

STUDENT COMPUTING FACILITIES

Where can I use the facilities?

- Information Technology Services (ITS) manages and maintains a number of student computing facilities on the Kingston campus and at URI/ Providence, which are equipped with PCs and Macintoshes. All machines provide access to the Internet and to remote systems. A valid URI Student ID card is necessary to use the labs.
- Student computing facilities* are available for student use whenever the facility is open. The locations are listed at:
<http://www.uri.edu/its/teaching/student.facilities.html>
- Instructional computing facilities* are available for student use if the facility is not reserved for teaching. The locations are listed at:
<http://www.uri.edu/its/teaching/icf.facilities.html>
- Instructional multimedia facilities* with high-end equipment are available for student use if the facility is not reserved for teaching. The locations are listed at:
http://www.uri.edu/its/teaching/multimedia_support.html

When are the facilities open?

- Hours of operation are posted at each facility and on the Web at:
<http://www.uri.edu/its/teaching/its.facilities.schedule.html>
 - To check if a facility is open or reserved for teaching, see the reservation calendar at:
<http://www.uri.edu/its/teaching/labrsrv.html>
- You can also call the Help Desk at 874-HELP for schedule information.

SERVICES

How do I get access to email?

- Register on e-Campus at
<http://www.uri.edu/ecampus>
to select your URI e-Campus User ID. One business day after you have done that, you can use your email account. For information, see:
<http://www.uri.edu/its/communications/email.html>

How do I connect to the Internet?

- Students living in the residence halls have direct Internet access. For information on setting up your computer for the Internet, go to:
http://podcast.uri.edu/help/index.php/Student_Technology_Toolkit
- Students living off-campus can use a modem and dial up to URI's Internet modem lines. For

instructions on setting up your computer for dialup, go to:

<http://www.uri.edu/its/internet/dialup.html>

- Wireless access is also available; go to
<http://podcast.uri.edu/help/index.php/Wireless> for information.

What if I need help?

- All student computing facilities are staffed during hours of operation. In addition:
 - The Help Desk is available in the URI Library, LL19, for walk-in consultation
 - Or call 874-HELP
 - Or send e-mail to helpdesk@uri.edu
 - Or use the *URIComputing* or *NETSHelpatURI* AIM handle to chat live with a consultant
 - Or check the Help Desk Website at:
<http://www.uri.edu/helpdesk>

What kind of software is available in the labs?

- The ITS-supported software includes general applications such as word processors, spreadsheets, data base management, communications, and graphics, as well as Internet software and a considerable number of specialized programs. For a complete list, go to *Software, Supported* at:

http://www.uri.edu/its/about_ITS/its.services.index.html

What if I don't know anything about computers?

- We offer free Computer Short Courses on software, multimedia, and Web technology to University members. The courses are held at various times to make them more accessible; generally, they last about two hours. To view the list of offered courses and to register, go to:
<http://www.uri.edu/its/pdf/short.course.schedule.pdf>
- If you miss the Short Courses or wish to learn more about particular software, go to the Media Room in the URI Library and use the training materials to learn at your own pace.

What is the recommended personal computer?

- Purchase information and hardware recommendations are available through handout No.10, "Hardware Configurations for ITS-Supported Personal Computers", located at:
http://www.uri.edu/its/hardware_and_software/handout.no.10.html
- RAM Computers*, a division of the URI Bookstore, offers "Rhody-Ready" bundles from Apple and Dell. To purchase a machine configured for your

needs, contact RAM Computers at 874-2679 or at:

<http://www.uri.edu/ramcomputers/>

What about computer virus protection and security?

- We have a site license from McAfee that enables us to make anti-virus software available to all URI members at no charge. Go to:
<http://podcast.uri.edu/help/index.php/Antivirus>

Also:

- Turn on the built-in Windows XP Firewall:
<http://www.microsoft.com/security/protect>
- Check the current security level of your machine:

Windows:

<http://www.microsoft.com/technet/security/tools/mbsahome.msp>

Macintosh:

<http://security.symantec.com/sscv6>

- Make sure your Administrator and User accounts have a password.
Failure to maintain your computer's safety and security may result in network access suspension!
If you think your computer is infected with a virus, spyware, or adware and you need help cleaning it up, call the Help Desk at 874-HELP for a virus clinic appointment.

Is there centralized computing?

- An IBM RISC/6000 POWERServer named *grinder* running UNIX/AIX, is available for centralized computing. It includes specialized programs for such applications as statistical analysis and printing on a 36"-wide color plotter.

grinder can be accessed from student computing facilities or from your own computer through the Internet. To get a *grinder* user ID, go to:

<http://www.uri.edu/its/pdf/handout.no.72.pdf>

Where can I get more information about computing at URI?

- See the Information Technology Services page at <http://www.uri.edu/its> and the ITS Help Desk home page at: <http://www.uri.edu/helpdesk>
ITS staff also maintains a selection of "how to" documents explaining policies, procedures, software, hardware, etc. Go to: http://www.uri.edu/its/ITS_handouts/its.handouts.html
- A listing of computing services, facilities, and documentation is accessible on the Web at: http://www.uri.edu/its/about_ITS/its.computing.index.html