



*Sur University College*  
*IT & Network Department*

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# SUC ICT Manual

## 1. Mission Statement:

IT department at Sur University College is committed to provide outstanding ICT services to our staff and students.

## 2. Vision Statement:

SUC IT department aims to enhance the efficiency of the educational services we provide. Moreover, SUC IT department is always working to introduce new services and ensure high-quality services.

## 3. Objectives:

- Upgrade software and hardware infrastructure.
- Enhance our users' satisfaction.
- Provision stable IT services.
- Enhance professional development.

## 4. Computer Lab Safety Guidelines

All students must read and understand the safety information in this document because your safety depends mostly on you.

### 4.1. General computer lab safety:

1. Never drink or eat in computer labs.
2. No smoking in the computer labs.
3. Keep your workstation area neat.
4. Maintain good posture to ease your back.
5. Periodically glance away from the screen.
6. Work Quietly. Don't disturb others.
7. Aware of the fire extinguisher location and its operational methods.
8. Computer Failure: If the computer fails while being used, report it immediately to your lab instructor. Don't try to fix the problem yourself.

## 4.2. Equipment Safety:

1. Shut down the computer once you have finished your session.
2. Do not open the computer's system unit or monitor because you are not eligible to repair them; furthermore, there are many things can harm you.
3. Always take a backup of your important files.
4. Don't change computer settings.

## 4.3. Fire Safety:

1. Aware of the fire extinguisher location and its operational methods.
2. Contact emergency services for help.
3. Don't fight out of control fire.
4. Get out of the building as fast as you can.

## 5. Connecting to SUC WiFi Network:

To connect to SUC WiFi network please follow the below procedure (For Students & Staff):

### 5.1. Using Windows:

- Enable Wi-Fi.
- Choose the SSID (SUC-Campus), as shown below:



- Click Connect then insert the secret password of WiFi.

### 5.2. Using IOS/ Apple:

- Go to Settings.
- Enable WiFi network connection.
- Choose the SSID (Suc-Campus).
- Insert the password.
- Follow the snapshots below:

### Step 1

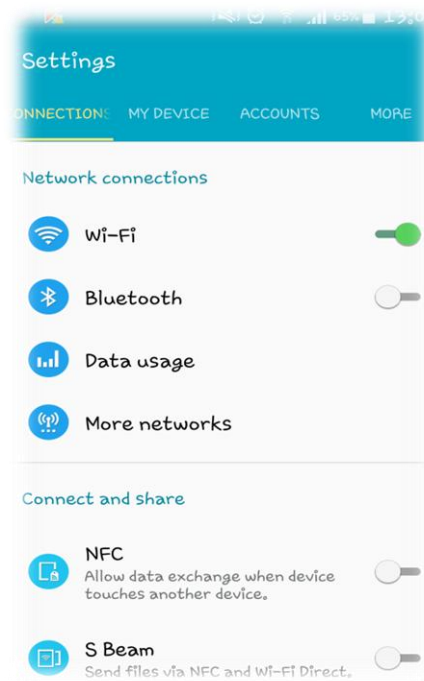


### Step2

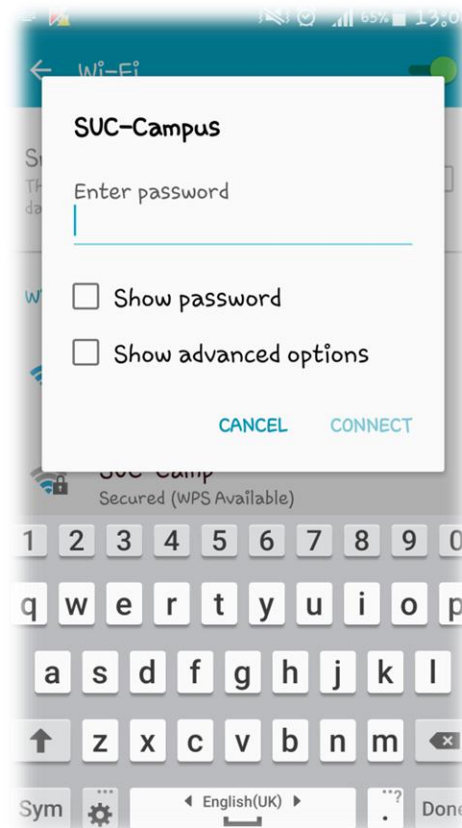


### 5.3. Using Android:

- Go to Settings.
- Enable WiFi network connection.



- Choose the SSID (SUC-Campus)



- Insert the password

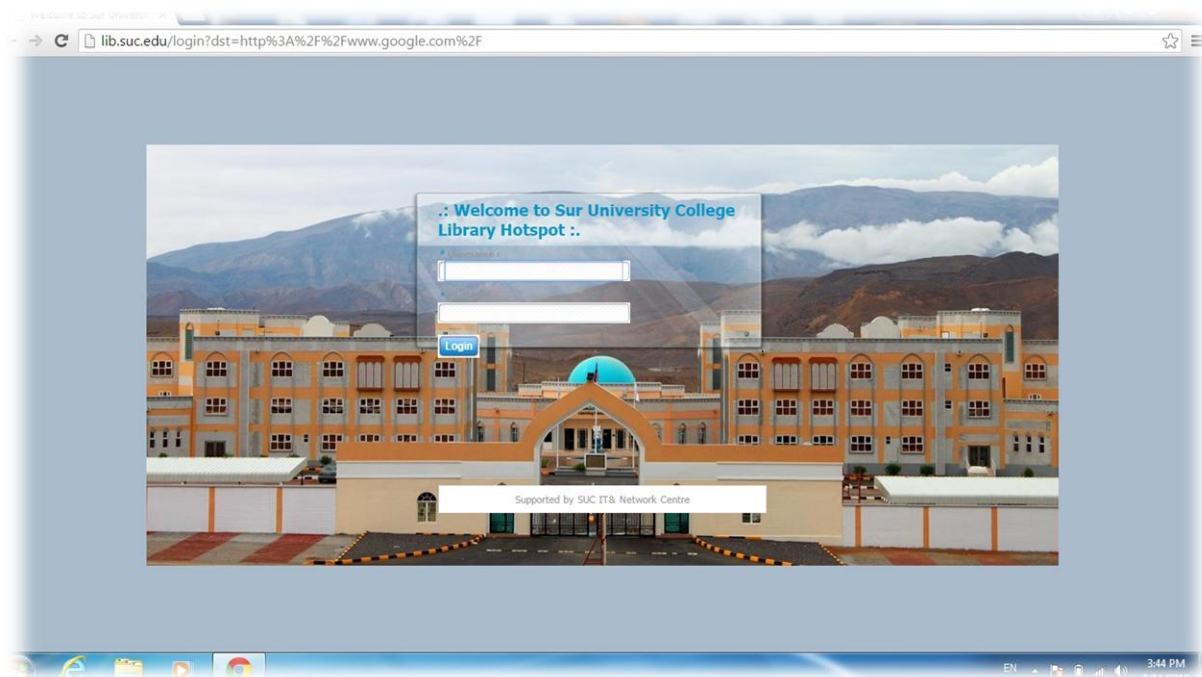
#### 5.4. WiFi Network in Library:

Note: You need to get a username and password before using this network.

- Enable Wi-Fi.
- Connect to the SSID (SUC-Lib).
- Enter the secret password (Library staff will provide you with it).

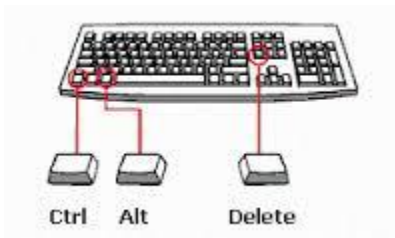


- Once you are connected, open any internet browser.
- Insert the following URL <http://lib.suc.edu>.
- Insert your user name and password on browser in order to access internet.



## 6. Changing domain account password:

- Step 1: From your windows screen press ALT+CTRL+DEL



- Step 2: Click on change password



- Step 3: Enter old password & new password





## 7. Password Security:

Passwords grant access to ICT resources. They are designed to give limited access to authorized users. Therefore, the strength of your password is a very important factor to consider.

### 7.1. Password Recommendations:

- Change your password frequently.
- Don't write down your password. Keep it in your mind.
- Don't share your credentials with others.
- Be careful of phishing websites.

### 7.2. Choosing good password:

- It should be at least 8 characters long.
- Don't use a dictionary word.
- Use random capitalized letters.
- Don't use your name in any form.
- Don't use any sequence of numbers or letters.
- Mix letters and non-letters characters in your password.

## 8. Getting support:

In case of any concern, don't hesitate to contact technical support:

- Phone: IT department technical support EXT. 666.
- Email: [support@suc.edu.om](mailto:support@suc.edu.om) ( please mention your name, department, Ext no.)
- Walk in: Administration building, Ground floor.

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