What to Buy?

Because central campus and the 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 decide, check with your college for system recommendations specific for your major. Some colleges have specific requirements, and others may just have a preference.

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
The AU 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. Be aware that the Microsoft Office software is preferred over MS Works.

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

Printers
Some students use 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 files from anywhere to the networked printers in the OIT labs. To print PDF or TXT files, visit **www.auburn.edu/tigerprint**. Or print anything using the desktop application available at AU Install (**www.auburn.edu/download**).

Or Don't Buy - Use the OIT Labs

OIT provides computing labs 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. For all the details on our lab locations, software, and printers, visit **www.auburn.edu/oit/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 **LOG OUT**.

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. The HelpDesk consultants are Auburn University students and are supported by full-time subject matter expert specialists.

	3rd Floor RBD Library	2nd Floor RBD Library *(Learning Commons)*
Sunday	5:00 pm - 10:00 pm	5:00 pm - 10:00 pm
Monday	7:30 am - 10:00 pm	1:00 pm - 10:00 pm
Tuesday	7:30 am - 10:00 pm	1:00 pm - 10:00 pm
Wednesday	7:30 am - 10:00 pm	1:00 pm - 10:00 pm
Thursday	7:30 am - 10:00 pm	1:00 pm - 10:00 pm
Friday	7:30 am - 5:00 pm	1:00 pm - 5:00 pm
Saturday	Closed	Closed

Semester Break Hours
Monday - Friday, 7:30 am - 5:00 pm
Closed Saturday & Sunday

Phone: (334) 844-4944

Email: helpdesk@auburn.edu

Student PC Shop

The Student PC Shop (SPCS) is a computer repair shop, available for students. 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 PCs up-to-date with system and software upgrades, installs 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 Xbox P360)* hooked up to the gaming network, AU_GameNet.

Hours: Monday - Friday, 7:45 am - 4:45 pm

Phone: (334) 844-9313

Email: spcs@auburn.edu

Location: 3rd Floor RBD Library

The 2013 Survival Guide is a publication of the Office of Information Technology. Auburn University is an equal opportunity educational institution/employer.
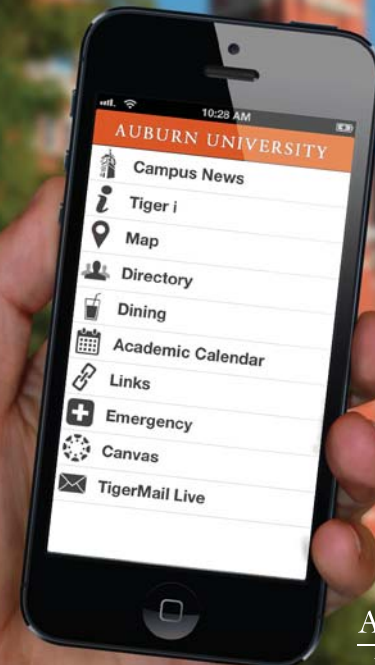
Survival Guide

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 the mobile-friendly website **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!

AUBURN UNIVERSITY
Campus News
Tiger i
Map
Directory
Dining
Academic Calendar
Links
Emergency
Canvas
TigerMail Live

AUBURN
UNIVERSITY
www.auburn.edu

Your AU Username and Password

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

MyAccount

MyAccount is Auburn's web-based account management tool. It allows you to update your password and set up security questions, so you can reset your own password if you forget it. 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 long, strong password *(use upper/lowercase letters, numbers, and special characters)*
- Don't use personal info like your username, pet's name, phone number, or date of birth 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.

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**.

Play By the Rules

Technology resources are provided with the purpose of supporting the University's mission. To protect the integrity of this intent, these resources are monitored. 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 spam, viruses, etc.
- No gaming in labs

AU Access

AU Access, the campus portal, offers a single sign-on which lets you 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**. Your AU Access has student tabs called tiger i and Campus Life, filled with channels of campus news & events, weather, online student services, 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, Canvas, 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 to your AU email address when your eBill is ready. You can view your statement 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**).

Your instructor may use Canvas to deliver course material, host discussion threads and chat rooms, post quizzes and grades, and receive assignments electronically. Check the Android Market/App Store for the Canvas app.

TigerMail Live is AU's student email package, and is considered an official means of communication on campus. Auburn University has partnered with Microsoft to bring you email, plus a suite of services.
- **Email & Calendaring** - 10 GB of storage and use of your @auburn.edu email address after graduation
- **Microsoft Office Web Apps** - online companions to Word, Excel, PowerPoint & OneNote
- **SkyDrive** - password protected online storage for personal files "in the cloud"

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 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. There are several good quality, free programs available, such as Microsoft Security Essentials and AVG. Visit AU Install, **www.auburn.edu/download**.

Peer to Peer (P2P)

Due to the security vulnerabilities, legality issues, and bandwidth availability, 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 some. 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
- AU, banks, credit unions, and credit card companies will NOT ask you to provide account information
- If you have doubts, call or visit the sender of the message

Software Updates

To maintain the integrity of your computer, install Operating System and other software updates regularly.

Cable TV

Students who live iPn Auburn University residence halls have cable television included as a part of their housing fees. At this time, a digital television with a **QAM Cable Tuner is required**.

Official AU App

Do you have a smartphone or tablet? The official Auburn University app is constantly being improved to provide students with an excellent mobile experience. The Official AU app is FREE and is available for Android and Apple devices. For more information, visit **www.auburn.edu/app**.

Available on the App Store

GET IT ON Google play