What to Buy?

Since OIT's wireless coverage is so expansive, we recommend purchasing a laptop over a desktop computer. If you 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 -- some have specific requirements and others just a preference.

Hardware Discounts
If you plan to purchase a new computer, check out the great discounts available to Auburn University students at *www.auburn.edu/oit/hardware*.

Software Discounts
The Auburn University Bookstore sells a large selection of Mac computersas well as Microsoft and Adobe software at a significant discount -- just show your student ID.

OIT with Microsoft provides each enrolled student with a subscription to MS Office Pro Plus and Office Mobile for FREE (up to 5 devices). Learn more at *www.auburn.edu/oit/365*.

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

Printing
Some students use their own printer; others prefer to use the OIT Labs for printing. OIT offers a service called Tiger Print, which allows you to print files from anywhere to the networked printers in the OIT labs. The Tiger Print software is available at AU Install, or print PDF or TXT files at *www.auburn.edu/tigerprint*.

Or Don't Buy - Use the OIT Labs

OIT provides computing labs located across campus. Generally, OIT labs are open whenever the buildings are open during the semester, but may be closed during special campus events.

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 charged to your eBill account -- don't forget to log out. For all the details on our lab locations, software, and printers, visit *www.auburn.edu/oit/labs*.

OIT HelpDesk

The OIT HelpDesk serves AU's faculty, staff, and students, and receives hundreds of questions each day by telephone, online chat, 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, you will be instructed on what to purchase.
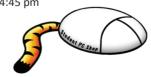
Repair Shop
Repair services may include diagnostics, data transfer, hardware replacement, virus/spyware cleanup, software patching, and/or complete hard drive and operating system rebuild.

Computer Prep
The SPCS gets PCs up-to-date with system and software upgrades, installs software like anti-virus, and prepares machines for AU_WiFi.

Hours: Monday - Friday, 7:45 am - 4:45 pm
Phone: (334) 844-9313
Email: spcs@auburn.edu
Location: 3rd Floor RBD Library

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 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 located at **www.auburn.edu/myaccount**.

Protect Your Password

Protect your identity by protecting your password.
- Don't share your password with anyone
- Choose a long, strong password (*use upper/lowercase letters, numbers, and special characters*)
- Don't use common information like your username, pet's name, phone number, or date of birth in your password

Forgot Your Password?

If you forget your password, you can reset it yourself with MyAccount or contact the OIT HelpDesk.

AU_WiFi

Auburn University provides a 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**.

Cable TV

Students who live in Auburn University residence halls have cable television included as a part of their housing fees. At this time, a digital television with a <u>**QAM Cable Tuner is required**</u>.
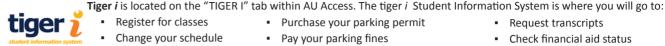
Official AU App

Do you have a smartphone or tablet? The official Auburn University app is constantly being improved to provide students with an excellent mobile experience. Recent additions include the ability to view your current schedule and academic history. The Official AU app is FREE for Android and Apple devices. For more information, visit **www.auburn.edu/app**.

AU Access

AU Access is where you can connect to most student resources with just a single sign-on. You can find AU Access from the link located at the top right of the AU homepage, or directly at **auaccess.auburn.edu**. AU Access has 200+ optional channels of content, including campus news and events, weather, online student services, course management links, and more. The most frequently used items in AU Access 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 permit
- Pay your parking fines
- View holds
- Request transcripts
- Check financial aid status
- and more...

Auburn does not mail paper copies of tuition and fee bills to students or parents. You will receive a notice to your Auburn 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 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. Get the Canvas app from your mobile device app store.

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** - including use of your @auburn.edu email address after graduation
- **Microsoft Office Web Apps** - online companions to Word, Excel, PowerPoint & OneNote; see Software Discounts
- **SkyDrive** - password protected online storage for personal files "in the cloud"

Gateway to Grades, located on the TIGER I tab, is where a student can grant parents or other individuals proxy access to view their academic schedule and grades. Authorized users will receive an email with instructions about how to view the permitted information.

Security Tips

Use preventative measures to keep your computer safe: keep software up-to-date, run anti-virus software, and practice safe browsing.

Anti-Virus Software

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

Don't become a victim; learn the warning signs of a phishing scam:
- Urgent language
- Generic greeting like "Dear User"
- Links that don't match the URL where the link is pointing; always look for the lock icon in the address bar before logging into a website
- Poor grammar and spelling
- Requests for personal information; AU, banks, and credit card companies will NOT ask for your personal information via email

Learn more at **www.auburn.edu/phishing**.

Software Updates

To maintain the integrity of your computer, regularly install software updates.

Gamers Living On Campus

To hook your gaming console up to the AU_GameNet wireless network, first register it at **mydevices.auburn.edu**.

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, and violation of these rules may result in the loss of privileges.

Below are a few hot topics; for our policies, visit **www.auburn.edu/oit/policies**.
- No account sharing
- Respect copyright laws
- Don't use AU web space for monetary gain (posting your résumé is okay)
- Don't release spam, viruses, etc.
- No gaming in labs