

Getting Help

See your
Residential Computing Consultant (RCC)
www.princeton.edu/rcc

Contact the **OIT Help Desk**
24 hours a day, 7 days a week
call (609) 258-HELP
send e-mail to helpdesk@princeton.edu
chat online from www.princeton.edu/oit

Visit the **OIT Solutions Center**
(Telephone Services • Tech Clinic • Tech Depot)
100 level - Frist Campus Center
Monday - Friday, 9 a.m. - 5 p.m.
(last check-in at the Tech Clinic is 3 p.m.)

Search the **OIT KnowledgeBase**
www.princeton.edu/kb

OIT Services

Student Computer Initiative
www.princeton.edu/sci

Software Sales
www.princeton.edu/software

Computer Clusters and Printers
www.princeton.edu/clusters

Telephone Services
www.princeton.edu/studentphone

TigerTV
www.princeton.edu/tigertv

For information technology and Internet use
policies at Princeton University, please see:

www.princeton.edu/itpolicy

07/11



Setting up your computer in your room

- SCI Windows computers
- Non-SCI Windows computers
- Macintosh computers



Office of Information Technology (OIT)
www.princeton.edu/oit

SCI* Windows Computers



1 Make sure your computer is virus-free and your OS up to date

BEFORE connecting to Dormnet, Princeton's student network, be sure your computer is up-to-date with current operating system updates and Microsoft Essentials antivirus definitions.

If you are unsure, see kb.princeton.edu/9501 for OS update details and www.princeton.edu/antivirus for more information about antivirus protection. Or, contact an RCC (www.princeton.edu/rcc), call 8-HELP, or visit the OIT Solutions Center in Frist 112 and get help.

2 Connect to the network

1. Plug your computer into the network port in your room.

If you need an Ethernet cable, they are available at the OIT Solutions Center in Frist or you can ask your Residential Computing Consultant (RCC) for the nearest cable distribution location.

2. Configure your computer to use puwireless, Princeton's wireless service. For more information, see kb.princeton.edu/9539

Important! Do not connect to the PUvisitor wireless network; PUvisitor is a guest network that offers short-term Internet access to guests.

3 Read your e-mail

For configuration details and information about your Princeton e-mail, please see:

kb.princeton.edu/5088

4 Maintain your computer

Perform regular backups of your data to an external hard disk. External hard drives are available for purchase at the OIT Solutions Center in Frist 113.

To continue using the Princeton network, keep your computer virus-free. Computers with viruses infect other computers and can affect network performance for all. Virus-laden computers will

lose network access. Repeated failure to protect your computer may result in disciplinary action.

Your SCI computer is configured to regularly:

- update virus definitions
- run Windows Update and install patches

When patches require a reboot to complete the update, be sure to do so.

5 Access network storage and printers

Protect yourself and make life easier by storing important files in your personal folder on the networked Central File Server (also called H: drive). This folder is secure, offers 5 GB of storage space, and is backed up every two hours. It's also easily accessible on campus (and from home, with an ISP and VPN, Princeton's Virtual Private Networking). For more information, see:

www.princeton.edu/files
www.princeton.edu/vpn

When your computer is connected to the Princeton network, you can print to OIT cluster printers across campus. For information about OIT cluster printers and printing, see:

kb.princeton.edu/8329



* SCI computers are computers that are purchased through Princeton University's Student Computer Initiative (www.princeton.edu/sci)

Non-SCI Windows Computers



1 Make sure your computer is virus-free and your OS up to date

BEFORE connecting to Dormnet, Princeton's student network, be sure your computer is up-to-date with current operating system updates and antivirus software and definitions.

For online help see www.princeton.edu/antivirus. You may also contact an RCC (see www.princeton.edu/rcc), call 8-HELP, or visit the OIT Solutions Center in Frist 112 and get help.

2 Connect to the network

After you have ensured that your virus protection and operating system are fully updated and that your computer is virus-free, do the following:

1. Plug your computer into the network port in your room.
If you need an Ethernet cable, they are available at the OIT Solutions Center in Frist or you can ask your Residential Computing Consultant (RCC) for the nearest cable distribution location.
2. Register your computer and subscribe to Dormnet. See www.princeton.edu/dormnet. Until your computer is registered, you have only temporary access to University web sites and no Internet access.
3. Once you receive e-mail confirming successful Dormnet registration, reboot your computer.
4. If prompted, install any Windows Updates and reboot.
5. Configure your computer to use puwireless, Princeton's wireless service. For more information, see kb.princeton.edu/9539.

Important! Do not connect to the PUvisitor wireless network; PUvisitor is a guest network that offers short-term Internet access to guests.

3 Read your e-mail

For configuration details and information about your Princeton e-mail, please see:

kb.princeton.edu/5088

4 Maintain your computer

Perform regular backups of your data to an external hard disk. External hard drives are available for purchase at the OIT Solutions Center in Frist 113.

To continue using the Princeton network, keep your computer virus-free. Virus-laden computers can infect other computers on the network, can affect network performance for all, and will lose network access.

Therefore, it is recommended that you:

- Run a full-system virus scan and set a daily schedule to run a full virus scan. Follow the directions for your installed antivirus program.
- Run Windows Update daily and install critical security patches. Many patches require a reboot to complete the update; be sure to reboot your computer if you are prompted to do so.

5 Access network storage and printers

Protect yourself and make life easier by storing important files in your personal folder on the networked Central File Server (also known as your H: drive). This folder is secure, offers 5 GB of storage space, and is backed up every two hours. It's also easily accessible on campus (and from home, with an ISP and VPN, Princeton's Virtual Private Networking). For more information, see:

www.princeton.edu/files
www.princeton.edu/vpn

When your computer is connected to the Princeton network, you can print to OIT cluster printers across campus. For information about OIT cluster printers and printing, see:

kb.princeton.edu/8329

Macintosh Computers



1 Plug in and get online

1. Plug your computer into the network port in your room.

If you need an Ethernet cable, they are available at the OIT Solutions Center in Frist or you can ask your Residential Computing Consultant (RCC) for the nearest cable distribution location.

2. Register and subscribe to Dormnet, Princeton's student network. Until you subscribe, you have only temporary access to University web sites.
 - For SCI Macintosh computers, your computer is already registered; go to the next step.
 - For non-SCI Macintosh computers, go to www.princeton.edu/dormnet, click the Student Ethernet Registration link, and enter the information as you are prompted.
3. Configure your computer to use puwireless, Princeton's wireless service. For more information, see kb.princeton.edu/9729.

Important! Do not connect to the PUvisitor wireless network; PUvisitor is a guest network that offers short-term Internet access to guests.

2 Read your e-mail

For configuration details and information about your Princeton e-mail, see:

kb.princeton.edu/5088

3 Maintain your computer

Perform regular backups of your data to an external hard disk. External hard drives are available for purchase at the OIT Solutions Center in Frist 113.

To continue using the Princeton network, keep your computer virus-free. Virus-laden computers can infect other computers on the Princeton network, can affect network performance for all, and will lose network access.

1. Ensure antivirus software is installed and running. See www.princeton.edu/antivirus.

2. Run a full-system virus scan and set a schedule to run a scan daily. Follow the instructions for your installed antivirus program.
3. Set Mac OS Software Update to run every day and install critical security patches and updates when prompted. If patches require a reboot to complete the update, reboot your computer.

kb.princeton.edu/9678

4 Access network storage and printers

Protect yourself and make life easier by storing important files in your personal folder on the networked Central File Server (also known as your H: drive). This folder is secure, offers 5 GB of storage space, and is backed up every two hours. It's also easily accessible on campus (and from home, with an ISP and VPN, Princeton's Virtual Private Networking).

For details, see www.princeton.edu/files and www.princeton.edu/vpn

When your computer is connected to the Princeton network, you can print to OIT cluster printers across campus. For information about OIT cluster printers and printing, see:

kb.princeton.edu/8329

