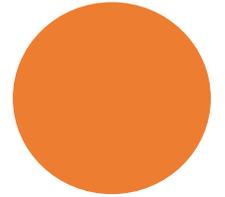
Malware

software that is specifically designed to disrupt, damage, or gain unauthorized access to a computer system.

- **IT Alert Emails**

- **Compromised Account Policy**

  1. Network Team is Alerted

  2. Student Account Suspended (Halo, Canvas, and Email)

  3. Password is Changed

  4. IT Helpdesk technician will reach out to authenticate and re-enable account