

Thompson Rivers University Computer Usage Agreement

1. TRU computer accounts and computer systems are to be used for TRU course work ONLY. (e.g. essays, reports, programming, etc.). As per TRU's Policy BRD-16-0 Responsible Use of Information Technology Facilities and Services, limited personal use is acceptable if it does not interfere with use of the facility for its intended purpose.
2. Giving **ANY** other person(s) access to your TRU computer account is **STRICTLY FORBIDDEN**.
3. Improper use of email, chat, and social networking facilities is **PROHIBITED**. For example, chain messages, abusive, rude or inappropriate jokes or messages are considered improper.
4. Improper use of printing facilities is **PROHIBITED**. This includes, for example, large volume printouts, instructional manuals, printing of inappropriate material as outlined in point 3 above, etc.
5. Users of Computer Labs are required to conform with **any operational procedures or rules that are posted in the labs** and adhere to TRU policies, tru.ca/policy/allpolicy, and all laws that govern the use of TRU's computing and communications facilities. Applicable legislation includes, but is not limited to, the Criminal Code of Canada, the B.C. Civil Rights Protection Act, the Canadian Copyright Act, the B.C. Freedom of Information and Protection of Privacy Act, and the B.C. Human Rights Code.
6. TRU computer systems are used for administrative and instructional purposes and are shared by many people. Therefore successful use by all parties is dependent on each user:
 - not interfering with other users
 - not utilizing computer/printer time at the expense of others
 - not in any way jeopardizing or attempting to jeopardize the security or integrity of the systems

If you become aware of any information that might involve improper use of the computer lab and classroom equipment, possible compromise of the operating system, or security and policy/legislated breaches, you are expected to report this to TRU Security, HL128, 250.828.5033, or Computer Lab Support, OM1326, 250.828.5332, or the I.T. Service Desk, 1st Floor, BCCOL Building, 250.852.6800.

Violation of any of the above terms may result in disciplinary action including, but not limited to, being denied access to all computer facilities on campus and/or a recommendation for suspension from TRU being forwarded to the President.

How can we help?

- Reset forgotten passwords for student system accounts
- Help students access the wireless networks and wireless printing
- Provide assistance with lab computers, printers and software
- Monitor the resources available in labs and fix computer and printer issues to ensure optimal equipment performance
- Assist students with the recovery of lost or damaged files
- Laptop support assistance e.g. virus/spyware removal, recommendations for repairs of hardware or software issues

See www.tru.ca/its/students/labs for computer lab availability including:

- Lab hours
- The number of computers available in each lab
- The software that is available in each computer lab
- Lab schedules

If you have any questions, concerns, or need more information, please contact:

Computer Lab Support (OM1326)

Phone: 250.828.5332 | Email: labsupport@tru.ca

Hours of Operation (September to April)

Monday – Thursday: 8 am to 8 pm

Friday – Sunday: 8 am to 4 pm

Summer hours

Monday – Friday: 8 am to 4 pm

IT Service Desk (OL120)

Phone: 250.852.6800 | Email: ITServiceDesk@tru.ca

Hours of Operation

Monday – Friday: 8 am to 6 pm



tru.ca

Introduction to Student Computer System Accounts



Student Computer System Accounts

As a TRU student, you are provided with three different computer system accounts depending on your current status.

| | |
|---|--|
| 1. MyTRU portal | Provided once applied |
| 2. Network account Includes: Outlook email, campus computers, campus wireless access and Moodle | Provided once admitted or registered in a course |
| 3. Blackboard Learn | Provided once admitted or registered in a course |



1. myTRU portal

Your myTRU account gives you one-stop access to online services. You will register for courses, check and print out your schedule, access financial information, check final grades, view campus announcements, request a printed transcript and more.

myTRU portal login information

Portal: Go to mytru.ca

Login: TRU ID (T followed by 8 digits)

Password: Your initial password is your birthdate in yymmdd format (you will be prompted to change it after your first login).

Example: September 1, 1996 is entered as 960901

See General FAQs at tru.ca/its/students/mytru for details on setting up and using the Recover Your Password self-service option.

2. Network account

Your Network account gives you access to your TRU (Outlook) email, campus computers, the campus wireless networks and Moodle (one of two Learning Management Systems; the other one is Blackboard-see next page)

Network account login information

Login: TRU ID (T followed by 8 digits)

Password: Your initial password is TRUddmmmyy (your birthdate)

Example: September 1, 1996 is entered as TRU01sep96

Password setup and recovery

New students: You are required to change your initial password before logging into any of the Network account systems. Go to the self-service password portal to change your initial password and register a personal email address for password recovery.

1. Go to myid.tru.ca
2. Enter a new secure password
3. Enter your personal email address
4. Click enroll.

Your password will expire one year from the date it was changed. For more information on password recovery visit tru.ca/its/passwords

Outlook email

Visit mywebmail.mytru.ca to log into your student email account. For more information on Outlook visit tru.ca/its/students/owa.

Campus computers

Login to computers in labs and save documents to your own personal storage (2 gigabytes) known as F: drive on the TRU student server. For remote access to your private storage visit tru.ca/its/students/student-remote-access. When working on a campus lab computer, do not save any documents on the desktop, documents folder or any other drive C: location. The document will not be saved there if the computer shuts down. Save to your F: drive or to a USB thumb drive. Always keep a backup copy of your important documents.

Campus wireless network

There are two wireless networks: Eduroam and TRU. Eduroam is the preferred option as it is a secured connection and your device will save your credentials so it will automatically log in when in range of the network. The TRU network is unsecured and you will need to log in each time you connect. Visit tru.ca/its/students/wireless.

Moodle

Moodle is one of two Learning Management Systems or Virtual Learning Environments that instructors may use as a collaborative teaching tool. Your instructors will advise you which Learning System they are using. Visit moodle.tru.ca.

3. Blackboard Learn

Blackboard Learn is a Learning Management System that instructors may use.

Portal: blearn.tru.ca

Login: TRU ID (T followed by 8 digits)

Password: Your birthdate in yymmdd format

Example: September 1, 1996 is entered as 960901

Software available to TRU students

As a student you are able to access various programs, including Office 365, through TRU's current Microsoft Campus Agreement. Visit tru.ca/its/student/software.

IMPORTANT: Do not share account login names or passwords. Always **log off** when finished at a lab computer.