

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 on campus contributes largely to student success, and that's where the Division of Information Technology comes in.

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, online course tools, and 24-hour computing labs. We implement and maintain these tools all over campus. We also provide wired and wireless Internet access, email, on-campus computer connections, and Web services to the university community.

The Help Desk is available to answer any IT questions and provide tech support, and is accessible in person, over the telephone, and via live chat. Visit [www.helpdesk.umd.edu](http://www.helpdesk.umd.edu) or call 301.405.1500 (or x51500 from a campus telephone) for more information. The Help Desk's IT Service Center online resource ([www.itsc.umd.edu](http://www.itsc.umd.edu)) enables you to check and subscribe to 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!

## Computer Labs

Looking for a way to check your email between classes? Need to fit in a little computer work, but your room is all the way across campus? You can take advantage of one of the more than 20 computer labs on campus. There are labs all over campus that offer computers with Macintosh and Windows operating systems — some are even open 24 hours a day. Several of these labs are run by the Division of IT. Visit [www.oit.umd.edu/wheretogo](http://www.oit.umd.edu/wheretogo) for lab locations, equipment, available software, and hours.

## 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 approximately 4,100 access points providing convenient wireless access in every academic building and residence hall, as well as the Stamp Student Union, McKeldin and Hornbake Libraries, and various outdoor areas. For the most secure wireless connection, use the "umd-secure" network.

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. [www.oit.umd.edu/wireless](http://www.oit.umd.edu/wireless)

In January 2012, the Office of Information Technology (OIT) became the Division of Information Technology. We appreciate your patience while we update our name in university communications.

## High-Tech Products at Low Student Prices!

The Division of IT and the university have negotiated several technology discount programs that students can benefit from. Apple and Dell computers, iPads, iPods, selected Microsoft and Adobe software, cellphones and service from AT&T and Sprint, and other products are available. Some products come with extended warranties and on-campus repair.

[www.oit.umd.edu/techsavings](http://www.oit.umd.edu/techsavings)



## 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:

- Use the *Get Connected!* instruction manual published by the Department of Resident Life Information Technology Unit to help you set up your data and voice services. [www.resnet.umd.edu/it](http://www.resnet.umd.edu/it)
- Activate your wired computer connection and set up your voice mail. [www.connect.umd.edu](http://www.connect.umd.edu)
- Learn about phone services for resident students. [www.oit.umd.edu/units/nts/voiceways/student/general.html](http://www.oit.umd.edu/units/nts/voiceways/student/general.html)

### Off-Campus Students

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

- Try using virtual private network (VPN) software to secure the network connection between your home and the university. Visit [www.itsc.umd.edu](http://www.itsc.umd.edu) and search for Solution 11432.
- Take advantage of the Stamp Student Union's or the University Libraries' laptop lending programs to do some work or Web surfing. Visit [http://thestamp.umd.edu/about\\_us/information\\_desk/laptop\\_lending\\_program](http://thestamp.umd.edu/about_us/information_desk/laptop_lending_program) or [www.lib.umd.edu/PUBSERV/circ\\_equipment.html](http://www.lib.umd.edu/PUBSERV/circ_equipment.html).

## Safer Wireless with "Umd-secure"



You may not know it, but anyone with a computer, wireless network interface, and Ethernet snooping software can track your Internet activity while you're logged in via the traditional "umd" wireless network. But there's another option — the "umd-secure" network. The University of Maryland and the Division of IT strongly suggest you connect with "umd-secure" — it's easy to do and worth the effort.

The "umd-secure" wireless network delivers an encrypted connection by utilizing WPA2/WPA technology. Since the "umd-secure" network supports 802.1x, Web browser-

based authentication is not required. When authentication is necessary, a pop-up window will prompt users for their Directory ID and password. This can eliminate problems PDA users may experience when running a Web browser solely to reach the Web authentication page required to use the "umd" network.

Connecting to "umd-secure" requires some set up. To get started, simply go online to [www.oit.umd.edu/nts/noc/wireless/connect.html](http://www.oit.umd.edu/nts/noc/wireless/connect.html) and find the appropriate how-to guide for your computer's operating system. "Umd-secure" is supported on Windows 7 and Vista, Mac OS X 10.6 (Snow Leopard), 10.5 (Leopard), and 10.4 (Tiger), and can also be used on mobile devices such as the iPod touch and iPhone.

## Resources to Help You Stay Connected

• **Division of Information Technology Help Desk:**  
301.405.1500  
[www.helpdesk.umd.edu](http://www.helpdesk.umd.edu)

• **University Directory Search Tool:**  
[www.directory.umd.edu/search](http://www.directory.umd.edu/search)

• **Department of Resident Life Information Technology Unit:**  
301.314.3282 (x4DATA)  
[www.resnet.umd.edu/it](http://www.resnet.umd.edu/it)

• **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 professors 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](http://www.elms.umd.edu).

## TerpConnect

TerpConnect is a convenient way for students to connect to several technology resources. TerpConnect gives you 1GB of space that you can use to store files that are accessible from your computer or from any computer connected to the Internet. All of your TerpConnect files will be backed up daily. Also, TerpConnect provides resources you can use to publish Web pages and has a Marketplace feature, which allows you to list things for sale or trade to other university community members. [www.terpconnect.umd.edu](http://www.terpconnect.umd.edu)

## Pay-for-Print

No printer? No problem! Students can now print documents directly from their laptops and pick up print jobs at Division of IT Computer Labs across the campus. Whether you're on- or off-campus, simply print to the Division of IT Computer Lab printers, visit your desired location, log into the printer with your Directory ID and password, and print. These locations offer single-sided black and white printing for 10 cents a page, paid for with your Terrapin Express account. If you don't already have a Terrapin Express account, you can open one with a minimum deposit of \$20 in South Campus Dining Hall Room 1109 or you can activate one online at <http://dining.umd.edu/terrapin>. Other computer labs on campus also use the Pay-for-Print system. Prices may vary depending on the types of printing services offered. [www.oit.umd.edu/print](http://www.oit.umd.edu/print)

## 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 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](http://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 [www.itsc.umd.edu](http://www.itsc.umd.edu) and search for Solution 6509.

## MyUM Portal/Testudo

MyUM ([www.my.umd.edu](http://www.my.umd.edu)) is the home of the university's student portal, a one-stop shop for the tools students use the most in their day-to-day academic and social lives. Students can sign on once and gain access to student services and all of the university resources provided by Testudo. You can also personalize your MyUM page with blog and RSS feeds, to-do lists, and more. A mobile version of the MyUM portal is available for most smartphones at <http://mobilemy.umd.edu>.

Testudo ([www.testudo.umd.edu](http://www.testudo.umd.edu)) is a critical online resource for students. It offers course registration, course availability, schedule-building tools, grade inquiries, and transcript requests, as well as guides to housing facilities, meal plans, parking information, and much more.

## 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.oit.umd.edu/PlayFair](http://www.oit.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.

## Email Details

The Division of IT offers all Maryland undergraduate students university email accounts hosted by Google based on Google Apps, Education Edition. 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. Undergraduate students who plan to work as teaching assistants, participate in research programs, or have other reasons can request an account on the Microsoft Exchange system. Graduate students will receive an email account on the Exchange email system, the system used by university faculty and staff. Any student who plans to work at the university in any capacity should conduct university business on an Exchange email account. [www.oit.umd.edu/email](http://www.oit.umd.edu/email)

## Virus Protection

New computer viruses are released continuously, and infections can cause data loss and other frustrations. The Division of IT offers several free anti-virus programs to students, faculty, and staff – Microsoft Security Essentials for personal computers running Windows and the combination of iAntiVirus and ClamXav for Macs. All three of these programs are available for free download from the Help Desk website. Visit [www.itsc.umd.edu](http://www.itsc.umd.edu) and search for Solution 59754. Even if your computer is protected by anti-virus software, having a strategy to back up important files is a good idea.

## 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](http://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](mailto:NEThics@umd.edu) or 301.405.8787.

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