

FAQs Related to Computing Resources

Should I bring a laptop or desktop computer to campus?



The type of computer you bring to campus depends on your personal preference and how you plan to use it. All ITS resources are accessible via the Internet using a desktop or laptop computer. Many prefer the convenience of a laptop and the accessibility it offers to WiUAlbany, the campus wireless network. If you do decide to bring a laptop to campus, we suggest purchasing a security cable to protect your investment.

Where are computers available on campus?

The Information Commons, located in the three University libraries, have computers and printing services available. Walk-up computer kiosks with Internet access are available in the Lecture Center Concourse. Many academic departments provide computer labs for students in their programs to complete assignments and projects.

What software is available to students?

On campus, the Information Commons is equipped with PCs running the Windows operating system, have Internet access and provide a full suite of software. Software provided by academic departments is also available on the PCs. The Virtual Information Commons provides University students, faculty and staff access to the licensed software provided on the Information Commons computers in the libraries from anywhere with an internet connection.

Is Internet access provided in the residence halls and apartments?

The Residential Network (ResNet) by Apogee provides wired and wireless access to the Internet. Local and long distance telephone service is also available. To sign up for an account, go to the Apogee website (www.myresnet.com) or contact the Apogee Customer Support Center at 866-478-8861.

What assistance is available if I have problems with my personal computer?

ITS strongly recommends purchasing an extended warranty or service contract for your computer, as you will need to contact a vendor if your machine requires support. Residential students can contact Apogee for troubleshooting and assistance. The ITS HelpDesk offers a free technical workshop during the fall and spring semesters where participants can install and run anti-virus/anti-spyware products on their laptop computers with guidance from student consultants.



Ask the CIO!

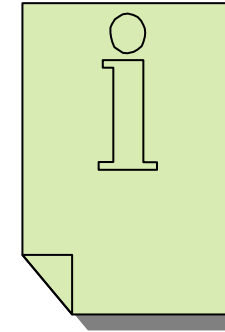
If you have any questions, comments or suggestions regarding UAlbany's Information Technology Services, please contact us at CIO@Albany.edu.

Need Help?

ITS Website: <http://www.albany.edu/its>
ITS Help: <http://www.albany.edu/its/help>
ITS HelpDesk: 518-442-3700 or visit LC27
Apogee Support: 866-478-8861
Residential students needing help with Internet, Phone or Cable TV service call 518-442-4588

Resource Guide for UAlbany Students

Welcome to the University at Albany!



As a student at the University at Albany, you have access to a wide range of computing products and services designed to enhance your day-to-day experience and support your academic endeavors.

We offer a wide variety of services including help and advice on a host of computing issues. This guide provides an overview of ITS services.

Getting Started

You will need a University at Albany account in order to access most of the IT resources on campus. Upon matriculation to the University, ITS provides students with information to activate their account. When you complete this process, you will have a NetID and password. You will use these to login to most campus IT services. We recommend setting up your account before arriving on campus. All students are required to activate their University account and check their official UAlbany email account regularly.

PIN (Personal Identification Number)

When you matriculate, a message containing a PIN is sent to your personal email address. Use this six-digit number to set your password and obtain your NetID. You can also obtain your PIN by calling 518-442-3700 or visiting LC-27. The first time you use your PIN will be to create a password and generate your NetID. We strongly encourage you to keep a copy of your PIN in a secure location in order to reset your password. You should never share your PIN with anyone.

Passwords



The University at Albany requires the use of complex passwords in order to help protect your identity. Your password must be a minimum of eight characters and no more than thirteen. Within the first eight characters, the password must contain at least one letter, one number and one special character. Always keep your password confidential!

NetID


Your NetID is automatically generated the first time you access the Password Set/Reset process. Your NetID is the user name for your UAlbany account. It is composed of the initials from your first and last name followed by six random numbers. You'll use it often, so it's a good idea to memorize it.



Email Address/WebMail Access

Your official UAlbany email address (NetID@albany.edu) is activated when you set your password for the first time. You can access your email account using WebMail (webmail.albany.edu), which allows you to check your

messages from any computer connected to the Internet. Registered students have the option to set up a mail alias in WebMail to personalize their email address.

 UAlbany considers email an official form of University communication and uses your UAlbany email address to communicate with you. So it's important to check your email often!

MyUAlbany



MyUAlbany (www.albany.edu/myualbany) is the gateway to UAlbany's web-based services for students. This website can be used to access a wide array of information and services, such as managing your classes, checking on financial aid and billing arrangements, updating personal information and checking your grades.

S: Drive~ Storing Personal Files and Web Pages

Need a place to store your files?

The "S:Drive" is disk space on UAlbany's file servers assigned specifically to you. You can save or drag files to this space, use it to store documents from any program or update your UAlbany webpage. You can also use your "S:Drive" to clear up space in your email account.



The "S:Drive" is automatically mapped for you when you log onto the computers in Information Commons and ITS supported electronic classrooms.

Information Commons

The University Libraries are home to our Information Commons, which are collaborative work spaces that bring library and technology services together. Computers (PCs & Macs), individual work stations and group study areas are available in each of the Information Commons, which are located in all three of the University Libraries.

Blackboard Learning System (BLS)

The BLS is UAlbany's online course management system. Faculty use BLS both to complement their class lectures and deliver fully online courses. BLS is used for online assignments, discussion boards, course communication, interactive chat, space for lecture notes and slides, and posting grades.

WiUAlbany Wireless Services

The University's secure wireless network (WiUAlbany) is available both on the main campus and surrounding areas — wherever you see the "Wi" sign. WiUAlbany is also available across the Downtown Campus and on the East Campus in the entryway and student areas of the George Education Center. UAlbany students, faculty and staff using the WiUAlbany wireless service (UA_WPA) on campus can now configure their laptops to send print jobs to any UniPrint printer.



To access WiUAlbany, you will need a computer with a wireless card that supports WPA (Wi-Fi Protected Access) and running Windows XP/Vista/7 or Mac OS X 10.x operating system.