

Summer 2010



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

How do I get an Oneonta user account?

<http://www.oneonta.edu/useradmin>
 Just click

New User Account

To create your Oneonta user account.



**Wait!
 We can help...**

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

reboot

SPECIAL ORIENTATION EDITION Summer 2010

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://sophos.oneonta.edu>

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 10th—August 24

Beginning Tuesday, August 10

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 lose 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 of 1998 (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>



Collaborative Lab
Milne Technology Center

Purchasing a new computer??

To find out our recommended computer specifications and links to our vendor-related university programs, please visit
<http://helpdesk.oneonta.edu>

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

When you arrive on campus!

When you arrive on campus, just plug your Ethernet cable into the upper right hand port of the data box on the wall. *For wireless, 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 located in your residence hall—check signs for their location!

Services available just for you!

My HD Tickets

Academic IT has now made it possible for you to review your Help Desk call tickets online. MyHDTickets will allow you to view current and past Help Desk Calls. You will also be able to close a call online or re-open a call should the problem come back. But that's not all. You will also be able to see different milestones relating to date and time events as well as assignment details of the technician handling your call. You can also add more information to your call which will be appended to your call

ticket and emailed to the technician working on your call. You can access MyHDTickets by visiting this link
<http://helpdesk.oneonta.edu/MyHDTickets>, clicking on the URL in the email you receive after opening a Help Desk ticket or by clicking the link located at
<http://helpdesk.oneonta.edu>

Web Print

Web printing is now available via our print quota software to a good portion of our printers in the labs around campus. The service allows users to upload a file through a web page and choose from a selection of

print queues from which to print. Currently it allows printing of PDF, Excel, Word, PowerPoint, and XPS files. Login to the PaperCut site at:
<http://webprint.oneonta.edu/> when you come to campus and give it a try! This link is also available at
<http://helpdesk.oneonta.edu>



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

► If you have a laptop you will be required to bring it to the Help Desk—you must be present for us to work on your computer. Desktops may request a room visit.

► 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 function 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

► Bring in the computer, not the monitor or cables. Laptops—make sure you bring in your power supply.

► For advanced technical assistance, you may need an appt. to leave your computer at the Help Desk. We require a minimum of 24 hours to diagnose the problem and contact you.

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.