

Who we are

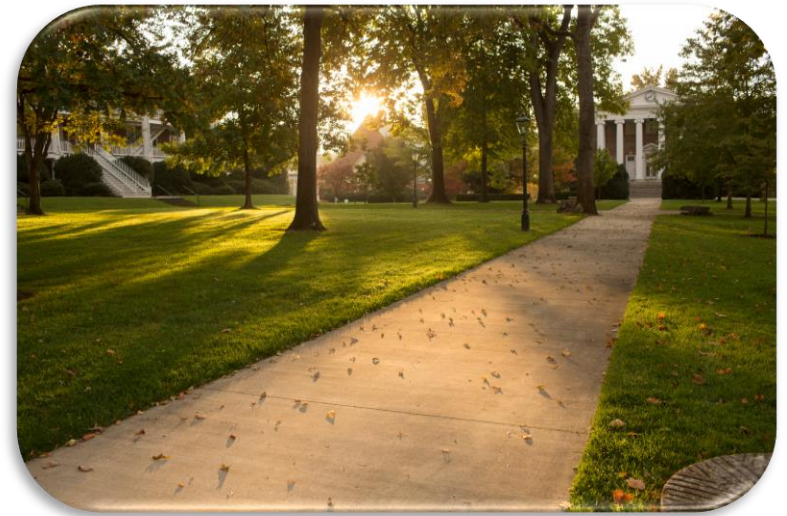
The IT Help Desk strives to assist the Hollins University community with its technological needs. Our student assistants are key liaisons between our technicians and you. The IT Help Desk should be your first point of contact with IT to ensure a timely resolution.

Contact Us

Hollins IT Help Desk
Box 9715
Roanoke, VA 24020

Phone: 540-362-6538 | on campus X7777
Email: helpdesk@hollins.edu
Web: <https://it.press.hollins.edu>

Hollins IT: Student Quick Guide



HOLLINS UNIVERSITY

HOLLINS
UNIVERSITY

Hollins University
Box 9715
Roanoke, VA 24020

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Overview of Campus Resources

Computer Labs



Hollins has two computer lab locations with an array of pre-installed software:

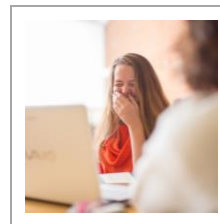
Dana 111 & Pleasants 204
24 hour access with campus ID

Library & Public PCs



Hollins provides public PCs in various locations across campus, as well as in the Wyndham Robertson Library. These PCs are cleared with each restart, so please save your documents to a flash drive or your H: drive.

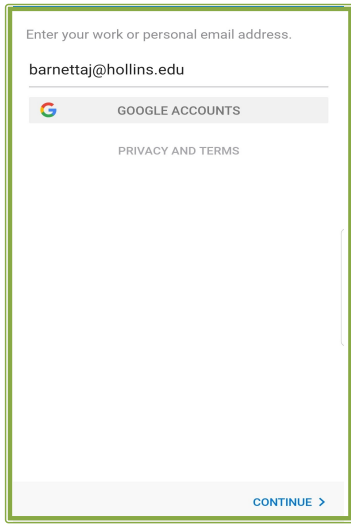
Network(H:drive) and Onedrive Storage



Hollins provides its students with network storage space that is accessible only on campus PCs. You should think of this storage as an academic resource & reserve usage of your storage to course related work.

Onedrive storage is also available once you log into www.office.com. This is accessible on and off campus.

Hollins E-mail on Your Phone



We recommend using the Outlook app that is available via Google Play or Apple App Store

*Hollins University
will never ask you
for your
credentials.*

Register your device

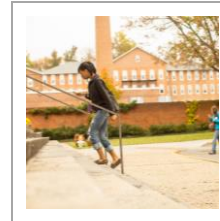
This is required to access "HollinsStudent" Wi-Fi from any device without a web browser (i.e. Roku devices, game consoles, etc.)

1. Go to <https://safeconnect.hollins.edu:9443/enroll>
2. Log into SafeConnect with your Hollins username & password.
3. Fill in the required information
4. Submit the form
5. Connect your device to "HollinsStudent" using the following password:

hollins.edu

Getting Connected

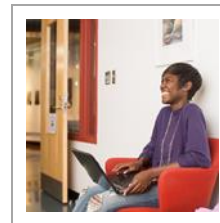
Wi-Fi Access



Hollins IT provides numerous Wi-Fi access points across campus. Students should connect to "HollinsStudent" using the following password:

hollins.edu

Hollins Credentials



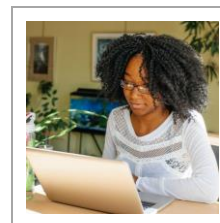
Your network login* for campus PCs is also used on <https://my.hollins.edu>, SafeConnect, Moodle, & Hollins e-mail

*Example provided for Jane A. Smith

Username: smithja

Password: first, middle, and last initial followed by the last four digits of your student ID# ex: jas1234 .

HIS Credentials



HIS is where you can see your grades & register for class. Undergraduates call the **Registrar's office** to reset your password. **Graduate students** call the Graduate Office at 540-362-6326.

Username: your student ID#, with the "A" or "@".

Password: your b-day in 6 digit format (mmddyy)

Printing on Campus

Student Printers

- Dana 117 & Dana Lobby (upstairs)
- VAC1
- Library Coffee Commons
- Library 2nd Floor
- Library 3rd Floor
- Pleasants 204
- Moody SGA

The Price of Printing

Students begin each academic year with a \$10 allotment in their print account. You may add money to your print account in *\$5.00 cash increments* at the Help Desk.

- Black & White prints are \$0.01 per side
- Color prints are \$0.03 per side
- Scanning to your H: drive or email is FREE

Registering your ID to print

1. Swipe your ID across the card reader on the printer.
2. A message will appear asking you to enter your Hollins username and password. Press “login”. You are now logged in.
3. Swipe your card again to log out. Your card is now registered to print. You may now use your card to print from any student printer; just swipe your card and you’ll be logged in.



Please consider the environment before you print.

Wireless Printing

Be Sure You’re Connected to the “HollinsStudent” network

1. Go to <http://hotspot2/cps/> and click “print”
2. Enter your Hollins username and password. Click “log in”
3. Click “Hollins-printing-bw” to print in black and white, or “Hollins-printing-color”.
4. Browse to select the file you would like to print and upload.
5. Select the options you wish to change, enter the number of copies you would like to print, and click “continue”.
6. Your document has been submitted. Log into any student printer on campus to retrieve your print job. It will be stored in the “follow-you” queue for 72 hours.

