

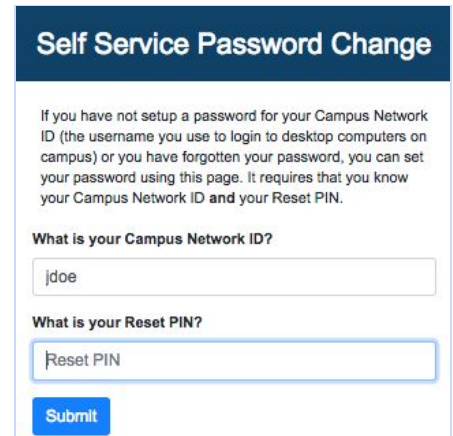
## Activating Your Campus Network ID

You will use your Campus Network ID and password to log into most John Carroll University (JCU) systems and services. On your first day at the University, **you will be given your Campus Network ID (based on your first initial and last name) and a password reset PIN which you will use to activate your account.**

Go to <https://password.jcu.edu/pin> and follow the prompts to activate your account. All passwords must be at least 12-characters in length.

If you forget the password for your Campus Network ID, or wish to change your password, use the **Self-Service Password Reset** page at <https://password.jcu.edu/>. If you enter your password incorrectly multiple times in a row, you may find your account has been locked. If this occurs, Contact the JCU Service Desk to have your account unlocked.

**Your account is for your use only. Never share your account's password with anyone for any reason. No member of John Carroll University will ever request your account's password.**



**Self Service Password Change**

If you have not setup a password for your Campus Network ID (the username you use to login to desktop computers on campus) or you have forgotten your password, you can set your password using this page. It requires that you know your Campus Network ID and your Reset PIN.

What is your Campus Network ID?

What is your Reset PIN?

**Submit**

## Campus Single Sign-On

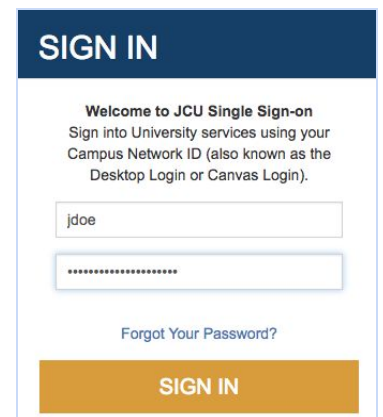
John Carroll University (JCU) uses a web-based Single Sign-On (SSO) login page for many of the University's online services. When accessing any SSO-enabled service, you will see this login screen. Login to the SSO page using your Campus Network ID and Password.

### A Quick Word About Security:

Any large organization's employees are subjected to attempts by hackers to collect login credentials, which are then used to access your accounts. JCU has taken extra care to ensure the integrity of the SSO login service. Before you log in, always look for the green **John Carroll University (US)** in the URL bar at the top of your web browser.

**Never enter your Campus Network ID and password into an SSO login page that does not have the green John Carroll University (US) in the URL bar.**

 **John Carroll University (US)**



**SIGN IN**

Welcome to JCU Single Sign-on  
Sign into University services using your Campus Network ID (also known as the Desktop Login or Canvas Login).

[Forgot Your Password?](#)

**SIGN IN**

## University Computers

If you have been provided with a Windows-based university computer, or wish to use a university managed computer in a technology-enabled classroom or public computing lab, you will need to login to that computer using your Campus Network ID and password.

**Remember:** If you are using a computer in a classroom or public computing lab, always **log out of the computer** before walking away.



## Google Email, Calendar, Drive, and other Google Services

John Carroll University utilizes the Google Apps for Education service as the provider of the campus' official Email (Google Mail/GMail), Calendaring (Google Calendar), and Collaborative Document (Google Drive) environment. On your first day at the University, **you will be given your JCU Email Address, which you will use to access these services.**

The primary Google Services can be accessed at the following URLs:


**Google Mail:** <https://mail.google.com>

**Google Calendar:** <https://calendar.google.com>

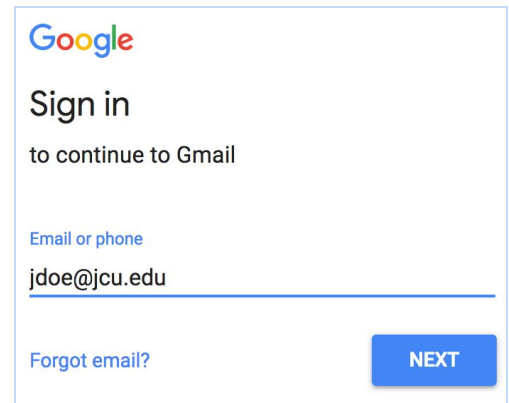
**Google Drive:** <https://drive.google.com>

You will login to these Google Services using your JCU Email Address (including the @jcu.edu) and the same password you set when you activated your Campus Network ID.

Once you are logged in to one Google service, you can access a complete list of available services using the Google

Applications menu  , located in the upper right corner of the page.

**Note:** Your Google account should be setup before you arrive on campus. Google accounts are created each business day, generally after 9AM. If your account has not been setup, please try again tomorrow. If it continues to not function, please contact the JCU Service Desk.



The image shows a Google sign-in interface. At the top is the Google logo. Below it, the text reads "Sign in to continue to Gmail". There is a text input field labeled "Email or phone" containing the address "jdoe@jcu.edu". Below the input field is a blue "NEXT" button. To the left of the button is a link that says "Forgot email?".

## Banner

John Carroll University uses the Banner suite of applications to manage and display employee information. You will utilize Banner Self-Service for entering your work time, maintaining your leave reporting, and viewing your online paycheck information.

All Banner services utilize the JCU Single Sign-On server for access.

To access Banner services, go to the Banner Home Page at <https://banner.jcu.edu/> and choose the service from the menus at the top of the page.

If your job requires that you have access to Banner Admin Pages, please contact Information Technology Services directly. Your supervisor can give you more information.



## Canvas

Canvas is the Learning Management System (LMS) used to support and enhance teaching and learning at the John Carroll University.

To access Canvas, go to <https://canvas.jcu.edu> and login with your Campus Network ID and Password.

Please note that Canvas does not utilize the JCU Single Sign-On service at this time.

A screenshot of the JCU Canvas login interface. It features a dark blue background with the "JCU CANVAS" logo at the top. Below the logo, there are two input fields: "Campus Account" with the text "jdoel" and "Password" with a masked password ".....". To the right of the password field is a blue "Log In" button. Below the input fields, there is a checkbox for "Stay signed in" and a link for "Forgot Password?". At the bottom, there are links for "User Research", "Help", "Privacy policy", "Terms of service", and "Facebook", along with a "Twitter" icon and the text "BY INSTRUCTURE".

### Common Canvas Question:

I can log into Canvas, but I do not see my courses.

- You have not been assigned as the instructor for the course yet. Please contact your department chair or the University Registrar's office.
- If you were just assigned to a course, these changes are sent to Canvas every evening after 11 PM.

## Wireless Network

John Carroll University offers Wireless Network (WiFi) access to all employees. To connect to the wireless network, add the network **eduRoam** to your device. You will login to this eduRoam network using your Campus Network ID and Password, although note that you will need to enter your Campus Network ID and '@jcu.edu' in the user name field (example: [jdoe@jcu.edu](mailto:jdoe@jcu.edu)). You may be asked to accept a security certificate upon joining the network. This is expected and fine to accept.

If you need help connecting your specific device to the wireless network, please contact the JCU Service Desk.

## The JCU Service Desk

The John Carroll University Service Desk is your first point of contact with you need technical support for campus information technology services, including:

- University accounts and passwords
- Campus network, Internet, and telephone connections
- JCU email (Gmail), Canvas, and other system-wide applications
- Software licenses
- PC and Mac problems

Contact the JCU Service Desk at [helpdesk@jcu.edu](mailto:helpdesk@jcu.edu) or (216) 397-3005.