TECH KnOW EXTRA

The Information Technology Newsletter for University of Maryland Students • Welcome Edition

Welcome!

Congratulations on attending the University of Maryland! Students at Maryland are some of the most innovative and academically successful in the country. An understanding of the technology available on campus can significantly contribute to student success, and that's where the Division of Information Technology can help.

The Division of IT plans, develops, supports, and maintains computing, networking, and telecommunications services for the university. We are part of your everyday academic and social life.

We support tools and technologies for the academic environment including classroom instructional technology and online course tools. We also provide wired and wireless Internet access, email, and Web services to the university community.

*Service Desk staff are available to answer any IT questions and provide tech support, and they are accessible in person, over the telephone, and via live chat. Visit **www.helpdesk.umd.edu** or call **301.405.1500** (or **x51500** from a campus telephone) for more information. The Service Desk's IT Service Center online resource (**www.itsc.umd.edu**) enables you to read how-to Knowledge Base articles, browse the IT service listing, check service alerts, and track your help requests online.*

We look forward to assisting you with your computing needs and supporting you in your academic success.

Go Terps!

TERPmail and Google Apps

The Division of IT offers all Maryland undergraduate students university email accounts hosted by Google based on Google Apps for Education. The service is called TERPmail. All students are encouraged to use their official university accounts for all communications. There are several reasons for this: these email addresses are used for official communication between university officials and students and have additional anti-spam protection and assurance of delivery of important communication. Forwarding university email to external email services sometimes causes service delays and other delivery problems.

TERPmail accounts also come with other Google apps, including Drive, which offers unlimited cloud storage space for files. www.terpmail.umd.edu

Technology Discounts and Software Downloads

The Division of IT and the university have negotiated several technology discount programs to benefit students. Apple and Dell computers, iPads, iPods, cell phones and service from AT&T and Sprint, and other products are available. Some products come with extended warranties and on-campus repair. www.it.umd.edu/techsavings

After you have your hardware, download some software through TERPware — a one-stop website for software downloads. Programs such as Microsoft Office, Windows upgrades, and select Adobe products including Creative Cloud Apps, are available to the UMD community through university agreements. You can also download security software there, like the virtual private networking (VPN) and anti-virus software recommended by the university for Macs and PCs. There is no cost for the software at the time of download. www.terpware.umd.edu

Get Connected:

Residential Students

Planning your residence hall room set up? Here are some resources that will help you get your computer and phone up and running:

- Activate your wired computer connection and set up your voicemail. **http://www.connect.umd.edu/**

- Learn about phone services for resident students. **http://it.umd.edu/nct/voicesys/student/general.html**

Off-Campus Students

Not living on campus can make feeling connected difficult. Here are some things that could make your university computing experience better:

- Try using virtual private networking (VPN) software to secure the network connection between your home and the university. Visit **www.terpware.umd.edu** and select Network for VPN software downloads.

- Take advantage of the Stamp Student Union's or the University Libraries' technology equipment lending programs to do some work or Web surfing. Visit **http://thestamp.umd.edu/event_guest_services/information_desk** or **http://www.lib.umd.edu/tlc/equipment**.

Wireless Network

The University of Maryland wireless network provides a way for you to connect to the Internet when you are out and about on campus. It is one of the largest in the country, with thousands of access points providing convenient wireless access in every academic building and residence hall, as well as the Stamp Student Union, McKeldin Library, and various outdoor areas.

The wireless network broadcasts several network names, or SSIDs, on campus: umd-secure, eduroam, and umd are the current options for standard wireless Internet connections. The Division of IT recommends the use of umd-secure or eduroam.

Connecting to umd-secure or eduroam requires some setup. To get started, simply go online to http://setup.wireless.umd.edu/ to use the automated configuration tool or visit www.it.umd.edu/wireless/connect.html to find the appropriate how-to guide for your computer's operating system. Both wireless options are supported on several Windows and Macintosh operating systems, and they can also be used on mobile devices such as the iPad and iPhone. Once your device is connected to one of these networks, you will not need to log in each time you want to connect to wireless.

While the wireless network makes it convenient to get online from almost anywhere on campus, it is intended as a supplement to, not a substitute for, the wired network. If you are a resident student and are in your room in a university residence hall, please use an Ethernet cable to connect to your personal data jack. This is especially important for bandwidth-intensive activities such as streaming video, audio, and gaming.

Connecting your own wireless access point to the university network is prohibited. These access points often have improper security settings and could leave the university network open to attack. Additionally, wireless printers will not be able to connect to the wireless network. If students want to use one, they will need to be able to connect to the printer via a cable. www.it.umd.edu/wireless

Resources to Help You Stay Connected

- **Division of Information Technology Service Desk:**
  301.405.1500
  www.helpdesk.umd.edu
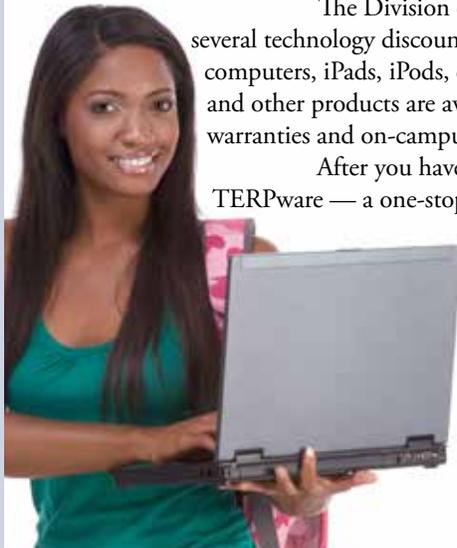 Terrapin Tech, McKeldin Library, First Floor past Circulation Desk

- **DIT website**: www.it.umd.edu

- **DIT on Facebook**: www.facebook.com/DivisionofIT.UMD

- **University Directory Search:**
  www.directory.umd.edu/search (to find faculty or staff)
  https://www.directory.umd.edu/search?student (to find students)

- **Campus Information:** 301.405.1000

ELMS

The Enterprise Learning Management System (ELMS) is the online environment that supports teaching and learning at the University of Maryland. Many instructors and teaching assistants choose to use ELMS as a way of communicating with students, posting their lecture slides, or even reporting students' course grades. For more information, please visit www.elms.umd.edu.

One.UMD

One.UMD makes it easy to connect with UMD services in one location from any computer or mobile device. It uses an online marketplace format to simplify access to services ranging from class registration to email and more. Just answer the question "What would you like to do?" to get started. You can also personalize your view by picking favorites and provide feedback by rating UMD services with stars.
https://one.umd.edu

Acceptable Use

The university's IT resources are available to you to support your academic endeavors. While some personal uses are acceptable, there are limits. To learn what you can and can't use the university's IT resources for, read the university's Policy on the Acceptable Use of Information Technology Resources at www.umd.edu/aup.

It is essential that you understand and abide by all of the rules and regulations listed in the policy. The policy was designed to protect campus computing resources and you and your privacy. If you have any questions or comments about the responsible use of information technology, contact Project NEThics at **NEThics@umd.edu** or **301.405.8787.**

Online Training

All students, faculty, and staff at the University of Maryland have access to Lynda.com, an online subscription library of instructional videos. You can browse thousands of training videos that span a broad range of subjects including business skills, design, career development, music, video, and Web tools.

Lynda.com instructional videos are even accessible on your iPhone, iPad, Android phone or tablet, or other mobile device. To get started, visit www.lyndatraining.umd.edu and log in with your Directory ID and password.

Download the Right Way

Brushing off illegal media downloading as no big deal is easy to do, but as some University of Maryland students have learned, there are consequences. The Recording Industry Association of America (RIAA) takes illegal file sharing seriously, and some Maryland students reported paying up to $4,000 to settle copyright infringement cases with the entertainment industry group.

The University of Maryland has also taken a stance against illegal downloading of music, movies, software, and other copyrighted digital files without permission. Downloading these items illegally is against the university's acceptable use policy, and campus officials have warned that "the risks involve not only the possibility of campus disciplinary or personnel action, but also the possibility of criminal prosecution and the initiation of civil litigation by copyright holders."

The Division of IT's PlayFair website (www.it.umd.edu/PlayFair) offers information about copyright law, insight into the possible consequences of online piracy, FAQs, and more.

When adding to your multimedia library, please use a legal service, such as iTunes.

Computer Labs

Do you need to fit in a little computer work between classes, but your room is all the way across campus? You can take advantage of one of UMD's computer labs. There are labs all over campus that offer computers with Macintosh and Windows operating systems. Visit www.it.umd.edu/wheretogo for lab locations, equipment, available software, and hours.

UMD Box Collaboration and Storage Accounts

Box, UMD's cloud-based collaboration and storage system, provides a Web interface for uploading, downloading, sharing, and discussing files. You can also use UMD Box to sync your files on multiple devices.

Both individual and organizational Box accounts are available, and each ensures 50 GB of space. Colleges, departments, student groups, and other groups affiliated with the university can request Box organizational accounts, which enable members to upload and share files without affecting their individual UMD Box account quotas. Learn how to request a Box organizational account at http://go.umd.edu/KB0010443.

UMD Box accounts are hosted externally by Box and managed by the Division of IT. All rights and responsibilities established in the university's Policy on the Acceptable Use of IT Resources (www.umd.edu/aup) apply to the service. In addition, there are limitations on the types of data that may be stored in a UMD Box account. Please review the UMD Box terms and conditions at http://go.umd.edu/KB0010357 for details.

Visit www.it.umd.edu/box to get started.

Pay-for-Print

No printer? No problem! The Pay-for-Print service allows you to pay for IT computer lab print jobs in the libraries with your Terrapin Express account. You can even submit print jobs to the lab printers from your own computer over the Internet. More details are available at http://www.lib.umd.edu/services/copying-and-printing/home.

Passwords

In order to comply with state and University System of Maryland security requirements, every university community member's Directory password must be changed every 180 days and pass several security tests. These requirements help protect students' and faculty and staff members' sensitive information. While these password security rules may seem to make coming up with a memorable password difficult, there are several ways to create a password that is both secure and easy to remember. Visit **www.password.umd.edu** to learn more.

Once you've chosen a secure password, keep it private. Never give your password to anyone, especially in response to an unsolicited email message. Emails asking for passwords or other personal information should be treated like any other junk mail and deleted. For more information, visit **http://go.umd.edu/KB0010057**.

DIVISION OF
INFORMATION TECHNOLOGY