

Information Technology Q&A

July 17, 2019

Computer Recommendations

- [Support.it.mtu.edu](http://support.it.mtu.edu) – Knowledge Base - “what laptop should I buy”
- Windows or Mac are OK
- Basics: Intel i5, 8GB RAM, 500+ GB hard drive
- 800+ computers on campus with all software you need
- Most manufacturers have student pricing
 - Dell – www.dell.com/mtu
 - HP - hp.force.com/external/hpacademy
 - Apple - store.apple.com/us-hed



Other Computer things to remember

- Bring a USB flash drive. Put a text file on it with Lost/Found information to contact you; you will eventually forget it somewhere. You will use it in situations where you're working offline.
- Better than a flash drive, Google Drive has unlimited storage for Michigan Tech students, faculty and staff.
- New version of the Google Drive client is called Google Drive Backup and Sync – It includes the ability to backup your computer documents – Use it or an external hard drive.
- Warranties on laptops have saved many students. Think about spending the extra money on a good warranty. Laptops see a lot of travel/weather/use and you want them to last through college.



Software Available

- The website <http://downloads.it.mtu.edu> will have additional software you can download depending on your major – Examples:
 - Autocad JMP Pro Multisim
 - EndNote NX Tecplot
 - Mathematica LabView ChemBioDraw
 - Matlab Microsoft Office
- Important! – This software is not available until orientation week



Protecting Your Technology









- Overall advice
 - Use Good passwords (not defaults) for everything (Get LastPass to keep track)
 - uBlock extension – Malicious Pop-up Blocking
 - Use Chrome (and sign in to save bookmarks/extensions/settings)
- Microsoft Windows
 - Use built in Windows Defender in Windows 8 and Windows 10
 - Keep your Windows Updates current and your firewall on
 - Microsoft Security Essentials is downloadable for free for Windows 7
- Mac OS
 - Setup and use Time Machine
 - AVAST and Sophos have free anti-virus programs
- Linux
 - Firewalls are your friend, use fail2ban, clamscan antivirus is available in many distributions



Computer Labs

- www.mtu.edu/it -> Find a Computer Lab
- Over 800 lab machines throughout campus, over 280 located on the four floors of the JR Van Pelt Library
- Library has a convenient “Find a Seat” kiosk mounted at the entrance
- Wireless lounges with small groups of computers, meeting furniture, wireless coverage, and printers in most buildings
- Most classroom labs are available for student use when not used for classes; schedules are posted on the rooms



Location	Available	Capacity	Lab Type	OS	Printers	Schedule
AOB G04	5	6	Open Wireless Lounge	Windows 10	 	
AOB G05	4	5	Restricted Lab	Windows 10		
Chemsci 108	46	46	Reservable Lab	Windows 10		View
Chemsci 717	5	6	Open Wireless Lounge	Windows 10		
Chemsci B10	6	6	Open Wireless Lounge	Windows 10		
Chemsci Lobby			Open Wireless Lounge		 	
Dillman 101	29	34	Reservable Lab	Windows 10		View
Dillman 203	13	26	Reservable Lab	Windows 10 - AutoCad		View
Dillman 208	13	32	Reservable Lab	Windows 10		View
Dillman 209	4	5	Open Wireless Lounge	Windows 10	 	
Dillman 211	16	24	Reservable Lab	Windows 10		View
Dillman 213	12	12	Reservable Lab	Windows 10, Linux		View



Residence Hall Internet - Wired

- Residence hall rooms have wired connections to the campus network at 100mb. Campus is connected by 10 gig link.
- Rooms will have at least 1 wired network port, rooms without a wireless access point will likely have two.
- You can bring your own non-wireless network switch or router to provide more connections in your room. Bring your own cables! – Check your room layout to estimate length.
- Wired connections are subject to a quality of service monitor that works to make sure everyone gets their fair share of the pipe and that it's not abused by peer-to-peer file sharing or other bandwidth hogs.



Residence Hall Internet - Wireless

- No speed cap to the access points; each access point is connected to at least a 100mb connection.
- Access points in every other room in most halls. Don't panic if you don't see lights; we turn them off to not keep you up all night with the blinking.
- Personal Wireless Access Points are **forbidden**; it hurts everyone's wireless signal strength. Don't bother "hiding" the network name it will be found. All you end up doing is hurting your fellow residents by making their wireless bad.
- Wireless printers are Ok but take a bit of setup to connect to the network and secure. Once you are here just ask for help.



Peer-to-Peer/File Sharing

- Michigan Tech regularly receives DMCA notices on students illegal file sharing of copyrighted material.
- All Offenses – we forward you a copy and send a copy to the Office of Academic and Community Conduct. This will be placed in your student conduct file with their office.
- Consequences of repeat offenses may include conduct probation as determined by the Office of Academic and Community Conduct. Conduct probation may affect your ability to participate in co-curricular and/or extra-curricular activities (e.g., Co-Op, Internship, Study Aboard, some financial aid scholarships). Furthermore, student conduct files may be subject to employment background checks upon release with your permission.



Gaming, Smart TV's, Other Devices

- Gaming consoles, Smart TVs, streaming media boxes, wireless printers, etc. need to be registered to you to be able to connect to the campus wireless network. Instructions will be in your rooms, welcome packets and email.
- Once you're on campus, if you need help getting online, call to 906-487-1111, email to it-help@mtu.edu or visit to our help desk should get you online. Also stop by the Wadsworth Hall Front Desk, we will be there to help during orientation.
- Remember that you are connecting to a shared campus network. Devices like wireless printers, streaming devices and file shares may be visible to possibly hundreds of other people. Please follow the devices instructions to setup its security as best you can.



Cable TV

- www.mtu.edu/it -> Services -> Cable TV
- Each student in the Halls will have a Digital DVR available via PC, Mac, Mobile Device, etc. Referred to as Stream2
- Most televisions produced after 2007 are able to receive all the channels. Your digital TV's user guide should describe the set as "QAM," "QAM-256," "Clear QAM," or similarly compatible
- Non digital TVs will need a QAM digital cable box available online or at local retailers.



Printing

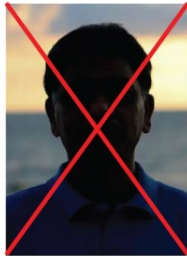
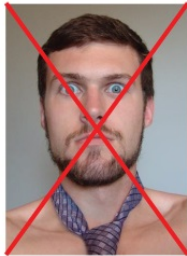
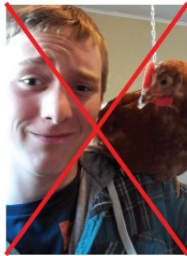
- mtu.edu/it -> Services -> Printing at Michigan Tech
- Xerox BW copier/scanner/printer in each hall
- HuskyBW - Black & White – Free
- HuskyColor - Color – charged per page \$.25
 - Add Express Cash at mymichigantech.mtu.edu for color printing
- Google Cloud Print also available



HuskyCard

- Submit your photo on MyMichiganTech; this will save you a lot of time during check-in.

DON'T DO THIS!



DO THIS!



- During Check-In, pre-printed cards will be with your check-in packet.
- Used for meals, print release, building access, etc.



Cellular Providers

- AT&T and Verizon coverage in the Houghton area and throughout the Upper Peninsula
- Wifi calling available from smart phones on campus in buildings where signal may be difficult



ATMs on Campus

- Wadsworth Hall – East side by reception desk
- Memorial Union Building – Ground floor by food court
- Student Development Complex – By Coach's Corner



Support.it.mtu.edu

- Support.it.mtu.edu -> Click Knowledge Base
- On-Line Knowledge Base
- Search by Category or natural language query
 - ie: How do I reset my password?
- Questions that go unanswered are recorded so that we can grow the system
- Don't get an answer --- Connect with IT



Set-up Your Password Recovery Options

- Everyone should set-up recovery options for their ISO password – this should be a check list item
- Add your mobile phone for password recovery; this is a 24/7 password reset option
- Self-Service reset if you forget
- support.it.mtu.edu – Knowledge Base ->Accounts and Access



2-Step Verification For Gmail

- While not required – we recommend setting up 2-step authentication for your Gmail account. It's an easy way to keep your account from being hijacked
- Multiple ways to set it up, text messaged code, authenticator app, smart phone unlock
- Once signed up, the Google Authenticator app can be used on your smartphone to setup 2 factor authentication at places like Facebook, Amazon, Twitter, Instagram, LastPass, etc



2-step verification for campus

- Once you're considered a student/during orientation week you will be prompted for 2 step authentication for some services like: MyMichiganTech, Banweb, Canvas
- Options for 2 step:
 - Install DUO app on your phone, link to your account
 - Can use the app to generate a PIN code (no data service required)
 - Can get a push on your phone to approve (data service required)
 - Benefit to using the Duo App: you can use it offline when you have no cell service, including when you are travelling internationally.
 - Pin code texted to your phone (data service required)
 - Need another option? Stop by the Technical Assistance Center (TAC) in the Library for a pin code key fob



Connect with IT

- Twitter - @MichiganTechIT
- Facebook - /MichiganTechIT
- it-help@mtu.edu or 906-487-1111 – IT Helpdesk
- Walk up Technical Assistance Center (TAC) – Van Pelt Library
- We're always hiring – Check out HuskyJOBS at www.mtu.edu/career



Questions?

- You can always email it-help@mtu.edu with any questions.

