

Summer 2006



Wait!
We can help...

Information Technology Helpdesk

“...assisting students,
faculty and staff with
today’s changing
technology.”

Schumacher Hall B12
(607) 436-4567

GET CONNECTED FAST!

Run a test scan of your
computer before coming to
campus

[autoregadmin.oneonta.edu/
test.htm](http://autoregadmin.oneonta.edu/test.htm)

If you need assistance, call
the Help Desk
(607) 436-4567

Bringing a computer to campus?

[http://helpdesk.oneonta.edu/
resnet/compspecs.htm](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

reboot

SPECIAL ORIENTATION EDITION Summer 2006

BEFORE YOU DISCONNECT YOUR COMPUTER AT HOME

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 when you get to campus. 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/](http://www.microsoft.com/security/protect/)

Virus Protection

In order to pass our scanner to get on the network, you must have an antivirus program *up-to-date* and *actively* running on your computer. If you need virus scan software, please see information about SOPHOS Antivirus software

NOTE: SOPHOS is not required to be on our network, if you have Norton or McAfee, just make sure it is registered and up-to-date. 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

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 for free personal use at

<http://www.download.com>

You should update and run these programs at least once a week.

*See if you pass our
scanner! Run a test
scan on your computer:*

[autoregadmin.oneonta.edu/
test.htm](http://autoregadmin.oneonta.edu/test.htm)

WHEN YOU ARRIVE ON-CAMPUS!

QUICK CHECKLIST

- ▶ Plugging In
- ▶ Autoregistration/Scanner
- ▶ SOPHOS Antivirus

Plugging In

After you have set your machine up in your residence hall room, you will need to plug in your ethernet cable from the network

card on your machine to a port on the wall. Make sure you plug the ethernet cable into the port on the **right hand side of the box** on the wall. If you don't have an ethernet cable, you can purchase one at our Telecommunications Office in Netzer Administration Building.

Autoregistration

Note: You must have an Oneonta user account before registering your machine!

When you first boot your ma-

chine, open Internet Explorer. A registration page will automatically come up. You will then be prompted for your username/ password and read our technology policies.

Once submitted, you will then need to run our scanner, which checks to make sure you have active virus software running on your machine and also that you have all critical windows updates for your (cont'd next page)

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>

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.



Floppies—Just Say No!

operating system. If you don't have either of those or what you have is not up-to-date, you will be prompted to install them. Once you pass the scanner, completely shut down for 2 minutes. Boot up again and you should be on the network! Please call the HelpDesk at x4567 if you need assistance.

SOPHOS Antivirus

If you don't have antivirus software, we offer SOPHOS Antivirus. Students can download it free from our webpage: <http://www.oneonta.edu/virus> Make sure you follow the directions closely and **uninstall any Anti-Virus software on your**

your machine BEFORE you install SOPHOS. Don't always depend on your software to catch viruses automatically. Periodically run a scan of your hard drive(s) manually. If you need help with installation, please call the Help Desk x4567 to set up an appointment.

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 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.

► 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 com-

puter to the Help Desk. The Help Desk requires appointments.

► 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.