

ORDERING A PC

UCit has negotiated special pricing on Dell computers for personal purchases. Although Dell's prices are attractive, the individual buyer may be able to negotiate a better price elsewhere. However, Dell offers additional value such as a three-year warranty included with the purchase, and the high quality standards that make Dell a market leader in the computer industry.

DISCOUNTED AND FREE SOFTWARE

<http://www.uc.edu/ucit/>

The University of Cincinnati has negotiated favorable software licensing agreements for many applications. If you do not find the software application that you need, contact the Help Desk at 513-556-HELP(4357) or send an e-mail to helpdesk@uc.edu. Include the product(s) that you need.

E-MAIL – YOUR UNIVERSITY ACCOUNT

<http://www.uc.edu/email/>

Your e-mail account is the official means of communication from the University. You are expected to check it regularly. Please visit the e-mail website above for more information on how to access your e-mail.

UCFILESPACE

<http://ucfilespace.uc.edu/>

UCFileSpace is UC's online file storage service, providing you with 1 GB of personal storage space. Using this service, you can access your UCFileSpace from anywhere on the UC campus network. If you connect to the campus network from off campus using UC's VPN service, you can access your UCFileSpace from anywhere in the world. You can also use your UCFileSpace to publish a personal web site. Just drop your web pages into your Sites folder, then go to <http://homepages.uc.edu/~username> to view your pages online. UCFileSpace also provides personal blogs and group wikis. See <https://wiki.ucfilespace.uc.edu> for details.

PRINTING ON CAMPUS

UC provides each student with 100 free black-and-white prints per quarter. After that, standard black-and-white prints are 7 cents per page. Larger page sizes and color printing are available in some locations. Charges for those services are higher, and vary based on paper size, color, and print quality. Call 513-556-1215 for more information.

GETTING ONLINE

<http://www.uc.edu/ucit/>

Connecting From On-Campus: ResNet

ResNet is the computer network provided to students living in the residence halls. Each room has wiring for a 100MB Ethernet connection. This type of connection provides much faster transfer rates than with a modem or high speed broadband connection.

To access the UCNet:

- Your computer must be equipped with a Network Interface Card (NIC) and configured for a LAN connection.
- You must plug into an active data jack with a category 5E (or above) patch cord (see "Resnet Services").
- **Hubs, routers or wireless access points are not allowed on the UCNet.**
- You must have a valid Central Login Service (CLS) username and password.
- Game box devices such as the Xbox, Play Station, or Wii connect directly into a data jack with a Category 5e (or above) ethernet cable.
- For a user to access the UCNet, your computer must be authenticated and verified as having the appropriate security software in place to minimize the vulnerabilities to pass viruses throughout the network. UC uses SafeConnect to provide this service. Please refer to "UCNet and SafeConnect" section of this manual for instructions and additional information on SafeConnect.

SafeConnect Policy Key System Requirements

Component	Minimum Requirement
OS Support	Windows: 2000, XP and Vista and Windows 7. (Windows 95, 98, ME and NT are not supported.) Linux: All versions with a GUI Desktop Mac: OSX 10.x
Supported OS Locales	Any language supported by the OS
Hard Drive Space	4MB

Recommend:

-McAfee VirusScan Enterprise + AntiSpyware Enterprise V8.5.0i for Windows 2000, XP, 2003, and Vista

Download from (if no anti-virus is installed during installation, the notification presented will provide a link to this site): <http://www.uc.edu/ucit/>

Each room is equipped with a number of data jacks equal to the maximum capacity for that room (e.g., double rooms have two jacks). Each Student Resident is allowed one active computer connection as a condition of his/her residence hall/apartment lease agreement. If additional connectivity is desired, the student may submit a request by completing the Online Data Jack Connectivity form. Information concerning this service is available through the reception area of each residence hall. Housing and Food Services Office must approve all service requests before service will be provided. If the request is approved, there will be an activation fee per school term for each additional data connection that is activated. This fee must be paid before activation.

Requests for Changes or Moves

<https://www.uc.edu/ucit/studentgetit/login.aspx>

Requests are not accepted during the first two weeks of school. Changes in your network data jack to another jack within the same room or moving your network connection to another room may be requested by submitting the Data Jack Connectivity Form. To order dormitory connectivity, enter the website shown above. To report dormitory connectivity problems, call the Help Desk at 513-556-HELP (4357).

See below for Ethernet card and cable instructions.

RESNET SERVICES

For troubles and technical assistance, call the Help Desk at 513-556-4357 or stop by the ResNet Student Walk-In Center @ Steger Student Life Center, open M-F, 9 AM to 5 PM.

ResNet offers network and software support for all UC students.

ResNet will make room visits when necessary. If you have a laptop, we prefer you bring it into the ResNet center, along with your power cable. If you wish to have your computer looked at or fixed by ResNet you do not need be present for the duration of the repair.

The following support services are offered to UC students:

- Virus removal and installation of anti-virus software
- Spyware removal and installation of various anti-spyware utilities
- Network connectivity support
- Operating system reinstallation
- Software support
- Installations of applications
- Diagnose and speed up computer
- Troubleshooting of other problems when possible and referral to other service providers as necessary

We will not support any problems on computers running any version of Windows older than Windows XP (this includes Windows 98, ME, and 2000). We currently offer basic network troubleshooting for Apple computers running MacOS X.

While we will make every attempt to repair any problem, if a problem falls into one of the categories of services we do not provide, we will attempt to troubleshoot the problem and refer the student to a different vendor.

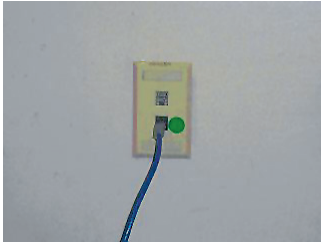
Solutions for Common Problems

You must use the proper connectivity cord to access the University's Ethernet Network: Ethernet Connectivity is supported by a Category 5e (or above) patch cord. Phone cords will not provide connectivity to the University Network. The University Bookstore sells Category 5e patch cords, or they are available at most retail outlets that provide computer hardware and peripherals.



Phone cords will not provide connectivity to the University Network.

You must plug into an active data jack with a category 5E (or above) patch cord.



While there may be multiple data jacks in a residence, only designated jacks are active. Active data jacks will be distinctively marked with a colored paper dot. Residents may use only the data jack that has been assigned to them. Requests to change data jacks should be made by submitting a Data Jack Connectivity request to Housing and Food Services for approval. Upon approval, ResNet will normally provide service within one business day.

UCIT COMPUTER LABS

UCit operates seven computer labs on main campus. These labs are available to all currently active UC students, faculty and staff. Each lab computer has popular software for office productivity, Internet access, statistical analysis, and multimedia editing. All labs offer black-and-white laser printers, with duplex and color printing available in some locations.

- **UCit@Langsam, 540 Langsam Library**, open 24 hours, is a 100-seat lab with both MacOS and Windows computers, four Group Study rooms equipped with SmartBoards, a quiet study area, and photocopiers. Additional study tables and wireless networking is available throughout the area.
- **630 Steger Student Life Center** includes a computer lab, a student staffed walk-in helpdesk, the Creative Design Resource (CDR) for advanced multimedia development, and break-out rooms for small group work. Wireless network access is available throughout the facility.
- 4211 French West
- 4515 French West
- 031 McMicken
- L211 Sander
- ROTC 1100 G 2585 Dennis Street

For complete information, including operating hours, and a list of available software, visit the UCit Computer Labs web site at: <http://labs.uc.edu>.

Call-In Help Desk 513-556-HELP(4357)

If you have trouble with ResNet Sign On, contact the UCit Helpdesk at 556-HELP, Monday - Friday: 6:00 a.m. - 9:00 p.m. or Saturday and Sunday: 8:00 a.m. - 9:00 p.m.

RESNET INTERNET SIGN ON - NETWORK LOGON

To improve service to our students, the University of Cincinnati Information Technologies department (UCit) has introduced SafeConnect to access the UC Network (UCnet) and the Internet from the dormitory environment.

Students will be able to access the network from the dorms once they have gone through the SafeConnect logon procedure, see page 160 for Safe Connect instructions. Follow the SafeConnect logon procedure for your corresponding Operating System to access the UCnet. Your computer must have TCP/IP set to DHCP.

Game box devices such as the Xbox, Playstation, Wii, etc. will not be required to perform the SafeConnect logon procedure.

If you have trouble with logging on to the UCnet, contact the UCit Helpdesk at 556-HELP(4357), Monday - Friday: 6:00 a.m. - 9:00 p.m. or Saturday and Sunday: 8:00 a.m. - 9:00 p.m.