Erikson Institute Student Technology Guide

Welcome to Erikson Institute. This guide provides basic information on the many technological resources available. Please see our support options section of this guide if you have any technology issues.
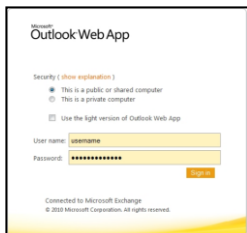
My.Erikson.edu

My.Erikson is Erikson Institute's campus portal. It is available 24 hours a day and is designed for the communication of information that is intended specifically for members of the Erikson community.

Through the portal, you will have access to class registration, your grades, important campus services, the latest events calendar, and directories. Upon admission, you will be assigned a portal login and password. You can access My.Erikson at http://My.Erikson.edu.

E-mail

Erikson gives you an email address to use for academic purposes. It is generally in the format of YourAssignedUsername@erikson.edu. You can access your email securely through the Outlook Web client at https://mail.erikson.edu, using your assigned username and password.

To set up your Erikson e-mail account on a mobile device, please click on this link: http://eohelp.erikson.edu/wp-content/uploads/2015/08/Mobile_E-mail.pdf

EriksonOnline

EriksonOnline is the web-based environment that will be your gateway to all course activities and materials. This Blackboard Learning Management System allows instructors to put their syllabi, lecture notes, assignments, and other course resources online for you to access.

In addition, online students will use EriksonOnline to view recorded lectures, take tests and quizzes, access discussion boards with other students and teachers, and submit assignments necessary to complete their courses.

Upon admission, you will be assigned an EriksonOnline username (usually the same as your e-mail username) and password. EriksonOnline can be accessed at https://erikson.blackboard.com . Tutorials on how to use Blackboard can be found at http://eohelp.erikson.edu.

Erikson's **Distance Learning** team works closely with faculty and subject matter experts to design, develop and deliver online courses and professional development programs. Together, we create and convert content, build courses and support excellence in online teaching. We also provide technical assistance and support services to students to encourage successful online learning experiences and outcomes. Watch the video through the link below to learn more about the Distance Learning team.

https://erikson.ensemblevideo.com/Watch/Yf23PaTd

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Technology requirements and recommendations

Hardware requirements

- A personal computer running Windows XP, Vista, 7, 8, or 10, or a Mac running OS X 10.4 (or higher)

- Monitor with screen resolution of 1024 x 768 (or higher)

Software/Plug-ins

In order for all the features of EriksonOnline to work properly, additional programs and plugins may need to be installed on your computer. A complete and more detailed list can be found at http://eohelp.erikson.edu.

Mozilla Firefox is the only browser that is fully certified to work with the Blackboard Learn system. Get your free download at: http://www.mozilla.com/en-US/firefox/personal.html .

Adobe Flash Player: All of the videos on EriksonOnline use Adobe Flash Player to stream the video file. Flash Player is also used to play the narrated PowerPoint clips. Please download Flash Player at: http://get.adobe.com/flashplayer/ .

Acrobat Reader is a free plugin for opening and reading PDF (Portable Document Format) files. Reader is used when you open every article on EriksonOnline. While in Firefox, the PDF file should open in a new tab at the top of the screen. http://get.adobe.com/reader/

Accessibility

The Accessibility Committee is an interdisciplinary team of people that work across Erikson's academic programs to curate learning resources that are designed to meet a variety of learning needs. Our goal is to support all of our students to be as successful as possible throughout their time at Erikson. After logging into my.erikson, click the **Learning Tools** tab to access accommodation information, assistive technology tools and helpful apps. You will also find the download and installation links for **Read&Write Gold**.

Read&Write is a discreet, customizable toolbar that integrates reading, writing, studying, and research support tools with common applications. This program is free to use during your time at Erikson.

About Read&Write Gold

For more information about Erikson's accessibility options, please contact Stripe Gandara, Assistant Director of Writing and Academic Support Academic Success Center at SGandara@erikson.edu. Learn more about Stripe here.

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Mobile Device Support

Due to the variety of mobile devices and their technologies, it is difficult to guarantee full functionality for every type of device. However, we recommend the following browsers and software to access your course materials on-the-go.

Mobile Browsers:

- Android devices: *Mozilla Firefox* http://www.mozilla.com/en-US/firefox/personal.html
- Apple devices : *Safari* http://www.apple.com/safari/

Mobile Apps

Foxit Mobile PDF Reader allows you to open and access PDF documents and texts from your mobile device. https://www.foxitsoftware.com/products/pdf-reader/mobile/

Blackboard Mobile Learn gives you quick access to your EriksonOnline course sections. Erikson's Blackboard license allows for free use of this app. http://www.blackboard.com/platforms/mobile/products/mobile-learn.aspx

Articulate Mobile Player allows you to view narrated presentations on your mobile device. The app also allows you to download the presentations for offline viewing. https://community.articulate.com/series/14/articles/installing-the-articulate-mobile-player-app

Library Resources & Campus Computing Resources

The Edward Neisser Library's online resources are important tools for use in your classes and beyond. You can access your courses' textbook list, find course readings, access the library catalog and research databases, find streaming videos, e-books, and many other resources. The starting point for all these resources is the library's website: http://www.erikson.edu/library/

To access library materials from off-campus, please use your Erikson email username and password.

The Library also has a variety of computing and technology resources:

- Over 20 desktop computers
- Two 3-in-1 copier/scanner/printers
- Laptops and tablets available for check out
- Mac dongle
- iPhone and iPad chargers and cables
- LCD projector
- Die-cut machine
- Laminator (charges apply)

Please contact libraryhelp@erikson.edu with any questions about library resources.

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Printing, Copying and Scanning

You can print from campus computers using the library and computer lab printers. Load money into your account at printpay.erikson.edu to use your Erikson ID card to pay for your documents. Printing and copying cost 5 cents per page and 10 cents for a double-sided page. Scanning is free. Detailed instructions can be found through the links below:

Student Printing Accounts:
http://eohelp.erikson.edu/wp-content/uploads/2015/08/Erikson_student_printing_account_detailed.pdf

Student Printing Instructions
http://eohelp.erikson.edu/wp-content/uploads/2015/08/Student_printing_instructions.pdf

Wireless Connection

If you're on campus, you can connect to Erikson's wireless through your mobile device's Wi-Fi's settings and connecting to "erikson-wireless". You will then be asked to log in using your e-mail username and password.

Contact Us!

Need help?

If you are having difficulty logging into the My.Erikson portal or have general technology issues, please contact IT staff by sending an e-mail message to TechHelp@erikson.edu.

If you are having problems logging into EriksonOnline or have general issues with your course site, please contact the EriksonOnline help desk by e-mailing EOhelp@erikson.edu or call 312-893-7151.

If you need help accessing the library resources, please call (312) 893-7210 or send an e-mail to libraryhelp@erikson.edu .

Additional *Information Technology, Telecommunications Networks and Information* policies can be found on page 48 of the student handbook.

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