

New Student IT Guide

Information technology is an important aspect of university life. **Information Technology Services (ITS)** offers a wide range of services and is here to provide assistance during your time at Queen's.

To make your transition an easy one, ITS has provided a series of actions new students should take before and when they first arrive on campus.



Step 1 Activate Your NetID

To activate your NetID, visit the **NetID Profile Manager**. Under "Other Options," select "Activate your NetID" and follow the steps. For step-by-step instructions, visit the **Activate your NetID Tutorial**.



Step 2 Set up your Queen's Email

Once you have activated your NetID, you can access your Queen's email account by logging into **Office 365** at <https://office365.queensu.ca>. Tutorials are available through **ITS** to help you navigate Office 365.



Step 3 Download Free Software

As a student at Queen's, you have access to free software! Use your NetID and password to log into the MyQueen'sU portal (<https://my.queensu.ca>) and select the Software Centre tab. Review and download software useful for your research. For Microsoft Office programs, use your email address and password to log into **Office 365** and click on the Office 365 logo in the top left corner to open the apps menu. All apps listed on the menu are available for you to use.



Step 4 Make your connections

Queen's campus is equipped with a high speed wireless network. Use our NetID and password to access QueensuSecure_WPA2. ITS has created a helpful **step by step tutorial** on how to connect to this wireless network.



Step 5 Prepare your Devices

Ensure that your operating system, browser, and software programs are up to date. Install a reputable antivirus program. Ensure it is current and scans your computer regularly.

Be sure to back up your data regularly. As a student, you have access to **OneDrive for Business**, a secure space to save your data and access it from anywhere.



Step 6 Get Help

If you have any questions or experience any problems with any of your technology, the **IT Support Centre** available to help! You can call in (613-533-6666), walk-in (Mackintosh-Corry Hall, Rm B205), or submit on **Online Help Form**.

For more information and instructions, visit the **ITS New Student Guide** (<http://www.queensu.ca/its/getting-started/student>).