Q. What is an Open Access Lab?

A. An Open Access Lab is a computer lab which is open to all registered students of varying disciplines of study, to complete their academic related tasks.

Q. Why can’t I use my cell phone in Open Access computer labs?

A. Cell phone conversations may disturb other persons utilizing Open Access Labs. Persons needing to utilize their cell phones must keep them on a low tone, silent, or vibrate mode and calls must be taken outside of the lab area.

Q. Why is food and beverages not allowed in Open Access Labs?

A. Many accidents happen when users bring food and beverages into the labs. These accidents include spills and crumbs found in the work areas and/or on the equipment. Such incidents slow down or hinder productivity as well as damage the computer lab equipment. The lab staff works vigorously to keep Open Access Labs clean. Your assistance is appreciated in supporting this effort.

What is the log-in process for the NetID enabled computers?

Follow the steps below.

Step 1) Users must set up a NetID. A temporary user name and password will be provided by the Lab Assistant.

Open Internet Explorer and go to http://password.jsums.edu. Click “Continue to this website (not recommended)” as shown below.
Click Reset Your Password

Type your J-Number in this dialog box and click the Continue button.
Enter your information in the dialog boxes and enter the code in the dialog box at the bottom then click the Continue button.

Continue to Next Page.
Enter and Confirm a Password in the first two dialog boxes (use a combination of uppercase, lowercase, alpha numeric, and symbols (such as !@$) in your password) and enter the code in the dialog box at the bottom then click the Reset Password button.

You have successfully create/reset your NetID.

Q. Can persons outside of JSU use the computer labs?

A. All labs are designated for use by registered students, faculty, and staff of the university.
Q. I am a faculty/staff member and we have a special workshop or summer program which we would like to schedule in a lab. Can we arrange this?

A. All open labs are designed for use by registered students of the university performing academic work. However, special requests are considered. Information regarding request must be submitted to jsulab@jsums.edu. Please include: date(s) and time of use, software needed, number of participants, and area desired for use.

Q. What is the responsibility of the Open Access lab assistants?

A. Responsibilities of Computer Lab Assistants are as follows:
   • Open and Close of Computer Lab
   • Daily monitoring of computers, peripherals, and other equipment being used.
   • Resolve basic hardware and software issues.
   • Report any major hardware and software issues to local lab administrator.
   • Assist students with basic use of lab equipment (computer, printer, scanner).
   • Keep printer(s) supplied with paper and toner.

Q. What should I do if I am unable to find answers to my questions pertaining to Open Access Labs?

A. Please submit a support ticket by completing the following steps:
   (1) Click Home tab
   (2) Click link for Submit a Ticket
   (3) Provide the information requested.