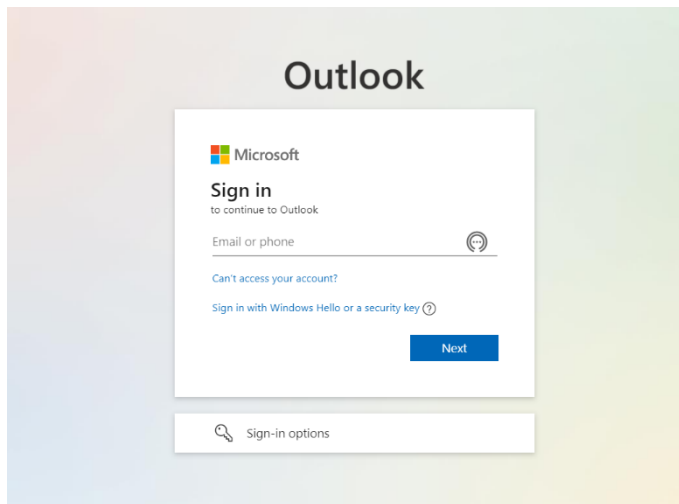


### Download MS Office 365

- While you are a student at King's you will be given free access to MS Office 365 for your school use. If you wish to install it, please visit: <https://www.microsoft.com/en-us/education/products/office?tab=teachers?tab=teachers>
- For free training on the new MS Office 365 products please visit: <https://support.microsoft.com/en-ca/training>

### Webmail Client Set Up:

- Go to website <https://outlook.office.com>



- Use the following email standard to log in (you may have to select 'use another account') [firstname.lastname.STU@kingsu.ca](mailto:firstname.lastname.STU@kingsu.ca)

### Password Criteria:

- Minimum 12 characters
- One capital letter
- One number
- One symbol (except for periods)
- NO DICTIONARY WORDS

### New Students Email:

- Username: `firstname.lastname.stu@kingsu.ca`
- Password: "Kings#" followed by the last four digits of your home phone number (taken from your application), then the year, month, and day of your birth (Kings#PPPPYYYYMMDD) \*If your birth month or birth day is a single digit day, do NOT put a 0 before it, just enter the individual number (i.e., January is 1 not 01)
- To update your password, you can either do it directly on a King's computer OR by visiting <https://passwordreset.microsoftonline.com/>
- This username and password combo lets you access any public computer on campus, your King's email, Moodle and unlocks the printers when you do not have your student card handy

**iPhone Email Set Up:**

- Open Settings
- Tap on Mail
- Tap on Add Account
- Select Exchange
- Type in your King's University email address and enter a description for your account
- Tap Next
- Tap Sign In
- Enter your email password and tap Sign in
- Tap Save
- Your Email account has now been added to your phone

**Android Email Set Up:**

- Because there are different makers of Android phones there are different programs. Below are the settings that you will need:
  - Select Exchange as your account type.
  - Enter your King's University email address and allow it to automatically configure for you.
  - If you have issues with setting this up, please email [support@kingsu.ca](mailto:support@kingsu.ca) to arrange a time for assistance

**Moodle:**

- Use your full new email address: [firstname.lastname.stu@kingsu.ca](mailto:firstname.lastname.stu@kingsu.ca)

**Printing Services:**

- The King's University has 24/7 printing services to three campus printers. Students can access the below printers from their computers:
  - Main Campus Library (Library hours only)
  - Outside Enrolment Services office
  - Tower 701 Lounge
  - Apartments Main Lounge
- You need to be connected to one of the campus's wireless or wired networks to print on campus
- Requests for RezNet connections must be sent to [support@kingsu.ca](mailto:support@kingsu.ca) first
- Setting up a personal device for on-campus printing:
  - King's uses *PaperCut* for printing services. Access it [here](#) (tip: bookmark it for quick access)
  - When PaperCut opens, it will ask for your username and password. These are the same as your King's login information (firstname.lastname), you can access PaperCut from any university computer by clicking "Details..." on the print balance popup window
  - You can also look at account information, print job history, release any jobs held in the Master Student Queue, and submit web print jobs

Summary
Rates
Redeem Card
Transfers
Transaction History
Recent Print Jobs
Jobs Pending Release
<b>Web Print</b>
Log Out

**Printing a file:**

- To submit a web print job, click on the “Web Print” link on the left-hand menu
- The Active Jobs screen will come up
- From here, you can check the status of submitted web print jobs
- Click the “Submit a Job” link to start the Web Print wizard

[Submit a Job »](#)

Submit Time	Printer	Document Name	Pages	Cost	Status
<i>No active jobs</i>					

- The first step of the Web Print wizard is selecting where you want your document to print from
- The Library and hallway printers have an automatic colour and grayscale option available during printer selection
- All printers are set to print in duplex mode

Select a printer:

Quick Find:

Printer Name ▲	Location/Department
<input type="radio"/> admpsvp02iWeb Print C101 Hallway Color/Duplex	Outside the office of Enrollment
<input type="radio"/> admpsvp02iWeb Print C101 Hallway Grayscale/Duplex	Outside the office of Enrollment
<input type="radio"/> admpsvp02iWeb Print L101 Library Color/Duplex	Simona Maaskant Library
<input type="radio"/> admpsvp02iWeb Print L101 Library Grayscale/Duplex	Simona Maaskant Library
<input type="radio"/> admpsvp02iWeb Print T701 Tower Student Lounge Phaser 3600	T701 Student lounge
<input type="radio"/> admpsvp02iWeb Print V150 Apt. Student Lounge Phaser 3600	V150 - Apartment student lounge

- Select the number of copies you want (currently, no other options such as finishing options, colour settings, or duplex settings can be changed; please use the printer selection to change the output settings in the previous step)
- Upload the document you are printing - this page lists the supported applications and associated file extensions
- When the upload is complete, the user is returned to the front Web Print

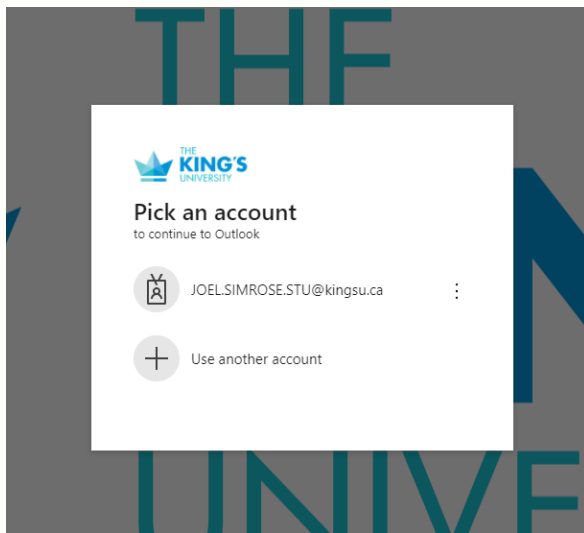
- The table shows the progress of the job from rendering to printing, and job details such as cost, and number of pages are populated
- You can track the status of the job on this page or navigate away/close the browser--the printing job will not be affected

**CrossRoad User Passwords:**

- New Students - your temporary login information should have been sent to you at the beginning of the school term
- Returning Students - use the same password that you used last term
- All Students - if you lock your account, use can reset by going to <https://registry.kingsu.ca/> click on Current Students (tab at the top of the page); enter your Student ID#, click Next, that page has a reset option

**Email Password Reset:**

- Go to website <https://outlook.office.com>
- If your account has been auto saved from a previous login, click on the account which uses the standard [firstname.lastname.stu@kingsu.ca](mailto:firstname.lastname.stu@kingsu.ca):



- If your account has not been auto saved, enter your email address ([firstname.lastname.stu@kingsu.ca](mailto:firstname.lastname.stu@kingsu.ca)) and click “Next”
- When you are prompted to enter your password, click “Forgot my password”
- Enter the characters in the picture and click “Next”



## Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username:

joel.simrose@kingsu.ca

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Next Cancel

- Choose your desired contact method. If you decide to use text/call, enter your mobile phone number, and click text/call. If you choose email, click “Email”



## Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

You will receive an email containing a verification code at your alternate email address (jo\*\*\*\*\*@gmail.com).

Email

- Enter the verification code you have been given and click “Next”
- Do the same previous two steps for a second verification method
- Once you are prompted, enter a new password, and click “Finish”

### IT Policy:

- [IT Policy](#)
- Internet and Email - Terms of Usage provided by Registration as part of onboarding email

**Wi-Fi/Internet:**

- StudyNet:
  - A secure, and encrypted wireless network intended for academic use by King's Students. School electronic resources are prioritized, and high-bandwidth applications are restricted so as to not interfere with priority traffic
  - To connect to StudyNet, when selecting a wireless network from the list of available networks, choose "StudyNet"
  - You will then be prompted for a username and password - your King's email address and your network password
- King's Public:
  - An un-secured connection that is available to all of the King's students and guests of the school for non-academic purposes

**Alertus**

Alertus is a mass notification system that King's will be using to alert the King's community of emergencies. Examples of these emergencies include:

Here are the activation instructions for Alertus Mobile.

Regarding Alertus for MacOS. I know it is available, but I believe it is customized per client, i.e.: Kings University. When I have received the install file, I will make it available to all those who wish to install it on their MacOS systems.

**Alertus Mobile instructions**

Alertus allows KingsU to provide alert messages from the school. Some examples would be:

- When fire alarms are activated.
- Intruder(s) on the campus.
- Severe weather notifications.

Alertus is currently installed on all Window computers on campus. This includes:

- All Lab machines
- All classroom computers
- The digital signs in the hallways of the campus.

In addition to these devices, we recommend that you install the Alertus App on your phone. When installed, any notification that comes up on our displays will also come up on your mobile device.

To download the Alertus app on your iOS device click here:

<https://apps.apple.com/ca/app/alertus/id896799884>

To download the Alertus app on you Android device click here:

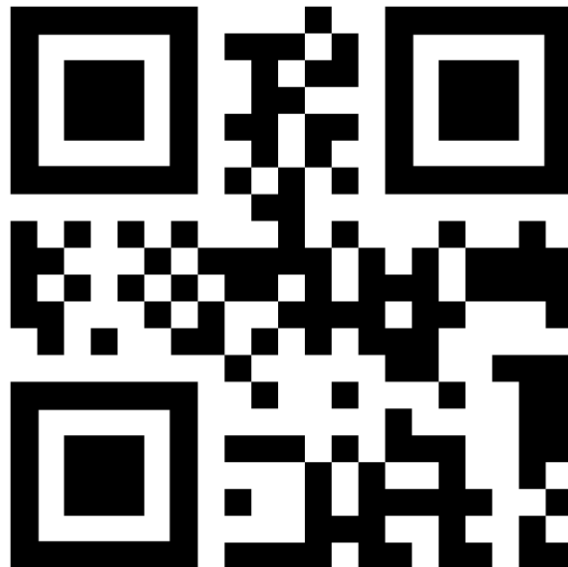
[https://play.google.com/store/apps/details?id=com.alertus.mobile\\_receiver&hl=en\\_CA&gl=US](https://play.google.com/store/apps/details?id=com.alertus.mobile_receiver&hl=en_CA&gl=US)

Once the app has installed the setup instructions are the same:

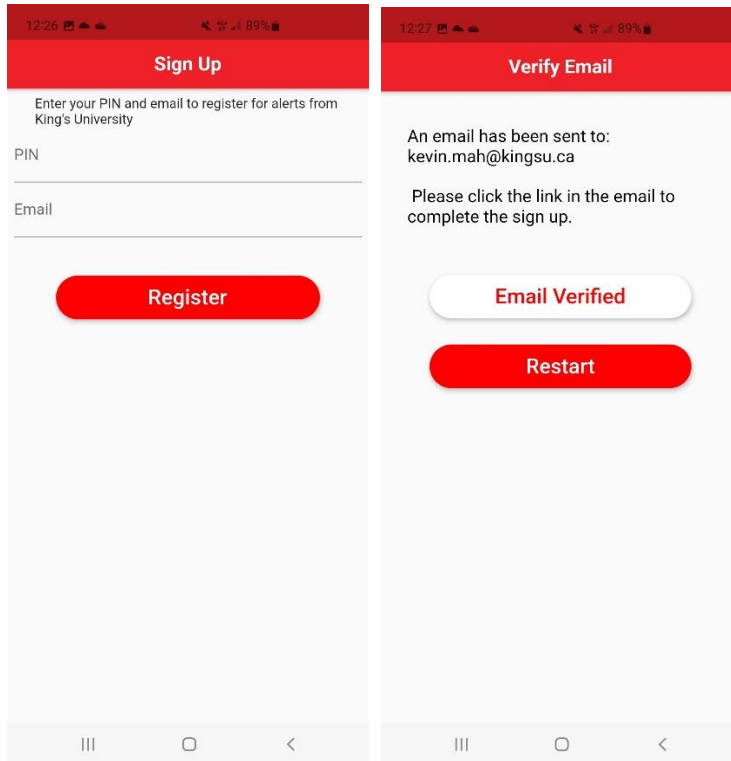
- Click on get started



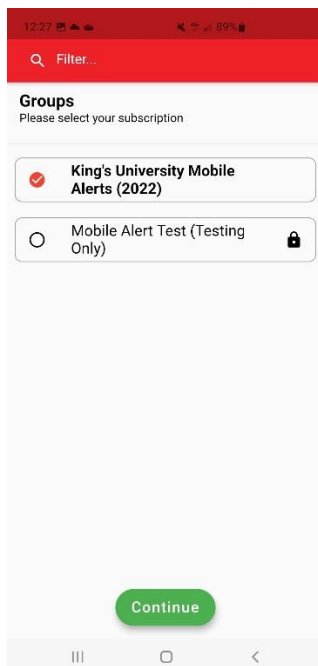
- You either enter **kingsu** for the Organization code OR select **Scan QR Code** and scan the code below:



- You will now be prompted for a pin. The pin number is **3500**.
- Enter your KingsU email address and you will receive an activation link.

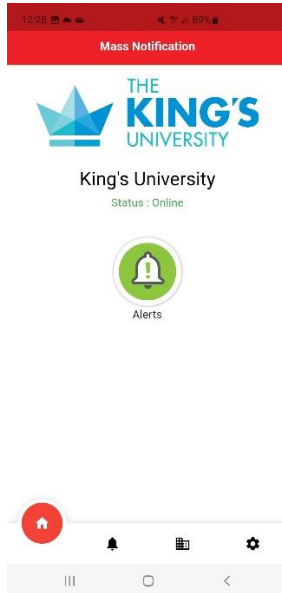


After you have clicked on link you the app will show the following screen. Only select **King's University Mobile Alerts (2022)**.





- After that you are all set. You can close the app.



When an alert is sent out, it will appear on you phone as any other notification.

**ITS Support:**

- If you are unsure, or have any issues please contact ITS Helpdesk, Monday to Friday between 8:00 a.m. and 5:00 p.m. at 780-465-8324 or email [support@kingsu.ca](mailto:support@kingsu.ca)
- Support Requests for IT and Facilities, please log a ticket at <https://kingsu.topdesk.net>