

Getting Help

New Jeff IT Student Support Web Site

Most IT information is available, and questions can be answered, by visiting the jeffit.jefferson.edu web site and clicking on the Student box on the "Who Are You?" top banner. All student services and applications are listed there. If you can't find an answer, call the Jeff IT Service Desk at 215 503-7600.

For problems with your Campus Key password, go to the jeffit.jefferson.edu web site and choose Getting Help/Self-Service Forms.

If you are having problems accessing the wireless network, visit the Web wireless section under Student/JeffWireless. If your problem cannot be resolved, call 215 503-7600 to talk to a member of the Jeff IT Service Desk or book an appointment.

Please note: Jeff IT does not provide repair services for student PCs, but can often suggest local repair or service vendors. If you have a Dell or Macintosh we will make a best-effort, no-liability attempt to solve your problem.

Frequently Asked Questions

If you have any other support questions, please check the jeffit.jefferson.edu Web site and choose Student/Getting Help/FAQs.

Computing Policies

All TJU students are bound by the appropriate use and behaviors policies listed in the Computing Policies and Governance link on jeffit.jefferson.edu.

Computer Labs

Computers are widely available in teaching buildings on campus. AISR's Learning Resource Centers provide several large computer classrooms. Scott Memorial Library provides over 100 machines throughout the library.

Computers in the Learning Resources Centers provide Internet access, MS Office software and educational software.

Visit the labs at:

- **Jefferson Alumni Hall**
M13A & 13B, Room 311
- **Scott Memorial Library**
2nd floor, Rooms 306/307

For more information, including current hours of operation, please check the JEFFLINE web site, (<http://jeffline.jefferson.edu>), or logon to Pulse and click on the JEFFLINE tab.

JeffShare

JeffShare provides 500 mb of secure, next-generation, network-based storage to the student community. To access JeffShare, point your Microsoft Internet Explorer browser to <http://jeffshare.jefferson.edu> or click on the JeffShare tab under Pulse.

To learn more about JeffShare, visit the Jeff IT Web site and click on Getting Help/JeffShare Info.

Technology Services for Thomas Jefferson University Students



jeffit.jefferson.edu



The Campus Key — your universal login

The Campus Key account is your login credential to access all Jefferson applications and IT services. It uses the convention of 'fml###' where **f**, **m** and **I** are your **first, middle and last initials** and ### is a number. If your middle name is unknown, you may find 'x' instead.

If you are not sure what your Campus Key is, follow these steps:

1. Go to the Jeff IT web site – jeffit.jefferson.edu
2. Click on **Getting Help/ Self-Service Forms**
3. Choose the link under Campus Key & Password Help



Note: Your initial password will be your first and last initial in lower case, the last 4 digits of your social security number, and your first and last initial of your name in upper case.

Example: (ms1234MS) This change will take effect on September 9, 2012. **It is recommended that you change your password every 90 days.**

How do I change my Campus Key password?

1. Follow the instructions above
2. Click on the Reset/Forgot Password link

Note: If you still cannot login with your password or change it, call 215 503-7600 for help.

Pulse

Pulse (<http://pulse.jefferson.edu>) is a University Web portal providing access to a variety of resources and applications for students, faculty, and staff. It includes:

- **Course information** and online content for classes taught at Jefferson.
- **Departmental and research** web sites and information.
- **JEFFLINE:** the TJU Library site with journals, research information, library policies, and related information.
- **JeffMail:** Browser-based web access to the university email system using the address form of first.last@jefferson.edu.
- **Utilities** such as Phone Directories, Campus Key Look-ups, and others.

What is Banner Web?

Banner is a student registration web application. You can register for classes, display class schedules, grades, and transcripts, as well as review financial aid requirements and awards. You can also update your address, phone, email, emergency contact information, etc.

How do I logon to Banner Web?

1. Login to Pulse
2. Click on the Banner tab

Note: If you are having trouble with the login or any other Banner-related issues please email bannerweb.admin@jefferson.edu.

Email Accounts (JeffMail)

JeffMail is your university email system. It is used as the authoritative means for official communications among students, faculty, and staff. So make sure to check it regularly. To access JeffMail:

- Enter Pulse and click on the JeffMail tab.
- Or type <http://jeffmail.jefferson.edu/> in the Internet Explorer browser.

Wireless Network Access

Jeff IT is continually upgrading and expanding the JeffWireless network. Access is currently available in all dormitory residences and most classrooms. All students are able to gain access to the wireless network. However, your PC needs to be configured. See the JeffWireless under Student section under the Jeff IT web site. A wireless coverage map is found on Student FAQs page.

If you require assistance with your wireless setup please call Jeff IT Service Desk at 215 503-7600. If your problem cannot be resolved on the phone, an appointment will be set to bring your computer to the Student Support Center on the 20th floor of the Edison Building, located at 130 S. 9th Street on campus.

Registering Your Computer for Wireless Networking

This is a simple process required for security reasons. Once you have selected "register", simply enter your campus key and password. This information will help us to identify you should the network detect viruses or other problems with your computer.

Viruses, Spyware & Computer Threats

Please visit the Virus & Spyware Protection link under the Student section of the Jeff IT Web site for links to free anti-virus and anti-spyware software. This software is required for all PCs connecting to the campus network.