Accounts and Password FAQs:

What types of USEK accounts are available?

- Wireless, e-learning and Windows login (Student ID and password)
- Banner (Student ID and PIN Code)
- Email Account (username@net.usek.edu.lb and password)

N.B.: The password is the same for wireless, e-learning, banner, Windows login (labs), and email.

What is my email account address?

Your email account address is: FName.InitialFatherName.LName@net.usek.edu.lb.
Or go to the following link to check it: http://webapp.usek.edu.lb/it/

How do I know my password?

The default password is the first letter of your name in capital and first letter of your last name in lower case, underscore, and then the last three numbers of your ID.
To activate your ID and password, you are kindly requested to login to any PC on campus, or you can refer to the following link:
http://resetacc.usek.edu.lb if you are outside the campus (internet)
or http://resetacc.usek.edu.lb:9348 if you are on campus (intranet/WiFi)

What do I do if I forgot my password?

- Visit http://webapp.usek.edu.lb/it/
For assistance, please refer to the IT Service Desk by sending an email to servicedesk@usek.edu.lb.

For registration on the Banner System:

Please go to http://self.usek.edu.lb
For assistance, please call 09 600 499.

For e-learning access:

Please go to http://elearning.usek.edu.lb for instructions.

For your Virtual Desktop Interface (VDI) at USEK:

Please go to https://desktop.usek.edu.lb
When you login for the first time go to www.citrix.com, click on “Downloads” tab and install “Citrix Receiver” for your PCs, Laptops, MAC, Smartphones and tablets.

**Campus card system: MACard FAQs**

**What is a MACard Student?**

MACard or Student ID is an identification card for the security gate entrance, an electronic key to use entitled services and a debit card for making purchases.
Why is a MACard Student necessary?

The MACard ID makes your life easier; it is the quickest, most convenient method of payment available on campus.

Why do I need my MACard?

- To gain access to USEK Campus.
- To use the Main Library services: Copy/Print.
- For ease at the Registrar Office: Pay for official papers.
- To pay for purchases at the Bookstore: Pay for items bought.

How do I get my MACard?

Please refer to the Registrar Office to get your MACard.
For inquiries, please email us at registrar@usek.edu.lb

How do I charge my MACard?

Use the black Netlink loader, located in the hall of Bloc A (under the church), to add money to your card on a self-serve basis.

- Pass your USEK MACard across the reader.
- Insert the value you would like to add.
- Press “D” to end session.

How do I Print using my MACard at the Main Library?

Refer to the “Printing Queue USEK” document.

How do I make Photocopies using my MACard at the Main Library?

The copier machines installed at the library are used for photocopying.

- Pass your MACard across the reader to check your balance.
- Make your copies.
- Once you have finished, click “CLR”.
UsekWLAN Connection FAQs:

Who can use the wireless services?

Any student, faculty or staff member who has activated his/her account is eligible to use the wireless service.

Supported computers and mobiles?

Most computers and mobiles equipped with wireless network should work.

- Windows: XP, Vista and 7.
- Mac.
- Mobile phones: Android (Samsung, HTC...), IOS (Apple), Symbian (Nokia), Blackberry OS.

How do I configure UsekWLAN on my computer?

Instructions for configuring Wi-Fi are based on your operating system.

Please find below the required steps permitting access to UsekWLAN on Windows 7, Windows Vista and Windows XP computers.

A. Windows 7:

1. On your taskbar, click on the wireless network icon, choose “UsekWLAN” and click “Connect”.

2. In the Windows Security Prompt, enter your username and password.
3. In the Windows Security Alert Prompt, click on “Connect”.

B. Windows Vista:
1. On your taskbar, right click on “Network Connections” icon and select “Connect to a Network”.

2. Select “UsekWLAN” and then click on the “Connect” button.
3. Click on “Enter/Select Additional log on information”.

4. When the “Enter Credentials” window appears, enter your username, password and USEK domain. Press “OK” to exit.
5. Click “OK” to approve the correct certification and establish the connection.

6. The last window indicates that the connection to UsekWLAN is successfully established. Check the two checkboxes to avoid repeating the same procedure each time you would like to connect to USEK Wireless network. Click on the “Close” button to close the window.
C. **Windows XP:**

1. **To start, enable the wireless network connection:** Go to “Start”, “Control panel”, and “Network Connections”, right click the “Wireless Network Connection” icon and select “Enable”.

2. **After enabling the wireless network connection, the wireless icon must appear on the laptop system tray.** Right click the icon and select “View Available Wireless Networks”.

3. Choose “UsekWLAN”.
4. In the “Wireless Network Connection Properties” window, choose “Wireless Networks”.

5. In the “Preferred Networks” panel, click the “Add” button.

6. In the “Network Connection Properties” window, enter the network name (SSID) as UsekWLAN. Then in the “Network Authentication” list, choose “WPA”, and as “Data
Encryption”, select “TKIP”. Then approve your input by clicking the “OK” button.

7. Click on “Authentication” tab; choose Protected EAP (PEAP) as EAP type. Then, click “Properties”.
8. In the “Protected EAP Properties” window, click on the “Configure” button.

9. Uncheck the “Automatically use my windows logon name...” and then click on “OK”.
10. Close all windows then click on “Wireless Network Connection” message above the wireless icon in your taskbar.

11. When getting the “Enter Credentials” window, enter your Student ID, password and USEK domain. Click on “OK” to exit.
12. Click on the “Wireless Network Connection” message.

13. Click on “OK” to approve the correct certification and complete the connection procedure.

For further clarification and support, please call or visit the IT Service Desk, Room P 102, Building P.
How do I configure UsekWLAN on my mobile device?

Instructions for configuring Wi-Fi are based on your operating system.

Please find below the required steps permitting access to UsekWLAN on Apple iPhone, Android, Blackberry and Symbian.

A. Apple iPhone - iPod - iPad:
1. Find and select the “Settings” icon on your iPhone or iPod touch.
   If your Wi-Fi setting is currently set to OFF, tap on it to toggle ON the Wi-Fi access.

2. Once your Wi-Fi is enabled, you should see all available networks. Tap to select UsekWLAN.
3. Type in your Student ID and password and select “Join”.

4. Click on “Accept” to approve the certification.

B. Android (Samsung, HTC...):
   1. On your Android device, select the “Settings” icon.

   2. Under settings, choose “Wireless and Networks”. Next, select “Wi-Fi Settings”.
3. If Wi-Fi is not already turned ON, tap the check mark to turn it ON. When Wi-Fi is enabled, available networks will appear below. Choose UsekWLAN.

4. Enter your Student ID on the identity text box, and your password on the password text box. Anonymous Identity should be kept blank. Select “Connect”.

C. Blackberry:
1. Go to “Settings” icon and turn ON Wi-Fi. Highlight and select “Set up Wi-Fi Network”.

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2. A “Welcome to Wi-Fi Set Up” page is opened. Highlight and click “Next” at the bottom of the screen.
   The next page will prompt you to select an option. Highlight and select “Scan for Networks” at the top of the list.

3. Highlight and select UsekWLAN. This will bring you to the Wi-Fi security page.
   Tap in your Student ID and password and choose “GeoTrust Global CA” on the certificate text box.
4. When you have finished, highlight and select “Connect”.
5. As long as there is no problem connecting, you will then come to a completion page displaying “Wi-Fi Success”.

D. Symbian (Nokia):
   Please refer to the IT Service Desk, Room P 102, Building P, to get assistance in configuring your wireless connection.
   For further clarification and support, please refer to the IT Service Desk, Room P 102, Building P.

Who do I contact if I need assistance?

IT Support Service Desk
Room P, Building P
Office opening hours: 8:00-17:30
Email: servicedesk@usek.edu.lb