

# GUSTAVUS

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## GUSTAVUS ADOLPHUS COLLEGE

### Welcome!

Gustavus Technology Services (GTS) would like to welcome you to Gustavus! It is our hope that this letter will supply you with the information necessary to answer some of your technology related questions.

### Who is GTS?

Gustavus Technology Services (GTS) is the primary technology provider on campus. We provide support through the Technology Helpline. If you have questions or concerns, please contact the Helpline at [helpline@gustavus.edu](mailto:helpline@gustavus.edu), (507) 933-6111 or see our Technology Information pages for New Employees: [https://gustavus.edu/gts/Technology\\_Information\\_for\\_New\\_Gusties](https://gustavus.edu/gts/Technology_Information_for_New_Gusties).

### Gustavus User Accounts, Machine Logins, Passwords and Two Factor Authentication

All Gustavus community members are granted a user account.

<First Name Last Name>

Your Gustavus User Account username is: <username>

Your temporary password is: <password>

A Gustavus User Account is provided by Gustavus Adolphus College, for students, faculty, staff and approved guests of the College to facilitate and enhance their work, teaching, learning, and scholarly research. All Gustavus accounts are governed by the Gustavus Acceptable User Policy ([https://gustavus.edu/gts/Acceptable\\_Use\\_Policy](https://gustavus.edu/gts/Acceptable_Use_Policy)). While employed by the college, you are required to use Duo Two Factor Authentication.

You will be asked to provide a username and password whenever you log into your office computer. The first time login credentials are listed above. Please follow these steps to **log in, enroll in Duo Two Factor Authentication** and **choose a new password** for your Gustavus User Account.

1. Log in to your computer with the credentials listed above
2. Open a web browser. (Chrome, Firefox or Safari)
3. Visit the Gustavus homepage ([www.gustavus.edu](http://www.gustavus.edu))
4. Click the yellow user icon in the upper right hand corner of the page
5. Log in with the credentials listed above
6. Follow the prompts to set up **Duo Two Factor Authentication**. Detailed directions can be found at: [https://gustavus.edu/gts/Duo\\_Two\\_Factor\\_Authentication#Enrollment](https://gustavus.edu/gts/Duo_Two_Factor_Authentication#Enrollment)
7. After Duo Two Factor is set up, visit the Gustavus User Settings page: [www.gustavus.edu/go/myaccount](http://www.gustavus.edu/go/myaccount) or click on the image in the upper right hand corner of the Gustavus homepage, and select Gustavus User Settings.
8. Click the **Change Password** link in the **Security and Sign-in** section.
9. Follow the prompts to change your password.
10. Restart your computer.
11. Log in with your username and your new password.
12. Apple Mac OS only - Click **update keychain password**.
13. Apple Mac OS only - Type your **Temporary password** (above) in the next prompt.
14. Apple Mac OS only - Log out of your computer.
15. Apple Mac OS only - Enter your Gustavus password to enable **FileVault**.

16. Apple Mac OS only – log back into your computer with your username and new password.

### **Gustavus Email (GusMail)**

Your Gustavus e-mail address is [yourusername@gustavus.edu](mailto:yourusername@gustavus.edu). You can check your e-mail with a web browser at: <http://gusmail.gac.edu> or mail.google.com. You can also configure your email on your phone, tablet or other mobile device. For more information, please see our help pages for email:

[https://gustavus.edu/gts/Electronic\\_mail](https://gustavus.edu/gts/Electronic_mail) or contact the Technology Helpline ([helpline@gustavus.edu](mailto:helpline@gustavus.edu) or 507-933-6111)

### **Web Advisor**

WebAdvisor is a web-based system that allows Gustavus students, faculty and staff to access important academic and employment information. WebAdvisor account information will be sent to your Gustavus e-mail account. \*Please note that your user name is the same, but your password and its requirements are independent from your Gustavus User Account (email) and Colleague passwords.

### **Frequently Used Gustavus Websites**

- Technology Services self-help website: [gustavus.edu/gts](http://gustavus.edu/gts)
- Gustavus People Search (Gribly): [gustavus.edu/search](http://gustavus.edu/search)
- WebAdvisor is the online advising system used by students, faculty and staff: [gustavus.edu/go/webadvisor](http://gustavus.edu/go/webadvisor).
- Moodle is our Content Management System. For help with Moodle, visit: Moodle Information. To log into Moodle visit: [moodle.gac.edu](http://moodle.gac.edu).
- Your Gustavus account includes access to Google Calendar and Docs, to log in visit:
  - Google Drive: [drive.google.com](http://drive.google.com)
  - Google Calendar: [calendar.google.com](http://calendar.google.com)
  - Google Help: [help.google.com](http://help.google.com)
- Edit your Gustavus Profile information: [gustavus.edu/profile/edit](http://gustavus.edu/profile/edit)

### **Who to call for help?**

Technology support is provided to all members of the Gustavus community through the Technology Helpline. Please contact us with your technology question or concerns.

- Phone: 507-933-6111
- E-mail: [helpline@gustavus.edu](mailto:helpline@gustavus.edu)
- Wiki Help: [gustavus.edu/gts](http://gustavus.edu/gts)
- Twitter: Follow us @gtshelpline or [twitter.com/gtshelpline](https://twitter.com/gtshelpline)
- Submit a Request or Check Status: [gustavus.edu/gts](http://gustavus.edu/gts)
- Live Support: [gustavus.edu/gts](http://gustavus.edu/gts) click on Live Support

**Staff Member:** \_\_\_\_\_

**Case Number:** \_\_\_\_\_