

# TOP 10

## THINGS YOU NEED TO KNOW ABOUT TECHNOLOGY

### We're here to help

Visit [ts.acadiau.ca](https://ts.acadiau.ca) for help and support information. Contact us:

- HUB Service Portal: [hub.acadiau.ca](https://hub.acadiau.ca)
- Live Chat: [ts-chat.acadiau.ca](https://ts-chat.acadiau.ca)
- Phone: 902-585-4357 | 1-888-609-3330
- Email: [helpdesk@acadiau.ca](mailto:helpdesk@acadiau.ca)

Our status page ([acadiau.status.page](https://acadiau.status.page)) shows if major services like Wi-Fi or Microsoft 365 are offline.

### Your Profile

Your **username** is the first part of your email address without the "@acadiau.ca".

For access to Microsoft 365 resources, login using your email address. For all other resources, such as WiFi, ACORN, Self-Service, login with your username.

Your Acadia **email** is the main way in which your professors, TS, and other departments contact you.

- Access your email through an app, such as Outlook, Apple Mail or through the Microsoft 365 Portal. To learn more, visit: [ts.acadiau.ca/email.html](https://ts.acadiau.ca/email.html).
- Need to reset your Acadia network password? Go to <https://aka.ms/sspr>

### Set up your Security Information

For Multi-Factor Authentication (MFA) and easy password resets, you'll need to set up forms of verification, like a confirmation text, call, or app. We recommend the Microsoft authenticator app.

- Watch this video for set up instructions: <https://youtu.be/zmC5UzF25Sg>
- Verify your security information: [aka.ms.mysecurityinfo](https://aka.ms.mysecurityinfo)

### Get connected

To connect your computer or phone to campus Wi-Fi, select **Acadia** as the preferred network, not *Acadia-Guest*. The Acadia network provides more security and access to all campus resources. Login with your Acadia Username/password.

- Connect your game consoles, smart speakers, streaming boxes devices to the **Acadia DeviceNet** network. Before you can connect you must register the device's Mac Address: [ts.acadiau.ca/registerdevice.html](https://ts.acadiau.ca/registerdevice.html)

Personal wireless routers are not permitted in residence; they cause interference for your neighbours.

### Microsoft 365

Take advantage of all the Microsoft 365 productivity tools available, like Outlook, Teams, Word, Excel OneDrive, and more. Download the tools and collaborate from the cloud or your desktop. Access these apps at [portal.office.com](https://portal.office.com), or visit [ts.acadiau.ca/Office365](https://ts.acadiau.ca/Office365) for more information.

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### MyAcadia

You can find MyAcadia in the top right corner of the main Acadia webpage or at [ts.acadiau.ca/myacadia.html](https://ts.acadiau.ca/myacadia.html). It's the launching point for your personalized services. It includes the Self-Service academic/administrative portal and links for help and resources while on campus.

### Classroom Technology

If you need special software for your courses, visit the Tech Store at [ts.acadiau.ca](https://ts.acadiau.ca). From here, you have various locations to either get free or discounted versions of academic software.

- Your teachers will tell you what software and often provide instructions on how to obtain it.
- To learn more, visit: [ts.acadiau.ca/software.html](https://ts.acadiau.ca/software.html)
- [ACORN.acadiau.ca](https://ts.acadiau.ca/acorn) for the Learning Management System

### Printing

You can print, copy, and scan at the library. The charges will be applied to your student account each month. Look for Secure Print instructions in the Service Portal. [ts.acadiau.ca/secureprint.html](https://ts.acadiau.ca/secureprint.html).

- Wireless printing is not available in residence. Instead, connect to your printer with a USB cable. You can purchase a cable from a local retailer.

### Cybersecurity

Know how to protect yourself and the University.

Your online accounts contain a lot of personal information about you. Look out for phishing schemes and make sure your social media accounts don't give away information that could be harmful. Learn more about cybersecurity at [ts.acadiau.ca](https://ts.acadiau.ca).

- Practice "unique account, unique password" and use passwords that are long and strong. Never share your Acadia password or use it as a password on another website
- Consider using a password manager app like 1Password, Lastpass, Dashlane, etc.

### Acadia Emergency Alerts

Acadia sends critical alerts to you in the event of a campus emergency.

- Opt-in for additional contact methods: [ts.acadiau.ca/acadiaalerts.html](https://ts.acadiau.ca/acadiaalerts.html)