

Help Desk Hours

For all questions about:

- Computers
- Internet, email, software
- Information Technology
- Telephones

Monday – Thursday 8 am – 7pm

Friday 8 am – 5 pm

Saturday – Sunday Closed

Dial ext. **7676** or **610-921-7676**
helpdesk@alb.edu

OR

Visit us in the
Center for Computing and Mathematics,
Second Floor



“Sick” Computer?

Try one of these local repair services.

Mention that you are an Albright College student; they may give you a discount!

Amazing Computers: (610) 621-2915

Best Buy: (610)-375-3340

D & S Systems: (610)-374-1501

Stereo Hospital: (610)-929-8999

Double Click Computers: (610)-374-3355
(Double Click is an authorized Apple warranty repair shop)

Disclaimer

This list of companies has been made available to you at your request to help you locate companies that provide services that you need for your personal computer. Albright College exercises no control over any of these businesses. They have been placed on the list because the company has expressed an interest in being on this list or because they are a company that represent themselves as having the ability to repair personal computers. Albright College makes no warranty, representation, or guarantee as to the ability of any company on this list to repair your computer. Albright College assumes no responsibility for any of the services that any of these companies performs for you. Albright College disclaims any and all responsibility or liability for the accuracy/completeness of the repair, or reliability/operability of your personal computer after any of these companies has made any repairs, whether software or hardware related. Albright College disclaims any responsibility or liability for any damage resulting from services provided by any of the companies on this list.

Welcome to Albright College Information Technology Services

Information Technology is more important to today's undergraduate and graduate students than ever. Albright College provides each student with the following range of services:

- An “Albright.edu” email address, powered by Google’s GMail, accessible via the Internet, and with gigabytes of mail storage.
- A network account that provides access to all campus computer labs, with a 1-Gigabyte personal folder that is accessible from any lab, and is automatically and regularly backed up.
- Technical support for connecting a personally owned computer to Albright’s residence hall Internet service¹ or wireless Internet (WiFi).
- Free Symantec Anti-Virus software for your personally owned computer, automatically updated by Albright¹.
- Help Desk telephone support 54 hours per week to address issues with the residence hall Internet service, network or email passwords.
- Your College ID card, which is used as your:
 - Residence Hall building key
 - Cafeteria (Meal Plan) Pass
 - Library Card
 - Athletic Pass (Fitness Center, Gymnasium, Pool, Events)
 - Albright Declining Balance Account (DBA) Cash Card
 - Bookstore Charge Card

Please Note: ***If you forget any Albright password, the Help Desk can only re-set it for you if you present valid Albright College ID***, so carry your ID at all times!

- An IQ-Web account for viewing grades, registering for courses, or viewing charges or credits to your student account, all online.
- Campus emergency text messaging service via E2Campus (standard SMS messaging rates for your wireless plan may apply).

1. Indicates a service or feature available to resident students only.

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Personal Computers

Albright College students are not required to own a personal computer; however, having one in an academic environment definitely assists and enhances the learning process. Albright does not endorse any specific brand or favor one platform over another. We encourage you to comparison shop locally and through the Internet.

Albright makes the following recommendations regarding new computer purchases:

- **Buy a Name Brand** (For example: Apple, Asus, Dell, HP, IBM, Sony, or Toshiba, according to your preference.)
- **Avoid discount brands, home-built units, promotional models, or retired or donated commercial computers** (support and warranties can be hard to come by or are seldom honored in these cases)
- **Laptop or desktop?** Laptops are more expensive (for the same speed & power) and vulnerable to theft and damage. However, they allow a student to find his or her own quiet place to work, and can take advantage of wireless networking.
- **Obtain the best warranty you can that covers the expected length of the student's education (4 or 5 years).** You may need to renew the warranty later, but it is usually worth it.
- **Make sure it has a 10-base-t or faster (100 or 1000) Ethernet Adapter, also called an "Ethernet Card", "Network Interface Card", or "NIC".** This is the same item you would need to connect to DSL service or a Cable Modem, but you'll be using it to connect directly to Albright's network, instead.
- **Get Microsoft Office (or at least Microsoft Word).** Other "office" suites and word processors aren't always compatible with Albright's standard Microsoft Office software. Microsoft software can be purchased at a very steep student discount (sometimes up to 85% off retail price) at <http://www.journeyed.com/select>.
- **Use a Name Brand Anti-Virus product.** Albright provides Symantec Anti-Virus to resident students free of charge, but all the other major products like AVG, Sophos, McAfee, Panda, and others are supported (see p. 3 for a complete list). *Without an up-to-date, supported Anti-Virus package, your computer will not be able to connect to the Albright residence hall or wireless networks.*

- Speed, Memory, Hard Drive Size, Display, etc., are up to you.**

Generally, almost any new computer has plenty of processor speed and memory to manage a college career. Consider adding accessories like a USB flash or external hard drive for transporting work or making backups, respectively.

- Peripherals & Accessories:**

Having your own printer can be the difference between submitting an assignment on time or not, if you cannot finish in time to get to the labs or the Library. Many USB flash drive manufacturers add security or other software to their drives, or require driver installation in order to function; such drives will NOT work on any Albright College computer, even if they work correctly on your personal computer. Try to buy a flash drive without additional software or security features, and keep your receipt just in case.

Manufacturer's Web Sites

- Apple (Macintosh): <http://www.apple.com/store>
- Asus: <http://www.asus.com>, click on "Products"
- Dell: <http://www.dell.com>, mouse over a selection, then click on "Home & Home Office"
- HP / Compaq: <http://www.hpshopping.com>
- IBM: <http://www.ibm.com>, click on "Shop For", then "Workstations"
- Sony: <http://www.sonystyle.com>, click on "Computers"
- Toshiba (notebooks): <http://www.toshibadirect.com>, click on "Laptops"

Used Computers

Many new Albright students already own a computer. If you are bringing such to campus, please make sure that it meets the following specifications.

Computers that do not meet the minimum specifications will NOT be able to connect to Albright's Residence Hall Internet service. See page 6 for specifications required to connect to the wireless Internet on campus.

Residence Hall Internet System Requirements

Operating System (OS)*	Minimum	Recommended
Universal (All Systems)	Optical Drive (CD, DVD) Ethernet Network Card [◇] Anti-Virus Software [†]	DVD-ROM / CD-RW Ethernet Network Card Anti-Virus Software [†]
Windows XP*:	Pentium 4 or better 512 MB RAM Cisco NAC Software [‡]	Pentium 4 or better 1 GB RAM Cisco NAC Software [‡]
Windows Vista or Windows 7*:	Intel Core Duo or better 1 GB RAM Cisco NAC Software [‡]	Intel Core 2 Duo or better 2 GB RAM Cisco NAC Software [‡]
Mac OS:	Mac OS 10.4 "Tiger" 512 MB RAM Cisco NAC Software [‡]	Mac OS 10.5 "Leopard" 1 GB RAM Cisco NAC Software [‡]
Linux:	512 MB RAM Web Registration [◇]	1 GB RAM Web Registration [◇]

***Only** the versions of Windows listed here can connect to Albright's residence hall network. Pre-release versions of Windows will **not** work.

[†]See list below. Symantec Anti-Virus software is supplied by Albright College at no cost, if desired.

[‡] Available for download from Albright College during Residence Hall Network Registration only.

[◇] Requires a current version of Java for your browser (all browsers are supported)

List of Compatible Anti-Virus & Security Products*

Publisher	Supported Product Name(s)
CheckPoint	ZoneAlarm Anti-Virus & ZoneAlarm Anti-Spyware
Computer Associates	E-Trust Anti-Virus & E-Trust PestPatrol
F-Secure	F-Secure Anti-Virus Client Security
Grisoft	AVG Anti-Virus & AVG Anti-Spyware
McAfee	VirusScan
Microsoft	ForeFront Client Security & Windows Live OneCare
Panda	ClientShield
Sophos	Sophos Anti-Virus
Symantec	Norton Anti-Virus, Norton Internet Security, or Norton 360
Trend Micro	OfficeScan & PC-cillin

* The list is constantly being updated. All major and most minor anti-virus & security products that include anti-virus software are supported. If your product does not appear on this list, you may contact the Help Desk at 610-921-7676 or helpdesk@alb.edu with the name of your product, or, if you reside on campus, you may download Symantec Anti-Virus Corporate Edition from Albright, free of charge. Download instructions will appear on the ResNet registration website, <http://register.albright.edu>.

Technical Support

The IT Services Help Desk is located on the 2nd floor of the Center for Computing and Mathematics (see inside cover for hours). Students can also call ext. 7676 (610-921-7676) with questions and the IT Services staff will provide assistance over the phone.

IT Services does not provide on-site or drop-off technical support for student's personal computers except in the following circumstances:

- Residence Hall Internet or Wireless Internet Connection failure (*phone support or technician will visit if necessary*).
- Residence Hall Internet Terms of Service violation (see p. 5), **if** the student has already attempted to remedy the issue (*student must drop off the unit at Center for Computing and Mathematics*).

All other technical issues are the responsibility of the computer owner. The Help Desk does, however, retain a list of reputable local service shops that students can contact if their computer requires service, repair, or upgrade (see *inside the back cover of this booklet*).

Residence Hall Internet Access

Students who own a computer are welcome to make use of Albright's residence hall Internet access at no charge. The requirements to make use of this service are:

- Your computer must meet the minimum hardware & software requirements. (See table on preceding page)
- Your computer must have a 10/100/1000 Ethernet Adapter Card and Category 5 or 6 Ethernet Patch Cable (16 feet or longer, so you can place your computer anywhere in your room).
- Once on campus, your computer must be registered through <http://register.albright.edu>
- You must download and install the current Cisco Clean Access Agent software, provided by Albright during the registration process (except Linux users).
- Your computer must have a compatible anti-virus package with definition updates no more than 7 days old (except Linux users).

Symantec Anti-Virus (Corporate Edition) is available for download from Albright **free of charge** to all resident students.

Category 5 Ethernet Patch Cables (16 feet, so you can place your computer anywhere in your room) are available at the Lion Bookstore in the Campus Center, in varying lengths and prices.

IMPORTANT NOTE: *Wireless Internet access is ONLY available in the zones listed on page 7. Residence Hall Internet access is wired-only.*

Albright College Residence Hall Internet Terms of Service

By connecting a computer to Albright's residence hall network, students agree to the following:

- Every student with a computer connected to Albright's residence hall network must register with IT Services at the beginning of each academic session (spring, fall, interim and summer), and whenever you move into a new dormitory.
 - After attaching your computer to one of the jacks labeled NETWORK, open your web browser and navigate to <http://register.albright.edu>
 - You will be prompted to download & install the Cisco Clean Access Agent software.
 - You will have the opportunity to download Symantec Anti-Virus at no charge, if desired.
- Cisco Clean Access will require you to log on with your Albright Network username & password on a weekly basis. You can obtain this password over the web if registering for the first time.
- Access to Albright's residence hall network may be temporarily or permanently revoked if Albright or its current Internet Service Provider (ISP) finds the following:
 - Your computer's Virus Definition files become more than 14 days old. You will receive an on-screen warning whenever definitions are between 7 and 13 days old. After that, your connection will limit your Internet access to Symantec's update servers only, until you download newer definition files. Once your definition files are up to date again, your access will be automatically reinstated when you reboot.

- Copyrighted materials, including, but not limited to movies, software or music, available for download from your computer.
 - A potentially dangerous virus, worm, “bot”, or other software on your computer, including such tools used by 3rd parties to breach security on other systems.
 - Suspicious or threatening network activity, indicative of a potential attempt to breach security on another system (e.g., port scanning), even if NOT connected with a virus, worm, or other infection.
 - You have attached a hub, switch or other networking device that extends the Albright network beyond the jacks installed in your room. Your access will be reinstated when you have removed the device.
 - You have activated a wireless network access point. Your access will be reinstated when you have removed the device.
- IT Services will notify the student whose dorm network access has been revoked due to an offense. When IT Services determines that the individual’s offense has been corrected, reactivation of that individual’s network service will be initiated. In the event of a second offense, residence hall network access will be revoked and the offense will be reviewed by the Director of IT Services, or forwarded to the Office of Community Standards for normal disciplinary proceedings if involving a repeat occurrence of shared copyrighted material.

Wireless Internet Access

Students with laptops that meet the hardware and software requirements (below) are welcome to take advantage of the campus’ wireless Internet access at no additional charge. Laptops or Wireless Adapters that do not meet the following requirements are not compatible with Albright’s wireless network.

Wireless Internet Minimum Requirements*	
Hardware	Wireless Network Adapter using 802.11B or 802.11G <i>AND both WPA and TKIP Encryption</i> supported
Software (Windows)	Windows XP (any edition), with <i>at least Service Pack 2</i> , or any Vista release.
Software (Macintosh)	Mac OS 10.4 “Tiger” or later

* Disclaimer: Some of the very newest wireless network adapters may be incompatible with Albright Wireless despite claiming to meet the above requirements. This issue will be addressed through ongoing upgrades to Albright’s wireless network.

Connecting to the Wireless Internet

Students whose computers meet the minimum requirements and wish to make use of this service must come to the Help Desk on the 2nd floor of the Center for Computing and Mathematics.

- You will need to **bring** your laptop to the Help Desk (even if you already registered it for use with the Residence Hall Network).
- You will need to know your student Network account username and password (see p. 10).
- You will need your Albright College Student ID card.
- The Help Desk will give you an illustrated instruction sheet that explains how to configure your laptop. Students are asked to configure their own laptops for use with the wireless network.

Wireless Access Zones on Campus

IMPORTANT NOTE: *There are no wireless zones in the student rooms of any of Albright's residence halls. Internet access in student rooms is provided by Albright's Residence Hall Network (see p. 4).*

Buildings:

Albright Court:

Basement (Study Room only)

Campus Center:

Klein Lecture Hall

The Dining Hall

Jake's Place

Main & South Lounges, including Jake's Java

Center for the Arts:

All classroom, performance, & work spaces

Center for Computing and Mathematics:

First Floor

Gingrich Library:

All Library floors, basement, and Administration

Merner-Pfeifer-Klein Memorial Chapel:

Basement Classrooms

Masters Hall:

All 4 Floors, including the Basement level

Selwyn Hall:

Day Students' Lounge (Pine Room)
 Second Floor North Wing (Sociology)
 First Floor North Wing (Admissions)

Teel Hall:

First, Second, and Third floors Basement service)

Science Hall:

Room 221 (lecture hall), & Third Floor (South Wing only)

Outdoor Areas:

The Quad outside the Library & Administration Building is an outdoor Wireless Zone.

Computer Labs

Public computer laboratories are open to the entire Albright community. An Albright Network username and password are required to access lab computers.

Center for Computing and Mathematics

Aside from Microsoft Office 2007, Internet access, courseware, and black & white laser printing, the Computer Center labs offer scanners and CD-writers. A student attendant (called a *Consultant*) is on duty whenever these labs are open, to provide prompt assistance.

Computer Center Lab Equipment					
CCM Room #	Windows Stations	Macintosh Stations	SPARC/Unix Stations	Scanner	CD-Writers
100A	7	-	3	No	No
100B	11	-	-	Yes	Yes
100D	14*	14*	-	Yes	Yes
100E	12*	12*	-	Yes	Yes
100F	21	-	-	Yes	Yes

* Macintosh stations can dual-boot to Windows XP or Mac OS 10.5

Hours:	Sunday	12 Noon – 1 am
	Mon. – Thurs.	8 am – 1 am
	Friday	8 am – 6 pm
	Saturday	10 am – 6 pm

Public Kiosks

Several locations on campus provide convenient access to the Internet and email, including:

Gingrich Library: 20 kiosks, with printing

Career Services: 1 station, with printing

Center for Experiential Learning and Research (CELAR):
2 stations, with printing.

Selwyn Hall Commuter Lounge: 6 stations, with printing (BYO paper)

Mohn Hall: 6 stations, with printing (BYO paper)

MPK Chapel, Haskell Room: 2 stations, with printing

Additional Labs

Most academic departments on campus have access to one or more computer labs for specialized research or instruction. Students may have access to these labs outside of class time at the discretion of the instructor.

Alumni Hall:

Room 110 (Fashion Merchandising – 8 Macintosh stations)

Room 302 (Digital Media – 16 Macintosh stations)

Room 304 (Computer Science – 10 SPARC stations)

Room 306 (Computer Science – 10 Windows stations)

Room 309 (Digital Media – 15 Macintosh stations)

Center for the Arts:

Electronic Music Studio (Music – 5 Macintosh stations)

Piano Lab (Music – 2 Windows stations)

Video Editing Studio (Film – 2 Macintosh stations)

Library:

Room M-08 (Media Classroom 1 – 16 Windows stations)

Masters Hall:

- Room 2 (Physics – 11 Windows stations)
- Room 305 (Foreign Languages – 22 Windows stations)

MPK Chapel:

- Room 102 (General Classes – 15 Windows laptops)

Science Hall:

- Room 113a (Optics – 2 Windows stations)
- Room 126a (Microscopy – 3 Windows stations)
- Room 219 (General Use – 20 Windows stations)

Selwyn Hall:

- Room 207 (Sociology – 14 Windows laptops)

Teel Hall:

- Room B24 (Economics & Business – 21 Windows stations)
- Room 216 (Psychology – 19 Windows stations)
- Room 318 (Accounting – 10 Windows stations)

Network Accounts

Each student is issued a network account for use in any lab on campus. To activate this account, each student must sign or electronically agree to the *Albright College Technology Acceptable Use Policy*, which is reproduced on the next page for your reference.

Accounts are issued to new students at Orientation. They may also be obtained at the Help Desk in the Center for Computing and Mathematics (see inside front cover for hours).

Albright College

Technology Acceptable Use Policy

As a condition of my authorized receipt of anonymous access to, or an interactive account on, an information technology system or resource at Albright College, I have read, and do agree to the following conditions:

1. I understand that any access granted to me, or any user account opened by me authorizes:
 - **Students and recent alumni** to further their academic studies, or perform job searches and related correspondence,
 - **Employees and volunteers** to fulfill their respective responsibilities, or for academic research and related correspondence,
 - **Other alumni** to use Albright resources for personal, non-commercial enrichment,
 - **Authorized vendors** to access resources that enhance the commercial services they provide to the campus.
2. I understand that using College IT resources for unauthorized commercial activity, downloading or trading copyrighted material of any kind, or for any other activity not explicitly defined above is strictly prohibited.
3. I understand that any user account opened by or provided to me is for my use only, and I agree not to make access available to any other person. I will make every reasonable attempt to protect the privacy of the account and to keep all passwords secret.
4. I will make no intentional effort to access, nor will I access, any user account, file, data, system resource, or copyrighted media for which I do not have written authorization for use. I will make no intentional effort to access, nor will I access any file, data, or program that is not made available to me through the normal procedures of the IT Services department.
5. I will not intentionally create, stream, download, print, store, access, or view, nor cause to be created, streamed, downloaded, printed, stored, accessed, or viewed, any file, data, program, or other material that is not immediately relevant to the activities for which I am authorized in Condition 1 of this document. This prohibition includes, but is not limited to, games, objectionable material such as, but not limited to obscene content, hate speech, harassment, or incitement to commit violence; downloading, printing, copying, sharing, or distributing copyrighted

media, including but not limited to music, artwork, videos, film, web- or TV broadcasts, and radio; and any unauthorized commercial material.

6. I will not intentionally use any system, or any system resources, to disrupt the work of another user. This prohibition includes, but is not limited to, the deletion or modification of any file, data, notes, or printouts that belong to another person; the removal, alteration, or modification of any equipment or hardware that is a part of any system for delivery of IT resources.
7. I will not intentionally copy or modify, nor attempt to copy or modify, any software made available to me by Albright College.
8. I will not intentionally alter, modify, or delete any files stored on computers made available to me on the College computers.
9. I agree to and understand that the full contents of any and all data or transmissions of any nature or format that are stored on or passed through any Albright-owned or -leased system or electronic service, regardless of how or where the system or service is hosted, may be used, viewed, stored, or copied by any employee of Albright College authorized to do so by current College policy at any time, without my knowledge and explicitly for the purposes of protecting or maintaining College systems, enforcing College policy, or complying with local, state, or federal law.
10. I have read and understand this Acceptable Use Policy and I agree to honor it. I understand that any violations of this policy are considered violations of the Policy on Academic Dishonesty as stated in the College catalog. I understand that I am accountable for violations of this policy under all applicable guidelines set forth in the Albright College Student, Faculty, or Employee Handbook, as the case may be. I understand that violations of authorial integrity, including plagiarism, invasion of privacy, unauthorized access, and trade secret and copyright violations, may be grounds for sanctions against members of the academic community. I understand that any violations may result in the cancellation of any further user privileges, and that I may be the subject of civil suits to recover the cost of any damages I may cause and that I may be subject to criminal prosecution if any such activities are believed to be illegal.
11. I agree to honor any additional policies on electronic communications or information technology that may be established by Albright College.

Computer Lab Etiquette & Policies

Food, drink, and tobacco products of any kind are not permitted in the labs. Please finish or dispose of these items before entering. You will be asked to leave if you have food or drink in the computer lab.

Please be considerate of others in the lab and go about your work quietly. For this reason, cell phone use is prohibited in the lab area. Anyone causing a disturbance may be asked to leave the labs.

Connection of personal computing devices (laptops, etc.) to the Albright network is strictly prohibited in the computer labs.

Do not give your network account information to anyone, and do not log anyone else on to the network with your account. Doing so is a violation of the Ethical and Legal Practices Agreement and can result in the deactivation of your account.

If you are having a problem with your network account, first try logging on to a different computer. If the problem persists ask the Lab Consultant for assistance or contact the IT Help Desk (see inside cover for hours & contact).

Computers with scanning capability are reserved for that purpose. Please do not use these computers unless you are using the scanner or there are no other computers available.

Do not print more than twenty pages at one time or more than five copies of a single document. **Do not** print multiple high-resolution images or web pages. The copy machine is available for making multiple copies. The Lab Consultant will cancel any print jobs that violate this rule.

Documents should not be saved to the hard drive. Any documents found on the hard drive will be deleted. IT Services is not responsible for documents lost in this manner.

ITS provides each user with a personal network folder (always mapped to the drive letter Z: (or in the Dock labeled with your username, on Macintosh stations) for saving files. ITS strongly recommends keeping a backup copy of all unsubmitted work somewhere other than just a flash drive or personal computer, in case of hardware failure.

Report all problems with lab computers to the Lab Consultant or the IT Help Desk.

Email

Accounts & Addresses

An email account is created for every Albright student when they first register for classes. By using this account, you agree to be bound by the *Albright College Technology Acceptable Use Policy* (see p. 11). Email accounts are distributed to freshman students at the summer Sneak Peek event and again at Orientation. Students who miss these events may pick up their accounts at the Help Desk in the Center for Computing and Mathematics.

Username & Address Formulas:

Email Username: **First Name + Period + Last Name + 2-digit Class Year** (*middle initial used in cases of identical names only*)

John Q. Smith, class of 2011 = john.smith11

John Z. Smith, class of 2011 = john.z.smith11

Email Address: **Email Username + “@albright.edu”**

john.smith11 = john.smith11@albright.edu

john.z.smith11 = john.z.smith11@albright.edu

IMPORTANT NOTE: Check your Albright email account regularly, or forward it to an account that you do check regularly. **Your instructors and Albright administrators will send College announcements, course work instructions, registration information, etc., to your Albright student email account.** It is your responsibility to check your account for this important information. If you prefer to use an already established email account (e.g., HotMail, personal GMail, AOL), make sure you forward your Albright email to your primary address. Instructions for forwarding and other common tasks are available through GMail’s extensive on-line help.

Logging On

Albright uses Google’s GMail to host accounts with “Albright.edu” addresses. Your email will still come from your individual, Albright address and end in “Albright.edu” (**not** “gmail.com”), but you will use Google’s GMail site to read and send mail.

