

Welcome New Graduate Students to Syracuse University Computing

Syracuse University's Information Technology and Services (ITS) provides a wide range of computing services and facilities for students. The University's high-speed wired (Ethernet) and wireless (AirOrangeX) networks connect students to such services as MySlice, a secure, online gateway to all essential University resources including the course catalog, class registration and schedules, grades, and transcripts, as well as financial aid, tuition, and housing and meal plan information and services; and to SU Library resources as well as other academic computing services, such as the Blackboard learning management system. Other services include e-mail, printing, web conferencing, digital publishing, online teaching, and learning, network space for file storage and personal web sites, and networked computer labs with specialized academic software.

Access to the University's computing resources is controlled by the NetID and password. Students who have not activated their NetID as part of their admissions process are encouraged to do so before they arrive on campus. Information about activating your NetID and SU's computing requirements and services is available on the ITS Web site at <http://its.syr.edu>. Click on "New Students" at the top of the page.

Important: You cannot connect to the SU computing network (in residence halls or academic and administrative buildings on campus) or use the University's computing resources without your NetID and password. To activate your NetID, you will need your SUID number, which you should have already received from the Graduate School.

Protect yourself

Don't share your password with anybody, including your peers, friends, and family members. Nobody at Syracuse University, including Information Technology and Services (ITS), will ever ask for your password. Do not respond to any requests to reveal your password or other private information, including online and email requests. Create a strong password, change your password often, and report to ITS if anyone is using your account without permission. Treat your password like the PIN for your ATM card – as your secret!

Get your computer ready

Remember that your computer needs to be secure when it is connected to the SU network. To minimize problems, we recommend that you take a few minutes to make sure that your:

- Computer has active and up-to-date [anti-virus software](#)
- Firewall is turned on (firewall information for [Windows XP](#), [Windows 7](#), [Windows 8 and 8.1](#), [Mac OS X 10.6 and 10.7](#), [Mac OS X 10.8](#), or [Mac OS X 9 and Yosemite](#))
- Automatic Update service is turned on in Windows, or Software updates are scheduled on Macs (update information for [Windows XP](#), [Windows 7](#), [Windows 8 and 8.1](#), [Mac OS X 10.6 and 10.7](#), [Mac OS X 10.8](#), or [Mac OS X 9 and Yosemite](#))
- Internet Connection Sharing (ICS) is disabled (connection sharing information for [Windows XP](#), [Windows 7](#), [Windows 8 and 8.1](#), [Mac OS X 10.6, 10.7 and 10.8](#), [Mac OS X 10.9 and Yosemite](#))
- Computer has any peer-to-peer file sharing services (i.e., Vuze, FrostWire, BitTorrent, Bearshare) disabled or removed (removed is best)

These checks can be done before you get to campus or as the first step to getting connected to the SU network when you get here.

If you're living in SU housing

Bring an Ethernet cable for any network-enabled TVs, streaming media devices (e.g., Roku 3, Apple TV), and similar devices, including wireless game consoles (e.g., Xbox, Playstation), and if you want the option of a wired connection for your computer. Except for your computer, none of these are supported on the wireless network. Also, bring all the cables you need for your computer peripherals (printer, external hard drive, monitor, etc.), and a coaxial cable if you bring a TV.

Don't bring any wireless-only streaming devices (eg., Chromecast, Roku 1 & 2). These can't be configured to work on the wireless network.

You must disable any peer-to-peer file sharing services (e.g., Tixati, Vuze, uTorrent, Ares) and any Internet connection sharing services on your computer before arriving on campus.

Please don't bring to campus wireless access points (e.g., routers, Airports, MiFi/personal hotspots) and disable this feature if enabled on your smartphone and/or mobile device. Use of personal wireless access points is not permitted on campus. These devices—as well as “mobile hot spots” created by tablets and smartphones—do not work or co-exist with the wireless network and will disrupt it, interrupting service to users. Personal wired routers are allowed as long as their wireless capabilities are turned off.

Similarly, WiFi wireless printers can interfere with the wireless network and most wireless printers will not work on campus WiFi networks, including SU's, because they were designed for smaller or less secure home networks. We recommend disabling the wireless feature and using a Bluetooth connection or USB cable instead.

Get Office 365 ProPlus, FREE!

As a current student at Syracuse University, you can use your SUmil student email account to download and install Office 365 ProPlus applications (including Word, Excel, and PowerPoint) on up to five computers (PC and Mac) and five mobile devices (iPhone, iPad, Android smartphone, Windows Phone). Please visit <http://Answers.syr.edu/Office365> for complete details and instructions.

Download DatAnywhere, FREE!

You can get to your data anytime, anywhere, on any device with the free [DatAnywhere app](#). It works on Mac, Windows, iOS, and Android to provide secure access to your [on-campus storage drive](#), also known as your “home directory” (typically your H: drive, or “Documents” or “My Documents” folder). All you need is your SU email address and SU NetID password. You also can access your home directory from a browser. Get started at [Answers.syr.edu](#).

Be Prepared in Case of Problems

If your computer came with or prompted the creation of CDs/DVDs/USBs for recovery or operating system reinstallation purposes, be sure to bring them, especially your Windows or Macintosh operating system media. Also be sure to bring original media and subsequent upgrades (if applicable) and any license or key codes for the additional software you have loaded on your computer. These will be necessary to reload your computer software should you have a hard drive failure or other serious problem that requires software reinstallation.

Be sure to bring the administrative password for your computer, in case it's needed to change settings on your machine.

Back up your stuff to an external location! If your computer fails and you haven't backed up your work or other important files, they may be lost forever. Whether you choose a hardware option such as an external hard drive or an online cloud service, make sure to protect your data.

Be smart about downloading and sharing

While the variety of great online content grows daily, downloading and sharing copyrighted

material online (including music, movies, TV shows, and games) without permission is unethical and illegal, as well as contrary to SU policy. The entertainment industry is now more vigilant than ever. Illegal distribution of copyrighted materials may subject you to University, criminal and civil penalties. Please visit <http://its.syr.edu/infosec/filessharing/index.html> to find out about copyright law, SU's related policies, and legal alternatives for downloading. If you would like a paper copy of this information, contact the ITS Service Center at help@syr.edu or 315-443-2677.

Stay informed about IT and information security issues at SU

For the latest from ITS, [follow @SU ITS on Twitter](#), [ITS at Syracuse University on Facebook](#), and [SyracuseITS on Pinterest](#).

To hear directly from the ITS Information Security team about tips, tricks, and important IT security news, [find Secure'cUse on Facebook](#) and [follow @Secure'cUse on Twitter](#).

If you need help

You can get assistance from ITS in several ways:

- Search Answers.syr.edu
- Email help@syr.edu
- Call (315) 443-2677
- Visit the ITS Service Center

ITS staff members look forward to your arrival on campus, and will be providing technical support during Syracuse Welcome in the University residence halls on Wednesday and Thursday, August 26 and 27. We're here year-round to answer your computing questions and assist you with your computing issues. We're located in the ITS Service Center in room 1-227 of the Center for Science and Technology (through the double glass doors off the Milton Atrium). Visit <http://its.syr.edu/supportsvc/> for detailed information about ITS Support Services, including locations and hours for walk-in support.

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