

IT Resources for Students

The IET department at Kwantlen Polytechnic University provides Technology Services for Students, Staff and Faculty (kpu.ca/iet).

IET SERVICES

Services provided by IET for students include:

Online Self-Service

Here you can check your application status, register for courses, look up grades and view your transcript, find your tax form, and find out about financial aid and awards. This is where your set or change your password and security questions.

myKwantlen

This is the main web portal providing access to email, campus announcements, course webpages, student services and more. The student portal website provides easy communication between students, faculty and the University. Along with your official student e-mail address, myKwantlen provides news, personal organizational tools, and course materials.

Your account becomes available as soon as you've applied KPU. Your username is your 9-digit student number, and your password is the same one you use to register online.

Visit myKwantlen.ca for:

- Your student records, grades and registration
- Your e-mail and calendar
- Public discussion groups
- News and entertainment
- Events around campus

Email

All students who apply to KPU receive an @kwantlen.net email account. The account never expires and is the primary place where all institutional, instructor, and course emails are sent.

Access to this account is available only through myKwantlen; it cannot be set up directly on a mobile device. As an option, you can forward your KPU email to another service such as Gmail. Please be aware that copies of your emails will not be kept at KPU, but will be forwarded to the other service.

Live@edu email account

As an option, students can choose to sign up for the Live@edu email service. Instructions on how to sign up for the service are located in myKwantlen under the Live@edu tab.

Student Lab Account

Students who are registered and attending classes can log into any of the computers in student labs or the Library. Lab accounts expire 16 weeks after the semester ends.

Wireless Network Account

Students who are registered and attending classes can log into KPU's wireless network to access the Internet on a laptop computer. Wireless accounts expire 16 weeks after the semester ends.

Account Changes

Please visit any Admissions office to update your student record before requesting changes with IET.

IT Services

IET provides the IET Service Catalogue as a reference to the Kwantlen Polytechnic University community. The purpose of this catalogue is to define the services offered by IET to the KPU community, as well as those that are supported by IET when

primary delivery is through another department. The Service Catalogue for Students is at kpu.ca/iet/students/.html.

ONLINE LEARNING RESOURCES

Online course websites can be accessed either through myKwantlen or Moodle; your instructor will advise you of the availability of each course - not all courses have an online component.

myKwantlen Courses

Direct links are available under the myCourses tab in myKwantlen.

Moodle Courses

The direct link for Moodle courses is courses.kpu.ca

CLASSROOM AND LAB RESOURCES

Classrooms

Most of KPU's classrooms have been converted to eClassrooms which have an instructor station capable of showing PowerPoint presentations, office documents, webpages and playing videos from DVD or videotape on a large screen at the front of the room. Students can present their own material by plugging a USB memory stick into the instructor station or bringing in their own laptop.

Labs

Lab and Library computers are accessible to all registered students. The software available in labs is determined by the instructors each term, and the software available on the Library computers is determined by what is being taught on the particular campus.

Student Computers

Most KPU lab computers have been converted to thin-client technology. The Windows session runs on a server, not the local machine. Any files that are used on a student lab computer will be deleted at logout; files must be saved to a USB memory stick or emailed before logging out.

File Management

Most USB memory sticks are compatible with thin-client technology; it is important to leave a memory stick plugged into a thin-client terminal for at least one minute before attempting access, the server needs time to read the contents.

* It is always best to copy a file from USB to the My Documents folder or desktop before opening and editing it to reduce the chance of file corruption. Save, close and copy back to USB when you are done.

* While it is easy to open and read an attachment directly from email, it is not good practice to open an attachment for the purpose of editing it! If you close your email while you have an open document, you will likely lose all your edits. So then, first save it to My Documents or the desktop and then open it from there for editing.

OTHER RESOURCES

Library Card

Students can obtain an ID Card (Smart Card) from any campus Library.

Student Job Posting System

Students can check out employment opportunities through the Career Services website. Look for the Job Postings link under the menu for Students. Requests for help with job postings and login should be directed to the Career Services Contacts.

Printing

Lab Printing

Printing is available in labs when an instructor is logged into the instructor station.

Open Access Printing

Pay printing is available in the Libraries.

Software for Student Purchase

Under special purchasing agreements with Adobe and Microsoft, KPU students can purchase Adobe and Microsoft software products at discounted prices. See:

kpu.ca/iet/students/academic_resources/IET_student_services/Software_for_Student_Purchase

IET Service Desk

Located on the Surrey Campus in the Coast Capital Library, first floor.

For technical and login questions (registered students only):

Phone: 604-699-2116

Email: servicedesk@kpu.ca