Student IT Onboarding Packet

Prerequisite Downloads | Configurations

To prepare yourself, you can download, run, and set some things up before ever getting to campus.

- Locate your Clemson username and reset your password
- Install and setup [Clemson Two-factor authentication with Duo](#).
- Download and run the [WiFi installer for Eduroam](#).
  - Tip: download this before coming on campus as a backup.
- [Download/Install](#) the VPN client.
- [Download/Install](#) the Citrix client and Log in.
- Configure U: drive: See highlighted section below.

Clemson Username, Password, and XID

Upon acceptance, new students are assigned a Username, and this is a permanent, unique identifier used to access Clemson computers, networks, and web resources.

In your acceptance packet, you will find your XID and your username activation code. With this information, you can [complete the onboarding process](#) to receive your username and set your initial password.

> Should you need to set your reset your Clemson password in the future, please use the [Password Change Utility](#).

Incoming students can request a physical ID card, and setup a mobile wallet with their ID, on or after June 2 of each calendar year. To do so, please follow the process [here](#).

Duo 2-Factor Authentication

Clemson web systems and user information are secured with Duo Two-factor Authentication (2FA). Duo's mobile app will therefore be required to access many of our web information systems (e.g., iROAR/Banner, Canvas).

> After you have set up your username with a new password, you should install and configure Duo using the instructions [on this page](#).

WiFi Connection to Eduroam

Eduroam is an international wireless network and therefore allows for internet access at all supporting institutions. As such, logging in does require your full Clemson domain address (e.g., [username@clemson.edu](#)).

> Note: some systems may require running the installer prior to authentication. See Introductory Prerequisites for WiFi installers.

See connecting to [Eduroam on Mac](#).
See connecting to [Eduroam on Windows](#).

Email

During the onboarding process mentioned above, you will set a new password for your provided username. Your official Clemson email address will be

yourusername@clemson.edu. To access your email from that point forward, simply log in with those credentials using the [Office 365 Portal](#) and click on Outlook. There, you will be able to monitor, send, and receive email. To set up this mailbox on your smartphone or computer, here are some help guides:

[Email setup for Apple Mail or Outlook for Mac OS](#)

[Email Setup for Android](#)

[Email Setup for iOS](#)

Using VPN to Access Clemson Resources Off-campus

Accessing certain Clemson resources from off-campus will require a VPN connection to the Clemson network. Such resources include shared drive space or launching site-licensed software programs installed locally. See introductory prerequisites to get the installer, and see how to [Connect to the VPN](#) for additional help.

Software Access

Virtual Apps using Citrix

Although a few applications are available for local installations, most are *not* recommended to be accessed in this way. The officially supported and recommended solution for software access is to use the Citrix Workspace App, which is a virtual application environment.

<mark>Important</mark>

Accessing your local computer files from within virtual application workspaces will require configuring your computer to connect to the U: drive, which is auto-mapped from any virtual application in Citrix. Note that you will need a [VPN Connection](#) when accessing these working files off-campus.

See [Manually Connecting to your Home Directory on Mac](#).
See [Manually Connecting to your Home Directory on Windows](#).

Local Installations

While much of the software can be accessed virtually, there are cases where software may be recommended for a local installation:

1. Widely used cloud applications that can easily be self-installed.
2. Software that is not available in the Citrix workspace due to licensing or software constraints.
3. Software that is being used for intensive simulations and/or computations. The virtualization servers do have capacity limits and can therefore experience bottlenecks, so heavy computational work is not recommended in Citrix.
   - Note: Should your computational needs exceed the capability of your physical device, Clemson does have [high performance computing](#) clusters which are available upon request.

Virtual Apps in Web Browser

You can [launch applications in your web browser](#). While this is also a virtual environment, computational resources are not fully utilized from within a browser. For this reason, accessing apps in the web browser is recommended *for basic use only*:

1. When the Citrix desktop client will not launch/work, and
2. No heavy computation or graphics are needed.

The list below is a snapshot of the software available to you. For any questions about access or use, please feel free to reach out using the information in the sidebar.

Software List

Cloud Subscriptions

- [Microsoft 365](#)
- [Adobe Creative Cloud](#)

Video Conferencing, Chat, and Team Collaboration

- Zoom
  - Integrated with Canvas Learning Management System
  - Used for scheduling student meetings or recording presentations
- Microsoft Teams

- Customizable chat and team collaboration environment where documentation and informational pages can be stored, published, and shared

Additional software[1]:

As this list is not exhaustive, more information on available software can be found here.

- Abaqus
- Ansys
- ArcGIS
- Arena
- AspenONE
- AVL Concerto
- AutoCAD
- AutoCAD Civil 3D
- ChemDraw
- COMSOL
- EES
- ETABS
- Hyperworks
- LabView
- Maple
- Material Studio
- MathCAD
- Mathematica
- MathType
- MATLAB
- Minitab
- ModeFrontier
- Plaxis
- PSSE
- SAP2000
- SAS
- Solidworks

[1] Availability and use is subject to policies outlined in each vendor's licensing agreement; use shall also remain in accordance with purchaser constraints or limits, such as available

licensing seat(s) or other instutional access restrictions. Any/all related restrictions, limitations, and/or permissioned use - past or present - may change at any time as agreements can be amended/modified by either vendor or purchaser(s).