

Information Technology Help

For IT help or questions:

- Visit the IT website at
- [http://www.pacificoaks.edu/
Current_Students/Technology_Services](http://www.pacificoaks.edu/Current_Students/Technology_Services)

Need further help?

- **Email:** helpdesk@pacificoaks.edu
- **Call the Pacific Oaks Helpdesk:**
626.529.8401
- **Call the TCSES Helpdesk:** 312.467.8600

We are happy to assist you!



Keep track of your **passwords only** here*:

- 1) **Student Email** (email)
password only: _____
- 2) **Intuit** (Course Registration & Student records)
password only: _____
- 3) **Library, Wireless, Narrative Grades**
password only: _____
- 4) **eCollege** (Online Learning Platform)
password only: _____

***Track only your passwords here. For your protection and security, keep your User ID separate from this brochure. Please don't write your User ID or name anywhere on this brochure.**

Information Technology
55 Eureka Street
Pasadena, CA 91103

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Current_Students/Technology_Services](http://www.pacificoaks.edu/Current_Students/Technology_Services)
E-mail: helpdesk@pacificoaks.edu
Phone: 626.529.8401



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Information Technology



Accounts and Passwords

for
STUDENTS



Accounts and Passwords for STUDENTS

When you matriculate at Pacific Oaks College, you will work with **four (4)** different accounts.

The accounts are for:

- 1) Student Email (Google mail)
- 2) Course registration and Student Records System (Intuit)
- 3) Library, Wireless, and Narrative Grades
- 4) Online Learning Platform (eCollege)

The same User ID and password is assigned to accounts #1-

3. **Information for account #4 is emailed to your student email (not your personal email).**

This brochure describes the uses of the different accounts and explains the passwords associated with them.

Many of these accounts can also be accessed through the school's website:

1. Click <http://www.pacificoaks.edu>
2. Click **CURRENT STUDENTS**

1) Student Email (Google Mail)

Google Mail ([...@po.pacificoaks.edu](mailto:po.pacificoaks.edu)) - To log in:

1. Click <http://www.pacificoaks.edu>
2. Click Current Students (top right hand corner), click **Login to Student Email**
3. Or <http://studentmail.po.pacificoaks.edu>

To reset your own password for Google Mail (after logged in):

1. Click **Settings**, click **Accounts**, click **Google Account settings**
2. Click **Changing your password**
3. Enter current password and new password
4. Click **Change Password**

2) Course Registration & Student Records System (Intuit)

Use this account to register online for courses each semester, check your record for holds, view and adjust your financial aid award letter, see your outstanding balance, and make online payments.

Intuit – To log in:

1. Click <http://www.pacificoaks.edu>
2. Click **Current Students**
3. Click **Login to Intuit**
4. Or <http://intuit.pacificoaks.edu>

3) Library, Wireless, and Narrative Grades

These accounts use the same User ID and Password. For the library please go to

<http://po.librarypass.org/databases/>

Then click on **Enter the Academic Databases Portal**. Wireless instructions are found on the website.

http://www.pacificoaks.edu/Student_Services/Information_Technology/On-Site_Wireless_Access

4) Online Learning Platform (eCollege)

Use this account to access online course materials and assignments for both online and blended course offerings.

eCollege – To log in, click <http://po.coursepass.org>

To reset your eCollege password:

- ⇒ Call the eCollege Helpdesk at 866-996-7242 **OR**
- ⇒ Email helpdesk@po.coursepass.org

Passwords

The **assigned** passwords for your accounts #1-3 are initially the same. However, **these passwords are not linked to each other. If you change the password for one of these accounts, the other two (2) account passwords do not automatically change. Change all passwords to be the same so they are easier to remember.**

Best Practices for Passwords

- **Keep track of passwords.** Use the back of this brochure to keep your passwords in one place. For security reasons, write down **only passwords, not your name or User ID.**
- **Make passwords the same on all accounts.** To make your passwords easy to remember, use the same password for all your accounts.
- **Reset passwords on a regular schedule.** To maximize your computer system security, remember to reset passwords for all accounts on a regular basis.
- **To reset your own Student Email password** (after logged in):
 1. Click **Settings**, click **Accounts**, click **Google Account settings**
 2. Click **Changing your password**
 3. Enter current password and new password, click **Change Password**
- **To reset your eCollege password:**

Call the eCollege Helpdesk at 866-996-7242 **OR**

Email helpdesk@po.coursepass.org