Who provides tech support to students?
Who Provides Technology Support on Campus?

ITS Help Center -
● We provide technology service to any UConn Student.

Main Location: 1st Floor, Homer Babbidge Library (above the Plaza level)

What Can We Help With?
● Connecting to UConn-Secure (Wired & Wireless)
● Keeping computers protected
● Assistance with G Suite
● Software Support for Windows and macOS
● Mobile Device troubleshooting
● NetID, Student Admin, & accounts troubleshooting
NetID - Provides students access to most systems and sites at UConn! Ensure your student has activated their NetID.

Please ensure your student sets up Password Recovery Options using their personal email or cell phone.
Who Provides Technology Support on Campus?

UConn Barnes and Noble Bookstore - On campus retailer, authorized by vendors to sell Apple and Dell computers, and provide diagnostics and repair options for some computers.

Repair Department: First Floor of the Bookstore

Techs: Ed Lane

Monday - Friday 8:30 AM - 5:00 PM

What Can We Help With?

- Vendor certified technicians on staff to provide hardware warranty repairs for Apple and Dell as well as out of warranty repairs for other models
- On Campus Sales
- Trade-In Used, Damaged, or Outdated Devices
- Apple and SafeWare Warranties
- Provide loaner computers
What computer should my student buy?
A note about choosing a computer for your student!

Be sure to check with your student’s college (e.g. School of Business or School of Engineering) or major for more specific recommendations! Sometimes, there is information on the program’s website about choosing a computer.
**Differences Between OS’s**

**macOS**
- Better suited for media editing
  - Specifically video and photo editing
- Typically easier to troubleshoot
- Pricing starts at $849 after Educational Discount
- Time Machine

**Windows**
- Better for some Schools such as School of Business
- Better for gaming
- Allows much more hardware customization (e.g. number pad)
- Variety of spec packages from several brands available for all price ranges
macOS vs. Windows

- Both Apple Laptops and computers running Windows are very similar in terms of quality
- Both computers are fully supported at UConn
- BootCamp option available for Macs
  - Only available for computers with at least 60 GB of free space
- Virtualbox or VMware Fusion (Software) also allows students to run Windows on Macs and vice-versa
- Recommended Requirements: Windows 10 or macOS 10.13
- Whatever you decide - make sure you have a warranty or insurance policy
Apple Care+

- Extends Apple Warranty for 3 years
- $249 for Macbook/Macbook Airs
- $269 for 13” Macbook Pro
- $379 for 15” Macbook Pro
- $99 for first two incidents that are “above the keyboard” (e.g. screen damage, external enclosure damage) and $299 for incidents “below the keyboard” (e.g. internal hardware) or after the first two incidents, plus applicable tax
SafeWare

- $299 for 4 years for products up to $2,000
- $119 for 2 years for products up to $1,000
- Has to be added within a year of purchase
- Covers mechanical breakdown, electrical breakdown, failure during normal use, accidental damage, liquid damage, and power surge
- No deductible
- 6 Months of theft insurance
SafeWare Post Repair Card

- For computers that are out of the manufacturer's warranty.
- $49.98 for computers up to $499.99
- $159.98 for computers up to $999.99
- $199.99 for computers up to $2,999.99

- Parts and Labor
- Convenient Service
- No Service Fees
- Mechanical and Electrical Failure
- Failure During Normal Use
- Accidental Damage from Handling
- Liquid Spills and Submersion
- Power Surge
What software is provided by the University?
Provided Software

macOS

- Microsoft Office - 2016 or 2019
- UConn Anyware
- Antivirus - Avira
- Virtual Machine - VMWare
  - Available for School of Engineering/School of Business

Windows

- Microsoft Office - 2016 or 2019
- UConn Anyware
- Antivirus - MSE / Windows Defender
Parents are able to receive the same UConn Alert text messages that students, faculty, and staff receive in the event of emergencies or other urgent situations.

Those messages can be received by anyone who texts “UCONNALERT” (one word, not case-sensitive) to 888-777.

Standard messaging and data rates may apply, and anyone who signs up can opt out by simply texting “STOP” to the same number. This is not a routine messaging tool, and those signing up will only receive urgent communications about situations with potential impact to health and safety. Whenever such a message is received, be sure to follow the guidance in the text alert, and visit alert.uconn.edu for additional information and updates.

For more information, contact: Capt. Chris Renshaw at 860-486-4925
Computer Assistance

- Located in Homer Babbidge Library, Level 1
- Install recommended software
- Help with connecting to UConn-Secure
- Setup for mobile devices
G Suite
Mail - University Email account

Drive - Storage and collaboration tool, ability to backup data and access to programs similar to MS office

Calendar - Schedule creation and tracking tool

Groups - Web forums and email address groups for collaboration

Sites - Easily create websites without code knowledge

Hangouts - Chat, screenshare and video conference
Connecting to UCONN-SECURE
Connecting to the Internet

**Wireless**
- Secure, password protected wireless network
- Requires NetID and associated password
- Personal wireless routers are NOT permitted on campus
- Bookstore offers Wireless USB Adapters for computers that cannot connect to Wi-fi

**Wired**
- Colored data jack in each dorm room
- Switches available for high occupancy rooms
- Video game consoles must be connected via ethernet cable
- Bookstore offers Ethernet adapters for both Windows and Macs.
What should my student bring to campus?
Personal printers are optional at UConn! We would like to offer a few tips to making the best decision:

1. What type of “learner” is your student? (e.g. Do they prefer to print slides from class or do they prefer to hand-write notes?)
2. Some students like to make a decision after the first semester, or share with a roommate.
3. Printers MUST have the option for a Wired connection. Wireless printing is not allowed at the University. Students may connect to “Husky Print” to be able to print to University printers.
Printing at UConn

Library Level 1 (Homer Commons) (B&W & Color)
Library Level B (B&W)
Library BookWorms (B&W)

School of Business Room 225 (B&W & Color)
Rowe CUE Room 132 (B&W)
Student Union Room 107 (B&W)
Wilbur Cross (B&W)
Pharmacy Library (B&W)
Ratcliffe Hicks Arena (B&W)

*Printers are not located in the dorms.

Printing Cost
❖ $.10/side - Black & White
❖ $.35/side - Color
Recommended Technology

- External HDD for data backup
- Local Printer and cable
- Ethernet cable (25+ ft)
- USB thumb drive
- Surge protector - NOT extension cord
- Coaxial Cable for Digital Ready TV
- All items are offered for purchase at the Bookstore
Contact the ITS Help Center

- Visit our webpage - helpcenter.uconn.edu
- Chat Us - During business hours we have technicians available to live chat on our webpage
- Email us - We can be reached at helpcenter@uconn.edu
- Call us - Contact our helpdesk @ 860-486-4357
- Quick Support - Visit our shop for quick software troubleshooting
- Shop Support - Drop your computer off and have a technician diagnose and repair software issues. Unfortunately, we cannot repair hardware.

Summer Hours (till August 26th):
Monday - Friday: 8am-5pm

Regular Hours:
Monday - Thursday: 8am - 9pm
Friday: 8am - 6pm
Sat / Sun: 10am - 4pm
Do you want to work for ITS?

Do you want to work with an awesome team of 80+ student employees?
Are you interested in technology?
Do you have excellent customer service skills?
See if there are any jobs posted that you would be interested in: studentjobs.uconn.edu