Access Account Information
- Launch browser (Safari, Firefox, Chrome)
  Go to: account.tcnj.edu (Do not type www)
- Select Account Lookup
- Complete the application and click Get Account Info (6-digit Student PAWS ID required)
- Login user name / password for accounts displayed
- User name / password are used for all TCNJ accounts
  Admissions or Graduate Studies provides PAWS ID # via welcome email

Google Apps
Email, Calendar, Drive, Sheets, Docs, Slides
- Launch browser (Safari, Firefox, Chrome)
  Go to: today.tcnj.edu, select: Google Apps
- Type user name and password, then click Login
- Google Apps (G-Suite) Help & FAQ, go to: helpdesk.tcnj.edu, click Search the Knowledge Base, or Submit a Ticket

Virtual Lab
Access Specialized Software
- Go to: today.tcnj.edu, select:
  - Install DUO Mobile on mobile device (green icon)
  - Register device via https://ddm.tcnj.edu
  - Go to today.tcnj.edu, select Virtual Lab, log on with TCNJ credentials
  - Select Approve on DUO (mobile device)
- For more info, go to helpdesk.tcnj.edu and search for TCNJ Virtual Applications

Software for Home Use
Software for Active Students
- Go to: software.tcnj.edu
- Select Students & log in with TCNJ credentials
- Available software includes:
  - Office 365
  - SAS / SPSS

Software is only available for active students. VPN connection may be necessary after install (Learn More, TCNJ VPN Instructions)

Linkedin Learning
Free Online Training
- Go to: today.tcnj.edu, select:
  - Log in with TCNJ credentials
  - Vast online library of instructional videos and transcripts covering software, creative, and business skills available to view from any device

Be sure to download the Roar App!

Websites
- PAWS —course descriptions / academic requirements, update personal information and register for classes (Records & Registration x2141, Option 0, pawshelp@tcnj.edu, recreg.tcnj.edu, pawshelp.tcnj.edu)
- Canvas —Course management, online communication between students and professors (Library, Room 4, x2114) (canvas.tcnj.edu, canvashelp@tcnj.edu)
- Computer Lab Locations —Hours and lab information (computerlabs.tcnj.edu)
- IT Help Desk —(Green 6, x2660) (helpdesk.tcnj.edu)
- Instructional Technology Services Center —Access scanners, color / large format printers and other equipment (Library, Room 4, x2114) (its.tcnj.edu)
- Wireless —Configure mobile devices, wi-fi hotspots (ei.tcnj.edu/eduroam-wireless-network)
- PrintSense —Manage on-campus printing, add money to GetIt Card (printing.tcnj.edu)

Change Password - Passwords expire every 180 days
- Go to: account.tcnj.edu, then Change/Manage Password
- Password change is effective for TCNJ accounts (Google Apps, PAWS, Canvas, Housing, GetItCard, Handshake, Roar, Wi-fi, Lynda)
- Contact the Help Desk regarding account issues (Green 6, helpdesk@tcnj.edu, x2660)
- Passwords may not be repeated

Remember: You will need to reconnect all of your devices to eduroam after changing your password

Wi-Fi (Eduroam)
- Scan QR Code to get instructions on connecting to wireless from PCs, Macs, Mobile & “Headless” devices:
  - For more info, go to: helpdesk.tcnj.edu
  - Then click Knowledge Base then General IT Information
  - Scroll to Eduroam

When the eduroam installer asks for your username, be sure to enter your entire TCNJ email address (username@tcnj.edu)

Scan the QR Code of your respective device to quickly configure Eduroam

iOS

Android

TeamDynamix Knowledge Base
Find Answers to IT questions
- Go to: helpdesk.tcnj.edu
- Click the Search the client portal field, and type key word(s)
- Submit a Ticket or select Knowledge Base (toolbar), and select a category
- Answers to frequently asked questions provided

QUESTIONS? IT HELP DESK | GREEN HALL ROOM 6 | HELPDESK@TCNJ.EDU | 609.771.2660