New Graduate Students: Welcome to Syracuse University Computing

Syracuse University's Information Technology 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 and Mac)
- Automatic Update service is turned on in Windows, or Software updates are scheduled on Mac
- Internet Connection Sharing (ICS) is disabled (connection sharing information for Windows and Mac)
- 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 if you want the option of a wired connection for your computer, or for any network-enabled TVs, streaming media devices (i.e., Roku 3), game consoles (i.e., Xbox, Playstation), and similar devices. Unlike your computer, wireless versions of most of these other devices work well on the Gadgets&Games 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.

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.

Your campus residence receives more than 86 HD digital video & 45 digital music channels, plus HBO and Showtime, without the need for a cable box. All channels are transmitted in Clear QAM format. You can download the channel listing and get more information at its.syr.edu/cabletv.

You'll find instructions for connecting your TV in the *Technology Guide* in the SU Guides app. You can also visit the *Resident Hall Cable TV Setup and Troubleshooting* page in Answers.syr.edu.

Get Office 365 ProPlus, FREE!
As a current student at Syracuse University, you can use your SUmail 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.

Learn something new, anywhere, anytime, on any device with lynda.com
Lynda.com is a leading online learning company that helps anyone learn business, technology, and creative skills to achieve personal and professional goals. As an SU student, you have unlimited access to the lynda.com video library of more than 4,000 engaging, top-quality courses, including almost 300,000 tutorials taught by recognized industry experts. You can learn on the go with the lynda.com mobile site, on Roku, and the free apps for iPhone, iPad, and Android devices.

World-class technology at your fingertips
Explore all the other services ITS make available to you by visiting the ITS Student Services page on Answers.syr.edu.

Turn your phone orange with Syracuse University Mobile
Syracuse University Mobile is available free in the Google Play store and Apple App store. The app offers a wealth of current information about the University, and it provides safe, secure access to information in MySlice, a feature students overwhelmingly said is critical. The app also enables students to view their class and exam schedules and grades and search for classes. The app delivers the latest University news and events and provides access to the University's online directory to search for students, faculty and staff; campus maps; interactive SU social media; and more.

Download the *Technology Guide*
The *Technology Guide* brings valuable advice and how-to information right to your iOS or Android mobile device. It's a go-to source for hooking up with the wide array of available University technology services and resources. Look for the *Technology Guide* in the SU Guides app. If you

don't already have the free SU Guides app, go to the iTunes App Store or the Google Play Store and search for "Syracuse University Guides." Or, visit the Guidebook SU Guides page to have the download link sent to you via text message. Install the SU Guides app, then download the *Technology Guide.* You can also view the guide on the web through the SU Guides mobile site (the web version works best with IE and Firefox, and doesn't have the full functionality or appearance as the mobile version).

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/filesharing/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.

Need an internet provider?
If you are living off campus, you can subscribe to a local commercial Internet Service Provider (ISP) to connect to the SU campus network and the Internet. For options, visit the Connecting Off Campus page on the ITS website.

When you receive an email telling you your SU NetID password will soon expire, please change your password!
You will need to change your SU NetID password at least once a year. Thirty days in advance of the date your password will expire you will start receiving email notifications advising of the expiration date and requesting that you change your SU NetID password. If you allow your password to expire you will not be able to use wireless networks, MySlice, Blackboard, SUMail, or any other University systems. Change your SU NetID password before the expiration date and you will avoid the need to call or visit the ITS Service Center, or download an SMS unlock code to have your account re-enabled and your password reset. For more information, log into Answers.syr.edu and search for password change.

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, Thursday, and Friday

August 24 - 26. 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.

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.

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