ILLINOIS STATE UNIVERSITY
UNIVERSITY
*Gladly we learn and teach*
18 57
ILLINOIS' first public university

2015–2016
# TECHNOLOGY GUIDE

ILLINOIS STATE UNIVERSITY
TECH ZONE

## Table of contents

# WELCOME TO ILLINOIS STATE UNIVERSITY

There are many campus units and departments that will help you get started with all things computers and technology at Illinois State. TechZone, a department of the University, is your first point of contact. We're happy to answer questions like how to connect your laptop or phone wirelessly, if there are any special requirements for your major, how to get technical support, or even where you can get the best deal on a new computer.

This booklet will give you the information you need to get started, along with our recommended timeline for buying your computer equipment. Some software is available for all students, so don't spend extra money without checking with us first. TechZone is your resource for computers, tablets, software, and accessories while you are attending Illinois State. Learn about all of our resources right here. We look forward to serving you during your time at Illinois State.

## Student Computer Ownership Policy

Illinois State expects all students to have their own computer upon arriving at the University. Please note this policy does not require students to bring a laptop; desktop computers are also acceptable. However, statistics show laptops are overwhelmingly the computer of choice for incoming students: last year, over 95 percent of new students brought a laptop to campus. New technologies like tablets are helpful but a computer or convertible-type device with a keyboard is still necessary. Visit the TechZone website for details on the Student Computer Ownership Policy.

**TechZone.IllinoisState.edu/Ownership**

# WHEN TO BUY YOUR COMPUTER

Some students might already have a computer from high school or previous college studies. TechZone can help you decide if that computer will work at Illinois State. For those students enrolling for the fall 2015 semester, we suggest families wait on making any new purchases until the spring or summer of 2015. While some families find it convenient to buy their computers earlier, they may miss out on discounts offered through Illinois State. Also, because technology changes so rapidly, the University's specifications for fall 2015 will not be released until late April.

## ☑ JANUARY– APRIL

**Attend a Redbird Reception or Transfer Day** and stop by TechZone to learn about technology at Illinois State.

Research and determine what type of computer fits your lifestyle, major, and your needs (i.e. desktop vs. laptop, Mac vs. Windows, speed, storage needs, etc.).

## ☑ APRIL 28–30

**Attend a TechZone Computer Night** to buy a computer, software, and accessories. *(Dates and locations on back cover.)*

Get fall 2015 specifications and pricing. Talk to different computer manufacturers and University tech staff.

## ☑ JUNE– JULY

**Attend the Preview orientation program**, and if you have yet to purchase a computer, visit TechZone.

For students entering for the spring 2016 semester, contact TechZone anytime for the latest information.

For purchasing details and helpful buying guides, visit the TechZone website or stop by the TechZone Sales Center.

**TechZone.IllinoisState.edu**
**(309) 438-8334**
**2nd floor, Bone Student Center**
**Across from Barnes & Noble**

# TECHZONE SALES CENTER

Through TechZone, students are eligible for academic discounts and specially-priced systems from Apple, Dell, and Lenovo. Popular computer models and tablets are kept in-stock while custom configurations can be ordered online.

Students can also take advantage of heavily discounted software such as Adobe Creative Suite. TechZone also carries many convenience items in stock such as Ethernet cables, LoJack for Laptops, iPods, surge suppressors, headphones, and other accessories.

TechZone staff members are available to answer questions about technology and to assist students with configuring and ordering computers that meet their needs and budget.

**Office 365**

Students at Illinois State are licensed for Microsoft Office 365 at no additional cost. Included is the ability to download full versions of Word, Excel, PowerPoint, Outlook, and other programs for Macintosh, Windows, iOS, and mobile devices. File storage space is also provided via the Microsoft OneDrive service.

**at.IllinoisState.edu/Office365**

# FINANCING OPTIONS

There are a few ways in which parents and students can finance their computer purchases:

## Scholarships, grants, and loans

Students can explore the option of receiving financial aid via scholarships, grants, and loans after they have completed the Free Application for Federal Student Aid (FAFSA) for the appropriate year. If they qualify, the Illinois State Financial Aid Office can make a one-time cost of attendance adjustment for the purchase of a computer. If parents and students need help with undergoing the process of financing a computer, they can contact Financial Aid.

## Private Financing

Credit-based financing may be available through your local banking institution or the ISU Credit Union. TechZone can also give advice on private financing, which is available directly from computer vendors.

## Financial Aid Office

**Hovey Hall 101**
**(309) 438-2231**
**FinancialAid@IllinoisState.edu**
**FinancialAid.IllinoisState.edu**

## Gaming consoles and other devices

Beyond computers, other devices such as smartphones may be connected via ResNet wireless, but they must be compatible with WPA2 enterprise authentication. Most gaming consoles will connect to ResNet wired, while wireless printers and streaming devices (i.e. Google Chromecast) are not technically capable of connecting. Routers, switches, and other network devices are prohibited from connecting to ResNet.

# GETTING CONNECTED

## In residence halls (ResNet)

ResNet is the high-speed Internet service available throughout all university housing and is included as part of your residential housing fees. Students connect to ResNet when they move into their rooms—no prior sign-up is required. ResNet provides both wired and wireless connections (note: to use wired ResNet, each student must have an Ethernet cable—available at the TechZone Sales Center for approximately $8).

Note: It is recommended that a device's initial connection to ResNet be completed with an Ethernet cable.

**ResNet.IllinoisState.edu**
**(309) 438-4357 (HELP)**

## Around campus—wireless computing

Wireless Internet access is available through the ISUNet network in almost all areas of campus, including classroom buildings, the Bone Student Center, Milner Library, Student Fitness Center, and the dining centers.  Students will find coverage even in outdoor areas such as plazas and the Quad.

## University computer labs

Illinois State has six large, open-access computer labs and many others located within colleges and departments equipped with both Windows and Mac computers. These facilities are commonly used for printing, access to special software contained within a college or department, or when a student's computer isn't available. Visit the uLabs website for hours and locations.

**uLabs.IllinoisState.edu**

## Ⓒ Copyright laws

The University expects all students to abide by federal and state laws, including copyright laws. Downloading and uploading copyrighted material without permission is prohibited by the University and by federal law, and can result in University sanctions in addition to external legal actions. This includes music, videos, games, software, etc.

While peer-to-peer (P2P) access is initially blocked on ResNet and campus wireless networks, students who legitimately need P2P access may submit a ResNet P2P Exception Request on the Support Center website so that they can download or share files such as Linux distributions, game updates, etc.

**SupportCenter.IllinoisState.edu/Requests**

## Mobile printing

Illinois State offers mobile printing through uPrint, which allows you to submit your print jobs wirelessly or from your residence hall room. The job will be waiting for you at any of the conveniently located uPrint stations, where you can pick up your print job and pay for it with your Redbird Card.

**SupportCenter.IllinoisState.edu/Mobile**

# GETTING SUPPORT

## Technology Support

The **Technology Support Center** is the first point of contact for any and all computer and technology support questions on campus. The Technology Support Center offers assistance via the phone, online, or in person. System account issues including setup, passwords, and access are handled exclusively through the Technology Support Center. Phone support is offered 24/7. The office is open weekdays and some weekends for in-person support.

**SupportCenter.IllinoisState.edu/kb** contains a knowledge base with answers to many common questions and problems. Articles are written in a non-technical style and accessible by all. Step-by-step guidance is given for configuring smartphones and other devices for the network.

**Julian Hall 145**
**(309) 438-4357 (HELP)**
**SupportCenter@IllinoisState.edu**
**SupportCenter.IllinoisState.edu**

## Residential Computer Consultants

Residential Computer Consultants (RCCs) are ResNet staff members who live in the residence halls—much like RAs—to help students with computer problems, including solving issues with software and Internet connectivity, diagnosing hardware issues, and removing viruses.

Service from RCCs is included as a part of room and board for no additional charge. RCCs work on an appointment basis and will come to a student's room. ResNet also holds open clinics at the beginning of each semester. Clinic times and locations are listed on the ResNet website.

**(309) 438-4357 (HELP)**
**ResNet.IllinoisState.edu**

## TechZone Service Center

The TechZone Service Center assists with removing viruses from computers, troubleshooting hardware and software problems, installing and repairing hardware (if the computer is under warranty), and resolving wireless connectivity issues. All of these services are free of charge.

The Service Center also provides additional services for a nominal fee (fees vary based upon the service consented to and provided): data backup, hardware repair (when not under warranty), memory installation, hardware, software, and accessory installation, as well as computer operating system and software reinstallation.

Service Center technicians can perform manufacturer repairs and hardware installations on any Apple, Dell, HP, or Lenovo computer, and can provide out-of-warranty repairs on most models.

**Bone Student Center—2nd floor (across from Barnes & Noble)**
**TechZone.IllinoisState.edu/Support**

## Security

Illinois State will never ask you to send your password in email. Members of any University community are prime targets of phishing emails that try to trick students, faculty, and staff into sending their ULIDs and passwords in email. Credit card and bank information should also be guarded. If you receive a phishing email, do not reply to it. Phishing emails that target the University are posted to the Tech Alerts website.

**SupportCenter.IllinoisState.edu/Security**

# ONLINE STUDENT SERVICES

### Go.IllinoisState.edu  ILLINOIS STATE APP

Go.IllinoisState.edu allows students to register for classes online, look up financial aid information, access student account information, and check academic progress.

### My.IllinoisState.edu ILLINOIS STATE PORTAL

My.IllinoisState.edu provides for a daily view into academic and campus activities, including University news and events.

### ReggieNet.IllinoisState.edu COURSE MANAGEMENT

Many classes will use our online University course management system called ReggieNet. Through a single interface, students have a tool for web-based learning and collaboration with professors and other students.

### Email

All students are provided with an official email account to communicate with instructors and students and also to receive official announcements. Campus servers scan all incoming email for viruses and spam. Infected messages and known junk mail are blocked before they reach your inbox. You can check your email on the Web through RedbirdMail and My.IllinoisState.edu, or you can use an email client like Thunderbird, Outlook, or Mac OS X Mail.

**SupportCenter.IllinoisState.edu/Email**

## Emergency alerts

Emergency alerts are sent to Illinois State students, faculty, and staff when a crisis situation occurs on campus. Students, faculty, and staff will automatically receive ISU Emergency Alerts through their official Illinois State University email account (YourUlid@ IllinoisState.edu).

You are also encouraged to provide additional points of contact, including your mobile phone, to increase your likelihood of receiving these critical messages in the event of an emergency.

**Security.IllinoisState.edu/ Emergency_Alert**

# ILLINOIS STATE UNIVERSITY

# TECHZONE COMPUTER NIGHTS

## Schaumburg
**TUESDAY, APRIL 28**

3:30–7:30 p.m.

**Hyatt Regency Woodfield**
1800 East Golf Road
Schaumburg

(847) 605-1234

## Tinley Park
**WEDNESDAY, APRIL 29**

3:30–7:30 p.m.

**Hilton Garden Inn Chicago**
18335 S LaGrange Road
Tinley Park

(708) 429-2266

## Normal
**THURSDAY, APRIL 30**

3:30–6:30 p.m.

**TechZone at Illinois State**
2nd floor, Bone Student Center
Normal

(309) 438-8334

Please join us at one of these open house style events to learn more about student technology needs on campus and find some great deals on computers, software, and accessories available from TechZone.

Summer computer specials will be announced and orders accepted.

***RSVP is appreciated, but not required.***

**@ISUTechZone**

**ISUTechZone**

**ISUTechZone**

For more information and to RSVP, visit **TechZone.IllinoisState.edu/ComputerNights.**

## ILLINOIS STATE UNIVERSITY
*Illinois' first public university*