

# WILLIAM CAREY UNIVERSITY

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## Information Technology

### Student Technology Guide

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## Explanation of Student Accounts

*William Carey University provides students with a user account for accessing the technology resources provided by the university. The following chapter will explain this account and exactly what can be accessed with the account. **Please note that you must use the credentials exactly as they are explained for your account.***

### ----- IMPORTANT NOTICE -----

**William Carey University username changes are possible, but will result in the loss of all currently stored email messages. Student records and your account can be modified to accommodate name changes. In the event of a name change by a student and a request for a username change, the students email address will be deleted and a new email address created. This will result in the loss of all mail saved in the previous account. Username changes will not result in a loss of Indigo Portal or D2L data. See *Troubleshooting & Help for instructions.***

### Your WCU Account (Chapter 2)

*Your WCU account provides access to a number of resources that you will use during your years at William Carey University, WCU. This account provides access to the Indigo Portal, Library Database Resources, William Carey's CareyAir wireless network, D2L – eLearning, and SaderApps (student e-mail).*

### Indigo Portal (Chapter 3)

The Indigo Portal contains vital information and provides necessary services for the student. This portal provides access to a personal calendar which is editable by the student, a student directory of current students, job searches, course offerings, online registration processes, unofficial transcripts, schedules, billing information, financial aid information, electronic refund options and grades.

### Library Database Resources (Chapter 4)

The William Carey University Library system provides access to a wide variety of journal databases. These databases are accessible through the WCU Library's website. A few databases include Academic Search Premier, Biblical Archeology Society Online, ERIC, JSTOR, Medline Full-Text, Naxos, PsycINFO, and many more.

### CareyAir Wireless Network (Chapter 5)

CareyAir is a secure university-wide wireless network accessible to students, faculty, and staff at WCU. This wireless network provides internet and local network access to staff and faculty, and it provides internet access to students. CareyAir is available on the Hattiesburg, New Orleans, and Tradition campuses.

### **Desire2Learn – D2L – eLearning (Chapter 6)**

William Carey University uses Desire2Learn for online enrichment of traditional courses and for online courses. Desire2Learn, D2L, provides students with quick access to their courses; this includes content, assignments, discussions, and more. Please login to your D2L account as soon as possible to ensure that you are receiving necessary course information.

### **Student Email Account (Chapter 7)**

William Carey University provides an email address to all students who attend William Carey University. This account is very important to you. The university will provide information to students primarily through this email address. **It is very important that you access this email address as quickly as possible and often.** Your email address is provided through SaderApps powered by Google. This is very similar to a Gmail account, but is associated with William Carey University through the use of the domain name student.wmcarey.edu.

## Your WCU Account

The following procedure provides the necessary steps to setup your WCU account for the first time.

### WCU Account Setup for the first time

In order to setup your WCU account, you must know your student ID number, birth date, and social security number. Your ID number is available on your student ID card, billing statements, and schedules provided by WCU.

Federal law prohibits this student ID number from being provided via telephone or email. If you do not know your student ID number, please visit your advisor, the Office of Admissions, the Business Office, or the Registrar's Office in person to retrieve this number.

### Username

Your WCU username is comprised of your first initial, last name, and student ID number. For example, if William Carey's student ID number is 190654 his username would be *wcarey190654*.

### Password

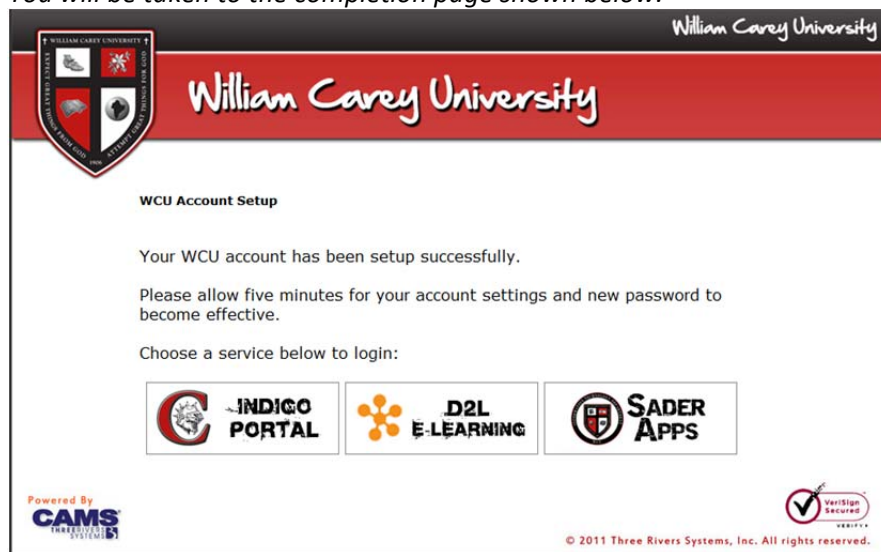
Setting up your WCU account requires you to provide a password. The password for your account must be at least eight characters. **To ensure integrity and safety of your student records and personal information, IT recommends that this password be a strong password, one containing alphanumeric characters and symbols, and that it be changed often.**

### WCU Account Setup Instructions

Once you have determined your username, you will be able to follow the instructions below to setup your WCU account.

1. Navigate to <https://indigo.wmcarey.edu/account> in your web browser.
2. You should see the page below.

3. Type your **username** following the instructions given on the page and in the introduction of this chapter.
4. Complete the form by entering the required information.
5. Click **Submit**.
6. You will be taken to the completion page shown below.



7. From this page, you can use the links provided to access the Indigo Portal, D2L, or SaderApps.

## Indigo Portal Guide

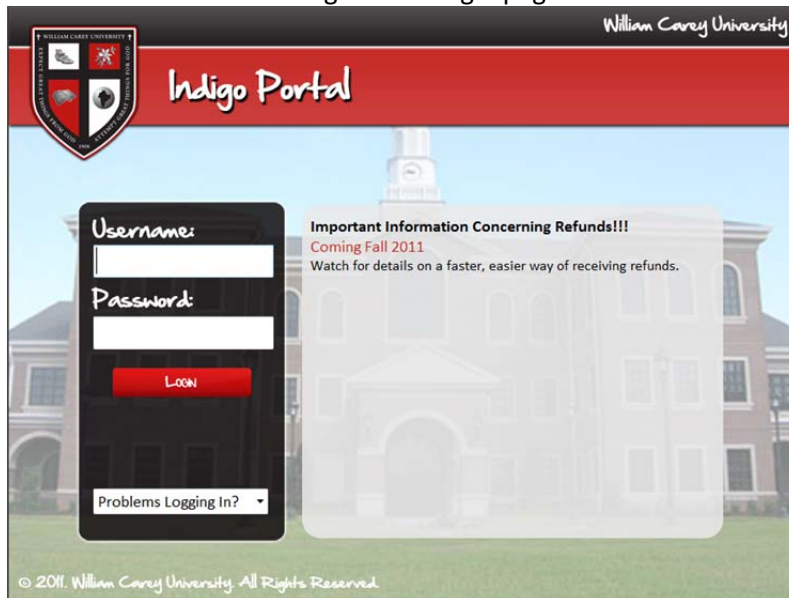
One of the many resources available with your WCU account is the Indigo Portal. The Indigo Portal contains vital information and provides necessary services for the student. This portal provides access to a personal calendar which is editable by the student, a student directory of current students, job searches, course offerings, online registration processes, unofficial transcripts, schedules, billing information, financial aid information, electronic refund options and grades.

### Login to the Indigo Portal

***You must have completed Chapter 2 of this guide in order to continue.***

Once you have completed Chapter 2 of this guide, you will use your WCU account credentials (username and password) to login to the Indigo Portal.

1. Navigate to <http://indigo.wmcarey.edu/student> in your web browser.
2. You will be directed to the Indigo Portal login page below.



3. Type your **username** following the instructions given on the page and in the introduction of Chapter 2.
4. Type your **password**.
5. Click **Login**.

## Using the Indigo Portal

After login is successful, you will navigate through the Indigo Portal using the navigation bar on the left of your web browser window shown below.

1. **Indigo Home** will display all news information provided for the students.
2. **Change Term** allows you to change your term to a prior term for review or a future term for registration when available.
3. **Edit Profile** allows you to edit your local address information only. Home and billing address information must be changed by the Registrar's office. Be advised that all important WCU mailings will be addressed to your home and billing addresses.
4. **SaderApps** will take you to your SaderApps student email account.
5. **Change Password** allows you to change your password.
6. **Logout** will remove all session data and logout of the Indigo Portal.
7. **Calendar** provides an editable calendar for your personal use. **Job Search**, maintained by Student Services, provides a listing of current jobs available in the area of WCU campuses.
8. **Student Directory** displays a listing of all current term students at WCU.
9. **Course Offering**, depending on term selection, will show all courses offered by WCU for the term selected. These courses are subject to change.
10. **Degree Audit** will provide you with detailed information about your progress in your program of study, if setup and available.
11. **Enrollment Verification** will take you to the National Clearinghouse where you may print enrollment verification certificates, print good student discount certificates, and other information, if available.
12. **Forms** will provide you with forms which could become important during your time at William Carey University.
13. **My Financial Aid** displays all current term financial aid. Students may accept or decline financial aid from this module.
14. **My Grades** displays your final grades for the currently selected term.
15. **My Ledger** displays your billing information for the currently selected term.
16. **My Refund** will take you to our electronic refunds processor to get setup for electronic refunds or check the status of a distributed refund.
17. **My Schedule** displays your schedule for the currently selected term. **My Transcript** provides an easily accessible, printable copy of your unofficial transcript. If you require an official transcript, you must contact the Registrar's office.
18. **Registration** allows for online registration for students, if available.

## Library Resources Guide

The William Carey University Library system provides access to a wide variety of journal databases. These databases are accessible through the WCU Library's website. A few databases include Academic Search Premier, Biblical Archeology Society Online, ERIC, JSTOR, Medline Full-Text, Naxos, PsycINFO, and many more.

### Login to the Library Resources

***You must have completed Chapter 2 of this guide in order to continue.***

Once you have completed Chapter 2 of this guide, you will use your WCU account credentials (username and password) to login to the Library Resources.

1. Navigate to <http://library.wmcarey.edu> in your web browser.
2. Click on ***Search Database for Journal Articles***
3. Click on the database that you would like to search.
4. You will be directed to the Library Resources Authentication Page shown below.

5. Type your WCU username in the WCU Indigo Portal Username field.
6. Type your WCU password in the WCU Indigo Portal Password field.
7. Click Login
8. You will be directed to the Library Resource database that you chose on the previous screen.

## CareyAir Wireless Configuration

CareyAir is a secure university-wide wireless network accessible to students, faculty, and staff at WCU. This wireless network provides internet and local network access to staff and faculty, and it provides internet access to students. CareyAir is available on the Hattiesburg, New Orleans, and Tradition campuses.




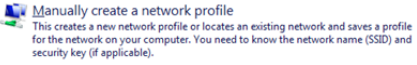
### Windows 7 Wireless Configuration

***You must have completed Chapter 2 of this guide in order to continue.***

Once you have completed Chapter 2 of this guide you will use your WCU account credentials (username and password) to connect to the CareyAir Wireless Network.

#### ----- IMPORTANT NOTICE -----

**Your computer must be set up to use the Windows wireless configuration tool. If you find yourself having trouble configuring your wireless connection with these instructions on Windows 7, you are probably not using the Windows wireless configuration tool.**

1. Right-click on the Wireless Connection icon  in the Taskbar Notification error.
2. Click Open Network and Sharing Center.  

3. Click Manage wireless networks on the left of the “View your basic network information and set up connections”  

4. Click Add
5. Click Manually create a network profile  
  
This creates a new network profile or locates an existing network and saves a profile for the network on your computer. You need to know the network name (SSID) and security key (if applicable).
6. The Manually connect to a wireless network window appears.
7. In the Network Name section, enter wmcareystudent
8. In the Security Type pull-down menu, choose WPA2-Enterprise. If WPA2-Enterprise is not shown, choose WPA2
9. Set the Encryption Type to AES
10. Ensure that the Start this connection automatically checkbox is checked

The window should look like this:

Enter information for the wireless network you want to add

Network name:

Security type:

Encryption type:

Security Key:   Hide characters

Start this connection automatically

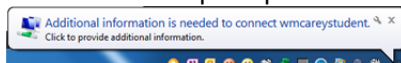
Connect even if the network is not broadcasting

Warning: If you select this option, your computer's privacy might be at risk.

- Click Next, a window appears indicating the wireless network has successfully been added. Click Change connection settings

 **Change connection settings**  
Open the connection properties so that I can change the settings.

- Click the Security tab. In the Choose a network authentication method drop-down menu, choose Microsoft: Protected EAP (PEAP). Click the Settings button to the right of the Choose a network authentication method drop-down menu
- The Protected EAP Properties window appears. Uncheck the Validate server certificate box
- In the lower section of the window, under Select Authentication Method, choose Secured password (EAP-MSCHAPv2) in the drop-down menu. Click the Configure button
- The EAP MSCHAPv2 Properties window appears. Uncheck the Automatically use my Windows logon name and password (and domain if any) box.
- Uncheck the Enable Fast Reconnect box near the bottom of the Protected EAP Properties window
- Click OK
- Click Advanced Settings
- Check the Specify authentication mode checkbox
- Select User Authentication under the Specify authentication mode checkbox
- Click OK on the Advanced Settings window
- Click OK on the wmcareystudent Wireless Network Properties window
- Click Close on the Manually connect to a wireless network window.
- Click on the balloon prompt at the lower right of the screen.



- Enter your WCU credentials (username and password) for the User Name and Password. *Review Chapter 2 for WCU account information.*
- Click OK
- The first connection may be slow and may require you to restart your computer. After the initial connection, you should connect automatically on start up or when you enable the wireless on your machine.

## Windows Vista Wireless Configuration

***You must have completed Chapter 2 of this guide in order to continue.***

Once you have completed Chapter 2 of this guide you will use your WCU account credentials (username and password) to connect to the CareyAir Wireless Network.

**----- IMPORTANT NOTICE -----**

**Your computer must be set up to use the Windows wireless configuration tool. If you find yourself having trouble configuring your wireless connection with these instructions on Windows Vista, you are probably not using the Windows wireless configuration tool.**

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1. Click on the Start Menu and choose Control Panel.



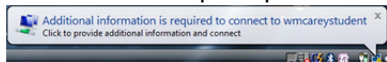
2. Double-click on the Network and Internet icon in the Control Panel window.



3. The Network and Internet window appears. Click the View network status and tasks link and the Network and Sharing Center window appears.



4. Near the upper left frame, click on Manage wireless networks.
5. The Manage wireless networks that use (Windows Network Connection) window appears. Click the Add button.
6. The Manually connect to a wireless network window appears. Choose the Manually create a network profile link.
7. In the Network Name (SSID) section, enter wmcareystudent
8. In the Network Authentication pull-down menu, choose WPA2-Enterprise.
9. Set the Data Encryption to AES.
10. Click Next, a window appears indicating the wireless network has successfully been added. Click Change connection settings.
11. Click the Security tab. In the EAP type pull-down menu, choose Protected EAP (PEAP). Click the Settings button to the right of the EAP type pull-down menu.
12. The Protected EAP Properties window appears. Uncheck the Validate server certificate box.
13. In the lower section of the window, under Select Authentication Method, choose Secured password (EAP-MSCHAPv2) in the pull-down menu. Click the Configure button.
14. The EAP MSCHAPv2 Properties window appears. Uncheck the Automatically use my Windows logon name and password (and domain if any) box.
15. Click OK
16. Click OK in the remaining windows to activate wireless.
17. Click on the balloon prompt at the lower right of the screen.



18. Enter your WCU credentials (username and password) for the User Name and Password. *Review Chapter 2 for WCU account information.*
19. Leave the Logon Domain blank.
20. The first connection may be slow and may require you to restart your computer. After the initial connection, you should connect automatically on start up or when you enable the wireless on your machine.

## Windows XP Wireless Configuration

***You must have completed Chapter 2 of this guide in order to continue.***

Once you have completed Chapter 2 of this guide you will use your WCU account credentials (username and password) to connect to the CareyAir Wireless Network.

### ----- IMPORTANT NOTICE -----

**Your computer must be set up to use the Windows wireless configuration tool. If you find yourself having trouble configuring your wireless connection with these instructions on Windows XP, you are probably not using the Windows wireless configuration tool.**

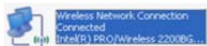
1. Click on the Start Menu and choose Control Panel.



2. Double-click on the Network Connections icon in the Control Panel window.



3. Double-click on the Wireless Network Connection Icon and the Wireless Network Connection window appears.



4. In the lower left frame, click on Change advanced settings.
5. The Wireless Network Connection Properties window appears. Choose the Wireless Networks tab.
6. In the Preferred Networks area, click the Add button.
7. The Wireless Network Properties window appears. Choose the Association tab.
8. In the Network Name (SSID) section, type wmcareystudent
9. In the Network Authentication pull-down menu, choose WPA. If WPA2 or WPA2-Enterprise are available choose one of these options as they provided stronger security. **(Do not choose WPA-PSK).**
10. Set the Data Encryption to AES.
11. Select the Authentication tab and uncheck the Authenticate as computer when computer information is available box.
12. In the EAP type pull-down menu, choose Protected EAP (PEAP).
13. Click the Properties button under the EAP type pull-down menu.
14. The Protected EAP Properties window appears. Uncheck the Validate server certificate box.
15. In the lower section of the window, under Select Authentication Method, choose Secured password (EAP-MSCHAPv2) in the pull-down menu.
16. Click the Configure button.
17. The EAP MSCHAPv2 Properties window appears. Uncheck the Automatically use my Windows logon name and password (and domain if any) box.

18. Click OK
19. Click OK in the remaining windows to activate wireless.
20. Click the balloon in the bottom left of the screen to activate the credentials window.



21. Enter your WCU credentials (username and password) for the User Name and Password. **Review Chapter 2 for WCU account information.**
22. Leave the Logon Domain blank.
23. The first connection may be slow and may require you to restart your computer. After the initial connection, you should connect automatically on start up or when you enable the wireless on your machine.

### Mac OS X Wireless Configuration

***You must have completed Chapter 2 of this guide in order to continue.***

Once you have completed Chapter 2 of this guide you will use your WCU account credentials (username and password) to connect to the CareyAir Wireless Network.

#### ----- IMPORTANT NOTICE -----

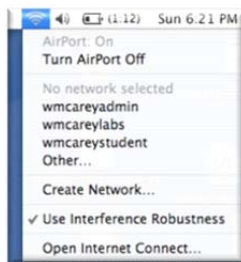
**Your computer must be setup to use the AirPort wireless configuration tool. If you find yourself having trouble configuring your wireless connection with these instructions on Mac OS X, you are probably not using the AirPort wireless configuration tool.**

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1. In the upper right portion of the menu bar, click and hold the cone shaped icon and select Turn AirPort On.



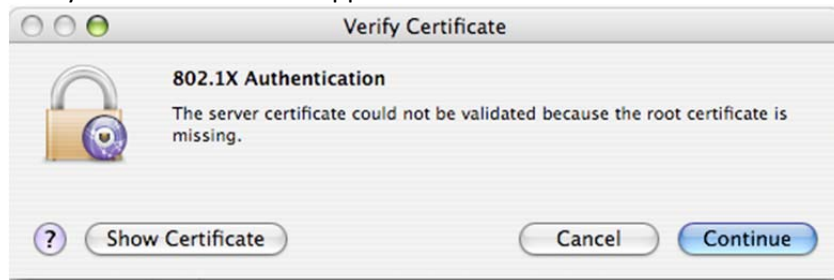
2. Click and hold the AirPort icon. The available wireless networks should be listed.
3. Select WMCAREYSTUDENT.



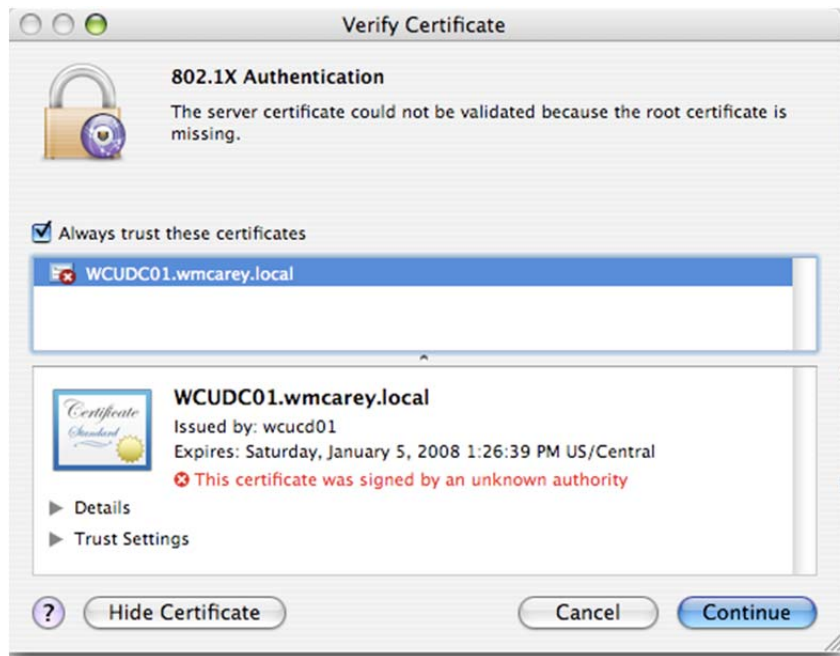
4. The AirPort window appears. Enter your WCU credentials (username and password) in the username and password fields.



5. Click OK
6. The Verify Certificate window appears. Click Continue.



7. Ensure that the Always trust these certificates is checked. If not, check it now.



8. Click Continue
9. The AirPort status window should indicate you are on the wmcareystudent network.

## Desire2Learn Guide

William Carey University uses Desire2Learn for online enrichment of traditional courses and for online courses. Desire2Learn, D2L, provides students with quick access to their courses; this includes content, assignments, discussions, and more. Please login to your D2L account as soon as possible to ensure that you are receiving necessary course information.

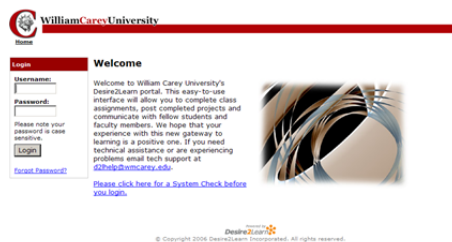
Please use the following instructions to login to D2L.

### Login to Desire2Learn

***You must have completed Chapter 2 of this guide in order to continue.***

Once you have completed Chapter 2 of this guide, you will use your WCU account credentials (username and password) to login to D2L - eLearning.

1. Navigate to <https://elearning.wmcarey.edu> in your web browser.
2. You will be directed to the D2L login page shown below.



3. Type your WCU account username in the Username field.
  - a. Your username is in the format of (first initial)(lastname)(student id number)
  - b. Example:
    - i. Student's Name: William Carey
    - ii. Student's ID Number: 190654
    - iii. D2L Username: wcarey190654
4. Type your WCU account password.
5. Click Login

## SaderApps Guide

William Carey University provides an email address to all students who attend William Carey University. This account is very important to you. The university will provide information to students primarily through this email address. **It is very important that you access this email address as quickly as possible and often.** Your email address is provided through SaderApps powered by Google. This is very similar to a Gmail account, but is associated with William Carey University through the use of the domain name student.wmcarey.edu.

Please use the following instructions to login to your Student email.

### Login to Student Email at SaderApps

***You must have completed Chapter 2 of this guide in order to continue.***

Once you have completed Chapter 2 of this guide, you will use your WCU account credentials (username and password) to login to Student Email.

1. Navigate to <http://mail.student.wmcarey.edu> in your web browser.
2. You will be directed to the SaderApps login page shown below.



Login using your entire WCU account username and password.

Username:

Password:

If you are having trouble logging into SaderApps, please ensure that you are able to login to the Indigo Portal with the credentials you provided when attempting to login to SaderApps.

Please review the [Student Technology Guide here](#) for instructions, and submit a trouble ticket at <http://indigo.wmcarey.edu/help> if you are having trouble accessing your SaderApps account.

If you have never setup your WCU account, please go to <https://indigo.wmcarey.edu/account> to setup your account now.

3. Type your WCU username in the Username field.
  - a. Your username is in the format of (first initial)(lastname)(student id number)
  - b. Example:
    - i. Student's Name: William Carey
    - ii. Student's ID Number: 190654
    - iii. Email Username: wcarey190654@student.wmcarey.edu
4. Type your WCU account password.
5. Click Sign in

## Troubleshooting & Help

The William Carey University Information Technology Department, IT, provides assistance to students through a per request ticket based help system. In order to receive support with your IT needs, you must complete and submit a form that will provide necessary information to the IT Department for troubleshooting. The following chapter will provide information on accessing the necessary form for ticket submission.

If you are having trouble logging into our services, please use the following instructions to submit an online support ticket.

### ----- IMPORTANT NOTICE -----

**To avoid confusion and delay of resolution, you should not submit an online support ticket unless you have reviewed this document and attempted to resolve the issue based on this guide. When submitting an online support ticket, IT will assume that you have done this and will complete steps to resolve your issue based on this assumption. If you have not reviewed this document and submit an online support ticket, response and resolution times may be extended beyond normal expectations.**

#### ***Do you need to submit an online support ticket?***

1. Navigate to <https://indigo.wmcarey.edu/help> in your web browser.
2. Fully complete the form provided.
3. Click Submit.
4. After submitting a ticket and if a support representative is online, you may start a chat session if you would like. This option is only available if you have already opened a support ticket.

#### ***Want to change your WCU account password?***

*You will no longer be able to change your password from within D2L. All WCU passwords must be changed during the account setup process or from within the Indigo Portal. Follow the instructions below to change your WCU account password at any time.*

1. Login to the Indigo Portal
2. Click on Change Password.
3. Click Submit.

#### ***Did you forget your WCU account password?***

*If you have forgotten your password, please go to <https://indigo.wmcarey.edu/student> and click on the Forgot your Password link to attempt to reset your password. When you reset your password it will affect access to all of your WCU IT resources.*

#### ***Has your name changed?***

Go to <https://indigo.wmcarey.edu/usernamechange> to submit a request to have your username changed. You must have changed your name in the Registrar's Office prior to submitting this request.

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