

Software supported by the ITS Center and Help Desk

Operating Systems:

- Windows 2000
- Windows XP Pro
- Mac OS X

Windows Supported Software

- Internet Browsers
- Email Clients
- Antivirus Clients
- FTP Clients
- MS Office Suite
- Terminal Clients

Macintosh Supported Software

- Internet Browsers
- Email Clients
- Antivirus Clients
- FTP Clients
- Office 2001, Office v.X Suite
- Terminal Clients

Additional software packages are installed on the public computer lab machines. These packages are provided to support specific classroom needs and minimal support is available.

For a complete list of PC and Mac supported software, as well as software packages available in the ITS Center computer lab, please visit:
<http://www.rochester.edu/its/itscenter/>

UR Wireless Hot-Spot Locations and Support

Wireless is available in the ITS Center, as well as in the rest of Rush Rhees Library, Carlson Library, Wilson Commons, and the Eastman Quadrangle green. The ITS Center and Help Desk can assist in setting up your laptop for use with wireless. For more information, please visit:

<http://www.rochester.edu/its/wireless/>

Software site licensing

University-wide site licenses are available for a number of software packages and is coordinated through the site licensing group at the ITS Center. For more information, see
<http://www.rochester.edu/its/sitelicenses>

Online Training

Computer-based training is available for all numbers of the College in software such as Windows Microsoft Office, Adobe, and Macromedia. For more information, see <http://www.rochester.edu/its/cbt>

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**For more information,
visit our web site:**

www.rochester.edu/its/itscenter/

Information Technology Services

ITS Center & Help Desk

at the University of Rochester



Hours:

Sunday 12noon-3am
Monday-Thursday 8am-3am
Friday 8am-9pm
Saturday 10am-9pm

24 hrs during reading week and final exams

Public Services

Rear Entrance of Rush Rhees Library
off of Library Road

Contact us by phone: x52000
by email: itscenter@rochester.edu
or online:

<http://www.rochester.edu/its/itscenter/>

What is the ITS Center and Help Desk?

LOCATION The ITS Center and Help Desk consists of two areas: a help center which services a variety of hardware, software, and account questions, and a public computing lab facility. The help desk and lab are open 24 hrs from Sunday at noon to Friday at 9 pm, and on Saturdays from 10 am to 9 pm (please note extended service hours during reading week and final exam periods). The ITS Center and Help Desk, which is available to the entire University, is located at the rear of Rush Rhees library on Library road, across from Library Lot parking.

PASSWORD RESETS The ITS Center is the central location for in-person password resets on mail.rochester.edu, troi.cc.rochester.edu, NetID and WebCT. Please bring your university ID.

DESKTOP SUPPORT The ITS Center and Help Desk provides desktop support for faculty, students, and the university community. Support is available for installing new software, transferring files from an older computer to a newer one, restoring files from backups, and general troubleshooting. The Center also provides recommendations for new computer and accessories purchases, as well as information on how to properly dispose of computer hardware and data.



Computing Services Support for the University Community

NET ID Your NetID is the gateway to a variety of services available to you at the University of Rochester. It is intended to eventually be a single sign-on mechanism, meaning you will no longer need to remember, or even worse, write down on slips of paper, a variety of IDs and passwords. As such, it will provide a system of authentication that allows all members of the University community to securely and easily access all data and applications to which they are entitled, both on-campus and off campus through the World Wide Web, by using a single sign-on and password. The ITS Center and Help Desk can help you set up your NET ID, synchronize your ID with your email, manage your ID, and change or reset your password. For more information visit:

<http://www.rochester.edu/its/netid/>

VPN Virtual Private Networking is used to access university-specific resources from off campus using a secured connection over the Internet. VPN connections are generally established for accessing restricted library resources (electronic journals and databases, course reserves), and "POPping" university email. The ITS Center and Help Desk can help you set up your VPN account, set up software needed for the secure connection, and troubleshoot connection issues. For more information visit:

<http://www.rochester.edu/its/vpn/>

ANTIVIRUS/SECURITY The ITS Center and Help Desk provides support for removing viruses from an infected computer system, setting up antivirus software, and keeping your computer system up-to-date against the newest viral outbreaks. In addition, information on keeping your operating system updated and secure, using secure terminal and file transfer software, and maintaining safe web transmissions is available. For current computer security news and antivirus alerts, please visit: <http://www.infosec.rochester.edu/>

Short-Term Equipment Loan & Printing Services

EQUIPMENT FOR SHORT-TERM LOAN The ITS Center and Help Desk provides wireless laptops available for one day loans. Both Macintosh and Windows machines are available, and both are equipped with standard Office suites and Internet applications.

LOAN AGREEMENT Equipment is loaned out on a first come, first served basis (reservations can not be made). All borrowers must sign an agreement upon loan. Equipment is due back 24 hours after it is checked out during the week and may be kept over the weekend until Monday if checked out on Friday. Late returns can result in a revocation of borrowing privileges.

AVAILABLE PRINTING SERVICES The University Printing System is in operation at the ITS Center. Printing stations will not accept cash. A University ID with a Flex balance or a Visitor's Card is necessary. Value transfer stations are available throughout the library system for purchase of Visitor's Cards or addition of Flex balance. The print release station is located to the left of the printers. For more information on UR printing, visit: <http://www.rochester.edu/printing/>

NON-STANDARD PRINT JOBS Jobs requiring special paper are not permitted at the ITS Center. These non-standard jobs can be taken to the Meliora Copy Center in the basement of Meliora Hall. Services available include resume copying, transparencies, mailing label creation, and spiral binding. The Copy Center also has walk-up black & white and color photocopiers.

