

What to Buy?

Because the central campus and residence halls have wireless access, we recommend purchasing a laptop over a desktop computer. If you're living on-campus and already have a desktop computer, make sure it's Wi-Fi compatible.

Mac or PC?



Both are good options, but before you make the Mac or PC decision, check with your AU department to see if there are system recommendations for your major. Some areas have specific requirements, and some like Macs or PCs better. We like 'em both.



Hardware Discounts

Whether you're a Mac or a PC, if you plan to purchase a new computer, you'll want to check out the great discounts available to Auburn University students at www.auburn.edu/oit/hardware.

Software Discounts

See the AU Bookstore, but if you're purchasing a PC, be aware that Windows 7 is the recommended operating system and Microsoft Office software is preferred over MS Works.

AU Bookstore

The bookstore sells a large selection of Mac computers as well as Microsoft and Adobe products at a significant discount -- just show your AU Student ID.

FREE software is available to download through **AU Install** (www.auburn.edu/download). Free software includes anti-virus, FTP clients, PDF writers, VPN clients, & more.

Printers

Some students love having their own printer; others prefer to use the OIT Labs for laser printing. Currently OIT has color laser printing available only in the RBD Library. OIT also offers a service called **Tiger Print**, which allows you to print PDF or TXT files from anywhere on campus to one of the networked printers in the OIT labs — normal printing fees apply.



Or Don't Buy - Use the OIT Labs

OIT provides computing labs conveniently located across campus. Logging into the computers requires an AU username & password. Generally, OIT labs are open whenever the buildings are open during the semester, but may be closed during special campus events (i.e. football games). For all the details on our lab locations, software, and printers, visit www.auburn.edu/labs.

The OIT labs are synced to your account when you log in. This means your network space, which is often used for data storage or a website, is mapped for you and printing fees are automatically charged to **YOUR** eBill account. So don't forget to **LOGOUT**.

OIT HelpDesk

The HelpDesk serves AU's faculty, staff, and students and receives about 400 questions each day by telephone, email, and from walk-in clients. If our front line consultant receives a question that is very involved or that is outside his/her experience, the call is transferred to a full-time subject matter expert specialist.

3rd Floor RBD Library

Sunday	5:00 a.m. - 10:00 p.m.
Monday	7:30 a.m. - 10:00 p.m.
Tuesday	7:30 a.m. - 10:00 p.m.
Wednesday	7:30 a.m. - 10:00 p.m.
Thursday	7:30 a.m. - 10:00 p.m.
Friday	7:30 a.m. - 5:00 p.m.
Saturday	Closed

2nd Floor RBD Library (Learning Commons)

5:00 p.m. - 10:00 p.m.
5:00 p.m. - 10:00 p.m.
5:00 p.m. - 10:00 p.m.
5:00 p.m. - 10:00 p.m.
5:00 p.m. - 10:00 p.m.
Closed
Closed

Semester Break Hours

Monday - Friday, 7:30 a.m. - 5:00 p.m.
Closed Saturday & Sunday

Phone: (334) 844-4944

Email: helpdesk@auburn.edu



Student PC Shop

The Student PC Shop (SPCS) is a service available for students living on or off campus. Fees for this service are charged to your eBill account. If parts are required to repair the computer, the student is instructed on what to purchase.

Repair Shop

Repair services may include diagnostics, data transfer, hardware replacement, virus/spyware cleanup, software patching, and/or complete hard drive and operating system rebuild.

Computer Prep

The SPCS gets new PCs up-to-date with system and software upgrades, install needed software like anti-virus, and prepares the machine for AU_WiFi.

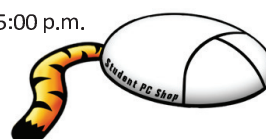
AU_WiFi & AU_GameNet Initialization

Get your laptop set up on AU_WiFi or your game system (PS3 or Xbox360) hooked up to the gaming network, AU_GameNet.

Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m.

Phone: (334) 844-9313

Location: 103 Hemlock Avenue



*The 2011 Survival Guide is a publication of the Office of Information Technology.
Auburn University is an equal opportunity educational institution/employer.*

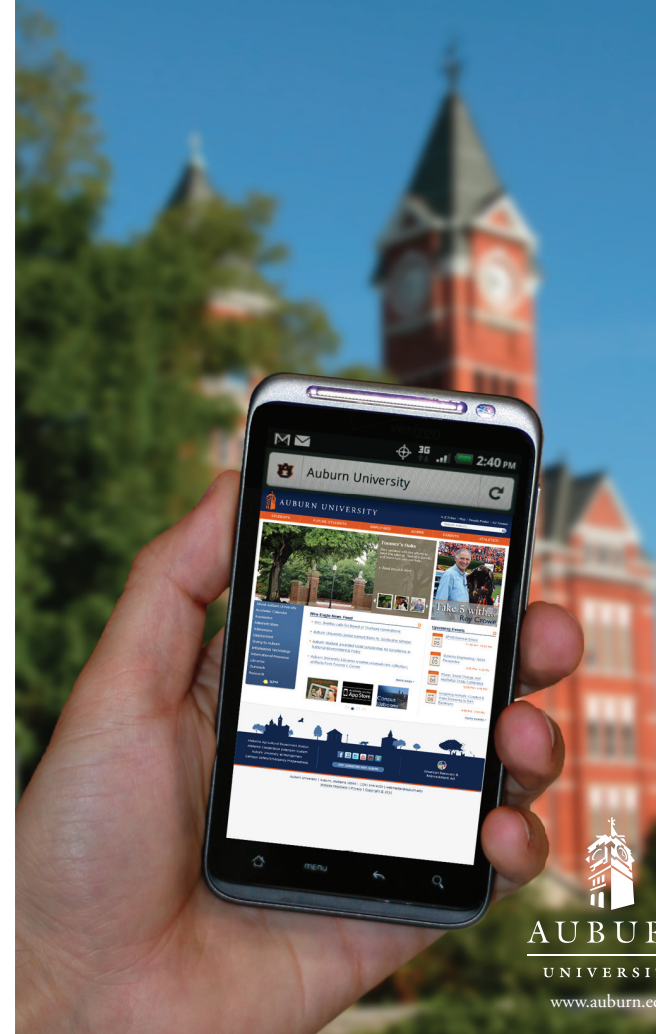
The Office of Information Technology's

Survival Guide

THE GUIDE TO COMPUTING AT AUBURN UNIVERSITY

To explore all the information on computing resources at Auburn University for incoming students and their parents, visit www.auburn.edu/oit/sg.

The Office of Information Technology (OIT) provides computing resources and support for all faculty, employees, and students. We hope that you have a great experience here at Auburn University, and we are here to help. War Eagle!



Your AU Username and Password

When you were admitted to AU, you were sent a confirmation letter containing your 9-digit AU Student ID and your username. The letter instructed you to go to www.auburn.edu/activate to activate your username.

MyAccount

MyAccount is Auburn's web-based account management tool. It allows you to update your password or reset it yourself if you forget it, but first you need to log in and set up some security questions. MyAccount is at www.auburn.edu/myaccount.

Protect Your Password

Protect your identity by protecting your password.

- Don't share your username and password with anyone
- Choose a strong password (*use upper/lowercase letters, numbers, and special characters*)
- Don't use personal info like your username, pet's name, phone number, or social security number in your password

Forgot Your Password?

Go to MyAccount, click "Forgot Password?", and answer the security questions. If you neglected to set up your security questions, you'll have to contact the OIT HelpDesk and have your password reset.



AU_WiFi

Auburn University provides an extremely fast WPA2 encrypted wireless connection available 24/7 over most parts of campus, including the residence halls. For help connecting to

AU_WiFi visit the Student PC Shop, OIT HelpDesk, or www.auburn.edu/oit/wireless.

Parents, you can also access our wireless network by obtaining a guest account from the OIT HelpDesk in the RBD Library.

Play By the Rules

The technology resources provided are a privilege with the purpose of supporting the University's mission and therefore monitored for appropriate use. Below are a few hot topics; for a full list of policies, visit www.auburn.edu/oit/policies.

- No account sharing
- Respect copyright laws
- Don't install software on OIT lab computers
- Don't use AU web space for monetary gain (*posting your résumé is okay*)
- Don't release malware, viruses, worms, etc.
- Don't send spam
- No gaming in labs

AU Access

AU Access, the campus portal, offers a single sign-on feature which allows you to connect to almost all student resources that require a login. You can get to AU Access from the link located at the top-right of the AU homepage (www.auburn.edu), or you can get to AU Access directly at: auaccess.auburn.edu. When you log into AU Access for the first time, you will notice that it is preloaded for you with tabs filled with channels of campus news, weather, calendar of events, course management links, and more. You can customize your layout with 200+ channels to choose from. The big ticket items you'll come to AU Access for are: tiger *i*, eBill, Blackboard, and TigerMail Live.



Tiger *i* is located on the "tiger *i*" tab within AU Access. The tiger *i* Student Information System is where you will go to:

- Register for classes
- Change your schedule
- View your grades
- Purchase your parking hangtag
- Pay your parking fines
- View holds
- Request transcripts
- Check Financial Aid status
- & more...



AU does not mail paper copies of tuition and fee bills to students or parents. Instead you will receive a notice via email (to your @auburn.edu address) when your eBill is ready. You can view your eBill and make payments online, but **eBill won't be available until you receive your first notice via email, sometime in July.** Students access eBill on the "tiger *i*" tab of AU Access. If someone other than you will be paying the bills, you will need to add them as an Authorized User within the eBill system. Authorized Users can log into eBill from the Student Financial Services page (www.auburn.edu/sfs).



Depending on which features of Blackboard your instructor uses, you will be able to access course material, participate in course discussion boards and chat rooms, take quizzes online, see posted grades, and submit assignments electronically.



TigerMail Live is AU's student email package, and is considered an official means of communication on campus. Auburn University is partnering with Microsoft to bring you TigerMail Live - a suite of email services.

Email & Calendaring - 10 GB of storage and use of your @auburn.edu email address after graduation

Groups - bring your team, club, or other group together with a webpage, calendar, live chat via computer or mobile device

SkyDrive - 25 GB of password-protected online storage for personal files "in the cloud"

Photos - post your favorite pictures online in a slideshow

Security Tips

Use preventative measures to keep your computer safe: keep software up-to-date, run anti-virus software, and practice safe browsing habits. Learn more about security at www.auburn.edu/oit/security.

Anti-Virus

Auburn University policy states that all computers connecting to the AU network must have anti-virus software. OIT provides Sophos Anti-Virus for your personal computer for free through AU Install, but there are other good free programs such as Microsoft Security Essentials and AVG.

Peer to Peer (P2P)

Due to the security vulnerabilities caused by P2P programs as well as bandwidth availability and legality issues, peer-to-peer file sharing for students over AU_WiFi has been disabled.

Phishing Scams

OIT filters most spam and phishing scams but you may still receive them. Know the warning signs, so you don't take the bait from phishing scams.

- Scams usually look real and often use urgent language
- Don't click links in email messages

- Never share personal information via email (ex. SSN, passwords, bank accounts, address, etc.)
- AU, banks, credit unions, and credit card companies will NOT ask you to provide account information
- If you have doubts, contact the sender of the message via telephone or face-to-face

Software Updates

Operating systems and other software packages offer regular updates. To maintain the integrity of your computer, installing these updates is recommended.