



ST. JOHN'S
UNIVERSITY

INFORMATION TECHNOLOGY

New Employee IT Guide

Signon Okta Portal (<https://signon.stjohns.edu>)

This is the site that you will go to in order to access the following:
Email, Office 365 Portal (1 Tb OneDrive, Teams, Download Office 365 Suite),
UIS, Webex, Banner, Connect, IT Support, Canvas, etc.

Username: Email address will be given to you by HR

Default password: Capital S, lowercase j, Stormcard ID number (aka PIDM)

Step-by-step instructions to set up your account can be found at:
<https://ithelp.stjohns.edu/support/solutions/articles/16000010232>

SJUMobile – On-Campus Wireless Internet



While on campus, look for the “SJUMobile” wireless internet in your available networks. You will be asked to enter a username and password to log in. Enter the same credentials used for the Signon Okta Portal. When you change your password for Signon, you must enter the updated password for WiFi while on campus.

Step-by-step instructions can be found here:

<https://ithelp.stjohns.edu/support/solutions/articles/16000015625>

Avaya Phone System - Voicemail



To access voicemail from on-campus, call extension#: 1616

If this is your first time accessing it, you will be prompted to create a 6 digit PIN, record a name and a greeting.

For additional instructions on the phone system menu, visit:

<https://ithelp.stjohns.edu/support/solutions/articles/16000017394>

IT Support Portal



If you need IT support with your accounts or SJU devices, please browse our Self-Service Support Portal for information, <https://ITHelp.stjohns.edu>, on a variety of topics to assist your needs. If you need additional assistance, please click on “Report an Incident” or “Request a Service.”

While logged in to Signon.stjohns.edu, click on IT Support. From here you can create an IT request, and view your history of IT requests.

You may also call our Service Desk to speak to a representative, at (718) 990-5000. Hours of Operation are Monday to Friday, 7:30am to 7:30pm.

Setting up Email to a Mobile Device



To set up your email on a mobile device, you will need the same login credentials that you use for <https://signon.stjohns.edu>

For step-by-step instructions on how to set up your mobile device, visit:

<https://ithelp.stjohns.edu/support/solutions/articles/16000017167>