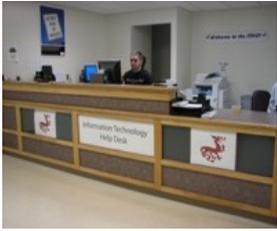# reboot

SPECIAL ORIENTATION EDITION
Summer 2007

Information Technology Help Desk
"...assisting students, faculty and staff with today's changing technology."
Schumacher Hall B12
(607) 436-4567

How do I get an Oneonta user account?

http://www.oneonta.edu/useradmin

If you're in a computer lab on- campus type in:
Username: newuser
Password: newuser
Then go to the useradmin page to create your account, change your password, or reset your password.

Wait!
We can help...

Quick tip!
Trouble running our scan??
Check your firewall settings!

BEFORE YOU REGISTER

QUICK CHECKLIST

► **Windows Updates**

►**Virus Protection**

►**Ad-Aware/Spybot**

Windows Updates

The most current windows updates must be installed on your machine in order to pass our scanner. Periodically Microsoft will release updates to their operating systems and software to help combat the ever-growing threat of hackers and security issues. You must have the "Critical Updates and Service Packs" installed before coming to campus, or connecting to our network will be delayed. These updates are required to help keep your machine and our network stable. To get started scanning your computer for updates and for information on automatic updates/ firewalls, go to:
http://www.microsoft.com/security/protect/

Virus Protection

You must have an antivirus program *up-to-date and actively* running on your computer to connect to our network. If you need antivirus software, please see information about SOPHOS (free to students)
http://www.oneonta.edu/virus
NOTE: SOPHOS is not required. However, you must have an active/ updated antivirus program installed to use the SUNY Oneonta network
Viruses can cause major damage to your investment and to the campus network. Even with antivirus software on your machine, we suggest you periodically back up data, music, or pictures to other media. Also, don't always depend on your antivirus software to catch viruses automatically. Periodically run a scan of your drive(s) manually.

Ad-aware and Spybot

Spyware can lead to pop-ups, unwanted emails, inability to browse the internet, and is a security risk to your personal information. Spyware removal programs like *Ad-aware* and *Spybot—Search and Destroy* can be downloaded free for personal use at
http://www.download.com
You should update and run these programs at least once a week.

> *Make sure you check your Oneonta email over the summer for any network registration updates!*

REGISTER AT HOME!!!   August 14th—August 24

Beginning Tuesday, August 14

As long as you have a connection to the internet at home, you will be able to register your computer's Ethernet card or wireless card on our network before you even come to campus!

> **Note: You must have an Oneonta user account before you can register your computer!**

First, go to this webpage:
http://getconnected.oneonta.edu

►Carefully read the "instructions" link to make sure you run the process correctly.
►Login using your Oneonta username and password.
►When this process runs, your computer will be scanned for updated Antivirus software and critical Windows Updates.
►When the scan is finished you will either get a message saying you are successfully registered or that you may have failed parts of the scan (areas failed will be specified) just make the necessary updates and then run the scan again.
►After registering, please shut your machine down and then turn it back on. If you don't shut down, you may temporarily loose your network connection at home , and may require a reboot.
See next page for info on when you get to campus!

A NOTE ABOUT The Digital Millennium Copyright Act (DMCA)

Caution: Peer-to-peer file sharing of copyrighted material is against the law. Complaints about copyrighted material originating from your computer will result in the loss of network connectivity. For more information about the Digital Millennium Copyright Act visit: http://www.copyright.gov/legislation/dmca.pdf

Tabin Computer Lab- Schumacher Hall

Bringing a computer to campus?

http://helpdesk.oneonta.edu/resnet/compspecs.htm *to find out our recommended computer specifications and links to our vendor–related university programs.*

Editor: **Teri Weigl** Information Technology Help Desk Supervisor

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When you arrive on campus! When arrive on campus, just plug your Ethernet cable into the upper right hand port of the data box on the wall. For wireless, just make sure your wireless card is enabled.

If you previously registered but don't have network when you first boot your machine, try these steps…

1. While your computer is on, unplug the Ethernet cable from the network card.
2. Shut your computer down.
3. Plug the Ethernet cable back into the network card.
4. Boot your computer up again and you should be on the network!

If you have any trouble with the home registration process or when you get to campus— **you can always call the Help Desk at 607-436-4567 for assistance.**

During the first 3 days students move in, the Help Desk staff will be roaming the residence halls helping students get connected!

Print Quota—What exactly does that mean?

What is the print quota? In order to control the spiraling costs of printing and to reduce waste, the Student Technology Advisory Committee agreed that each student will receive a set amount of free printing as a benefit of paying the student technology fee. Beyond that limit, students will pay a per page amount $.03 for black/white, $.10 for color. During the Spring 2005 semester, approximately 183 students (about 4%) requested print quota increases.

How do I add money to my quota? To add more pages to your print quota, you need to have Dragon Dollars available on your student ID card. To add Dragon Dollars, either go to Hunt Union to put money into your account, or you may add money via a credit card by opening an account online at: **http://ezadd.oneonta.edu.** Once the money is on your card, come to the Help Desk in the basement of Schumacher and we will transfer your Dragon Dollars to the printing account and update the printing software. **Dragon Dollars or ezadd must be used for this transfer - cash, credit cards, and debit cards cannot be accepted at the Help Desk.** In addition, added pages do not transfer from semester to semester and are not refundable.

Need Computer Help? What to expect from the Help Desk

When you call the Help Desk, we can try to help as much as we can over the phone, but in many cases we may be required to visit your computer to troubleshoot effectively.
On-Campus students
You may set up an appointment with a Field Tech by calling the Help Desk at x4567 (beginning 8/29/07)
►Make sure you are in your room at the scheduled time of the appointment—you must be present for us to work on your computer.
►Viruses and Trojans can be very malicious and difficult to clean. More advanced issues may be escalated to professional staff.
►Your computer may require a reformat to remove certain viruses/trojans. You must provide your own operating system disks for a reformat.
►The Help Desk and Field Techs are not responsible for viruses and spyware being on your computer! We will help as much as we can to get your computer cleaned and running again.
►Removing spyware and/or cleaning viruses can cause other programs, hardware, and even the Operating System to not work correctly afterwards.
Off-Campus Students
You may call x4567 to make an appointment to bring your computer to the Help Desk. The Help Desk requires appointments (beginning 9/5/07)
►Bring in the computer, not the monitor or cables. Laptops—make sure you bring in your power supply.
►We require a minimum of 24 hours to diagnose the problem and contact you.
►Please pick up your computer promptly when work is completed.

Please remember—the Help Desk is not a repair shop! We may suggest that you take your machine to a certified hardware shop or for you to check your warranty.