

Technology Survival Guide for 2008-09 Academic Year

Please call Technology Support Services at 419-434-4357 (HELP) for any questions.

Network Improvements

The University of Findlay employs a network access system to automate connections to our network. This system: 1) gives students the opportunity to gain access to the UF network without requiring them to bring their computers to Information Technology Services, 2) provides links to free anti-virus software, 3) allows students to use gaming consoles (Xbox, Playstation, etc.) on the residential network and 4) provides emergency notification software to students.

To gain access to the network all students are required to have a UFnet account. This account grants access to a variety of resources, including, but not limited to: 1) the UF network, 2) UF e-mail, 3) Blackboard, 4) the myFindlay portal, 5) UF Calendar, 6) User Shares, 7) the wireless Internet and 8) lab printing. Students are reminded that all official electronic correspondence will be sent to their UFnet e-mail accounts.

Instead of requiring all students to bring their computers to a central location for servicing, students wishing to use network resources will do so through an automated process that will run over the entire wired and wireless network. This system will protect devices on our network from “contagious computers” capable of proliferating viruses to other devices. It will do so by placing infected or potentially vulnerable computers in a safe quarantine area where end-users can remediate and/or protect their own computers.

Technology Services Provided to UF Students

Information Technology Services provides the following services to students.

1. Assistance with gaining wired and wireless Internet access provided the computer students are using can boot into a supported operating system and can gain access to the UF Network Access System.
2. Anti-virus—(Symantec Corporate Edition) is available at no additional cost to UF students, however if a student already has an ITS approved anti-virus software (approved list shown below) installed on their computer¹ they can opt out of installing Symantec Corporate Edition.
 - a. Norton

¹ Please be sure your anti-virus program is not a trial program set to expire in a relatively short time period.

- b. McAfee
 - c. Trend Micro
 - d. Symantec
 - e. AVG-8.0
3. Access to download Java for use with UF's learning management system, Blackboard.
 4. Students needing assistance with the Network Access System should bring their computer to Technology Support Services' (425 Frazer St.) TRL-Open Arena. Residential students are not required to attend TRL-Open Arena unless they need assistance with the Network Access System. Students bringing laptops need to also bring their power adapter. Students bringing desktops do not need to bring anything except their CPU (tower).
 5. Students may purchase one version of each software through the UF's Microsoft Campus Agreement. Software titles include Microsoft XP, Vista, Office 2007, and more. This software is sold at The University Bookstore.
 6. Students needing Ethernet cables for their computer and/or gaming station, coaxial cable for television, printer cables, USB drives, etc. may purchase them from The University Bookstore.

Professional staff will determine if a student computer is beyond our normal support and should be taken to a repair shop. Upon this determination students will receive a listing of local alternatives (Best Buy, Staples, etc.).

Commuter students may pick-up an installation CD containing all network-related software at TRL-Open Arena (or anytime thereafter) at 425 Frazer St.

TRL-Open Arena Dates/Times

<i>Dates Of TRL-Open Arena</i>	<i>Hours</i>
Friday, August 22	9:00 a.m. – 6:00 p.m.
Saturday, August 23	9:00 a.m. – 4:00 p.m.
Sunday, August 24	12:00 p.m. – 4:00 p.m.
Monday, August 25	9:00 a.m. – 6:00 p.m.
Tuesday, August 26	9:00 a.m. – 6:00 p.m.
Wednesday, August 27	9:00 a.m. – 6:00 p.m.
Location: Technology Support Services, 425 Frazer, The UF Haven	

Minimum and Preferred Computer Configurations

The following are the minimum and recommended configurations for both Windows-based and Macintosh personal computers. If the computer does not have at least the minimum configuration, it most likely will not successfully connect to the UF network.

Minimum Configurations for Windows-Based Personal Computers:

- Pentium 4, Pentium M or AMD equivalent
- 1 GB RAM
- Wired Ethernet adapter
- Windows XP SP2

Recommended Configurations for Windows-Based Personal Computers:

- 1.83 GHz Core 2 Duo
- 2 GB RAM
- Wired Ethernet adapter
- Ethernet Cable (7' length)
- Windows XP SP2
- Wireless 802.11b/g compatible (optional)

Minimum Configurations for Macintosh Personal Computers:

- G4 Processor
- 1 GB RAM
- Wired Ethernet adapter
- Mac OS System 10.4 or higher

Recommended Configurations for Macintosh Personal Computers:

- 1.83 Ghz Core 2 Duo
- 2 GB RAM
- Wired Ethernet adapter
- Ethernet Cable (7' length)
- Mac OS System 10.5
- Wireless 802.11b/g compatible (optional)

For wireless laptops (Windows or Macintosh) that meet the above minimum configurations, we also recommend wired capability for use in the residence halls.

Telephones

Residential students have one telephone port per room. Students may bring phones from home.

More Support Available on UF Website

Much more technology support information is available on the UF website (keyword: ITS). Call Technology Support Services at 419-434-4357 (HELP). Or email techsupport@findlay.edu.