

COMPUTING ON CAMPUS



Orientation Guide for Students

2009-2010

Information about:

- Computer purchasing
- Computer resources
- Computing life
- Safety & Security
- Computing know-how

QUESTIONS TO THINK ABOUT DURING ORIENTATION

Am I required to own a computer?

Most schools and colleges do not require students to own a computer, but a few do. Check with your academic program to be certain (see answer to the following question).

Having your own computer can be helpful and convenient. Whether you own a computer or not, all students can take advantage of computers at Campus Computing Sites.

For more info, go to itcs.umich.edu/sites

What kind of computer is best?

Both Windows and Macs are used throughout the University. Your decision should be based on program-of-study requirements, price, functionality, overall lifestyle, and academic advisor suggestions.

For more info, visit showcase.itcs.umich.edu/systems

Desktop or notebook?

Most students choose notebooks because they are easy to transport, and wireless networking opportunities increase the places where you can work online. If you like the freedom of a notebook, go with it. However, be aware that notebooks are more easily damaged and stolen, while desktop computers generally have bigger screens and often cost less. **Choose what you think will work best for you.**

Where can I ask questions about purchasing a computer?

The university offers a year-round computer consulting and sales program through the U-M Computer Showcase. Available products include Windows and Mac computers, software, iPods, printers, cables, and other items that are sold at not-for-profit prices.

Visit the Showcase during Orientation. The Showcase has locations on the ground floor of the Michigan Union and on the main concourse of Pierpont Commons. (more) ↑

Showcase staff will answer questions about making smart choices, even if you decide to purchase your system elsewhere. If you are comparison shopping, consider any additional costs, such as extended warranties. The Showcase bundles an extended warranty in the price of the computers it sells (see next question on “warranties”).

What about warranties?

When you purchase a computer, be sure you understand what the manufacturer’s warranty covers and for how long. Not all warranties are equal (for example, some cover accidental damage and some do not).

The U-M Computer Showcase bundles most of the computers it sells with a three-year warranty. Yes, the warranty adds to the purchase price, but repairs can be expensive and a good warranty can pay for itself over time.

No matter where you purchase your computer, understand that you are buying the warranty from the manufacturer, not from the Showcase or other retailer. The manufacturer sets the terms of the warranty.

For questions on service or repair, see the “Computer Resources” section.

If I decide to purchase a computer, when should I purchase it?

It depends. If you buy a computer in the spring, you’ll have more time to become familiar with it. On the other hand, by waiting until later in the summer, you can take advantage of back-to-school computer specials and newer models offered by certain vendors – although good deals are available throughout the year. Some students even wait until after they move-in. Check with the U-M Computer Showcase for specials and to get advice.

For more info, visit showcase.itcs.umich.edu



What technology is available for students with temporary injuries or ongoing disabilities?

Adaptive Technology Computing Services provides a broad range of specialized computing workstations to serve the needs of students with disabilities, including mobility impairment, learning or reading impairments, deafness, low vision, and blindness. **Ergo-assistive computing environments and equipment are available throughout campus.**

For more information, visit itcs.umich.edu/atcs



What software should I have?

We recommend **Microsoft Office** as a standard set of software applications, including word processing, spreadsheet, and presentation software. Enrolled students can purchase Microsoft Office through the U-M Computer Showcase at significantly discounted educational prices. Other Microsoft products and software from vendors, such as Adobe, are also available. Some Microsoft products are on DVDs, so you will need a DVD drive.

We recommend checking the Showcase's prices before purchasing elsewhere. If you purchase software before arriving, be sure to bring the discs to campus in case you need to reinstall the software.

For more info, visit showcase.itcs.umich.edu

Where can I obtain and access free software from the University?

On the Blue Disc website, U-M offers various types of preconfigured software. The university also provides and **strongly recommends** downloading the anti-virus software.

For more info, visit itcs.umich.edu/bluedisc.

If you need to use additional standard or specialized software, **Virtual Sites allows you to remotely access software** on Campus Computing Sites' workstations from any computer with an Internet connection.

For more info, visit virtualsites.umich.edu

GETTING STARTED

What computing services will I get?

The standard student computing services include your **username (login ID), UMICH Kerberos password, e-mail, online storage space (IFS), and access to computers, printers, and software.** Some students receive additional services through their school or college.

For more information, visit itscs.umich.edu/orientation

How do I get started with e-mail?

Your U-M e-mail address is your username (login ID) and “@umich.edu” (for example, bjensen@umich.edu). Share your username with anyone, but **never share your password.** You can use a number of mail applications, but **we suggest starting with U-M’s web-based e-mail.**

For more info, visit webmail.umich.edu

What about networking in my residence hall room?

All residence hall rooms are wired with Ethernet for Internet access.

University Housing charges an annual fee —automatically billed to your student account— for the network connection, ResComp support services, and educational programs.

You will need an Ethernet cable (available at the Computer Showcase) to connect your Ethernet-ready computer to the wall jack in the room. There is no charge to use a hub if there are more computers in your room than wall jacks. DSL service is available in Northwood Apartments and is included in the rental agreement.

Some residence halls offer wireless networking in common areas. In-room wireless is available in certain halls.

For more info, visit rescomp.umich.edu

RECOMMENDED COMPUTERS

Expect to see several new technologies evolve over the course of your academic career. Be sure to check with your school or college for specific recommendations.

OPERATING SYSTEMS

- Windows XP Professional with Service Pack 3 or
- Windows Vista Ultimate with Service Pack 1
- Mac OS X 10.4.11 (Tiger) or later

PROCESSOR

- Windows — Intel Pentium Dual Core recommended or Pentium 4-class processor (or AMD equivalent)
- Mac OS X — Intel Core 2 Duo recommended, Intel Core Duo or a PowerPC G5

MEMORY (RAM)

Obtain as much RAM as you can.

- Windows XP Professional — 1 GB recommended
 - Windows Vista Ultimate — at least 1 GB plus a Graphics Processing Unit (GPU) with at least 128 MB of memory that supports DirectX 10
 - Mac OS X 10.4 (Tiger) —1 GB recommended
 - Mac OS X 10.5 (Leopard) — at least 1 GB

HARD DRIVE (STORAGE) SPACE

A large high-capacity hard drive is recommended, as is a second internal or external hard drive.

COMPUTER REQUIREMENTS

The following specs should support your immediate needs. Most new computers exceed them.

OPTICAL DRIVE

More and more software is available only on DVDs. Buy or upgrade to a DVD optical drive with at least CD-write capability.

WIRED ETHERNET

For wired connectivity, your computer must have a 10Base-T or faster Ethernet jack. Some computers, including the MacBook Air, may need an adapter or Network Interface Card (NIC). If you use a wire to connect to broadband — DSL or cable — at home, you're set.

WIRELESS

- Most laptops come with an internal wireless card. It should provide at a minimum the IEEE 802.11a/b/g protocols. Newer devices also are capable of the more robust 802.11n.
- U-M offers a very secure campus wireless network called MWireless. To use it, your wireless device must be capable of WPA2 Enterprise security. If you are not certain about your device, visit www.wi-fi.org and click on Wi-Fi CERTIFIED Products.

To use MWireless, you must configure your wireless device. The easiest way is to download the MWireless installer for your device at our Blue Disc website, itcs.umich.edu/bluedisc

- View a map of the many campus wireless locations at itcom.itcs.umich.edu/wireless/campus_map

COMPUTER RESOURCES

Where can I get help with my computer?

There are various resources on or near campus:

- If you are living in the residence halls, you will receive **ResComp's NetGuide** during Fall Move-In. If you'd like help beforehand, visit ResComp's website at rescomp.umich.edu
- Northwood Apartment residents receive the **DSL Network Guide**. More info is available at itcs.umich.edu/housing
- U-M computer consultants are available at no charge to you by calling **734-764-HELP (764-4357)**.

For more info, visit

itcs.umich.edu/4help

- **The U-M Computer Showcase** provides help with virus remediation, software upgrades, and hardware installations. Details and advice are available at showcase.itcs.umich.edu and computer.showcase@umich.edu
- The telephone directory and the Internet can be useful.

Where can I get my computer serviced?

You have several available options:

- As a convenience for U-M students, **ITCS Computer Support & Repair** operates out of the U-M Computer Showcase store in the Michigan Union only and services mostly Apples and Dells. For all other computers, the consultants are a source of help and advice.

For more info, visit

itcs.umich.edu/repair

- **Contact your computer's manufacturer.**

Options may include taking it to a specific location or store, using a pickup service, or choosing from a list of qualified local repair centers. It depends on the manufacturer.

- The telephone directory and the Internet can be useful.

USING YOUR COMPUTER ON CAMPUS

Do I need insurance for my computer?

It is recommended. The University does not carry insurance for student belongings that are lost, stolen, or damaged, so getting insurance is an excellent idea. Your parents may have a policy that provides coverage for college students in on-campus housing as part of a standard policy. If not, they may be able to add this coverage at an additional cost. Other options include renters' insurance, which is quite reasonable when compared to the cost of a replacement computer. For added safety, a security kit that locks down computer components is a good investment.

Is wireless available at U-M?

Yes. Check the map on the Wireless Network website for specific locations and information about using wireless on campus. Your notebook computer will need to have a wireless card (see our "Recommended Computer Requirements" section for more details).

If you need assistance setting up your computer, stop by the Computer Showcase.

For info on wireless, visit itcs.umich.edu/wireless

Will I need my own printer?

No, but many students like the convenience of owning a printer. All students can print on University laser printers located in ResComp Sites, Campus Computing Sites, and some University Library locations.

As a convenience, you also can use **MPrint**, which allows you to print remotely to any Campus Computing Sites' printer. For more info, visit MPrint.umich.edu

A printing allocation is included as part of your standard computing services. All color printing and additional black-and-white printing exceeding your allocation at ResComp and Campus Computing Sites will be charged directly to your student account. You can check to see how much of your allotment is left by visiting itcs.umich.edu/accounts/check

Will I need a cell phone?

We recommend arriving to campus with a cell phone, even if it only has the most basic features and services, such as the ability to dial 9-1-1 and receive incoming calls.



Nondiscrimination Policy Statement

The University of Michigan, as an equal opportunity/affirmative action employer, complies with all applicable federal and state laws regarding nondiscrimination and affirmative action. The University of Michigan is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, height, weight, or veteran status in employment, educational programs and activities, and admissions. Inquiries or complaints may be addressed to the Senior Director for Institutional Equity, and Title IX/Section 504/ADA Coordinator, Office of Institutional Equity, 2072 Administrative Services Building, Ann Arbor, Michigan 48109-1432, 734-763-0235, TTY 734-647-1388. For other University of Michigan information call 734-764-1817.

University of Michigan Regents

Julia Donovan Darlow
Ann Arbor

Laurence B. Deitch
Bingham Farms

Denise Ilitch
Bingham Farms

Olivia P. Maynard
Goodrich

Andrea Fischer Newman
Ann Arbor

Andrew C. Richner
Grosse Pointe Park

S. Martin Taylor
Grosse Pointe Farms

Katherine E. White
Ann Arbor

Mary Sue Coleman
ex officio



SAFETY & SECURITY

Do I need anti-virus software?

Yes. To protect your computer and the campus networks, the University provides a couple of options. **We recommend that you take advantage of one of these options as soon as you set up your computer.**

1) U-M offers excellent commercial software at no charge: Sophos Anti-Virus for the Mac and VirusScan for Windows. This software protects against adware and spyware as well. We've configured these programs to check for updates every hour, so you will always have the most current protection. You can download your anti-virus program from the **Blue Disc** website.

For more info, visit itcs.umich.edu/bluedisc

2) During Fall Move-In and Welcome Week, ResComp and ITCS offer free Inoculation Stations. The I-Stations are centralized support locations where you can follow self-guided instructions to patch your operating system and install anti-virus software.

For I-Station dates, times, and locations, visit

rescomp.umich.edu

What do I need to know about computer security?

Computer safety is a major concern to the University community. **We strongly recommend that you visit the U-M IT Security Services website.** There you will discover ways to protect yourself and your computer.

For more info, visit safecomputing.umich.edu

How do I receive urgent notifications in case of a campus emergency?

The U-M Department of Public Safety automatically notifies students, faculty, and staff by email when there is an active, major campus emergency. Additional notification methods include text and voice messages. **To receive text and voice message alerts during an emergency, you need to register on Wolverine Access under "Student Business."**

For more info, visit www.umemergencyalert.umich.edu

To sign up, visit wolverineaccess.umich.edu

COMPUTING KNOW-HOW

How do I use my online storage space?

Log in to the MFile website or click on the "My IFS Home" icon on any Campus Computing Sites' computer. Use this secure space to store and share files and to publish your personal website.

You can download software from the Blue Disc website (Fugu or Fetch for Macs, or SSH Secure Shell for Windows) to access your IFS home directory. Additional space beyond the standard allocation is available for a nominal fee.

For more info about MFile, visit MFile.umich.edu

For more info about the Blue Disc, visit itcs.umich.edu/bluedisc

What do I need to know about file sharing policies and other rules?

Certain forms of file sharing are legal, while others are not. It is possible to share files and not know you're doing so. The penalties for illegally sharing files can be costly.

As a service to students, **the University has designed a service called BAYU (Be Aware You're Uploading), which notifies users on the residence halls' networks that they might be uploading.** The system does not look at the content being uploaded, nor does it look at the content on the computer's hard drive. Instead, it sends an e-mail with a link to educational information and University resources to the person whose computer is uploading.

To find out more about safe and appropriate file sharing, visit bayu.umich.edu

Do I need to back up my files?

Yes, backing up your files regularly is very important. You should back up often and check your backups to make sure they are reliable. The University supplies 10 GB of secure online file storage.

What can I do about spam e-mail?

Your e-mail address is automatically set to use the institution's Do Not Spam List. This list rejects mail from known spam sources. **You also can sign up for SpamBox**, which filters out any spam that gets past the list and places it in your SpamBox folder. It's a good idea to regularly check this folder for any misplaced messages before deleting the spam. These measures will reduce, but not eliminate, spam.

For more info on dealing with spam, visit spambusters.mail.umich.edu

How can my parents get access to my online billing information?

Your parents will need to sign up for a Friend Account and you will need to authorize them to access specific services, such as University billing statements and financial aid data.

For more info, visit itcs.umich.edu/itcsdocs/s4316

Where can I learn more?

Once you get to campus, there is a variety of information available to students through **ResComp, ITCS, University Library, and the U-M Computer Showcase.**

