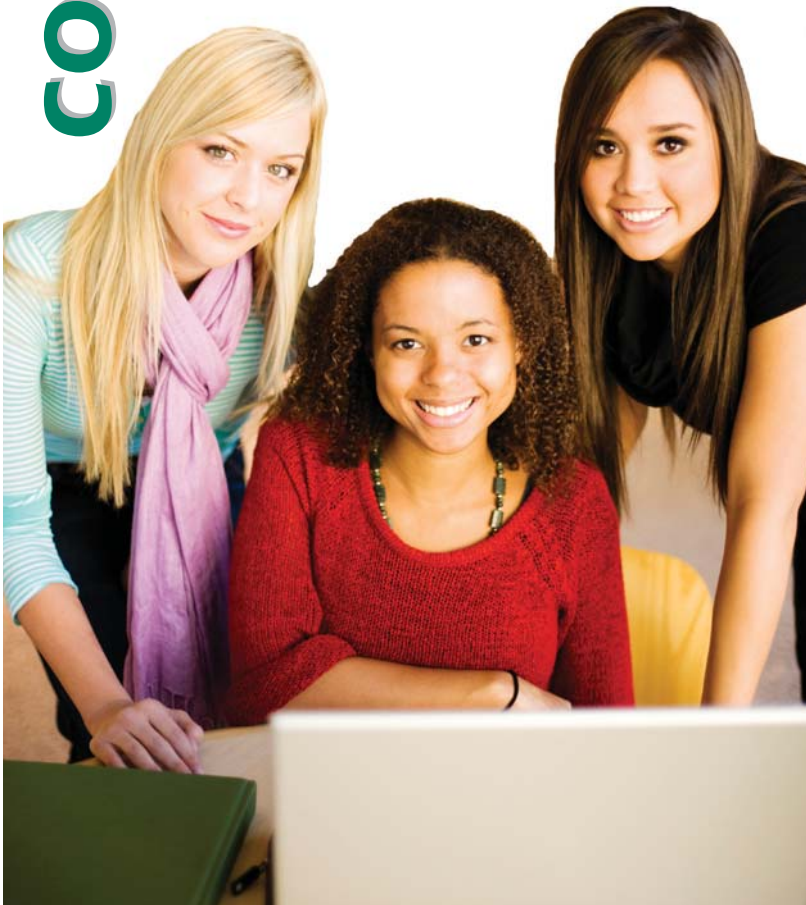


computing @ msu



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computing.msu.edu

Welcome to computing and networking services at Michigan State University. Computing @ MSU outlines the various information technologies available to you and the policies governing your use of the network. We encourage you to retain this as a reference throughout the year for answers to technology related questions and services. Information within this guide can also be found at computing.msu.edu/students.

A Word About Computer Security

MSU considers computer security to be extremely important. Protect your computer by adding your equipment, especially laptops, to your family's insurance coverage; register your computer with STOP (Security Tracking of Office Property), a program with University Stores to make it difficult or impossible to sell a stolen computer; and if you own a laptop computer, purchase and use a security cable even when you leave it in your residence hall.



computing.msu.edu/secureit

We encourage you to practice safe computing by protecting your computer from security dangers such as viruses, intrusions, and other system vulnerabilities. Safe computing helps protect individual privacy, prevent identity theft, and protect computers and files from being damaged or lost.

Before you plug your computer into the MSU campus network:

1 Turn on a Personal Firewall

Connecting to the Internet opens your computer to attacks which could steal passwords, credit card numbers, or destroy data. Turn on your personal firewall to block attacks.

2 Install Anti-virus Software

Anti-virus software protects your system from viruses and other malware. Schedule daily anti-virus updates and scans of your computer. Anti-virus software may be purchased at the MSU Computer Store.

3 Install Anti-spyware

Spyware can capture your personal information and transmit it to criminals. Make sure your anti-virus product fights spyware; if it doesn't, install a good anti-spyware tool. Several free anti-spyware programs are listed at help.msu.edu/downloads.

4 Update System & Security Patches

Set your computer to automatically install the latest patches to your operating system and other applications.

5 Protect Your Passwords

Your NetID and password define your online identity at MSU. Guard your passwords as you guard your bank card PIN. Never share them with anyone or store them in obvious locations such as sticky notes, in your desk, or under your keyboard. **Remember: Never respond to an e-mail requesting your account information or password.**

Quick Reference

angel.msu.edu	Logon to ANGEL learning management system to obtain course materials and review grades from instructors, store computer files, and bookmark favorite URLs to be available anywhere there is Web service.
computing.msu.edu	Current information on MSU computing and technology services with hints on buying computers and software.
computerlabs.msu.edu	Information on accessing computers, the Internet, printers, and available software programs for anyone with an MSU NetID.
computerrepair.msu.edu	PC and Mac hardware repair. Professional service fees apply. Walk-in service at 120 Computer Center or call (517) 353-5266.
cstore.msu.edu	Professional sales and support of computers, software, and peripherals exclusively for MSU students, faculty, and staff. Products are available at educationally discounted prices. Call (517) 432-0700 for information.
degnav.msu.edu	Students can see at a glance where they stand in completing degree requirements, explore degree options, or change academic majors.
help.msu.edu	General computing support, troubleshooting computer problems, and help configuring personal computers available by telephone (517) 432-6200, e-mail, and face-to-face. Walk-in service available in room 120 of the Computer Center. There is no charge for basic services.
lib.msu.edu	Find information about library resources, services, classes, film series, and more.
loncapa.msu.edu	Used to submit homework answers, access e-portfolios, and participate in course communication.
mail.msu.edu	E-mail service for students, faculty, and staff.
reg.msu.edu	MSU's Registrar's Office provides a listing of courses by semester; enrollment services, including drops and adds; tuition and fee data; and calendars with examination schedules.
servicestatus.msu.edu	Status information about service interruptions and maintenance affecting information technology on campus. Scheduled and non-scheduled events are posted.
stuinfo.msu.edu	Individual student information including grades, financial aid, contact information, and more.
train.msu.edu	Non-credit instructional seminars, computing courses, and workshops for students, faculty, and staff.
wireless.msu.edu	Wireless Internet service. Look for the MSUnet Wireless logo posted in wireless areas across campus.



Networking

Accessing the Internet and Other MSU Resources

netid.msu.edu

To access many MSU websites and online resources including campus e-mail and library services, you must have an MSU NetID. If you did not activate your MSU NetID at the time of admission, please do so now.

To activate your MSU NetID

- 1 In your Web browser, go to **netid.msu.edu** and click on "Activate NetID."
- 2 Read through Steps 1, 2, and 3 of the Activation page and check the boxes as needed. Students should use PID and PAN numbers to activate the NetID. If you do not know what your PID or PAN are, please contact the Office of the Registrar at (517) 355-3300.
- 3 You will now be asked to assign a password to your NetID. Your password must be at least eight characters long and contain at least one or more upper case letters, one or more lower case letters, and one or more numeric characters. If you will be using MSU Computer Labs, your password should not exceed 15 characters in length.
- 4 Enter your password into the "Your New Password" and "Confirm Password" text fields.
- 5 Click Activate My NetID.

Wireless



wireless.msu.edu

MSU Wireless, the centrally managed wireless Internet service, provides wireless users with the flexibility to roam the MSU campus. Authentication using your MSU NetID and password is required to gain full access to the MSU Wireless network. Guest access is also available, and provides limited Internet access. To find a location with wireless service visit **wireless.msu.edu** or look for MSU Wireless signs located inside buildings or on building entrances around campus.

Campus E-mail

mail.msu.edu

MSU's mail system allows faculty, staff, and students to exchange e-mail and documents through the Internet. Your MSU e-mail account is activated once your MSU NetID and password have been set up. At that time, your e-mail address will be generated automatically from your user name. For example, Sparty may have a NetID as "sparty," thus, his e-mail address is sparty@msu.edu. This Web-based e-mail program is available on and off campus or via another computer (e.g. in a Computer Lab). **To access your mail**, log on to **mail.msu.edu** with your MSU NetID and password using any Web browser.

All MSU students are expected to access the campus e-mail system as this is the only e-mail address the university will use for sending official communications to students. We encourage you to check your e-mail account at least daily.

Connecting to the MSU Network

dhcp.msu.edu

To connect to the network at Michigan State University, you must register your computer with DHCP (Dynamic Host Configuration Protocol). If you do not register with DHCP, you will not be able to access off-campus Internet sites.

To register your computer with DHCP

- 1 Make sure your computer is connected to a working Ethernet jack, open your Web browser and type in **dhcp.msu.edu**
- 2 Enter your MSU NetID and password then click Login.
- 3 The DHCP Main Menu page will appear. Click Register Your Computer. The Register Your Computer page will appear. Fill out the form with your information then click Register Now. The Registration Complete page will appear. At this point, the configuration and registration process is complete.

IMPORTANT: Reboot your computer after this step. Doing so will let your computer obtain a new IP address and full Internet access.

Policies and Guidelines

Student Computer Requirement

computing.msu.edu/compreq

Undergraduate students are required to bring a personal computer to campus. It may be any brand running any operating system; however, you will want to be sure the computer will run software used for homework (for example, office applications). The computer must be able to directly connect to MSU's campus network and the Internet using a high-speed Ethernet connection.

Important Information

Students are expected to read and understand MSU's E-mail Communications notice viewable at lct.msu.edu/guidelines-policies/student-email-communications-notice.html and msu.edu/au, MSU's Statement of Acceptable Use.

Services

File Storage Space

afs.msu.edu

MSU provides free remote file storage space called AFS (Andrew File System). This space can be used to back up files, post personal websites, and access files from anywhere on campus. Files saved to AFS space can be accessed over the Internet with netfiles.msu.edu. Call the ATS Help Desk at (517) 432-6200 for more information.

Remote Printing

NetPrint allows you to print to specific MSU printers from anywhere in the world (when connected directly to the MSU Network or through MSU SSL VPN) using the Internet Printing Protocol (IPP) Visit netprint.msu.edu for more information.

Finding People at MSU

msu.edu

Faculty, staff, and student phone numbers, e-mail, and street addresses may be searched online through MSU's home page, msu.edu, under Find People.

Computer Labs

computerlabs.msu.edu (517) 353-3960

There are a number of computer labs located throughout campus giving students access to the Internet, popular software, and printing services. For the locations of Computer Labs on campus, visit computerlabs.msu.edu. Anyone with an MSU NetID can use these computers free of charge.

High-speed laser printing services in Computer Labs allows students to write a paper, save the paper on their AFS space, and then visit a computer lab to print the paper.

To print a document from your AFS space at a computer lab:

- 1 Log on to a computer in a Computer Lab
- 2 Open the My Computer icon
- 3 Locate your document in AFS under the p:\ drive

Discounted Hardware and Software

cstore.msu.edu (517) 432-0700

The MSU Computer Store offers special pricing with educational discounts on computers, software, and peripherals for MSU students, faculty, staff, and departments. Save on computers, MP3 players, printers, software, accessories, and more.

The Computer Store, located in room 110 of the Computer Center, is open Monday through Friday from 9:00 a.m. to 5:00 pm.

Help and Support

Music Downloading

Illegally sharing copyrighted music and movies over the Internet is a serious violation of MSU's Statement of Acceptable Use and Federal law. Illegal file sharing and violations can lead to suspension, expulsion, and/or lawsuits. Visit computing.msu.edu for information on legal alternatives.

Service Status

servicestatus.msu.edu

The service status page is where MSU students, faculty, and staff can find information about planned maintenance and alerts that may affect access to university information technology services. Scheduled and non-scheduled events are posted and updated.

Student Information

stuinfo.msu.edu

Personal information maintained in MSU's central systems including enrollment information, grades, financial aid, student accounts, and addresses, can be viewed by logging on to stuinfo.msu.edu

Training

train.msu.edu

Libraries, Computing & Technology Training Program (LCTTP) offers a variety of non-credit computing courses and workshops. Courses cover a wide range of topics on computing for the purpose of job training, career development, and/or personal improvement.

The Department of Computer Science and Engineering offers CSE 101, a course taken for credit designed to teach students how to use AFS space, set up and use e-mail, and solve computing problems. The course focuses on "hands on" problem-solving in computer labs and is a required course for many majors at MSU.

ATS Help Desk

help.msu.edu (517) 432-6200

The ATS Help Desk offers computing assistance to students, faculty, and staff of MSU. Support is available by telephone, face-to-face, and e-mail for general computing questions, troubleshooting computer issues, problem reports, and configuring personal computers to work with the MSU network and mail system. There is no charge for basic services.

The Help Desk also maintains an online knowledge base to assist students, faculty, and staff with technology-related services. It is a collection of question and answer sets on a variety of computing and network topics.

Help Desk Service Center

The Help Desk Service Center in room 120 of the Computer Center offers face-to-face consulting and computer repair services. There is no charge for consulting services.

computerrepair.msu.edu (517) 353-5266

Computer repair provides the MSU community with computer hardware and software repair and data recovery services. They are an authorized warranty service provider for computers manufactured by:

- Apple
- Dell
- IBM/Lenova
- Toshiba

Out of warranty service is available for other brands and Hewlett Packard (HP) Laser Jet printers. Professional service fees apply.

Distance Learning Support

lib.msu.edu/outreach (517) 355-2345

MSU Distance Learning Services provides full support for LON-CAPA and ANGEL course management systems including start-up, technical and access problems, and feature requests 24 hours a day, 7 days a week.