

IT Quick Start

an introduction for faculty and staff from the Office of Information Technology • September 2011

Your netID and activation

All members of the University community are assigned a unique network identifier. This *netID* enables you to log on to the Princeton network and access networked resources such as e-mail, campus servers, the Internet, and printers.

You must activate your netID to use it:

www.princeton.edu/activate

You can also manage your computer accounts and change your password online:

www.princeton.edu/account

Computing use policies

Members of the University community are required to adhere to policies for safe and responsible computing at Princeton. Read the IT policies online:

www.princeton.edu/itpolicy

DeSC-managed computers

The DeSC program makes computer maintenance easy for departments by providing a service that centrally manages standard administrative computers and automatically updates the suite of software installed on them (e.g. OS, antivirus software, MS Office, Adobe Acrobat). For program details and benefits, see:

www.princeton.edu/desc

Computer Encryption

To lessen the risk of exposing information on lost or stolen laptops, the University encourages computer encryption. Encryption protects data on computers by converting it to a format that is unreadable by others. To schedule encryption or to inquire about the service, contact the OIT Help Desk or see:

www.princeton.edu/encryption

Virus protection

To battle computer viruses, OIT provides antivirus software for all faculty and staff computers purchased with University monies. DeSC computers come with antivirus software already installed.

www.princeton.edu/antivirus

Computer backup service

The Tivoli Storage Manager (TSM) service backs up data to OIT-administered servers. There is no charge for backup of the 'My Documents' directory; a minimal monthly charge applies to full-disk backup requests. DeSC computers come with TSM pre-installed. For more information or to register a computer for TSM backup, see:

www.princeton.edu/tsm

Network file storage

University staff can store department files (documents, forms, spreadsheets, databases, etc.) on OIT's Central File Server. Files stored on this server are fully backed up and easily restorable.

kb.princeton.edu/9511

WebSpace and SharePoint collaborative tools

WebSpace and SharePoint services provide online environments that support collaborative work. With WebSpace, you can manage and collaborate on files with Princeton peers and peers outside of the University.

With SharePoint you can collaborate with team members using tools that are helpful with project work, such as document libraries, task lists, calendars, discussion boards, and websites.

kb.princeton.edu/9905

E-mail at Princeton

Your e-mail account

Your e-mail address is your netID followed by "@princeton.edu":

netid@princeton.edu

OIT supports a number of e-mail clients. For details, see kb.princeton.edu/5088.

Use online account management to check e-mail quota, manage spam, and more. See www.princeton.edu/email.

WebMail

With WebMail you have access to your mail from any Internet browser: useful when you are away from the office. See www.princeton.edu/webmail.

Wireless computing on campus

The Princeton campus has extensive wireless zones in which you can use a computer registered on the Princeton network and equipped with wireless access to access Princeton network resources. For more details and a map of the wireless zones on campus, see:

www.princeton.edu/wireless

Access from off campus

When away from campus, use an ISP and Princeton's Virtual Private Network (VPN) to reach campus-restricted resources.

www.princeton.edu/vpn

Calendaring

OIT supports the Microsoft Exchange system for individual and departmental calendaring. Calendaring provides an online means to easily schedule meetings and work sessions with your colleagues:

www.princeton.edu/exchange

Technology support resources

OIT Help Desk
258-HELP
helpdesk@princeton.edu

The OIT Help Desk is open 24 hours a day, seven days a week, to help you with your computing questions. You can also online chat from www.princeton.edu/oit.

OIT Solutions Center
Frist Campus Center, 100-level
Mon. - Fri., 9 am - 5 pm

The OIT Solutions Center is your one-stop shop for mobile technology services, computer software and accessory sales, and computer consulting services.

IT Training
www.princeton.edu/training
training@princeton.edu

OIT training is offered for desktop and administrative applications. Go to the online Employee Learning Center for current OIT offerings and to register for classes.

Online
OIT KnowledgeBase
www.princeton.edu/kb

OIT has cataloged over 1,500 Princeton-specific answers to computing questions in its online OIT KnowledgeBase.

iPrinceton mobile app

The iPrinceton mobile app provides on-the-go access to everything Princeton from your mobile device: events, shuttle routes, the campus map, the directory, and more. Download the free app from your device's app store.

mobile.princeton.edu

Technology learning

OIT offers several opportunities for learning technology. All are offered at no cost.

Hands-on, instructor-led training

Training is offered in the University business applications, desktop publishing, and website software (e.g. Office, SharePoint, Roxen). Browse offerings or register online:

www.princeton.edu/training

Lynda.com at Princeton: online and on-demand training

The award-winning Lynda.com software training library provides instant access to more than 1,000 training titles that you can complete online and at your leisure.

lynda.princeton.edu

Business Technology Certificate Program

The BTCP is a 3-year certificate program with a focus on business technology proficiency in desktop applications, collaboration tools, and website development software. The program is offered to administrative staff.

www.princeton.edu/btcp

Presentation series and webinars

A series of regularly-scheduled technology presentations and webinars are offered through the following outreach programs:

- Lunch 'n Learn - www.princeton.edu/lnl
- Princeton University Learning Series - www.princeton.edu/pulse
- Productive Scholar - www.princeton.edu/productivescholar

Telephone, voice mail and mobile technology services

Telephone Services helps with telephone, voice mail, and mobile technology services.

www.princeton.edu/telecom

Phishing - it's a scam!

Don't fall for phishing scams. Princeton University offices, including the OIT Help Desk, will NEVER ask for account, password, or confidential information like Social Security number or birth date. If you get e-mail or a call asking for personal information, DON'T GIVE IT.

www.princeton.edu/itsecurity

Software sales

The Software Store offers software to the University community at special pricing. A sample of the software available through the Software Store includes Adobe Photoshop, InDesign, and Microsoft Office.

www.princeton.edu/software

SCAD/DCS computing support

The SCAD/DCS program is an optional departmental program that provides academic and administrative departments with an on-staff technology support resource who works closely with central OIT support resources. To learn whether a SCAD/DCS resource is available to you in your department, see:

www.princeton.edu/scad

Software and hardware support

Hardware Support and Software Support provide on-campus and in-office hardware and software support to faculty and staff. Hardware Support is an authorized warranty repair center for several major equipment vendors (e.g. Apple and Dell). Software Support offers software installation, upgrade, and 'use' support. Initiate assistance from hardware and software support groups through the OIT Help Desk.

www.princeton.edu/desktopsupport

Blackboard

The Blackboard Course Management System (Bb) helps academic departments manage classes and foster communication between students and faculty. For more about Blackboard, see:

www.princeton.edu/blackboard

To schedule in-office Blackboard training (and other educational technology training) call 8-7331 or visit kb.princeton.edu/8506.

Media services

Media Services provides audio-visual support for classes and University events, as well as help with equipment rental and technical support, presentation and course material development, and cable TV and web broadcasts.

www.princeton.edu/mediaservices

Broadcast Center

The Broadcast Center provides professional on-campus video production services, including TV interviews, Video Course Introductions, and video production of campus events (e.g. Opening Exercises, Commencement, Public Lecture Series).

www.princeton.edu/bc

Outage Notification

The OIT outage website informs you of any outages, both scheduled and emergency, that might affect your network connectivity, e-mail services, or other computing resources.

www.princeton.edu/outages

Technology consulting services and Gartner research

OIT's Technology Consulting Services (TCS) partners with departments in identifying technology solutions and process improvements to meet their goals. TCS also facilitates access to Gartner's technology research and advisory services. TCS services are offered at no charge.

www.princeton.edu/itconsulting

Safe computing practices

Infection with viruses and worms threatens not only your computer but also all University networked resources. OIT provides tools to protect computers against infection. University offices may have technical staff assigned to manage computer security, but it is your responsibility to be aware of security issues and to know whether, and how, your computer is protected against computer viruses and human intruders.

Your use of e-mail and web resources should be guided by safe computing practices: don't ever open unexpected e-mail attachments, and don't click on unknown links in e-mail.

Your password should be strong, not easily guessed, and never revealed and sensitive information should be password-protected.

When leaving your workstation, 'lock' your computer to safeguard against access by others. When leaving for the day, log off.

www.princeton.edu/itsecurity

Appropriate IT resource use

Your use of University information technology resources should be for purposes that are consistent with the business and mission of the University. Any personal use should be incidental and kept to a minimum and should not incur additional cost to the University, prevent you from attending to and completing work effectively and efficiently, or preclude others with work-related needs from using the resources, including the shared campus and Internet bandwidth. Individual departments or units may place additional restrictions on personal use of the resources by their employees.

www.princeton.edu/itpolicy