UFV Student Services Manual

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UFV SUPPORT WEBSITE

We provide a student services website so that the information in this manual is available online. In addition, we provide online services such as e-mail support, live chat, and a forum to discuss any IT related questions. The UFV Student Services website can be accessed by typing the following web address into your web browser: ***http://ufvsupport.byethost15.com***.

SITE MAP

You may view a complete site map at ***http://ufvsupport.byethost15.com/sitemap***

Pages

- Knowledgebase
- Support Forum
- Forum Login
- Password Recovery
- Forum Registration
- FAQs
- Home
- Contact Us
- Announcements

Knowledgebase Categories

- myFiles Gateway
- myMail
- Printing
- UFV Jobs
- Appointment Manager (Coming soon!)
- myClass (Coming soon!)
- Wi-Fi Connectivity (Coming soon!)
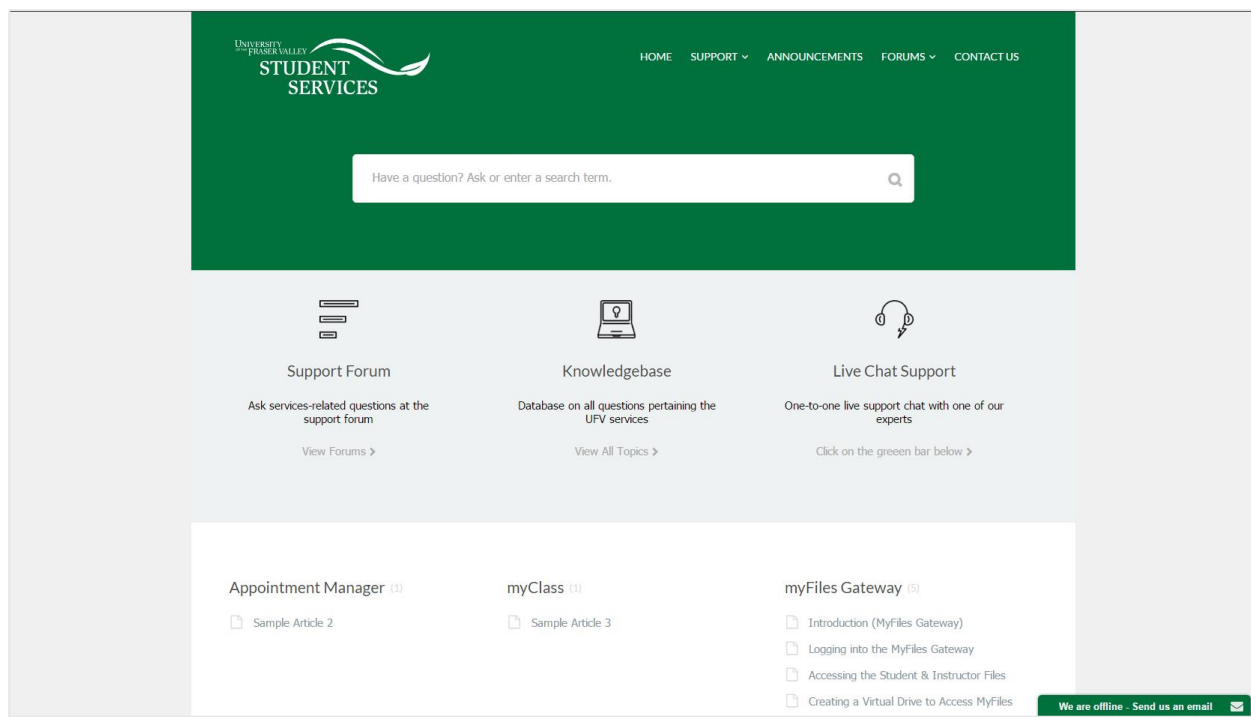
HOME PAGE

Figure 1 UFV support home page

NAVIGATION MENU

On all of our pages, a navigation bar is located in the top right corner and provides you to access our services such as the FAQ and knowledgebase, announcements, forums, and a contact page.
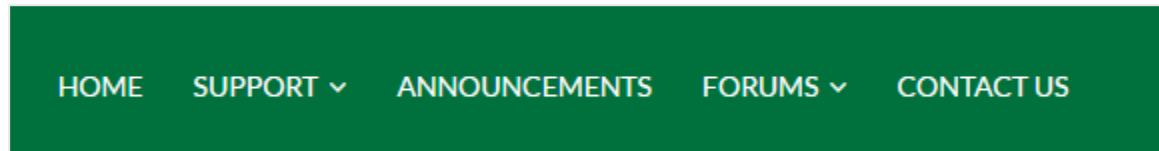

Figure 2 Home page navigation menu

SEARCH BAR

The search bar allows you to enter key terms or questions to quickly find items in our knowledgebase or FAQ.
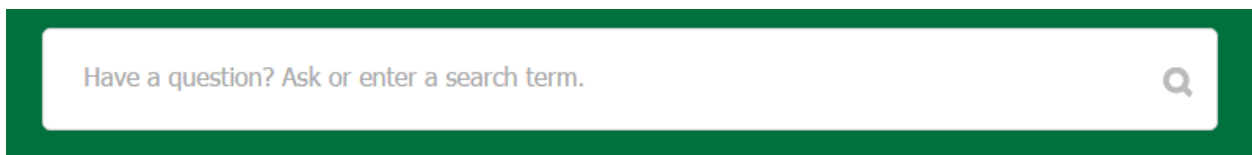

Figure 3 Search bar for quick access to online documentation

For example, you may type in "How can I print at UFV" as your question and several documents related to printing will be returned:
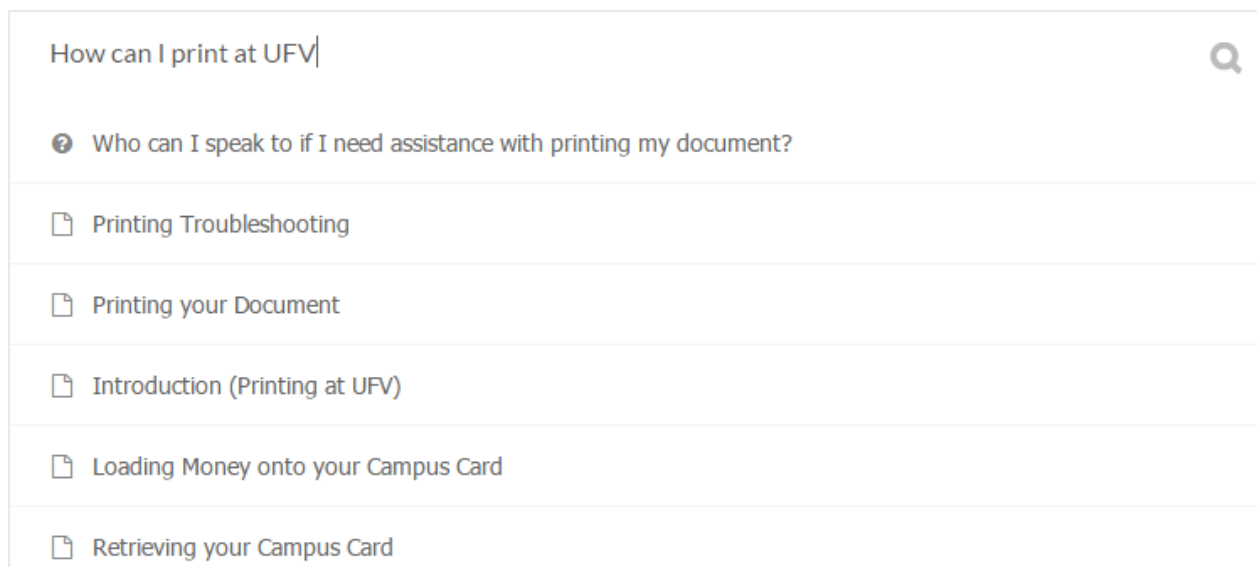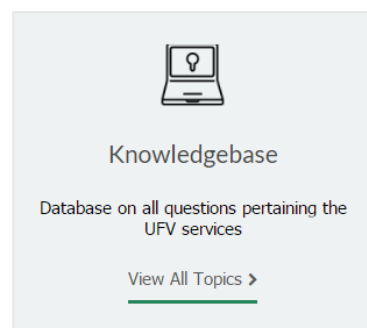

Figure 4 Using the search bar to find out how to print at UFV

KNOWLEDGEBASE

There are three ways to access our knowledge base to view all support topics:

1. Our navigation menu (under "support")
2. The Knowledgebase button on our home page
3. At the bottom of our home page.

Using any method, you will be presented with a complete directory of our knowledgebase, sorted in alphabetical order.

Figure 5 Quick access to knowledgebase
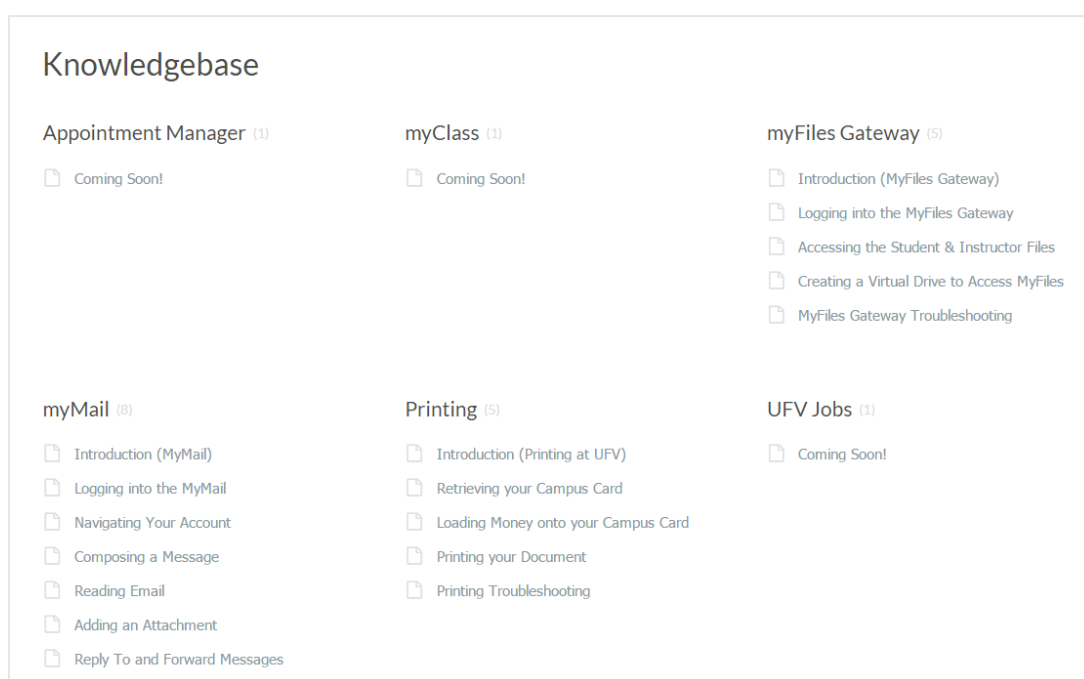
Figure 6 Article listings in our knowledgebase

If you are exploring a new topic, we suggest that you click on the first article under the topic and use the navigational aids to move between pages. These aids are found at the bottom of each article. If you are knowledgeable in a topic and need to find something specific, you may click any article to explore it in more detail.

ANNOUNCEMENTS

Our announcements page is a blogging page where you can learn more about new events, news, and when to expect changes to our website. It can be access through our navigation menu.

FREQUENTLY ASKED QUESTIONS (FAQs)

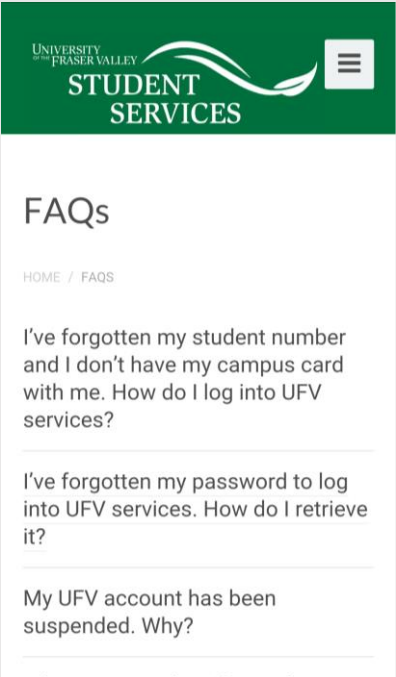The FAQ may be accessed from the navigation menu (under the "Support" element.) You will typically find information about our online services, information regarding your UFV account and general questions about UFV support.

SUPPORT

You can receive technical support on our website in three ways: User forum, live chat and e-mail.

User Forum

The user forum can be accessed either through the navigation menu or the quick link located in the center of our home page.

In order to have access to create and reply to threads, you must register a new account on our forum. You can register by hovering your mouse over "Forums" in our navigation menu and then clicking "Register".
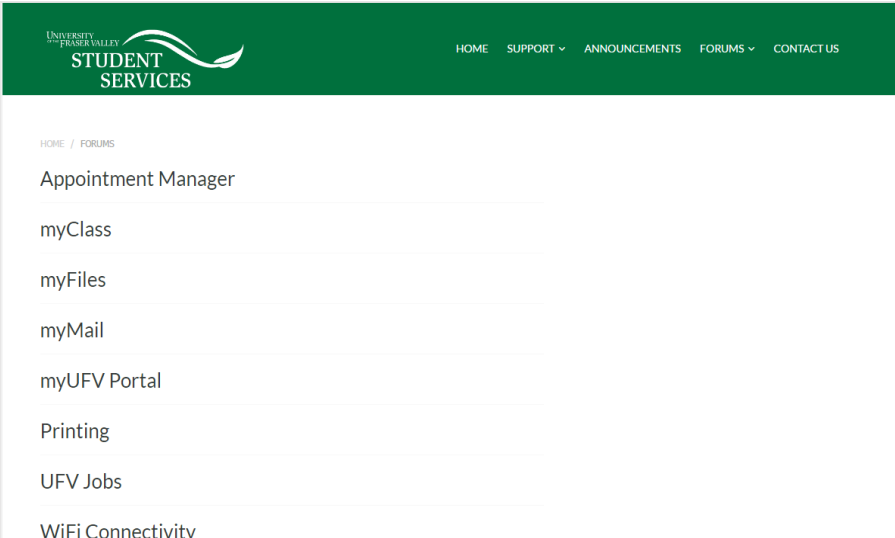

Figure 7 The main page of our forum.

Note: Unfortunately, we currently do not support integration of myUFV account credentials with our forum. This feature will be available soon. In the meantime, you can register using your UFV e-mail address.
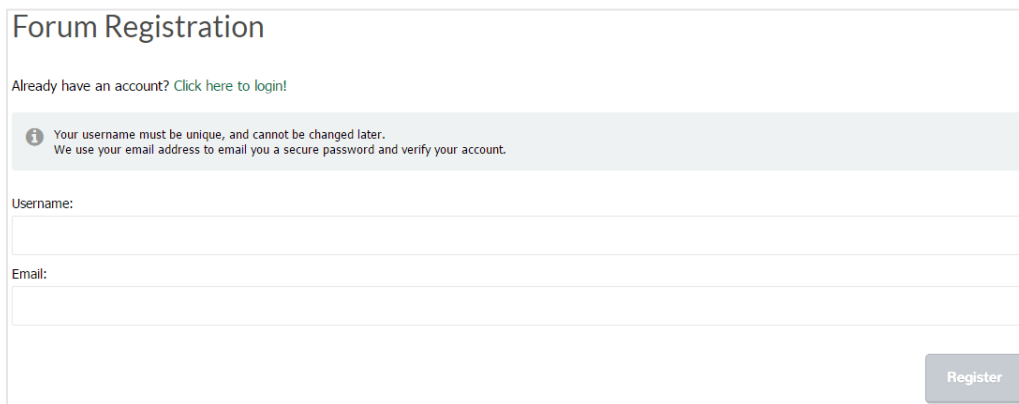
Figure 8 Forum registration

Once you have registered, you may create a new thread by clicking on the category that is related to your question. You are also free to reply to other user questions if you happen to know the answer!

Live Chat

Our live chat is available from Monday to Friday from 8AM to 5PM. This service is only available on desktops and tablets. It can be accessed by clicking the green rectangle at the bottom right of your screen.
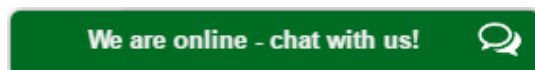
Figure 9 Live chat button. Click to start a conversation!

To initiate a conversation with our support agent, you may type a greeting or question into the chat box.

The green rectangle will indicate if we are offline or not. You may still click the green box and send us an e-mail by entering your contact information and message.
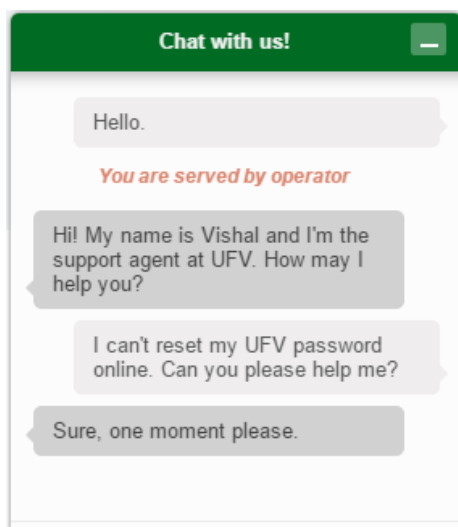
Figure 11 Example conversation with our support agent.
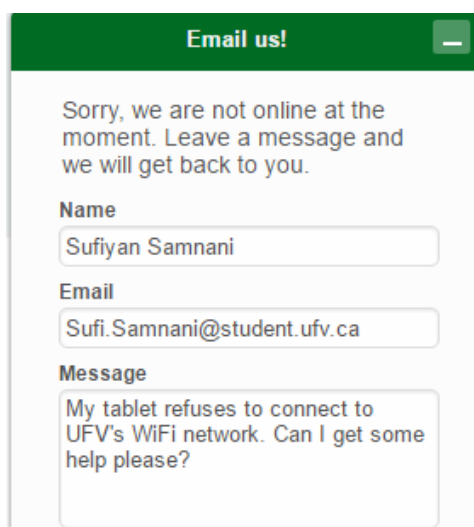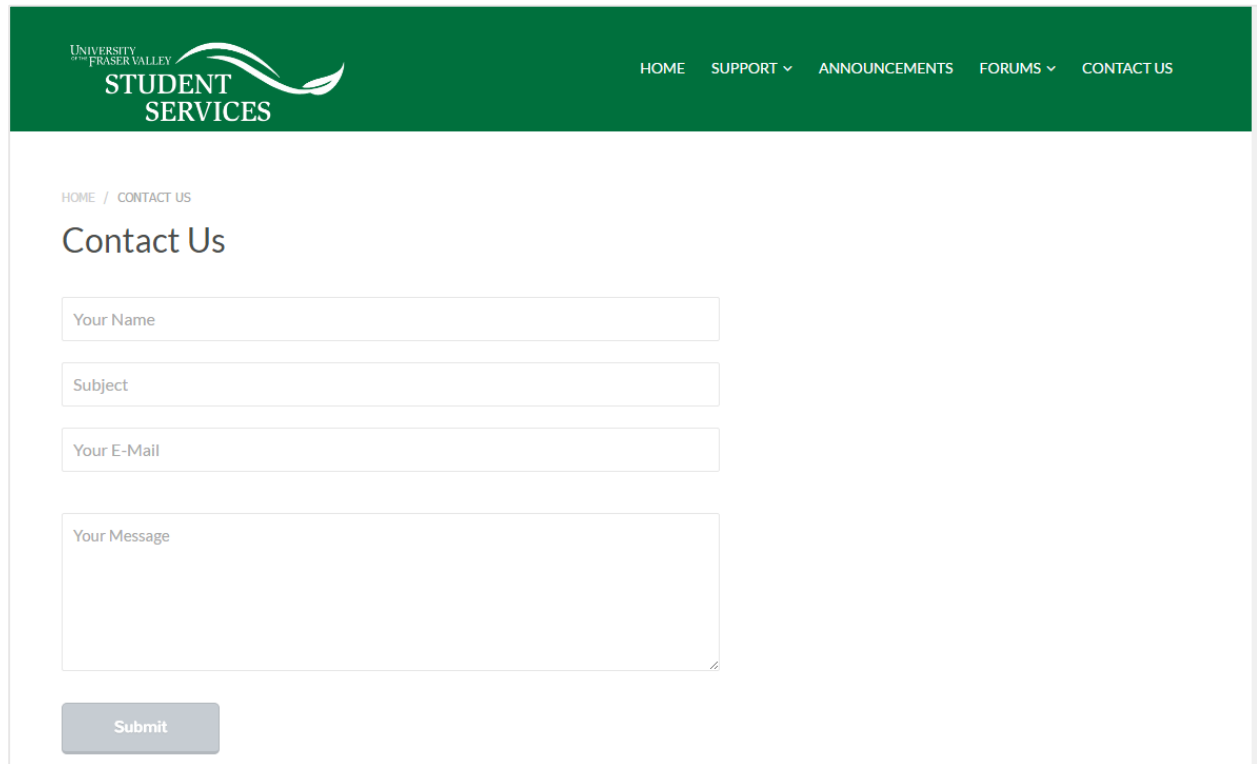
Figure 10 We are offline. Send us an e-mail instead.

E-mail

You may send us an e-mail by clicking "Contact Us" in our navigation bar. On this page, you may enter your contact information and message and we will get back to you within 24 hours.

Figure 12 Contact Us Page

MYFILES GATEWAY (By Sufiyan Samnani)

The following documentation contains information on how to use the MyFiles Gateway. The MyFiles Gateway allows a student to access his/her personal (R:) drive along with instructor files remotely, even when they're not using one of the systems on campus or connected to the campus' Wi-Fi service. This information is especially aimed at newer students who have never used the MyFiles Gateway before, but existing users may find a lot of useful information in this document too.

Before you get started…

- Access to the Internet via a web browser. Supported browsers:
  - Internet Explorer 6.0 & up
  - Netscape 8.0 & up
  - Firefox 1.5 & up
  - Safari 3.0 & up
  - Google Chrome
- You need to know your student ID and the password to the MyUFV Portal. The credentials for the MyFiles Gateway are the same as the MyUFV Portal. Go to **https://portal.ufv.ca/misc/unamepass.html**. if any help is needed in accessing your student ID and password.

1. LOGGING INTO THE MYFILES GATEWAY:

The MyFiles Gateway can be accessed by visiting any of the following URLs and then following the steps thereafter:
- **http://gateway.ufv.ca**
- **http://my.ufv.ca**, choose **Online Services** page tab and **UFV Network Files**
- **http://myfiles.ufv.ca**

All the above steps lead to the login page of the MyFiles Gateway, which demands for user credentials. At this stage, you must enter your UFV student ID number and the associated password to be allowed access.
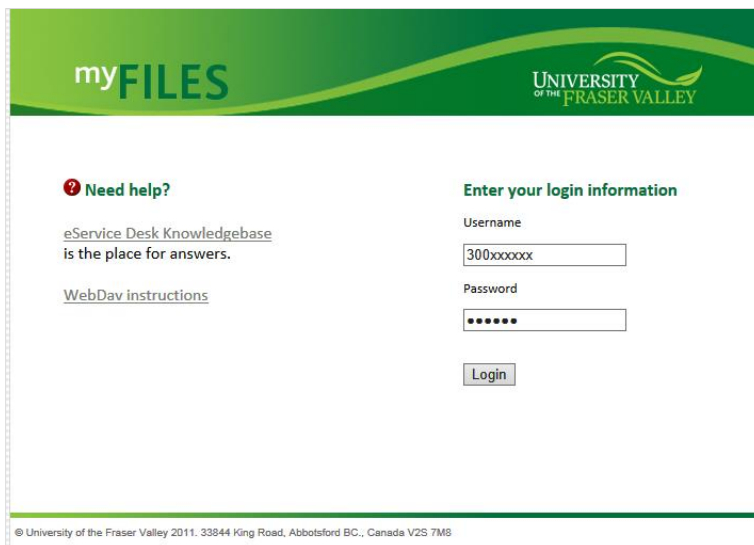
Figure 13 MyFiles Gateway Login

2. ACCESSING THE STUDENT & INSTRUCTOR FILES

Once logged into the MyFiles Gateway, you should see the "**student**" main folder. Upon opening the folder, three subfolders, namely "*HomeDir*", "*Instructor_Files*" and "*Public*", can be found. The contents of each subfolder are as follows:

- ▪ *HomeDir:* Contains files from your personal Student (R:) drive.
- ▪ *Instructor_Files:* Contains files from the Instructor (Q:) drive.
- ▪ *Public:* Contains generic files from the Public (P:) drive.

- Although you can upload files in any of the three sub-folders, it is highly advised to upload your files only in your personal subfolder, as only you can access that folder. Everybody with a valid UFV student ID has access to the other two folders.
- There are some self-explanatory options available such as Sort, Display Options (allowing to change the sizes of the folder icons), Preferences (folder options and toolbar colour), etc.
- The Search feature lets you directly search for a file by entering the name of the file you're looking for. This would present all files throughout the three subfolders which contains the keyword you typed in their title.
- It is crucial that you do not rename the parent "student" folder or any of the three subfolders, as it could lead to problems when trying to access it later through one of the computers on campus.
- Similarly, you can create new folders anywhere in the folder hierarchy, but it is advisable that you create new folders only in your personal subfolder.
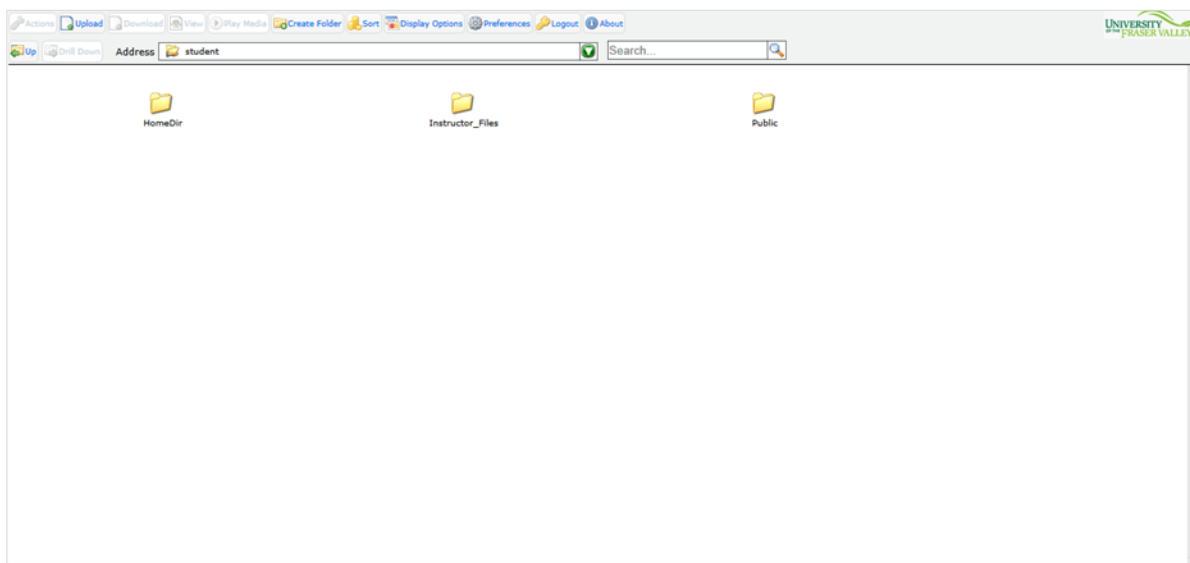
Figure 14 MyFiles Gateway

3. CREATING A VIRTUAL DRIVE ON YOUR PC FOR EASIER ACCESS

You can create a virtual drive on your computer which would act like a usual hard drive partition which can be accessed using Windows Explorer and perform all the file operations that Windows Explorer on the MyFiles Gateway files.
The process slightly differs depending on the operating system you are on:

For Windows 7 & above:
1. Open **Windows Explorer**.
2. Click to open **Computer/This PC**.
3. Click on **Map network drive** or **Add a network location**.
4. You will then be presented with the **Map Network Drive** box.
5. Choose a **Drive** (letter) for the mapping.
6. Enter the URL **http://ward.ufv.ca/student** in the **Folder** field
7. Ensure the box is checked for **Connect using different credentials** and click **Finish**. This needs to be done to ensure that you can enter your MyFiles Gateway login credentials.
8. Enter your **username** and **password** in the authentication window that pops up and click **OK**.
9. You now have access to your UFV files through Windows Explorer.
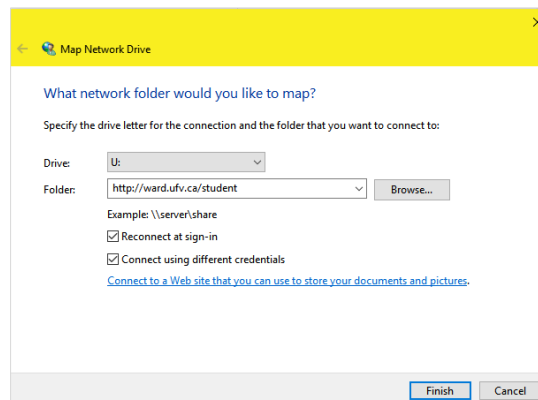
Figure 15 Mapping a Virtual Drive

For Windows XP:
1. Click **Start > My Network Places > Add a network place**.
2. Click on Next to continue within the **Add Network Place Wizard**.
3. Select **Choose another network location** and click **Next**.
4. In the **Internet or network address** _field_, enter **http://ward.ufv.ca/student** and click **Next**.
5. Enter your **username** and **password** in the authentication window that pops up and click **OK**.
6. Give your network place a name that is meaningful to you and click **Finish**.
7. You now access to your UFV files through **Start > My Network Places**.

Here's a tip…

On Windows 7 & above, the operating system has a transfer limit of 50 MB per file. This means that files larger than 50 MB cannot be transferred unless this system setting is changed. This can be done by editing a specific registry value, but extreme caution must be taken to ensure that the steps mentioned on the following website are followed correctly: **http://www.happysysadm.com/2012/05/webclient-filesizelimitinbytes-and.html**

Troubleshooting….

- **Upon trying to map a network drive, I get the error "*Windows cannot access http://ward.ufv.ca/student*"**
  - Make sure that you have "*Connect using different credentials*" ticked.
  - Ensure that you have entered the credentials, i.e., the UFV student ID and password, correctly.

- **While trying to upload a file, I get the error "*The file size exceeds the limit allowed and cannot be saved*"**
  - Check whether your file size is over 50 MB.
  - If it is larger than 50 MB, then you need to follow the instructions mentioned here to increase the default 50 MB limit.

Summary

- We have learned how to login to the MyFiles Gateway at ***http://myfiles.ufv.ca.***
- We have learned about the folder hierarchy and about using some of the tools on the MyFiles Gateway.
- Setting up a virtual drive with MyUFV login credentials for easier access in the familiar environment of Windows Explorer.

PRINTING AT UFV (By Ali Moghrabi)

The following documentation provides information on how to use UFV's printing services. This information is intended for students who are either new to UFV or have never used UFV's printing services. You will learn how to print a document, such as a Microsoft Word or a PDF document, using a printer located in one of UFV's computer labs.

Before you get started...

- You need to log into an available computer using your student ID and password for MyUFV. You cannot print using your personal computer. If you need help obtaining your student ID or password, visit **https://portal.ufv.ca/misc/unamepass.html**.

1. RETRIEVING YOUR CAMPUS CARD

You need to have a campus card in order to print. If you do not have a campus card, visit ***http://ufv.ca/campuscard/campus-card/*** *to learn how to obtain one.*

Note: *If your campus card is expired, please visit the campus card office to renew it before attempting to print. You can check if it's expired by looking at the expiry date on the card.*

2. LOADING MONEY ONTO YOUR CAMPUS CARD

Loading money onto your campus card is necessary to use UFV's printing services. It costs 10 cents to print in black and white and 35 cents to print in color.

- There is a total of three locations on two different campuses (Abbotsford and Chilliwack) that have campus card loading machines. Each location accepts different forms of payment as indicated in the table below:

Location	Campus Card Office (S1101)	Abbotsford/ Chilliwack Bookstore	Abbotsford/Chilliwack Library
Accepts Cash ($5, $10, $20)	✓	✓	✓
Accepts Debit	✓	✓	
Accepts Credit	✓	✓	

- At these locations, you will find machines that allow you to load money onto your campus card.
- Upon inserting your campus card into the machine, you can follow the screen prompts to load money onto it.

At this point, you should have your personal campus card with enough money loaded onto the card in order to print your document.

We understand that it can be difficult to troubleshoot the money loading machine. That's why we have UFV employees at all of the locations above to assist you. If you need additional assistance with your campus card, you can visit or contact us at the Campus Card office:

Campus Card Office
Building S, room 1101 - 33844 King Road
Abbotsford, BC V2S 7M8

Toll Free: 1-888-504-7441 ext. 4176
Email: campuscard@ufv.ca

3. PRINTING YOUR DOCUMENT

Once you have obtained your campus card and loaded the necessary funds onto it, you can begin printing your document.

- Open your document and send the print job to a printer listed in the available printer's dialog. Usually the printer that you need to send the print job to is selected by default.
(Figure 1 is an example printing from Microsoft Office 2016. Printing from another program, such as a PDF reader, should have similar printing options.)

- Find a nearby printer. There is usually one located near where you're printing from and a computer will be beside it.
(Figure 2 is usually how UFV's printer stations are set up!)
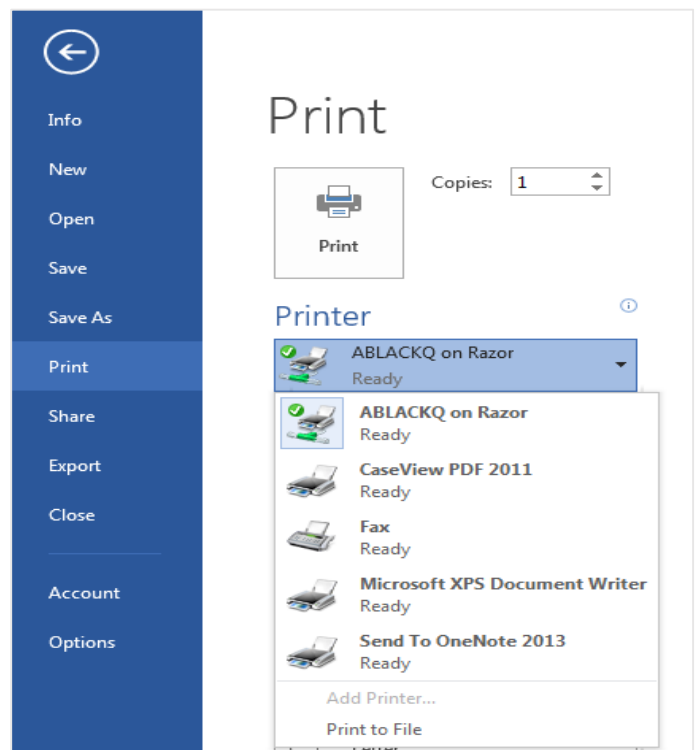

Figure 16 Printing your microsoft word document. the printer selected is ABLACKQ, which should have the same or similar naming across all network printers
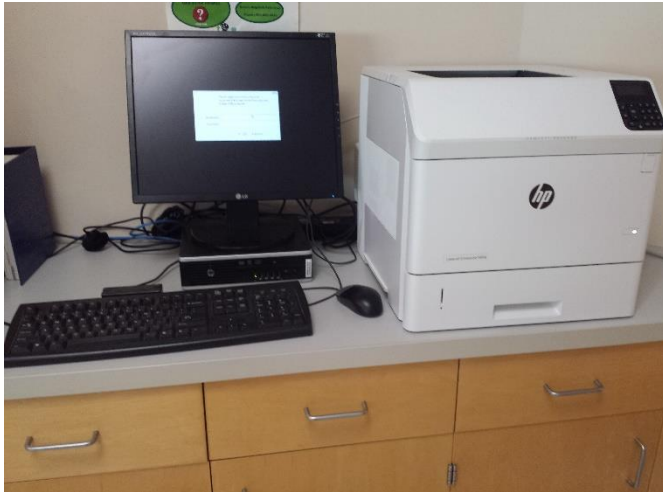
Figure 18 A typical printing station at UFV

Figure 17 Campus Card reader

Here's a tip…

- Before printing, check the printer for any flashing error lights and if there is paper inside the printer's paper tray.
- If there are obvious problems with the printer, you can perform basic troubleshooting or find a different printer in another computer lab. To perform basic troubleshooting, read the Troubleshooting section located in the summary.
- If you decide to find look for a different printer, you can still print in a different computer lab! All computers and printers are on the same network, so you can access print jobs from any computer located beside a printer.

- Using the card reader, swipe your campus card with the magnetic strip facing down and to the right (figure 3).
- A list of available print jobs will be displayed. Select the print job you would like to print by left clicking on it (figure 4). You can select many print jobs by holding shift and left clicking on additional items.
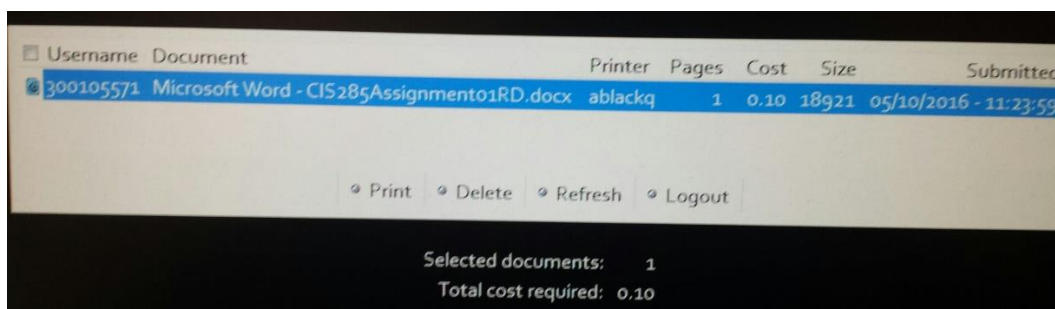

Figure 19 Selecting documents to print

- Click the **PRINT** button located at the bottom of the screen.

Troubleshooting….

- **When I swipe my card, nothing happens on the computer beside the printer.**
  - Make sure that you are swiping your campus card with the magnetic strip facing down and facing right.
  - You may need to wipe down the magnetic strip on your campus card with a cloth so that the card reader can read it.
  - Your card may be damaged. Please visit the campus card office to get a replacement.
  - Alternatively, you can type in your student ID and password.
- **When I select my print job, it says I have insufficient funds on my card, but I just loaded it.**
  - Even though you have funds on your card, you may not have enough to print your entire document. You can find the total cost of printing your document by counting the number of pages you're printing and multiplying it by $0.10 if printing in black and white, or $0.35 if printing in color.
  - If you feel there is an error with the funds on your campus card, please visit the Campus Card office and we can take a look at the information registered on your card.

Summary

- We have learned how to obtain a campus card. Additional information on campus cards can be found by visiting ***http://ufv.ca/campuscard/campus-card***.
- You can only print using UFV's computers located in our libraries and computer labs. To obtain your student ID and password to log into these machines, you can read more by visiting ***https://portal.ufv.ca/misc/unamepass.html***.
- Printing requires money to be loaded onto your campus card. It costs 10 cents per page if printing in black and white, and 35 cents per page if printing in color.
- If a printing station is not functioning correctly, you can still visit any other computer lab or area of a library to find another printer. Your print job will still be located regardless of the printing station's location.

MYMAIL (By Vishal Chandra)

The following documentation contains information on how to use the UFV student email using MyMail service. The MyMail service allows a student to access his/her UFV student email account. This information is aimed at students who have never used or don't know how to use the MyMail service.

Before you get started...

- Access to the Internet via a web browser.
- You need to know your student ID and the password to the MyUFV Portal. The credentials for the MyMail service are the same as the MyUFV Portal.
  Go to **https://portal.ufv.ca/misc/unamepass.html** if any help is needed in accessing your student ID and password.
- You can also use your student email address as username. Your student email address format is **Firstname.Lastname@student.ufv.ca**
  Example: Mary.Smith@student.ufv.ca

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1. LOGGING INTO MYMAIL

To log into MyMail, you need to visit following URLs and then following the steps thereafter:
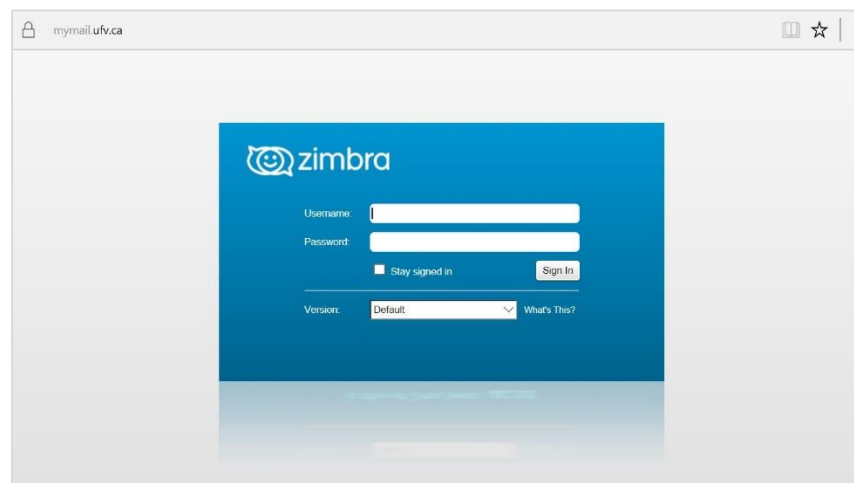
- **http://mymail.ufv.ca**

Figure 20 MyMail Login

- **http://my.ufv.ca**
  Click on **Student Email** on **Home** page.

Figure 21 Student Email on Portal

Both steps lead to the login page of the MyMail service, which demands for user credentials. At this stage, you must enter your UFV student ID number or student email address and the associated password to be allowed access.

2. NAVIGATING YOUR ACCOUNT

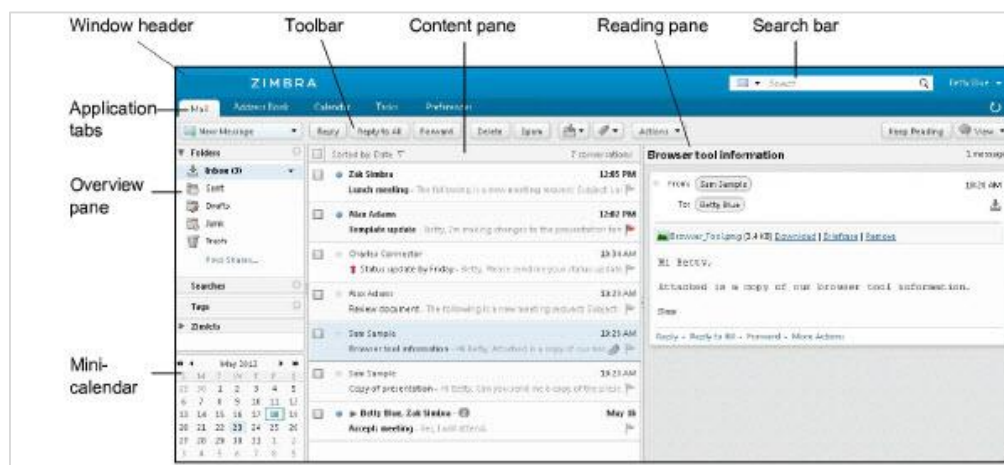Once logged into MyMail, you will see something similar to the picture shown below.

Figure 22 MyMail Client
https://mymail.ufv.ca/zimbra/help/en_US/advanced/zwc_help_files/1_setting_up/navigating_the_zimbra_web_client.htm

Overview pane
In the Overview pane, you can see the system folders which contains the following:
- **Inbox**: New email arrives in the Inbox.
- **Sent**: Each message sent by you is saved in the Sent folder.
- **Drafts**: Messages that are composed but not sent are saved in Drafts folder.
- **Junk**: Email messages are handled by a spam filter before they reach your Inbox. Emails that might be a spam or junk are placed in Junk folder.
- **Trash**: When you delete an item, it is placed in Trash folder. It remains there until you manually empty the trash.

Reading pane
The email messages are displayed in Reading pane.

3. SENDING AND RECEIVING EMAIL

Composing a message...

You can compose and send email to any email address you want using below steps.

1. In the Mail tab click on **New Message**.
2. Enter the email address of the person to whom you want to send a message in **To**.
3. Click on **Signature**s and select the signature that you want to add to the message in the **Options**.
4. To send a copy of the email to other recipients (Cc) or to send a blind copy (Bcc), enter email addresses in the **Cc** and **Bcc**.
5. Enter the subject of the message in the **Subject**
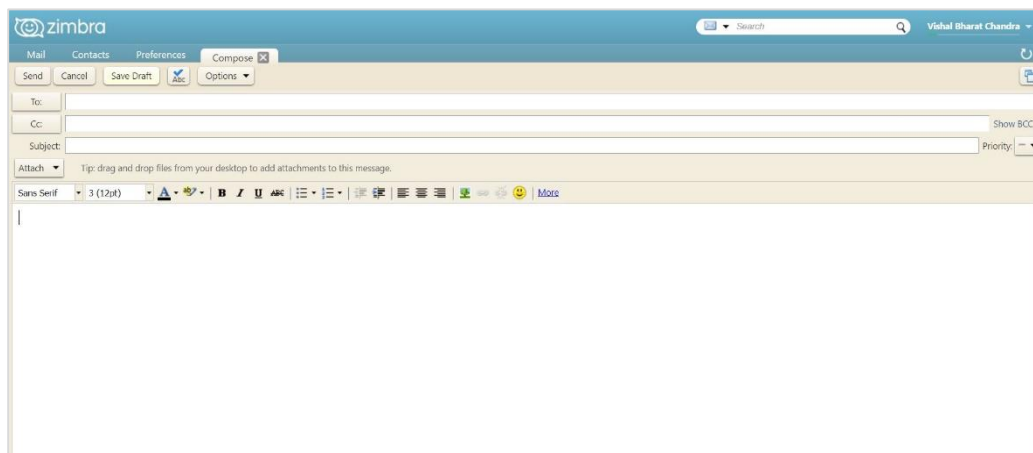6. Click **Send** to send the email message.

Figure 23 Composing an e-mail

Reading email

By default, new messages are placed in your Inbox. You can view your email messages as single messages or as conversations.

View Email Messages by Conversation

In the Conversation view, your all messages are grouped as a thread. It begins when you send or receive an email and then send or receive replies and forwards based on original email.
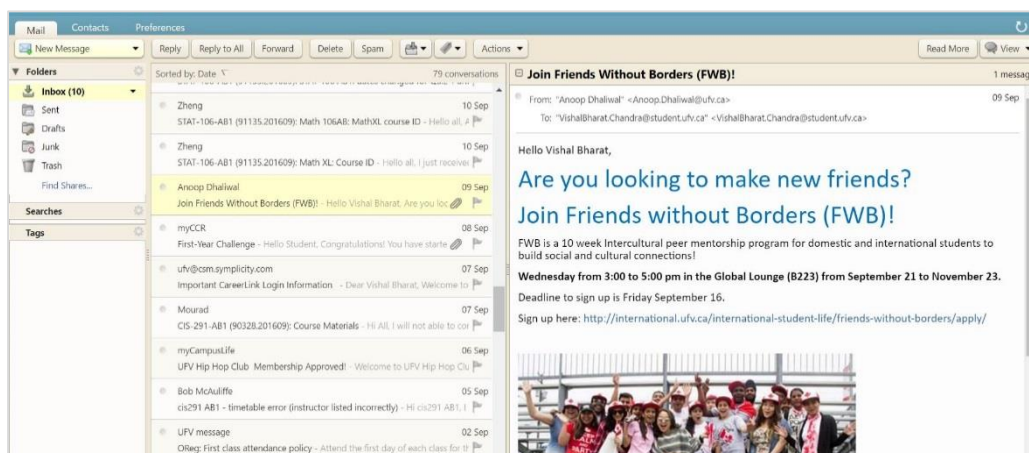
Figure 24 Inbox View

Change the Message View

Email messages in your mailbox can be organized by the date a message is received and by Conversation.

1. On the toolbar of Mail tab, click the View drop-down menu.
2. Select either **By Conversation** or **By Message**.

To open a message, simply click on it to read the message in reading pane on the right side.

4. ADDING AN ATTACHMENT

You can attach any file from your file system to your message.

Computer viruses are frequently spread through file attachments. Therefore, the files with the extension .EXE or .ZIP might get blocked by system administrator.

Adding an Attachment to a Message

You can attach spreadsheets, pictures, records and different sorts of documents to your message.

1. Compose the email message.
2. Click on **Attach**.
3. Select the files and click **Open**.
4. Click **Send** to send the message and the attachments.

Using Drag and Drop

You can add an attachment to your email message by simply dragging the file from a folder into your email.

1. Select files and hold down the cursor on the file(s) to be attached.
2. Select file(s) and hold down the cursor on the file.
3. Drag the file(s) to the message header and release the cursor.

5. REPLY TO AND FORWARD MESSAGES

Reply to a message

1. Select email you want to reply to.
2. Click on **Reply** or **Reply to All** in the toolbar.
3. If you are viewing message in the Conversation view, you can click reply at the bottom of the message.
4. Type your reply.
5. Click on **Send**.

Forwarding email messages

You can forward an email message to someone else. Forwarding a message includes all file attachments.

1. Select email you want to forward.
2. Click on Forward on the toolbar.
3. Enter one or more addresses.
4. Click Send.

Troubleshooting….

- **Upon trying to send an email, I get the error "*Cannot connect to server*".**
  - - Make sure you have an access to the Internet.
  - - Check your Wi-Fi or LAN connection on your computer.
- **Upon trying to attach a file to the email, I the error "*Error while Attaching File(s)*".**
  - - Make sure your file extension is not .EXE or .ZIP.
  - - Ensure that your file does not contain any virus.

Summary

- We have learned how to login to the MyMail at **http://mymail.ufv.ca**.
- Composing a new message with an attachment.
- Reading a new message and reply, forward a message.
- Navigation of MyMail, we learned about different sections available.

UFV JOBS (By Mohamed Furqaan Attarwala)

The following documentation provides information on how to use University of the Fraser Valley's (UFV's) Jobs service. The Jobs website can be reached through www.ufv.ca/jobs. This information is to guide new students in finding a good part time job, co-op opportunities and helping graduated students in finding a full-time job.

Before you get started…

Requirements for doing a part time job:

- A valid study permit.
- A valid SIN (Social Insurance number)
- A valid student ID.
- Student ID and password for logging in to the website.
- Criminal record check.

(Note: If there are any specific requirements for a job, see if you fulfill all the requirements before applying.)

1. LOGGING INTO UFV JOBS

- You need to have your Student ID and password to check your mail and login in UFV Portal.
- UFV Jobs student login cannot be accessed by the same password that you use for the UFV Portal, you need to generate a new password for login. So you have to click on *Forgot Password.*
- The website will ask you for your student ID. Provide the proper student ID in the input field.

Figure 25 Creating a new password

- Access your UFV mail which will help you in generating a new password. You must set a new secure password which you can access easily. It's advisable to keep password with one upper case, one special character and at least eight letters.
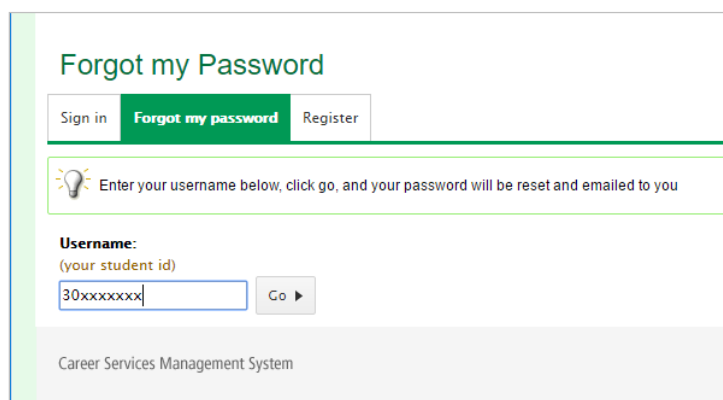
Figure 26 Reception of the new password

2. BEFORE APPLYING FOR A JOB

- Before applying for a job it is recommended to fill all the necessary details which help for sorting and recommending you jobs based on your interests and qualifications.
- It is recommended to fill both Personal and Academic information.
- You must agree with policies and provide personal contact details.
- It is mandatory to upload all related documents such as the resume.
- Select *Resume* and browse the resume file on your system. (Note: It cannot be more than 500kb.) After selecting the file click on *Submit*.
- A cover letter has to be created and submitted for each job application. It has to be tailored according to the job.

Figure 27 Completing profile information

Here's a tip...

If you don't know how to make a resume or a cover letter, book an appointment today at **http://ufv.ca/jobs/career-services/**

3. APPLY FOR A JOB

- Login to your student account on ufv.ca/jobs.
- At the top you will see the search bar enter a keyword to find it.
- Make sure your resume and cover letter are up to the mark and appropriate before applying for any job.
- You can see the jobs under jobs section. Job can be recommended as per your interest or you can check all the posting of adds. Recommend jobs are advisable to check as it will suite you and your interest.
- All the listing includes the number of opening, wages on hour basis, responsibilities of an individual who is willing to join must read all the responsibilities carefully along with requirement. Click apply if you are interested to join and upload necessary documents required.

Figure 28 Applying for a posting

4. CHECKING CREDIBILITY

- For a profitable organization:

If you wish to check credibility for the organization you are applying, then you need to get the name of the Organization and check it here. Enter the name of the organization and the location.

It will fetch the details of the credibility of the company and will show you the result. However, it is recommended to work for a decent company with good credibility which builds up you resume. So have the background check of the organization you are planning to work with.

Figure 29 Checking credibility of an organization

- For a non-profitable organization:

Similarly, if you are working for a non-profitable organization you still should do a background check for the organization. You can check it here. Search for the organization you have to work for before applying.

Figure 30 Concluding credibility test

5. GUIDELINES

- Working outside the Campus.

  If you are an international student working off campus, then you are only allowed to work for 20 hours as per your study permit. Working more than 20 hours will be illegal and can be considered as a serious crime, even if it's not detected at the beginning but it can have serious affect if you wish to extend your student visa, or if you plan to get a PR to get settled in Canada and definitely it's going to affect your grades also. So it is highly recommended to stay under the 20 hours working limit.

- Working on the Campus.

  If you wish to work and manage to get a job at UFV campus, then you are not restricted to work only for 20 hours. You can legally work for more than 20 hours.

  You don't need to check for credibility as it is an on-campus job, but you need to have at least one semester's experience to get an on-campus job.

Troubleshooting....

- **I am unable to login.**
  - Try "Forgot Password" and regenerate your password.
  - If it doesn't work, visit S3123G, from Monday to Friday between 9:30AM - 4:30PM.
- **I am unable to apply for a job.**
  - See that you have uploaded all the required documents.

Summary

- We learned how to generate a password for UFV Jobs**.**
- Looking for a job and applying for one.
- Checking credibility of an organization.
- Learned about guidelines for working on and off campus.