

Stay in touch with family & friends!

Webcams

Some computers come with webcams built-in or you can purchase one where computer equipment is sold. USC's high-speed network can accommodate video calls.

Cell Phones/Text Messaging

Cell phones are encouraged at USC. Have a text message plan to take advantage of quick messages.

E-mail

You can check your e-mail at anytime using webmail.sc.edu. All students have University E-mail accounts.

University Technology Services

<http://uts.sc.edu>

1244 Blossom St.

Columbia, SC 29208

Corner of Blossom and Sumter St.

UTS Help Desk: (803) 777-1800

Monday - Friday, 8am - 6pm

Helpdesk@sc.edu

* Other areas in UTS such as media delivery, services and instructional technology are located in the USC Law Center, Sub-level 1

While using the University network, please be aware of responsible computing!

Legal Music Downloading:

The University provides oversight over p2p applications and offers Ruckus as a free alternative. Illegal sharing and downloading is not only a violation of University policy, but a federal crime. USC works with the RIAA (Recording Industry Association of America) and other associations to contact students involved in illegal file sharing.

www.sc.edu/mediadownloading

Strong Passwords:

Your password needs to contain at least 8 characters with at least one number, upper and lowercase letters and special characters. This should be something you can remember. They are reset through VIP. Your network password expires every 6 months for security reasons.

vip.sc.edu

Safe Computing:

Protect your computer! Make sure to protect passwords, SSN's and credit card information. Be sure to keep your system updated and use antivirus protection!

www.sc.edu/identity

get
CONNECTED



your 2008-09
GUIDE
to technology
RESOURCES

University Technology Services

<http://uts.sc.edu>

803-777-1800

getting STARTED

This brochure will help you with computing and technology support at the University of South Carolina. University Technology Services is here to help you get started in taking advantage of technology resources.

We'll continue to help you along the way!

INDEX

Network Username	3
Computer Recommendations	4
Internet connections	5
Wireless Access	6
Tech Support	7
E-mail, Blackboard & Labs	8
Phones & Software	9
VIP Resources	10
Network Guidelines	11

Information in this guide is current as of April 2008. For updated information, please review the online version of this document at uts.sc.edu/connected.

Your Single Point of Contact

UTS Help Desk
777-1800
Monday thru Friday
8 am – 9 pm

UTS Building Hours:
8 am - 5pm
1244 Blossom Street
Corner of Blossom
& Sumter St.
Columbia SC

my NETWORK GUIDELINES

The University of South Carolina strives to provide a computing environment that supports the goals and the mission of the University.

DO practice responsible computing.

DO respect University equipment and systems.

DO use and keep up-to-date virus protection software.

DO limit the size of files when transferring files via e-mail.

DO obtain the sender's permission before forwarding mail sent to you in confidence.

DO regularly delete files and e-mail messages you no longer need.

DO be courteous and careful when sending e-mail.

DO purchase media files legally.

DON'T give out your passwords, PIN number or authorization code.

DON'T connect a computer other than your own to your data jack.

DON'T use a wireless router.

DON'T run your own Internet servers.

DON'T deliberately waste bandwidth.

DON'T use file-sharing or peer-to-peer networks for illegal purposes.

DON'T use e-mail or other network communications to harass, offend or annoy.

DON'T use the USC network to promote commercial business.

Violations can result in immediate removal from the network, loss of computing privileges, initiation of legal action, and/or appropriate disciplinary action. Alleged violations of the NETIQUETTE will be investigated by the Office of Student Judicial Programs.

● my VIP

● VIP (Visual Information Processing) is the main source for
● you to review your personal, academic and technology information.

● Here's just some of what you can do in VIP:

- - Check grades
- - Register for classes
- - Apply for housing
- - Sign up for emergency notifications
- - Find your network username and password
- - Find out your Wireless SSID
- - Deposit money on your CarolinaCard
- - Make payments
- - Request a transcript
- - Download software

my VIP ID

Protect your SSN!

You can choose to use an alternative to your Social Security Number, called My VIP ID. You will find this 8-digit number when you first login to VIP or by going to the Personal link in VIP. My VIP ID is optional and not required for login. Set your My VIP ID password. Don't forget to choose the right tab to login using your My VIP ID and My VIP ID password!

- This is not your network username and password.

To use VIP, go to <https://vip.sc.edu>. Login with your USC Identification number (your SSN) and PIN. Your default 4-digit PIN is your birth month and day. You will be prompted to change this to something more secure after your initial login. Be sure to remember this PIN! It can be reset in the Personal link. Choose from the menu options on the left of the screen to navigate through VIP!

my USERNAME

Your USC Network Username is used campus-wide for many different resources. It is a combination of your first and last name and sometimes contains numbers for identification. The password associated with your network username needs to be something only you will know and will be able to remember.

Your username can be used for:

- Residence hall network & wireless access
- University E-mail
- Blackboard
- Software downloads
- Other electronic resources

You will receive your network username after you register with the University. This username will be available for all undergraduates until one year following graduation.

To find your network username and password:

1. Log into VIP - <https://vip.sc.edu>
2. Click on Technology
3. Choose "Show Me Network Username/Password"
4. Your username will be shown.
5. Set your password.



University Technology Services cannot reset or change your username password. You must do this through VIP.

● ● ● ● ● my COMPUTER



Computers are not required at USC, but are highly recommended. If you do purchase a computer, please make sure you follow our suggestions! A laptop is recommended, with at least:

<u>WINDOWS</u>	<u>MACINTOSH</u>
- 1.8 GHz Intel core duo processor	- 2.4 GHz Intel core duo processor
- 2 GB RAM	- 2 GB RAM (4 GB for Parallels with Vista)
- 120 GB Hard Drive	- 160 GB Hard Drive
- Windows XP (SP 2) or Windows Vista	- Mac OS 10.4
- CD & DVD +/- RW	- Super drive
- Wireless & Wired network capability	

If you are planning to buy a new computer, special discounts may be available:
<http://uts.sc.edu/computerpurchase>

Dell is USC's preferred vendor for computer purchases. The USC-recommended Dell laptop is strongly encouraged!
ALSO:
Check with your college or department for any specific requirements you will need.

Microsoft Vista Notes:

For information about the Vista OS and compatibility, please visit <https://helpdesk.uts.sc.edu/vista>

● ● ● ● ● my SOFTWARE

Students can take advantage of free and student-discounted software from University Technology Services! All software can be ordered and purchased online. Students can come by and pick up their software or have it mailed to them. Login to VIP, click on Technology, then Software Distribution. Choose Personal Software for special student prices. UTS only accepts the CarolinaCard for payment. Deposits can be made on VIP.

Student-discounted software available:

- Microsoft Office 2007 and Office Mac (Priced between \$70 - \$90)
- Microsoft Vista Business upgrade (\$75)
- Microsoft Vista Ultimate upgrade (\$99)
- SAS

Free software available:

- Antivirus protection
- Mainframe connection software

● ● ● ● ● my PHONE SERVICES

Landline phone access in the USC residence halls is available by request only and at an additional charge. Recent research conducted by University Housing found that most students were using mobile devices for all of their communication needs.

Students who wish to have optional landline telephone access can do so through VIP. A one-time fee of \$82 will be charged per semester. This charge includes a \$25 setup fee and \$19 monthly fee. This service along with voicemail and long-distance plans can be purchased online through VIP.

myRESOURCES

UNIVERSITY E-MAIL

Your e-mail address is:

your network username
@ mailbox.sc.edu

This will be used for all official USC correspondence.

E-mail access webmail.sc.edu

E-mail Help www.sc.edu/universityemail

You can setup e-mail on your desktop or check it from any Web browser!

COMPUTER LABS

Student computer labs are available on the Columbia campus. These include Thomas Cooper Library, Gambrell, Patterson, Columbia Hall and Bates House.

Many colleges also have computer labs. For a list of these, please visit uts.sc.edu/ars/labs.

BLACKBOARD

Join your classmates and professors through this virtual classroom environment. Plus, set up discussion boards for your own community in Blackboard!

View your syllabus, course info, quizzes and grades at: blackboard.sc.edu

myCONNECTIONS

Inside my residence hall room

Wired connections are available in all rooms. You need to provide your own ethernet cable (25-foot Cat5e patch cord) to connect to the University network. Wireless access is not supported inside residence hall rooms.

On-campus Internet access is paid for by a separate networking fee of \$76 that will be charged on your tuition. Other services, such as E-mail and wireless access, is paid for through the Technology Fee.

To connect to the USC network, the following is needed:

- Ethernet card
- 25-foot Cat5e Patch Cord
- Anti-Virus Protection: TrendMicro is provided at no charge for students
- Security updates & virus patches
- Cisco CleanAccess: This software will download once connecting to the USC network. (Windows only)

After plugging your patch cord to your data jack, open your Internet browser. You will be redirected to a USC page where you will use your network username/password to access the network.

Follow the prompts and download necessary software.

OFF - CAMPUS CONNECTIONS

If you live off-campus, you must provide your own Internet access. USC does provide wireless access while you are on-campus and does offer a VPN client that allows you to encrypt your Internet traffic to USC.

For more information, go to <http://uts.sc.edu/connected>

my WIRELESS CONNECTION

Wireless technology allows you to access University resources virtually anywhere on the Columbia campus!

Residence hall rooms do not have wireless access but wired connections are available.

USC Wireless access is available in the following areas:

- Horseshoe
- West Quad
- Russell House
- Thomas Cooper Library
- Residence hall common areas and study lounges
- Strom Thurmond Wellness Center
- Greek Village common areas
- Most outdoor areas
- Most academic buildings and classrooms

Other departments may have separate wireless networks available. Personal routers and access points are not allowed.

HOW TO CONNECT

1. After connecting to the USC Wireless network, open a Web browser window. You will be redirected to a USC page.
2. Read the information and login with your network username/ password. For **Macintosh users**, a scan runs and wireless access is granted without any further steps.
3. For **Windows users**, download and install **CleanAccess** (if it isn't already installed).
4. CleanAccess will check security settings. Login with your network username /password.
5. Open another webpage. Download and install the **VPN Client (USC Wireless Security)**.
6. Follow the prompts and use your username and password to login.



DID YOU KNOW?

The University of South Carolina has an emergency notification system available called **Carolina ALERT**. Sign up on **VIP (Personal link)** to receive emergency notifications via cell phone, e-mail and SMS/text messaging.

www.sc.edu/emergency

my TECH SUPPORT

If you need help with your computer or network connection, please call us at **(803) 777-1800**.

Our phone lines are open **Monday - Friday , 8 am - 9 pm**.

Or you can visit us online at: <https://uts.sc.edu/helpdesk> .

The **iCARE Center (Internet, Computer And Resource Education)** is a great place to come and get hands-on computer help while learning security and network tips. We're located at **1244 Blossom St. at the corner of Blossom and Sumter Street**. Sessions are held throughout the week.

Many of your questions can be answered online . Visit <http://uts.sc.edu/connected> for help.

Students can also use **IT Connection** – an online messaging and subscription system – to see when maintenance or problems could affect the Internet, e-mail or other applications at <http://itc.sc.edu>.