

Student Information Technology Guide

Help Desk

We are a team of technicians here to assist you with your IT questions and issues. Please submit an Octopus Help Desk request to get assistance.

Main IT Centre: E-402

Monday to Friday from 8 am – 10 pm

N Building IT Centre: N-215

Monday to Friday from 7:45 am – 6 pm

Octopus Help Desk Portal: <http://help.vanier.college>

IT Support Services Website: <https://itss.vaniercollege.qc.ca/students>

For the most up-to-date resources, please visit our website.

Phone: (514) 744-7500 extension 7529

Get Your ID Card

When on campus, you are required to have your Vanier ID card, and Security may request to see it at any time. Your card is also equipped with an RFID chip allowing for FastTrack login to printers/photocopiers on campus.

New students

To get your Vanier ID card, bring the following to the IT Centre **E-402**:

- your **printed schedule** (from Omnivox only – note that the schedule displayed on the Omnivox App is not accepted),
- a government-issued photo id (i.e.: Medicare Card, Driver's License, etc.)

Your information will be validated, the photo will be taken, and your card will be printed.

Lost card

If you have lost your Vanier ID Card, visit Security (F-230) and the **IT Centre (E-402)** to see if someone has found and returned your card.

If unsuccessful, you will need to visit the **IT Centre (E-402)** and pay \$10 for a new ID Card.

Omnivox and Passwords

Omnivox can be accessed by clicking the following link: <https://vaniercollege.omnivox.ca>

Forgot Your Omnivox Password: Click “Forgot your Password” and enter the security code, student number and permanent code. Once complete, answer your security questions.

Forgot Your Student Number: Please contact Registrar’s Office at vanierrecords@vaniercollege.qc.ca.

Can’t Find Your Permanent Code: Your permanent code is created by the Quebec Ministry of Education. It is a unique identifying code or ID number that is assigned by the Ministry to all students who attend an educational institution. This identifying code can be found on any official documents from the college, official transcripts, or letters from the Ministry. The permanent code usually encompasses the first 3 letters of your last name, the first letter of your given name, and a series of 8 digits. For example: ABCD12345678. If you still are having trouble with your permanent code, please contact Registrar’s Office at vanierrecords@vaniercollege.qc.ca.

Still having Trouble Accessing Your Omnivox: If you have tried all of the above steps and you are still unable to access Omnivox, please visit the IT Centre in E-402.

Non-Credit Student Login: Students enrolled in non-credit courses

Username: “m” followed by your student ID number. Example: m1234567

Password: “Vanier-” followed by your birthdate mmddyy followed by “College”. Example: Vanier-121391College for December 13, 1991

Office 365 for Students

All students are equipped with an Office 365 account including your Vanier College email account.

To get started, go to mail.vanier.college and log in using your Student Number followed by @edu.vaniercollege.qc.ca (e.g.: 12345678@edu.vaniercollege.qc.ca) and your Omnivox password. From there you can access Outlook Mail, Word, Excel, PowerPoint, OneDrive, OneNote, etc.

You can download Office Pro Plus which can be installed on up to 5 devices, including an iPad. From the web page select Office 365 Settings, and click on My Software to download.

Multi-factor Authentication (MFA)

Multi-factor authentication (MFA) is a security technology that requires multiple methods of authentication from independent categories of credentials to verify a user’s identity for a login or other transaction. The goal of MFA is to create a layered defense that makes it more difficult for an unauthorized person to access a target, such as a physical location, computing device, network, or database.

Refer to this article offered for a step-by-step guide: <https://itss.vaniercollege.qc.ca/multi-factor-authentication/>

MFA set up with a token key

If you do not have a smartphone, you must authenticate using a token (USB key) on your computer. You can also use a token key if you do have a smartphone.

The token key displays a random number that expires after one use. The next time you log in you will get a different number. Simply enter the number, along with your usual login credentials when you log in.

To obtain a token:

1. Please click on the following link to submit an Octopus request:
[New request | Octopus \(octopus-itsm.com\)](https://octopus-itsm.com)
2. **Once you have your student ID card**, you must pay a \$25.00 refundable deposit to receive your token key.

If you have a credit or debit card, you must bring the following to E-402:

- Your student ID card.
- A credit or debit card.

If you do not have a credit/debit card, bring the following to the Finance department counter (H-306):

- Your student ID card.
- \$25.00 in cash.

Once you have paid, bring your student ID card and your receipt to E-402 to pick up your token.

Finance counter hours: Monday to Friday (8:30 to 4:30)

Don't get locked out of your Microsoft account. Plan ahead when configuring your MFA!

WI-FI Access

To connect to Wi-Fi visit <https://itss.vaniercollege.qc.ca/wifi>

Windows

When you try connecting to VC-Secure, you will be asked for your credentials. Your Identity is your student ID number or employee username and your password is the same password you use to log in to your Omnivox or Office 365 account. Once you've entered your Identity, Password and correctly selected "Do Not Validate" for the CA Certificate, you will be able to connect and use Vanier's VC-Secure Wi-Fi. If a domain is requested use vaniercollege.qc.ca

Mobile

On a mobile device, you can simply connect to VC-Secure as you would any wireless network, entering your VanierPass username and password when requested. On some Android devices, you will need to set CA certificate to "Don't validate". Note that on some older Android versions, the EAP method should be changed to PEAP.

Mac

On a Mac, you can simply connect to VC-Secure as you would any wireless network, entering your VanierPass username and password when requested.

If you have any questions, visit one of the IT Centre located in rooms E-402 and N-215.

Printing Credits

All students have a \$5 Printing Account credit. Costs are automatically debited on your Omnivox Printing Account. Additional Printing credits can be purchased in \$5 bundles through your Omnivox account – click on **Printing Credit Account** on the left and follow the prompts.

Cost: 10 cents for Black and White copies; 60 cents for colour (go to the Library or N-215 for colour copier).

Printing and Scanning

There are many multi-function printing devices in the Learning Commons: one on every floor of the Library, one in the STEM Center and also one in the TASC. A color printer/copier is also available on the 3rd floor of the library (F-300) and N-215. Each of these can be used to print, scan, and make photocopies. Such devices also exist in different areas of the college. For a list of printers/copiers, click the link below.

<https://itss.vaniercollege.qc.ca/computers-printers/#print>

EveryonePrint is a service that allows you to print documents from any device from anywhere. In order to use EveryonePrint (EOP), you have to:

- Go to <http://eop.vanier.college> from any device or PC
- Log in with your Omnivox credentials
- Upload the document to print
- Go get (print) your document at any multi-function Printers/Copiers on the campus by tapping your card or manually logging in with your student ID and password on the photocopier keyboard.
- NOTE: if a document contains the colour you need enough credits to print it. Alternatively, you can log into a student PC and use the Student-BW printer for black and white.

MIO Communications

MIO messaging is a great way for a teacher to be accessible to students, and to keep a dialogue running beyond the classroom and office hours.

If you are currently registered in credit courses at Vanier, please sign in to Omnivox

<https://vaniercollege.omnivox.ca/> and click on **MIO**.

Free Autodesk Software for Students

Autodesk provides its software free for **educational use**, however, under this license, you are **not** permitted to engage in for-profit or commercial use with it. You will need to purchase licenses for the requisite software

in order to use it for anything other than educational purposes. This license provides you with the software for a **one-year** period.

To get started, go to autodesk.com/education/free-software and choose either College & University **students**. Next, simply choose the software you wish to install – by default it will show the most popular software, but you can use the filters at the top to find any different Autodesk software as well.

Digital Store

Vanier Students and Employees can now purchase software at much-reduced educational rates, including landmark suites such as Adobe Creative Cloud, SPSS Statistics, EndNote reference manager, virtual machine software from Parallels and VMware, and more at <http://store.vaniercollege.qc.ca/>

Virtual Hub for Student Info

For getting started, Support, or Academic resources please visit <https://www.vaniercollege.qc.ca/virtual-hub/students>