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PALMER STUDENT E-MAIL & WI-FI FAQ

1. **What Palmer Wi-Fi network should I be connecting to on campus?**
   - "Palmer-Community" is our newest and most secure Wi-Fi network. It is available for all personal devices of Palmer students, staff, and faculty.

2. **How can I access my emails?**
   - Start any Web browser and type in the following URL. http://www.office.com or use the Outlook App under Office 365 Applications on the Portal home page at *https://livepalmer.sharepoint.com*.
   - Enter your given email address and password (same as your portal login), and then click the login button.
   - Click out Outlook icon to open your webmail.
        - If you want to use an email app on your mobile device, please use Outlook for Android or iOS only. All other email programs are unsupported.

3. **How do I setup Multifactor Authentication?**
   - From campus, login to https://www.office.com, and follow the onscreen prompts.

4. **Who will be sending mail to this address and what will they send?**
   - Registrar/Academic Affairs – Grade report information, graduation notices, registration notices, curricular schedules, room change notices, NBCE applications and exam information, academic status letters, FERPA notices, and academic calendars.
   - Student Services – ID badge information, Campus Crime Report distribution, and club and student event information.
   - Financial Planning – Form information and deadlines, loan application information, entrance and exit interview requirement information, scholarship advertisements, work-study time sheet deadlines, and more.
   - Marketing & Communications – Any official Palmer announcement, student publications, and time sensitive announcements.
   - Various Departments will send information to individual students or groups of students informing them of items that are related to their functions on campus. (i.e., Business Office, Academic Affairs, Counseling, Clinic).

5. **How do I change my password or reset my account if I have forgotten my password?**
   For the Palmer Portal and other Palmer Services:
   - Login to the portal https://livepalmer.sharepoint.com.
   - Under Other Services, click Microsoft Online Password Reset.
   - Follow the steps.
   For the Microsoft Office 365 Email Service
   Your portal and Palmer LIVE Email usernames and passwords are the same. Resetting your portal passwords resets your entire password.

6. **What are the requirements for my passwords?**
   - Passwords must be at least 15 characters long.
   - Complexity requirements with special characters are NOT required.
   - Your password cannot contain your name
   - Passwords ARE still caps-sensitive.
   - Passwords must be changed yearly or when the account is suspected to have been compromised.

7. **What is the size of my Mailbox?**
   Each student email box is 50GB. The maximum email size is 25MB each. Files larger than that can be shared through the 1TB One Drive service that is part of the Microsoft Office365 service.

8. **Can I auto-forward emails from my Palmer email to external email services?**
   No

9. **What format is context/text sent in?**
   Email messages have a default of HTML. The system will let you choose the type of message, either Plain Text or HTML, from a drop- down menu.

10. **What are other options when sending an email?**
    - You can choose to keep a copy, and have it sent to your sent items box. Simply check the box that says keep message.
    - You can choose to request a confirmation that the person you have sent the email message has opened your message (Note: this does not guarantee that they have read your message, just that they have opened it).
    - You can choose a priority for your email from the drop- down box. (Note: that this is merely an indicator for the recipients and does not send the message any faster).
    - You can save a message that you plan to use repeatedly, or those that you do not have time to finish. Saving the message will store the message as a draft on the mail server until you are ready to send it. You will need to select a folder from the drop list to store the draft in.

11. **Can I create a contact list?**
    The Contacts List is a handy place to store e-mail addresses. To create a contact, begin by clicking the People Button in the lower left corner of the screen. Click on "New" and fill in the desired information.

12. **Can I create a distribution list?**
    - You can create a distribution list from Contacts by clicking on the down arrow next to the 'New' button and selecting Contact List. On the page that comes up, simply type in a name for the list and then click in the 'Add members' box. Start typing and it will drop down a list of users. Select the members one by one until you have everyone selected that you want. Click Save to save the Contact list.
    - To use this list, simply enter the name of the list in the TO box on the email you are sending.

13. **Do I keep my email address forever?**
    Your email account will remain active from when you start to 18 months after you graduate.

14. **Can I send an email to a Palmer email address from a personal email address?**
    - You can send an email to a Palmer.edu address from a personal email address but expect long delays; these messages will have to be reviewed to make sure they are not fraudulent. Due to an increased amount of phishing emails, we are encountering from scammers pretending to be Palmer employees and students, we have enabled impersonation protection for all Palmer college email accounts.

15. **Who do I call for help?**
    The Information Technology Help Desk phone number is (563) 884-5300.
    You can also send questions to the support help desk: *https://palmer.service-now.com/sp*.

Non-Palmer Assets Policy

OVERVIEW
Computing devices provide the means to access, process, and store information. Compromised access to any computing device threatens the college's information security, including individuals and entities outside of the college. This policy describes the minimum requirements the campus has identified to secure the devices at acceptable risk levels, as well as meet minimum hardware and software requirements to access Palmer resources.

SCOPE
This policy applies to computing devices:
- intended for connection to the Palmer data network, or
- residing on Palmer property, or
- managed by personnel in their capacity as a Palmer student, guest, or Palmer auxiliary organization employee.

This policy exists to ensure that appropriate access, configuration, security, and information technology controls are implemented and reviewed on a regular basis.

STANDARD
System configuration and maintenance
- Computing devices must run operating system versions that are fully supported with pertinent security patches available from the vendor.
- Computing devices must have controls in place to detect and remove malicious software. The controls must be capable of detecting the presence of malicious software at the time of access and during regular system scans. (e.g., anti-malware software capable of live and scheduled scans).
- Wireless devices must be able to connect.
- Devices that are jailbroken or deemed insecure are non-compliant.
- Devices must be able to connect to 5GHz wireless band.

System Requirements for Applications
Brightspace

eClinicalWorks

ExamSoft

Non-Compliant devices
Non-compliant devices can be connected to the Palmer network, but they will be non-functional because they will not be able to access Palmer resources or the internet.

STUDENT COMPUTER RECOMMENDATIONS

Palmer does not require a specific brand or type, but we do recommend purchasing your computer from a name-brand manufacturer like Apple, Dell, or HP.

Palmer utilizes a computer-based exam product called Examplify in the classroom. Once enrolled, information will be provided to you on downloading that test-taking software. In addition to the minimum recommended specifications below, we strongly encourage you to review the Examplify minimum system requirements from their website: Examplify: Minimum System Requirements - ExamSoft

Palmer Minimum Recommended Specifications:

PC System
- Operating System — Windows 11 (Pro, Education, or Enterprise)
- Processor/CPU — Intel Core i5 dual-core processor (7th Generation) or greater
- Memory/RAM — 8 GB or greater
- Hard Drive — not less than 256 GB
- Webcam – Integrated camera or external USB camera supported by operating system.
- Microphone (no headphones, no virtual mics)
- Wireless — 802.11 N, AC, or higher (Must support 5ghz)
- Screen resolution 1280 x 768 or higher. Scaling should be set to 100%

Apple Macintosh System
- Most MacBook and MacBook Pro devices work well on campus, but not all required software is available for MacOS.
- Operating System: macOS Ventura, Sonoma or Sequoia
- CPU: Intel or M series processor.
- RAM: 8GB or higher
- Hard Drive: 4GB or higher available space
- Webcam - Integrated camera or external USB camera supported by operating system.
- Microphone (no headphones, no virtual mics)
- Wireless – 802.11 N, AC, or higher (Must support 5ghz)
- Screen resolution 1280 x 768 or higher. Scaling should be set to 100%

iPad
- Hardware Requirements: iPad 5+, iPad Air 3+, iPad Mini 5+, iPad Pro.
- Operating Systems: iPadOS 16, iPadOS 17 and iPadOS 18 (Only officially approved Apple versions of iPadOS are supported).
- 500 MB of free space required to commence an exam.

Software
- Must be a currently supported OS version such as Windows 11, macOS Ventura (13.7.4)
- Microsoft Office
- Microsoft Office 365 is available for free to students. This software will be free for as long as you have an active Palmer email address.
- Virus protection

Devices or Software to Avoid

- Chromebooks or anything that runs ChromeOS
- Linux, Android, or Amazon Fire devices
- Windows 10 Home Edition in S mode, Windows RT
- Older out of date operating systems such as Windows 10 1903
  - https://docs.microsoft.com/en-us/lifecycle/faq/windows#windows-10

Virtualized environments or environments that require persistent network (local or otherwise) connections. This includes, but is not limited to VMWare, Parallels, Citrix workspace, Virtual Disks, Streamed images, etc.

Example Devices

- Microsoft Surface Laptop 3 Windows 11 Pro 64-bit Intel Core i5
- 8GB Memory (RAM) 256 GB SSD
  - Surface Laptop 3 – Style and speed – Microsoft Surface Educational discounts are available.
- Dell Inspiration 14 5000 Laptop Windows 11 Pro 64-bit
- Intel Core i5
- 8GB Memory (RAM) 256 GB SSD
  - Laptops for College at Dell University | Dell USA Dell offers deals regularly; this link goes to their Education page.
- MacBook Pro
- 2.0 GHz quad-core 10th-generation Intel Core i5 processor, Turbo Boost up to 3.8GHz
- 13-inch Retina display with True Tone 16GB 3733MHz LPDDR4X memory
- 512GB SSD storage
  - Go to the Apple Education Store. Here you will find suggested models and special pricing for students. The special price also requires that you purchase Apple Care, Apple's product warranty.
- iPadOS 16

Privacy Screen

In addition to the computer specifications listed above, a computer privacy screen or privacy filter is required on all electronic devices used in the classrooms for testing purposes.

INFORMATION TECHNOLOGY SUPPORT

Information Technology support is here to help you with any questions you have or run into with your devices or programs within the network. There are two staffed locations available to assist you.

Location: North Hall

Hours: 7:00 a.m. - 4:30 p.m.

Help Desk: https://palmer.service-now.com/sp

Phone: (563) 884-5300

Location: IT Corner (Skywalk level, Adjacent to the P classrooms corridor and the Center for Business Development in B.J. Palmer Hall)

Hours: 7:30 a.m. – 3:30 p.m.

Help Desk: https://palmer.service-now.com/sp

Phone: (563) 884-5300

COMPUTERS ON CAMPUS FOR STUDENTS

Computers on campus for student use can be found in the David D. Palmer Health Sciences Library. There are 8 stations, and they are available and open during normal library hours.

General Information
- To minimize technical problems, loading software onto College computers is prohibited.
- Access to the Web-based email system is free to Palmer students but requires an account to login. Questions about your email account should be directed to the Information Technology Help Desk (563) 884-5300.
- College computers are intended for educational purposes. Students needing computer resources to complete course work and assignments have priority in the computer labs.
- Printing is available in all lab areas for a minimal fee (no printing refunds).
- Lab assistance is available on a limited basis. Any questions, comments or suggestions should be directed to an on-duty lab assistant or to Information Services at (563) 884-5300.

Student Wi-Fi

Wireless internet access is provided to students throughout the campus. Search for available Wi-Fi Networks from your personal device and select "Palmer-Community". An option to put in a username and password will then appear, log in with your Palmer User Name (F.LastnameXX) and password.

If you are having difficulty connecting to "Palmer-Community" from your device, please visit IT Support in person with your device.

Institutional Policy: Use of College Electronic Communication Services

Palmer College of Chiropractic provides telephone, voice mail, facsimile, computer, software, and network and internet services to employees and students as resources to enable them to carry out their respective duties and responsibilities as well as to enhance the educational process. Employees and students shall exercise sound professional judgment when using these resources and shall not use any of these resources in a manner that is prohibited by College policy and procedures or by applicable laws.

Please refer to the institutional policy at:
https://livepalmer.sharepoint.com/sites/OfficeofCompliance/SitePages/Policy-Library---Institutional-Policies.aspx , click Use of College Electronic Communication Services for complete information regarding the use of College electronic communication services, including the following administrative rules:

- What is considered College Property
- Appropriate Use of Computer Networks
- No Expectation of Privacy
- Monitoring and Access of Computer Systems
- Collection of Statistical Data
- Authorization for Access
- Security of Password and Login Information
- Message Restrictions
- Prohibited Uses of Computer Network
- Copyrighted, Proprietary, and Licensing Restrictions
- Prohibited Software
- Prohibited Hardware
- Electronic Mail
- Anti-virus Measures
- Respecting Privacy Rights

Internet and Email System Use Agreement
Use of the Palmer Internet access system or e-mail system constitutes your understanding and acceptance of the institutional policy regarding use of College Electronic Communication Services (Policy) as well as the Code of Student Ethics (The Code). Acceptance of the policy and The Code is a condition to use of the Palmer Internet access or email system. If you do not agree to administrative rules, you are not permitted to use the Palmer Internet access or email system. Your Palmer student account including email and other apps will be disabled 18 months after graduation and you will no longer have access to any emails or apps. Please be sure to move your data prior to this time.

Disciplinary Action
Students found to have conducted themselves in a manner prohibited by College policy and/or the Code of Student Ethics may be subject to disciplinary action up to dismissal.

The College Prohibits "Peer to Peer" or "P2P" FileSharing

What is "P2P" File Sharing?
A peer-to-peer, or "P2P," file transfer service allows the sharing of computer files. Sharing of copyrighted music, software, and/or video through the Internet using P2P file transfer is copyright infringement and is prohibited by the College.

Combating the Unauthorized Distribution of Copyrighted Material
The College uses a variety of methods to identify and address unauthorized distribution of copyrighted material, including but not limited to, bandwidth shaping and traffic monitoring to identify and address large uses of bandwidth by individuals.

Legal Penalties
Unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing, may result in civil and criminal liabilities including, but not limited to:
- Infringer pays the actual dollar amount of damages and profits.
- The law provides a range from $200 to $150,000 for each work infringed.
- Infringer pays for all attorneys' fees and court costs.
- The Court can issue an injunction to stop the infringing acts.
- The Court can impound the illegal works.
- The infringer can go to jail.

Alternatives to Illegal File Sharing
EDUCAUSE maintains a comprehensive list of Legal Downloading Resources. You are encouraged to take advantage of these legitimate sources of digital content.

Student Email
Your student email username and password double as your Palmer portal username and password; these are distributed at orientation. This email system is used for all Palmer Communications messages. You can access your email by logging into http://livepalmer.sharepoint.com and clicking on the Outlook link under Office 365 Applications, or you can go directly to the mail application at http://www.office.com.