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

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 policies at:

www.princeton.edu/itpolicy

Virus protection

To battle computer viruses, OIT provides a campus-wide site license for McAfee VirusScan. VirusScan software can be installed for free on work and home computers. VirusScan is already installed on DeSC computers.

www.princeton.edu/antivirus

Laptop Encryption

To reduce the risk and expense of exposing information on lost or stolen laptops, the University endorses the use of Princeton Disk Encryption (PDE). PDE protects your work by making the data on your computer readable only to authorized users. Contact the OIT Help Desk to request PDE for your laptop.

www.princeton.edu/encryption

Network file storage

University staff can store and share files (documents, forms, spreadsheets, databases, etc.) with other staff in their department using OIT’s Central File Server. Files stored on the Central File Server are fully backed up and easily restorable.

kb.princeton.edu/9511

WebSpace and SharePoint collaborative tools

WebSpace and SharePoint services support collaborative work needs. With WebSpace, you can manage and collaborate with files, such as Word and Excel documents. SharePoint is primarily for team communication via a website with useful widgets including discussion boards, calendars, and document libraries.

kb.princeton.edu/9905

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 preinstalled. For more details and to register a computer for TSM backup, see:

www.princeton.edu/tsm

Wireless computing on campus

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

www.princeton.edu/wireless

E-mail at Princeton

Your e-mail address

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

netid@princeton.edu

Supported e-mail clients

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

Accessing mail with WebMail

WebMail is useful for accessing your e-mail when your away from the office or traveling. For more information, see www.princeton.edu/webmail.

Managing your e-mail account

With online account management, you can check e-mail quota, manage your spam and more. For details, see www.princeton.edu/email.

Technology consulting services and Gartner research

OIT’s Technology Consulting Services (TCS) group helps University departments identify and select technology and process solutions. Including TCS early in technology-related decisions ensures that chosen IT solutions are aligned with OIT-supported tools and services.

OIT also contracted Gartner services (a leading IT research and advisory firm) to assist with IT decision making. Services include online access to IT research and analyst expertise, and phone consultations arranged through TCS.

TCS services are offered at no charge to University departments.

www.princeton.edu/itconsulting

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.
**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

**Phishing - it's a scam!**

Don’t fall for phishing scams. No Princeton University office, including the OIT Help Desk, will ever ask you for account, password, or confidential information like Social Security number or birth date.

If you receive e-mail or a phone call asking for personal information, DO NOT REPLY. If you get requests from unknown sources to click on a link or open an attachment, DO NOT. These are attempts to fool you into providing information for identity theft or for compromising system security.

www.princeton.edu/itsecurity

**Calendaring**

OIT supports the Microsoft Exchange system for personal and departmental calendaring. For more information, see:

www.princeton.edu/exchange

**Administrative applications**

Details about access, training, and user documentation for the administrative business applications are online:

www.princeton.edu/oitdocs

**Software sales**

Through the online Software Store, and at the OIT Solutions Center in the Frist Campus Center, OIT offers software to the University community at special pricing. A sample of the software offered through the Software Store includes Adobe Creative Suite (Photoshop, Illustrator, InDesign, GoLive, and Acrobat), and Microsoft Office.

www.princeton.edu/software

**Telephone, voice mail and mobile technology services**

The Telephone Services office provides help with telephone, voice mail, and mobile technology services.

www.princeton.edu/telecom

**Media services**

Media Services provides audio-visual support for classes and University events, and help with everything from equipment rental and technical support to developing presentation and course materials, and cable TV and web broadcasts.

www.princeton.edu/mediaservices

**Desktop Systems Council (DeSC)**

DeSC manages and regularly upgrades all standard administrative desktop computers to provide standard productivity tools, such as Microsoft Office, and to support administrative systems, such as PeopleSoft.

www.princeton.edu/desc

**Desktop support**

Desktop Support’s Hardware Support and Software Support groups work together to assist faculty and staff in the use of their desktop computers. Hardware Support is an authorized warranty repair center for several major equipment vendors, including Apple and Dell. Software Support assists offices and departments with software evaluation, installation, upgrade, and use issues. Desktop Support assistance can be requested through the OIT Help Desk.

www.princeton.edu/desktopsupport

**SCAD/DCS support**

Support for Computing in Academic Departments (SCAD) and Departmental Computing Support (DCS) is a University endeavor that compliments central OIT support, allowing departments a higher level of individualized advocacy and attention.

www.princeton.edu/scad

**Blackboard**

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

www.princeton.edu/blackboard

Blackboard training is offered each semester. Schedule one-on-one visits to your office for Blackboard and/or desktop training by calling 8-7331, or by visiting:

kb.princeton.edu/8506

**Broadcast Center**

The Broadcast Center provides professional and competitively-priced video production services to the University community.

Conveniently located in the Lewis Science Library, the BC produces TV interviews, Video Course Introductions, and produces video of major campus events, including Opening Exercises, Commencement, and Public Lecture Series presentations.

www.princeton.edu/bc

**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 you should password-protect any sensitive information.

When leaving your workstation during the workday, you should ‘lock’ your computer to safeguard against access by others. When leaving for the day, log off.

www.princeton.edu/itsecurity

**Appropriate IT resource use**

Individual departments may have specific restrictions regarding personal use of the University’s information technology resources. Unless the department regulations specify otherwise, generally your use of University information technology resources should be for purposes that are consistent with the business and mission of the University.

Personal use of these systems should be incidental and kept to a minimum. For example, use of such resources by an employee for other than work-related matters should be reasonable and limited so that it does not incur additional cost to the University, does not prevent you from attending to and completing work effectively and efficiently, and does not 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

**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