

STUDENT TECHNOLOGY

University Technology and Systems

Student Technology Requirements

Minimum hardware/software/Internet access standards are required to successfully interact with Sonoran University systems. Please refer to Sonoran's Tech Check site (<https://techcheck.sonoran.edu/>) for detailed specifications.

System Accounts

Students are provided with University accounts which allows them to access our systems. Details are available on the Accounts and Logins page (https://my.sonoran.edu/ICS/Campus_Life/Information_Technology/Accounts_and_Logins.jnz) on MySonoran. The University utilizes multi-factor authentication (MFA) to safeguard student accounts. MFA requires the use of a mobile device that can support the free Microsoft Authenticator App (available on Apple Apps and Google Play Store) or the ability to receive an automated phone call or text message for login validation. For assistance with the authentication/login experience, please view the Office 365 Multi-Factor Authentication Demo (<https://www.youtube.com/watch?v=psP9w5xIXw0>).

We highly recommend that students enroll in the Login Management Tool (<https://login.sonoran.edu/>). This allows for self-service password changes, reset, and account unlock (accounts are locked after multiple invalid login attempts) without Helpdesk support.

Campus Internet Access

Sonoran University provides on-campus students with Internet access via its student wireless network. Students are encouraged to connect their personal devices to access the Internet as needed. The student wireless network (**Sonoran-Students**) requires that students log in with their email username (email address portion preceding @*sonoran.edu*) for access. While online, students can also submit documents for on-campus printing and scanning services. Students must adhere to the IT Acceptable Use Policy (https://my.sonoran.edu/ICS/Campus_Life/Campus_Leadership/Policies.jnz) when utilizing University electronic and communications systems. Additionally, students should not share their account credentials with others - except when requested by members of the University IT team for use in assisting with account issues. For more information, see the Campus Wireless Networks (https://my.sonoran.edu/ICS/Campus_Life/Information_Technology/Resources/Campus_Wireless_Network.jnz) page on MySonoran.

Email and Microsoft 365

Official University communications will be distributed via Sonoran University email. Students are assigned a Sonoran University email address during orientation and are responsible for checking their email daily. We recommend that students configure their Sonoran University email account on their mobile device(s) for convenient and flexible access. For more information and instructions, see the IT Student Resources page (https://my.sonoran.edu/ICS/Campus_Life/Information_Technology/Resources/Resources.jnz) on MySonoran. Sonoran email accounts can be accessed at any time by visiting the Microsoft 365 login page (<https://365.sonoran.edu/>).

In addition to email, the Microsoft 365 product suite offers other powerful tools that are available to our students, including:

- OneDrive - secure cloud storage accessible from anywhere.
- Teams - powerful audio/video web conferencing, chatting, Teams site access, etc.
- Forms - generate online forms, surveys, etc.
- Stream - upload and share video as needed.
- Microsoft Office Suite download - install the full Office software suite on a personal Windows or Mac computer.

Canvas

Canvas is Sonoran University's web-based learning and course management system that supports on-campus and online students. It allows instructors to post grades, lectures, supplemental materials, and assignments online; while allowing students instant access to coursework on all their devices. Canvas also serves as a tool to facilitate communication between students and faculty. Canvas can be accessed directly at canvas.sonoran.edu (<http://canvas.sonoran.edu/>). For training on maximizing the Canvas experience, please visit the New Student Orientation Course in Canvas.

MySonoran

MySonoran is an online portal serving prospective students, current students, staff, faculty, and alumni of Sonoran University. MySonoran (<https://my.sonoran.edu/>) provides students access to their schedules, unofficial transcripts, grade reports, student forms, campus publications, University policies, and other student services. MySonoran also provides currently enrolled students access to online courses in the Canvas course management system. MySonoran is mobile-compliant and can be accessed via mobile devices. To access MySonoran the username is the Student's ID Number, and passwords may be reset using the Forgot My Password feature.

Campus Printing and Scanning

Students can print through the campus printing/scanning system. Printing is supported from specific mobile devices, Windows/Mac computers, or through email. Printing software can be installed on student computers by visiting the Mobility Print page (<https://mobilityprint.sonoran.edu>) when on campus. A printing system overview is available on the iPrint page (https://my.sonoran.edu/ICS/Campus_Life/Information_Technology/iPrint_Campus_Printing_System/) on MySonoran. Students must be connected to the student wireless network to submit print jobs.

- A Student is gifted a printing allocation every term which is reflected in their student printing account (<https://iprint.sonoran.edu>). This credit has no cash value and is redeemed only for on-campus printing.
- Student-accessible printers are available in every campus building and are labeled accordingly. Students may also submit print jobs on their computer to the Follow Me Students queue and retrieve their documents at any printer after scanning their ID.
- Scanning is also available from all printers. Scanned content will be delivered to the student's Sonoran University email as a color PDF-formatted attachment. Please be aware of copyright restrictions when scanning content.

eClinicalWorks

Clinical students enrolled in the College of Naturopathic Medicine (ND Program) will interact with the eClinicalWorks (ECW) electronic healthcare

records system. This comprehensive system manages patient records, appointment scheduling, patient shift information, etc. Students are provided with a unique login for this system. This system contains patient private healthcare information (PHI) and thus falls under appropriate HIPAA protocols. Students are provided with ECW access credentials and training as they enter the clinical phase of the program. For ECW support, please contact the ECW support team (<https://catalog.sonoran.edu/ecwsupport@sonoran.edu>).

IT Helpdesk

The IT Department is available for all student technology needs. Help is available on a 24/7 basis for general support and a more limited basis for more complex technology needs. Please visit our Helpdesk Support page (<https://ithelpdesk.sonoran.edu/>) on MySonoran for more information. For assistance contact the Helpdesk via email (it@sonoran.edu) or chat (<https://home-c6.incontact.com/inContact/ChatClient/ChatClientPatron.aspx?poc=3c2e5af8-3298-48a1-8569-4706efa2376d&bu=4593164>).

Technology Policies

University Email Account

Sonoran University provides students with a Sonoran University email account to communicate with professors, administration, staff, and students. Sonoran email accounts can be accessed at any time by visiting the Microsoft 365 login page (<https://365.sonoran.edu/>) or through MySonoran. By joining Sonoran University's community, students agree to receive school-related information through their Sonoran University email account. Mobile devices can also be configured and apps installed to access Sonoran University email. Additional information is available on IT's Student Resources page (https://my.sonoran.edu/ICS/Campus_Life/Information_Technology/Resources/Resources.jnz) on MySonoran.

This account is used as an effective and timely means in which to get pertinent information, including but not limited to:

Academic:

- Cancellation of classes
- Test notifications and instructions
- Class meeting changes
- Assignment notifications and deadlines
- Final exam schedule and schedule changes

Administrative:

- Business Services notifications and updates
- Financial Aid information and deadlines
- Registration notices
- Policy changes and annual required notifications
- Campus updates
- Course evaluations
- Student Affairs announcements (Dean of Students, Advising, Learning Specialist, Career Services, etc.,)

Students are required to monitor their Sonoran University email account often, at least daily. Failure to monitor University email accounts will negatively impact the student experience and will not be accepted as a reason for not reviewing important materials.

Students are responsible for keeping their accounts secure and avoiding sharing credentials with anybody outside of Sonoran University's Information Technology team.

Hardware and Software Standards

Students are expected to have access to an updated and reliable personal computer and internet connection that meets Sonoran University's minimum specifications. For more information please visit Sonoran University's Tech Check website (<https://techcheck.sonoran.edu/>).

Information Technology Acceptable Use

The Information Technology Acceptable Use Policy (https://my.sonoran.edu/ICS/Campus_Life/Campus_Leadership/Policies.jnz) on MySonoran defines the boundaries or acceptable use of Sonoran University computing and communication resources, including computers, networks, electronic mail services, electronic information sources, voice mail, telephone services, and other communication resources. In addition, this policy reflects the goal of Sonoran University to foster academic freedom while respecting the principles of freedom of speech and the privacy rights of Sonoran University students, faculty, employees, and visitors. Sonoran University does not tolerate the use of any of its technology to harass, demean, or intimidate any community member, or for use in conducting unauthorized business activities.