

Technology Information for New Students

Hello and welcome to Molloy University. Please take a few minutes to read this document and all the information it contains. You will find many helpful links in this guide, so keep it handy!

By registering for classes at Molloy, you have been automatically enrolled in all of our Information Technology Services. Using your Molloy username and password, you can access the following services:

- **Lion's Den:** (<https://lionsden.molloy.edu/ICS/>) Use it to retrieve information about classes, course schedules, financial information, bill payment, registering for classes, viewing admissions information and accessing the learning management system (LMS).
- **Canvas:** (<https://molloy.instructure.com/>) Molloy's courses will be using the Canvas learning management system.
- **Molloy Student Email (Gmail):** (<http://mail.google.com/>) All student e-mail accounts are provisioned through Google. This a fully functioning Google account, complete with all its applications.
- **Microsoft Office 365 (No email option):** (www.office.com) Access to all of Microsoft desktop applications (excluding Outlook) online via a web browser. I.e. Word, Excel, PowerPoint etc.
- **Student-use computers:** Use your Molloy username and password to log into computers in labs, lounges and the library. All computers on campus require users to log in.
- **Course Evaluations:** (www.molloy.edu/eval) At the end of each semester, your professors will give you information about when to access courseevaluations.
- **WiFi Network (Name= Students Only):** WiFi is available throughout the campus, even in the parking lots!
- **Self-Service Website:** (<https://selfservice.molloy.edu/>) All users must register for password self-service in order to maintain your password for all IT services. If you need to change your password or have forgotten your password, the Self-Service system is **the only way** to manage your account.

The rest of this guide will provide step-by-step instruction.

Before you can begin using the IT services, you need to retrieve your account information.

Make sure you have the following information ready:

- Social Security number
- Date of Birth
- Zip code

When you are ready, proceed to [Account Retrieval!](#)

Account Retrieval

All new students must retrieve their own account information. Due to FERPA compliance rules, Molloy cannot provide this information to anyone but our students. Molloy employees do not have access to give out your password. Instructions for retrieving your username and password are as follows:

1. Navigate to https://lionsden.molloy.edu/ICS/New_Student_Account_Retrieval.jnz
2. Follow the on screen steps to retrieve:
 - a. Your Molloy username

Look Up Your Molloy Username

Your Molloy username is your personal identification that allows you to access Molloy's online and network services through Lion's Den, including email, course registration, and more. To look up your username, enter the following information exactly as it appears on your Molloy records.

Social Security Number: (no hyphens; e.g., 123456789)
**International students, see note at bottom.*

Date of Birth: format: MM/DD/YYYY
(2 digits for month, 2 for day, 4 for year)

Zip Code: (5 digits; i.e. 12345)***International students: leave blank.*

*International Students: The office of Admissions has assigned you a 9-digit code to be used in place of the SSN. You should have received both of these identification numbers in your welcome packet. International Students should leave the ZIP code field blank.

- b. Your randomly generated, temporary password

Look Up Your Molloy Password

Use this form to retrieve your Molloy password. Enter the information exactly as it appears on your Molloy records.

Username:
[Look up your username](#)

Date of Birth: format: MM/DD/YYYY
(2 digits for month, 2 for day, 4 for year)

Last 4 Digits of Social Security Number: **International students, see note at bottom.*

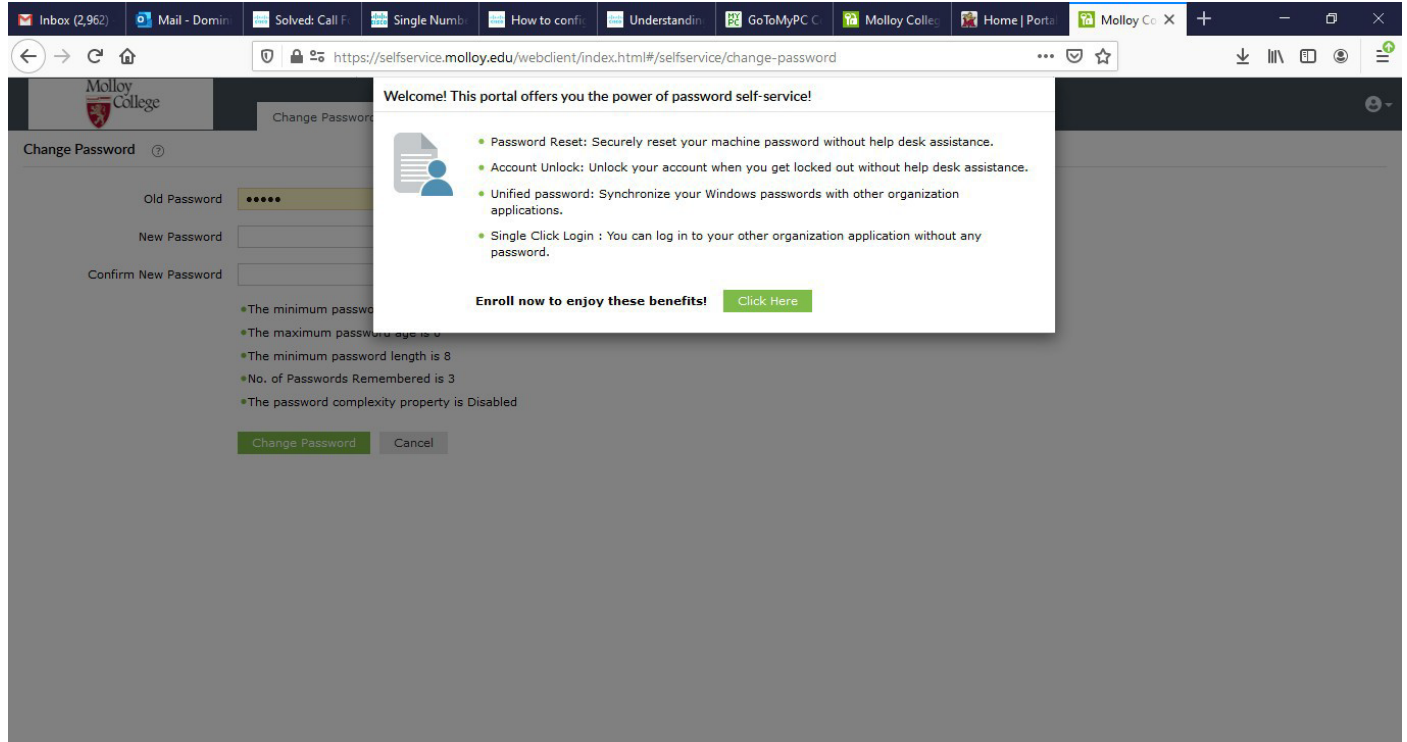
Zip Code: (5 digits; i.e. 12345)***International students: leave blank.*

*International Students: The office of Admissions has assigned you a 9-digit code to be used in place of the SSN. You should have received both of these identification numbers in your welcome packet. International Students should leave the ZIP code field blank.

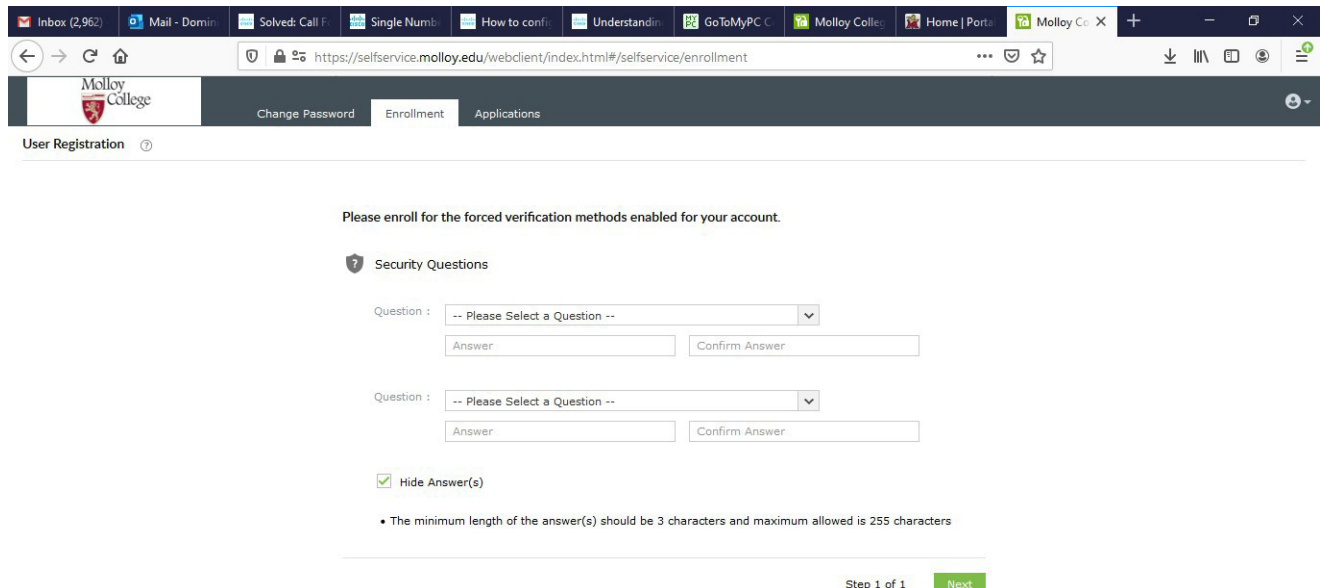
3. After retrieving your temporary password, register for [Self-Service](#) password maintenance and change your password.
4. **Only after you have retrieved your account information and reset your password, will you be able to use the self-service site to manage your password.**

How to Register for Self-Service Password Maintenance

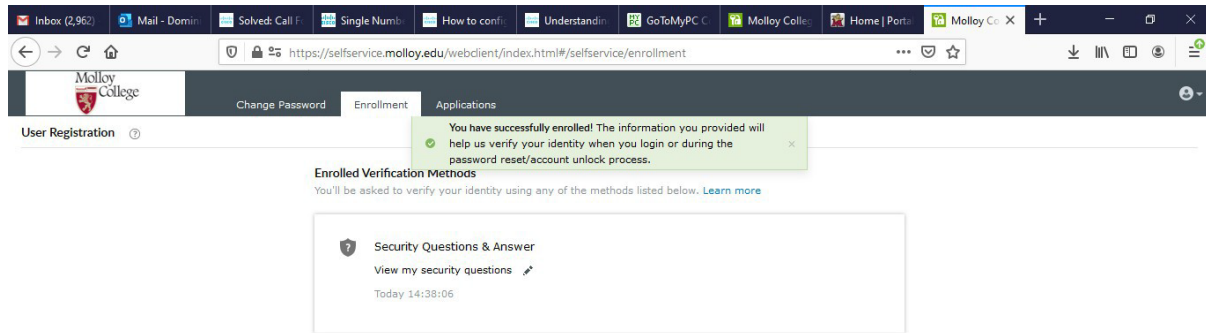
1. Got to: <https://selfservice.molloy.edu>
2. After logging in using your full email address (username@lions.molloy.edu) and temporary password, enroll in the Self-Service Password Maintenance, using the “Click Here” link in the Welcome Box.



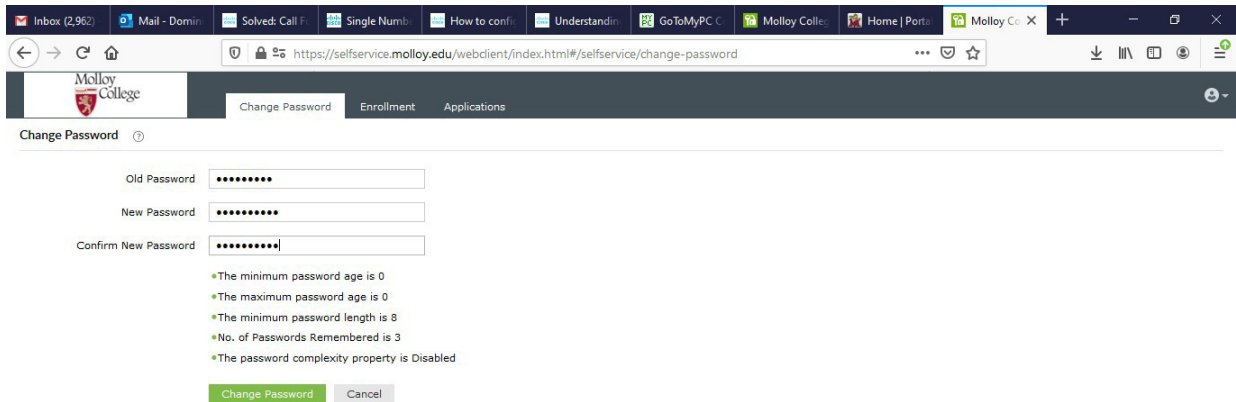
3. Choose two (2) security questions and provide the answers. Click “Next.”



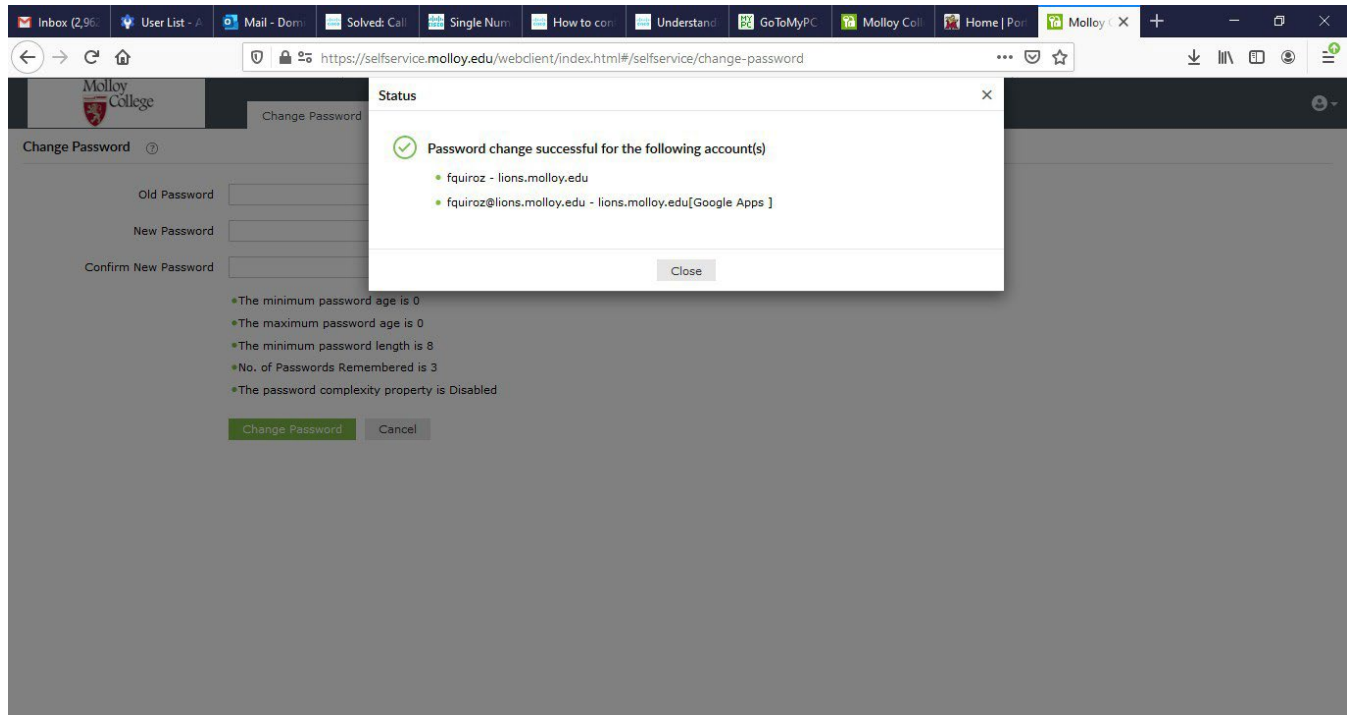
4. You will receive a message verifying that your account is enrolled.



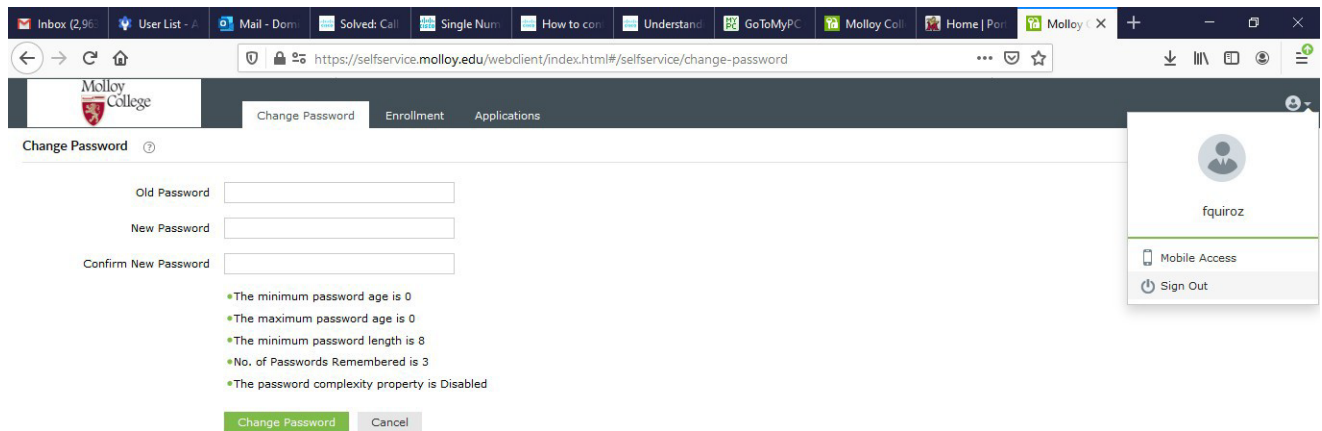
5. Click the "Change Password" tab and change your password.



6. You should receive 2 successful password change messages.



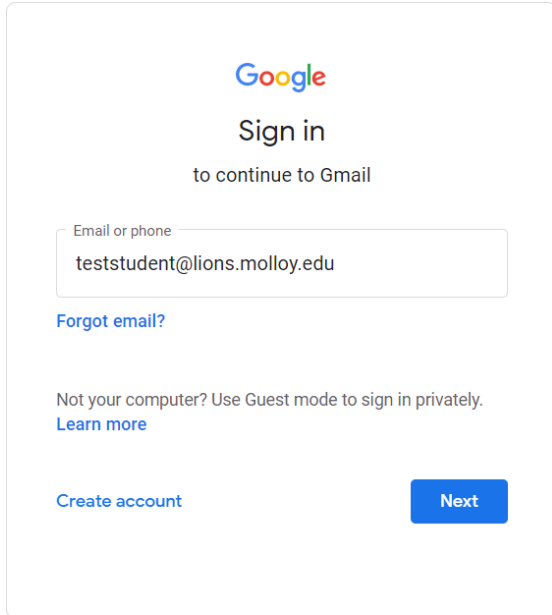
7. Click 'Close' then at top right, click the button and 'Sign Out'



https://selfservice.molloy.edu/webclient/index.html#logout

Student Email (Gmail for Students)

1. Navigate to the email landing page: <http://mail.google.com>
2. Enter your full email address. This is the username you retrieve by [following the instructions above](#) and adding “[@lions.molloy.edu](#).” Click ‘Next’

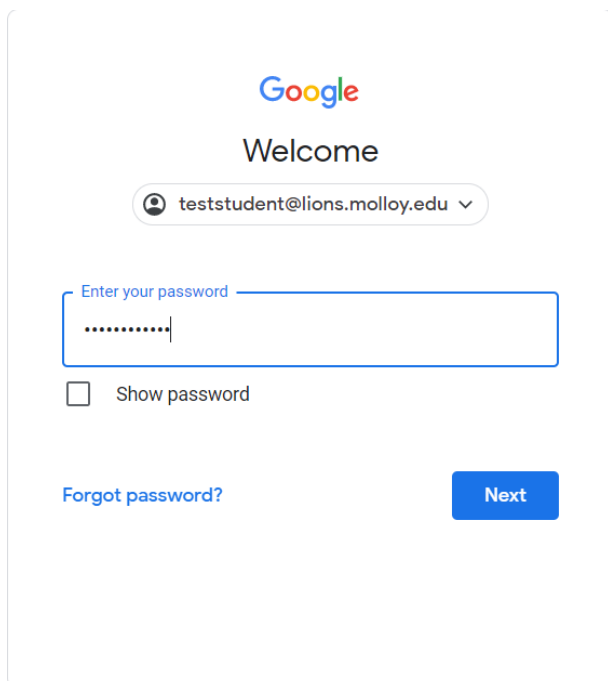


The screenshot shows the Google Sign in page. At the top is the Google logo, followed by the text "Sign in to continue to Gmail". Below this is a text input field labeled "Email or phone" containing the email address "teststudent@lions.molloy.edu". To the left of the input field is a link "Forgot email?". Below the input field is the text "Not your computer? Use Guest mode to sign in privately." with a link "Learn more". At the bottom left is a link "Create account" and at the bottom right is a blue button labeled "Next".

English (United States) ▾

[Help](#) [Privacy](#) [Terms](#)

3. Enter the password you chose after registering for [self-service password maintenance](#). Click ‘Next’



The screenshot shows the Google Welcome page. At the top is the Google logo, followed by the text "Welcome". Below this is a dropdown menu showing the email address "teststudent@lions.molloy.edu" with a downward arrow. Below the dropdown is a text input field labeled "Enter your password" containing a series of dots. Below the input field is a checkbox labeled "Show password". At the bottom left is a link "Forgot password?" and at the bottom right is a blue button labeled "Next".

English (United States) ▾

[Help](#) [Privacy](#) [Terms](#)

4. Click 'Accept' to the agreement
5. **You must set up 2-Step verification to secure your account. Click 'Enroll', then enter your password at next screen.**



Don't get locked out



Your domain will soon enforce 2-Step Verification to ensure better account security.

This policy will be enforced from Dec 15, 2021 which means that you will be asked to enter a one time password when signing in.

To avoid being locked out of your account please enroll into 2-Step Verification now.

[Learn more about 2-Step Verification.](#)

ENROLL

[Do this later](#)

6. Enter a number you would like to use. If you want to receive a code via text, enter your cell number. Google will text a number to your cell, it starts with 'G-', then numbers. Only put in the numbers.



Let's set up your phone

What phone number do you want to use?

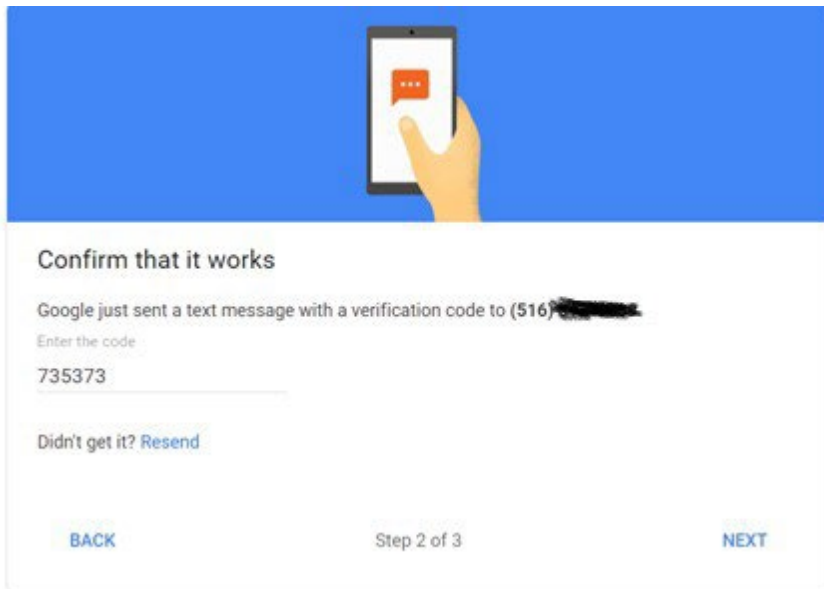


Google will only use this number for account security.
Don't use a Google Voice number.
Message and data rates may apply.

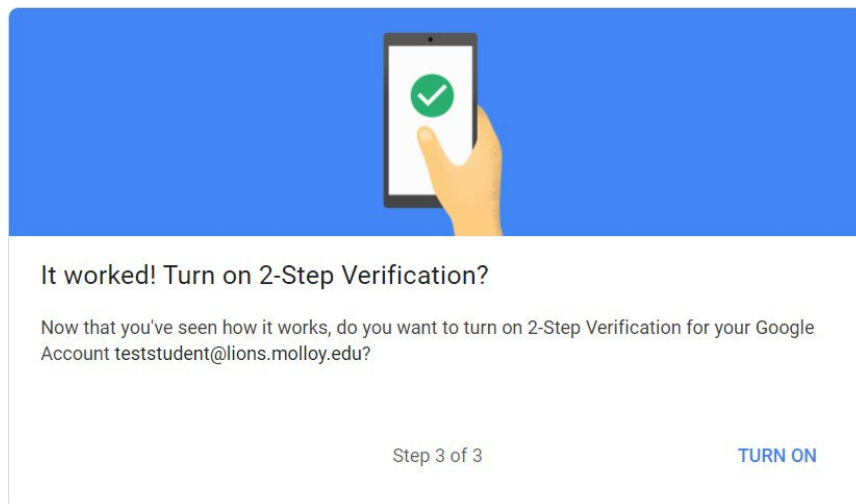
How do you want to get codes?

Text message Phone call

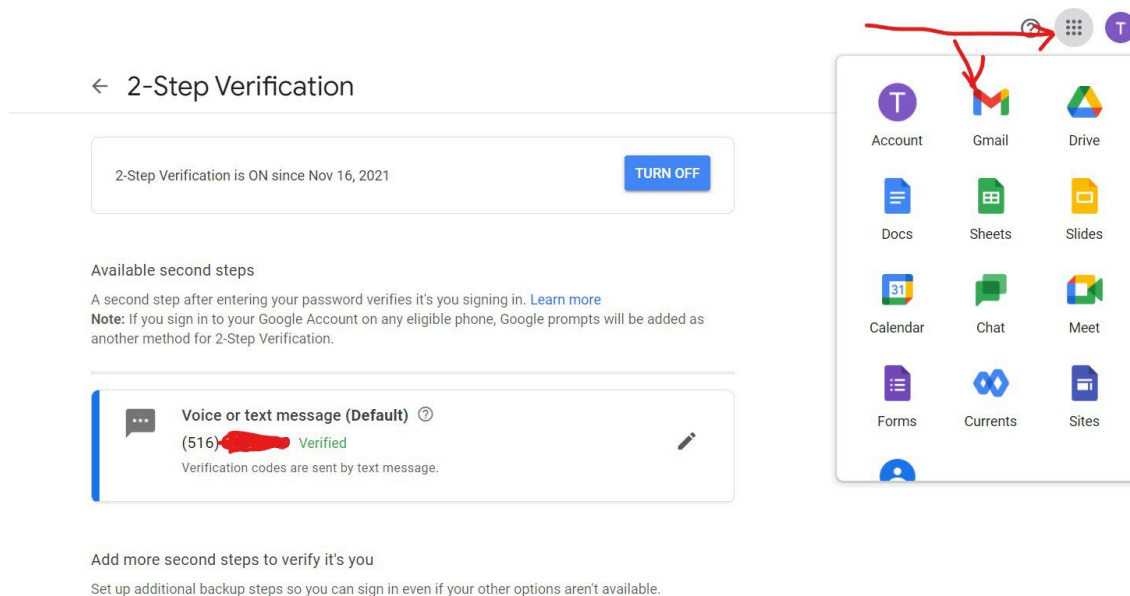
[Show more options](#)



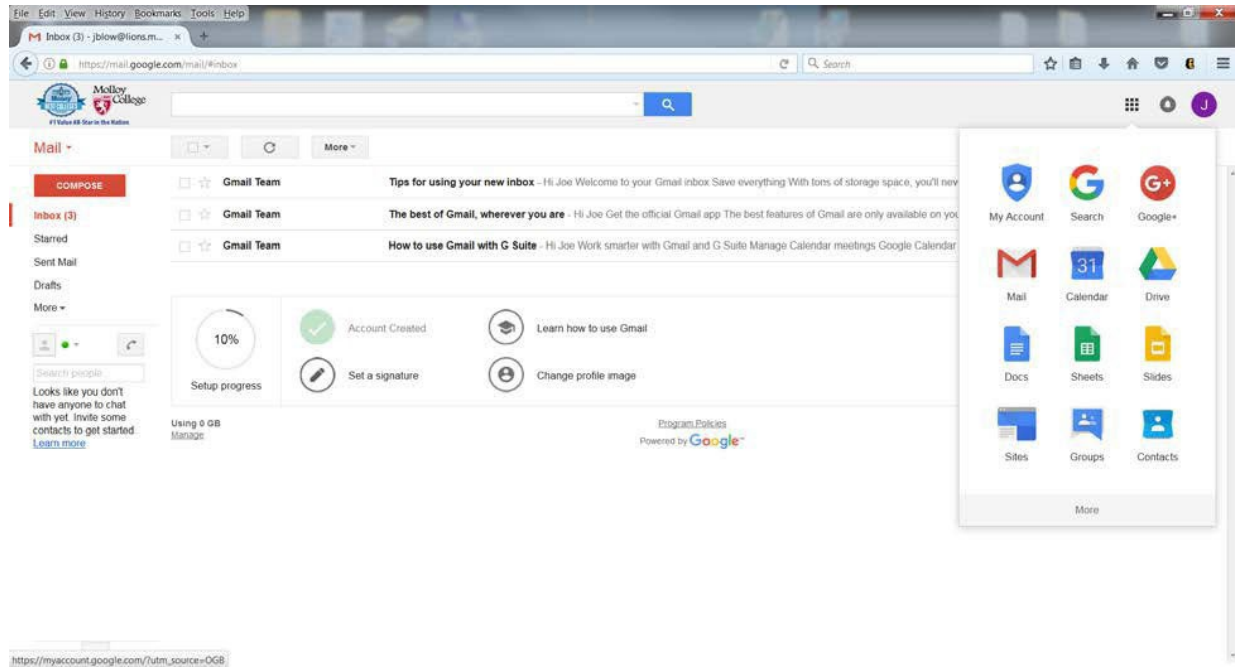
7. Click next, then you must click 'Turn On' to finish.



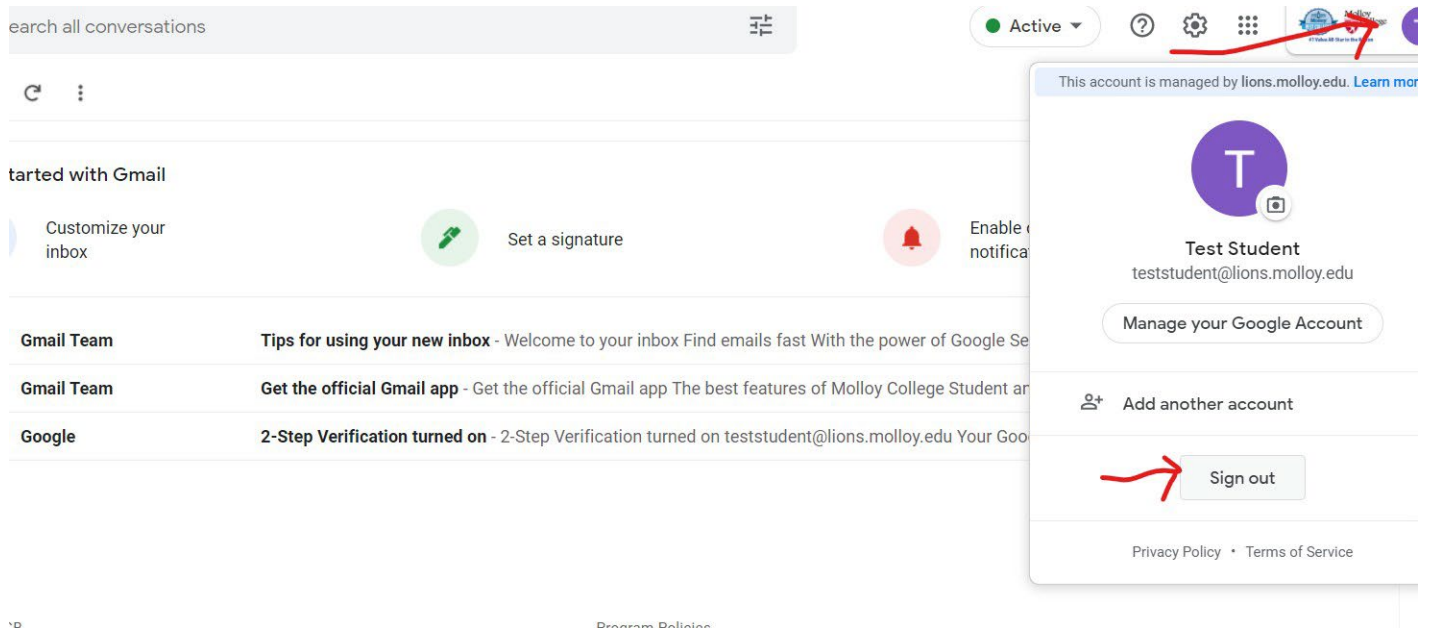
8. 2-Step is now set up. Click the top right dots, then 'Gmail'



9. This will bring you to your mailbox. On the top right of the screen, click on the square to bring up the menu of Apps offered by Google.



** You **MUST** sign out when using a public computer or the next person using that computer may be brought to your email. Remember to click on your initial in the upper right corner to sign out. **

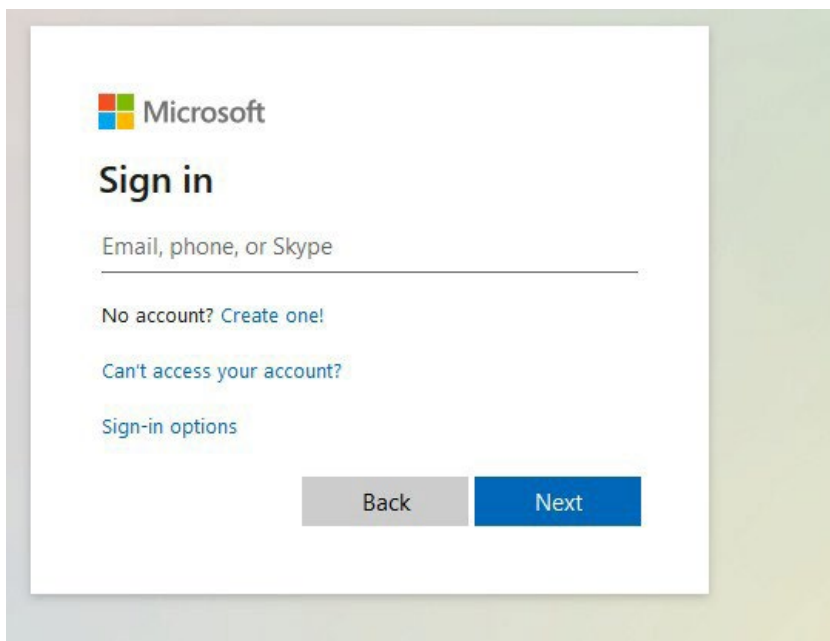


10. Please use the extensive online help Google offers for any issues concerning Google applications and features, including email set up for mobile devices.

***Molloy University employees DO NOT use Molloy Gmail, so their email addresses are different than students. Employee email addresses end in @molloy.edu and will NOT be in the Gmail contact list. Please be aware of this when sending an email message to a Molloy employee! ***

Microsoft Office 365 for Students

1. Navigate to <https://www.office.com>. Sign in by entering your full email address, click 'Next', then enter your password.

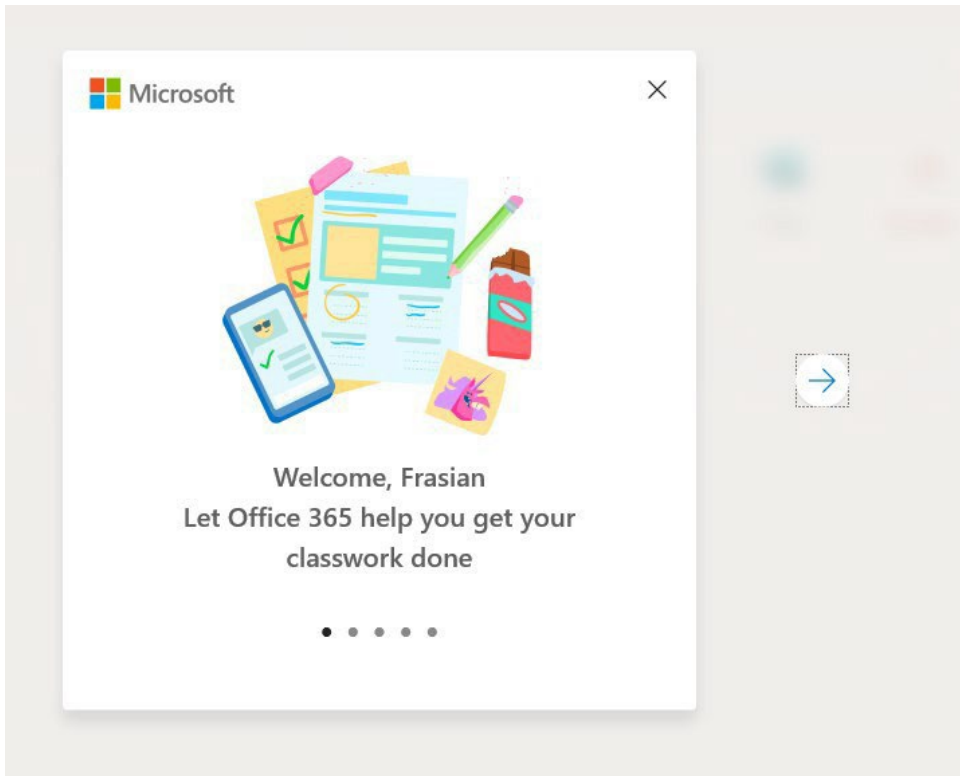


The image shows the Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the heading "Sign in". There is a text input field labeled "Email, phone, or Skype". Below the input field are three links: "No account? Create one!", "Can't access your account?", and "Sign-in options". At the bottom of the page are two buttons: a grey "Back" button and a blue "Next" button.

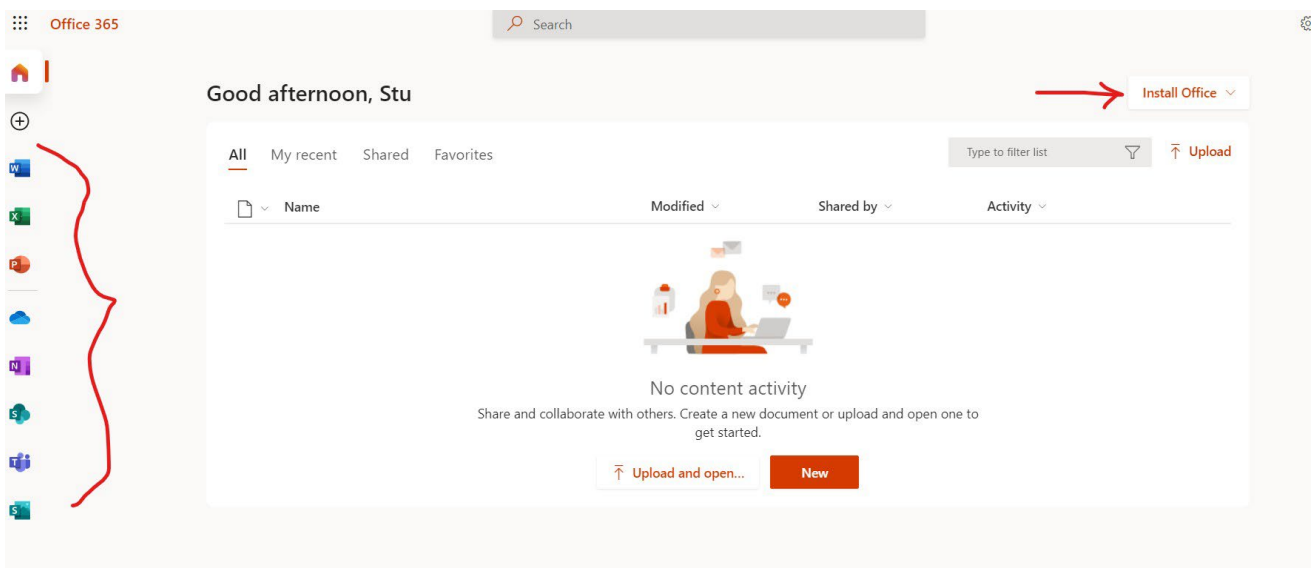


The image shows the Microsoft "Enter password" screen. At the top left is the Microsoft logo. Below it is the email address "teststudent@lions.molloy.edu". The heading "Enter password" is displayed. Below the heading is a password input field with a series of dots. Below the input field are two links: "Forgot my password" and "Sign in with another account". At the bottom right of the page is a blue "Sign in" button.

2. Click 'X' to close window or right arrow to go through slides



3. Click on the Application you would like to use on the left You could also install Office on your own device by clicking the "Install Office" button on the top right.



Please contact the Molloy Helpdesk with any technology issues.

helpdesk@molloy.edu

516-323-4800