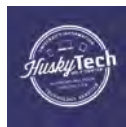# An Introduction to Technology at UConn

1. Who provides technology support to students on campus?

UITS HuskyTech

www.huskytech.uconn.edu   860.486.4087

Follow us on:
- Facebook - search for "HuskyTech at UCONN"
- Twitter - @huskytechuconn

UITS HuskyTech —Free technology support service provided by the University. They are available to help your student set up their digital life on campus.

They can help with...
- Connecting to the Internet
- Setting up secure wireless
- Software setup and repair
- Virus/malware removal

UConn Co-op

Technology Division   860.486.5756
www.bookstore.uconn.edu/departments/tech/tech.htm

UConn Co-op

Follow us on:
- Facebook - search for "UConn coop"
- Twitter - @UConnCoop

UConn Co-op Technology —The department responsible for all technology sales and support through the university bookstore. They are available for computer and technology purchases.

They can help with...
- Dell and Apple computer sales
- Vendor certified hardware repair
- Student discounted software sales
- Out-of-warranty hardware support

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2. What are the Ins and Outs of buying a computer for college?

While UConn does not require any specific type of computer, we have several recommendations. When looking to purchase a computer you should find the best warranty offered for a computer that can fit your budget. It is often worth paying a little extra for that extended protection and better specifications because you want a computer to last the full four years. Although UConn does not offer direct purchase programs through the university the Co-op carries both Windows and Apple products. If you already purchased a computer for your student within the last four years it should be able to connect to the network with no issues.

Mac vs. Windows - both computers are very similar, as far as quality. Generally speaking the decision comes down to personal preference. Both operating systems are supported at UConn. School of Business students are expected to have the most up-to-date Windows computer for their junior and senior years.

Laptop vs. Desktop - most students purchase a laptop for its mobility factor; however, there is always the possible risk of theft.

3. What kind of software should my student have on their computer?

The computer brought to campus should have fully-updated antivirus software; we recommend Avira for Macs. The University provides Office 2013 for PCs and Office 2011 for Macs at no additional cost.

UConn provides antivirus software to all students free of cost or you may download a free copy of the latest antivirus from Microsoft. You can download a copy from antivirus.uconn.edu or find Microsoft Security Essentials at microsoft.com/securityessentials. Other recommended software to keep a computer clean are SpyBot and CCleaner. It is also recommended that students have a program to view PDFs and fully-updated Flash and Java. All of these free software applications can be found through the UITS HuskyTech website.

Please bring the CD/DVDs that either came with the computer or you created for system restore purposes. A product key for Windows and warranty information should be brought as well. Often, these are often obtained from the manufacturer directly.

4. What technology should I bring to campus?

- External hard drive for backing up your student's entire computer
- USB thumb drive for easy file transfers and small data backups
- Laptop Lock for additional security in the student's dorm room
- Printer for convenient or last minute print jobs
- Surge Protector for powering and protecting your electronics
- Ethernet cable for the dorm internet connection (recommended length 25ft; not a phone cable)
- Laptop Sleeve for storing and transporting your laptop.

5. How does my student connect to the internet at UConn?

Before connecting to the network at UConn, students should make sure their computers are password-protected, up-to-date and protected with antivirus.

Connecting to the network is as simple as plugging the ethernet cable from your computer into the colored wall jack. A high-speed internet connection is included in the cost of tuition. All residence hall rooms have Ethernet connections. Some residence hall rooms have only one Ethernet jack so a splitter wired for the UConn campus will be required. (These should already be installed in the rooms). Triples will have university-owned switches mounted to extend the network for all occupants. As long as all settings and security issues are taken care of when a student arrives they will only need to register as stated above. Once they launch their web browser they will be directed to the registration page.

Wireless internet is also available in all academic locations and all the residence halls. For a full list of locations, specific information on the type of wireless and how to connect please visit wireless.uconn.edu

6. Can my student use a game console (PS3 / Xbox) on the network?

Game consoles are allowed to be hooked up to the network. Up to five devices are allowed to be registered to your student. This includes computers and game consoles.

7. Are mobile devices supported on UConn wireless and e-mail?

E-Mail: Most devices with IMAP support can configure UConn Google Apps for Education for email use. For specific instructions contact UITS HuskyTech or visit our website. For devices without specific support for IMAP, UConn Google Apps forwarding can be configured.

Wireless: Many devices with Wi-Fi support can be configured to run on UCONN-SECURE wireless.

If you are having trouble setting up your device for use with UConn Google Apps email, contact UITS HuskyTech for support.

8. What support can we expect from UITS HuskyTech and the UConn Co-op Tech Department?

UITS HuskyTech is here to help with any problems you come across preparing to come to campus. During opening weekend we will have satellite locations set up in all freshman dorms to help get your student protected and on the network. See Huskytech.uconn.edu > 'About Us' for hours of operation, locations, etc.

What services we provide:

Phone Support- For over-the-phone troubleshooting with our call center
Email Us - For general questions, send an email to huskytech@uconn.edu
Quick Support - Visit our MSB M037 location for direct, face-to-face assistance with a technician.
Library - Stop by our secondary location in Homer Babbidge Library to speak with a technician
Shop Support - Drop your computer off at our shop in MSB M037 if you would like our technicians
to clean up your slow or virus-infected machine.

The Co-op technology department will be available all summer for computer and technology purchases. A complete listing of their hours can be found on their website.

What services we provide:

Good advice, no commissions - only exceptional customer service.
Loaner Pool for our customers - get a loaner computer if yours needs to be repaired.
We know UConn! – we've been the campus store for nearly 40 years!
Open extended hours during the semester.
We work hand in hand with UITS HuskyTech to help maximize your digital life!