Computing Resources, Fall 2012

Where can I find help for my computer?
School of Education

Email: edu.net@umich.edu
Phone: 734.764.5427
Walk-in: 2007SEB (Mon-Fri 8:00 a.m.-5:00 p.m.)

University of Michigan
New student orientation: www.itcs.umich.edu/orientation/
General U-M IT resources: its.umich.edu/resources/research.php
Security: safecomputing.umich.edu/
Campus help desk: its.umich.edu/help/
Computer and peripheral purchasing: showcase.itcs.umich.edu

How do I connect to the wireless network?
For information on configuring your device
www.itcom.itd.umich.edu/wireless/connect/

How do I obtain audio/visual help or classroom support?
Email edu.net@umich.edu for a consultation about the best course of action for what you want to do and ways in which Tech Services can assist you in accomplishing your goal.

Where can I print in the School of Education?
Two public printers both accessible via mprint.umich.edu/ are located in the school.
Brandon Center, room 2007
U-M Campus Computing Site, room 3010

Developing safe computing practices:
1. Keep your software up to date; enable automatic updates.
2. Use a host-based firewall
3. Install anti-virus software; see safecomputing.umich.edu/antivirus/
4. Use strong passwords for your accounts; see www.itcs.umich.edu/itcsdocs/r1162/
5. Use the VPN for a secure, encrypted connection to the University of Michigan’s network when off-campus; see www.umnet.umich.edu/vpn.
6. Contact Technology Services or ITS IIA with questions or concerns about computer security, such as malware infections or phishing attempts.
7. Learn about safety online
   staysafeonline.org/higher-education/students
8. Always back up your data. External hard drives are a good option; USB flash drives are not.

Additional IT or media questions or concerns? Contact Tech Services at edu.net@umich.edu