

# Guide to Technology at Carolina

This guide contains important information about what technological services are available to students and faculty/staff and how to best utilize them.



UNC  
INFORMATION  
TECHNOLOGY SERVICES

# Need Technical Help?

If you have any questions that this guide does not answer, you can always get in touch with UNC ITS in one of the following ways:

Check out our *help article* site or *chat* with us:

[help.unc.edu](https://help.unc.edu)

Call our us at our *phone* help service:

(919) 962-HELP

## Visit our Walk-In Location



In the basement of the R.B. House Undergraduate Library (next to the Pit)

## Find us on social media!



@uncservicedesk



@uncservicedesk



@uncservicedesk



/unchelpdesk

## Hours of Operation

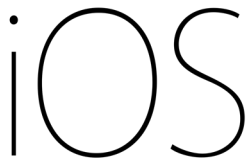
Please check our hours online at <https://its.unc.edu/sd-walkin/> for the most up to date schedule of our walk-in, phones, and chat services

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# Wireless Setup

Windows / Mac / Android / iOS



1. Open the "Settings" application on your phone
2. From the Settings screen, select WiFi
3. Make sure the WiFi button is set to "ON". Select "UNC-Setup" from the list of available wireless networks
4. Open the Safari Browser and go to <http://wifi.unc.edu/>
5. On the Login prompt: Enter your onyen and password.
6. Click "Continue"
7. Click on the eduroam "Click here to configure" button
8. You should see a screen with your Operating System already chosen. If not then please use the drop-down menu by "Select your device"
9. On the Authentication prompt: Enter your onyen and password
10. Enter device description (i.e iPhone X)
11. Click "JoinNow"
12. Choose "Allow" on the Download the eduroam certificate popup.
13. Return to the Settings app. At the top of your Settings panel, choose "Profile Downloaded" and select "Install"
14. If you are prompted, please enter the pass code for your device
15. Install profile: Select "Install"
16. Select "Done"
17. You are now connected to eduroam for four years



Android

1. Go to the Settings app
2. Choose "Wi-Fi"
3. Connect the device to "UNC-Setup"
4. Select Connect (if prompted)
5. Open the Mobile Internet Browser and go to <http://wifi.unc.edu/>
6. On the Login prompt: Enter your onyen and password. Select "Continue"
7. Click on the eduroam "Click here to configure" button
8. You should see a screen with your Operating System already chosen. If not then please use the drop-down menu by "Select your device:"
9. Select "Download"
10. If prompted, please follow the instructions to setup a required pin or password on your device
11. On the Google Play store SecureW2 JoinNow application screen, select "Install"
12. Select "Accept"
13. After the application installs, return to the Web Browser and select "JoinNow"
14. On the Authentication prompt: Enter your onyen and password and enter device description (i.e Samsung Galaxy S10)
15. Select "Continue"
16. Once the Wireless Configuration Portal is complete. Select "Done"
17. You are now connected to eduroam for four years

# Wireless Setup

Windows / Mac / Android / iOS



## Windows

If you starting set up off-campus, skip to step 2:

1. Click on the Wireless icon on the menu bar in the lower right-hand corner to display Wi-fi networks that are in range and choose "UNC-Setup"
2. If you are not redirected, open a browser and go to <http://wifi.unc.edu/>
3. On the login prompt, enter your onyen and password. Click "Continue"
4. Under the eduroam icon, choose the "Click here to Configure" button
5. You should see a screen with your operating system already chosen. If not, please use the drop-down menu to select your device's operating system
6. Click "Join Now"
7. Some browsers will download the SecureW2 JoinNow application automatically. If prompted, click "Save File"
8. Once downloaded, go to where your downloads are stored and double-click the SecureW2 JoinNow application to install it.
9. One the warning prompt about the SecureW2 JoinNow, click "Open" or "Yes"
10. Enter a device description on this new window and select "Next"
11. Your browser window will reopen. Log in here with your onyen and onyen password. Once you are logged in, the SecureW2 JoinNow window will reopen
12. Once the wireless is configured, click "Done"
13. You will now be connected to eduroam for four years



## Mac

If you starting set up off-campus, skip to step 2:

1. Click on the Wireless icon on the menu bar in the upper right-hand corner to display Wi-fi networks that are in range and choose "UNC-Setup"
2. Open a browser (Safari, Firefox, etc) and go to <http://wifi.unc.edu/>
3. On the login prompt, enter your onyen and password. Click "Continue"
4. Choose the "Click here to Configure" button
5. You should see a screen with your operating system already chosen. Click "Join Now"
6. Your browser will download the SecureW2 JoinNow application automatically. Gto where your downloads are stored and double-click the SecureW2 JoinNow application to install it
7. If prompted, enter your computer's Username and Password
8. Enter a device description on this new window and select "Next"
9. Your browser window will reopen. Log in here with your onyen and onyen password. Once you are logged in, the SecureW2 JoinNow window will reopen.
10. When prompted, enter your computer's Username and Password and allow Permissions
11. If a pop-up comes up requesting keychain access, enter your computer password and select "Always Allow"
12. Once the wireless is configured, click "Done"
13. You will now be connected to eduroam for four years

# Wireless Setup

Windows / Mac / Android / iOS

## Other Devices

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**Eduroam** — a WPA2-Enterprise wi-fi network. For devices not listed here, you can try to connect by visiting <http://wifi.unc.edu/> and going through the configuration tool to see if it can detect and configure your device.

**Other Options** — If you are unable to get connected to eduroam, you can try to connect to the UNC-PSK Wi-Fi network. It uses the WPA2-PSK encryption protocol which is available on a few more consumer devices. This network is also used in residence halls to connect TVs, printers, and other equipment that cannot use certificates to the campus network.

For this network, you will need to register the hardware address from your device with the campus servers. This can be done by going to [onyen.unc.edu](http://onyen.unc.edu) and clicking on the tile labeled “DHCP Registration.” You will need the device’s MAC address (sometimes called a Wi-Fi address).

If you have any issues connecting, or are not sure how to find your device’s MAC address, please contact us at the ITS Service Desk for assistance or visit <http://help.unc.edu> and search for UNC-PSK.

## Granville Towers

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Granville Towers connects to the Internet through the UNC-Chapel Hill connection but Granville manages their own networking equipment on-site.

Simply connect to their wired or wireless network and open a browser to begin the connection process.

If you need assistance, please contact Elauwit Networks:

**Phone:** 800-611-9837

**Email:** [support@elauwitnetworks.com](mailto:support@elauwitnetworks.com)

**Text:** “support” and your message to 667490

**Visit:** <http://support.elauwitnetworks.com/>

**Twitter:** @elauwitsupport

# Multi-Factor Authentication & Duo

## MFA vs. Duo

You may notice some similarities between Multi-Factor Authentication and Duo. They are both applications used to provide additional security to your account, but they are used for different services. Here are the services that each are 2-Step Verification for:

| Duo             | MFA                      |
|-----------------|--------------------------|
| ConnectCarolina | Office 365 Apps          |
| Server Setup    | Heelmail                 |
| Citrix          | Non-Microsoft Email Apps |
| VPN             | Online Office            |

## Duo 2-Step Verification

To keep sensitive information (like your social security number) safe, the University uses a security method called "2-Step Verification." With this method, you verify that you are *you* before you see certain sensitive information or access certain applications.

The recommended method for 2-Step Verification is to use your smartphone or tablet with the Duo Mobile app installed. The first step is to download and install the free Duo Mobile app.

Search for **Duo Mobile** in your app store and follow the directions on your smartphone or tablet for installing the app.



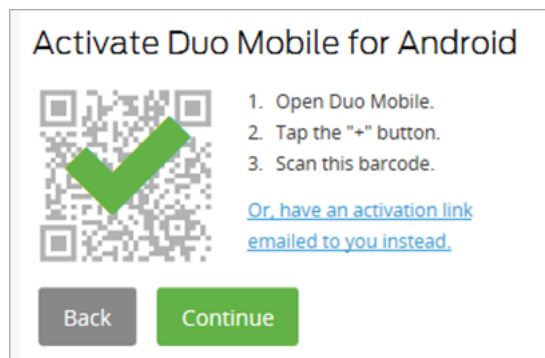
## Setting up Your Duo Device

Follow these steps to register your device for 2-Step Verification. You only need to do this once.

1. Go to [onyen.unc.edu](https://onyen.unc.edu) and click on **2 Step Verification for Duo**
2. Sign in with your Onyen or Guest ID and password
3. From the Register & Manage 2-Step Verification screen, click **Start Setup**
4. Verification information:
  - **If you have a Social Security number:** enter your PID, the last four digits of your SSN, and your date of birth.
  - **If you do not have a social security number:** Enter your PID, your date of birth, and answer three security questions.
 Click **Submit**
5. From the Protect Your University of North Carolina at Chapel Hill Account page, click **Start Setup**
6. Register your smartphone, tablet, cell phone, or landline for verification.

For specific instructions on each of these devices, go to:

<https://help.unc.edu/help/duo/>



# Multi-Factor Authentication & Duo

## Microsoft 2-Step Verification (MFA)

To keep your email account safe, the University uses a security method called “2-Step Verification” to verify that you are *you* before you can see certain info or access your Office 365 apps. You can use the **Microsoft Authenticator App**, a

The recommended method for 2-Step Verification is to use your smartphone or tablet with the Microsoft Authenticator app installed. The first step is to download and install the free app.

Search “**Microsoft Authenticator**” in your app store and follow the directions on your smartphone or tablet for installing the app.



## Enrollment (MFA)

Follow these steps to enroll for 2-Step Verification (MFA). You only need to do this once.

1. Go to [onyen.unc.edu](https://onyen.unc.edu) and click on **2-Step Verification for Office 365 (Heelmail)**.
2. Sign in with your Onyen or guest ID and password.
3. Choose the option to enroll then click on **Enroll**.

## Registering Your Device

After you complete the enrollment set up and sign into an Office 365 application for the first time, you will be prompted to set MFA up.

1. Login to [office.unc.edu](https://office.unc.edu). At the UNC Login screen, you will see a “Set it up now” button to click.
2. On the next screen, you will be given a drop down to choose your default device. We recommend the Mobile App option. (More options can be found on [help.unc.edu](https://help.unc.edu).)
3. Decide whether you want to receive: (A) “**Notifications for verification**” which sends a push notification to your phone app or (B) “**Use verification code**” which sends you a code to type in
4. After choosing your method, follow the on-screen prompts to finish registering your device.

Any time you are prompted for Multi-Factor Authentication, it will send a prompt or verification code to the device you have selected.

## App Passwords

You may find the need to link your university Microsoft account to an app that does not support MFA, such as logging into your heelmail through Apple Mail, or setting up the native mail app on an Android phone.

To bypass MFA for specific applications, you must log into the application using an “App Password” that is generated by Microsoft.

To learn more about app passwords, please visit:

<https://help.unc.edu/help/mfa/>



# E-mail Setup

Windows / Mac / iOS / Android

## E-mail Setup for iOS

To configure your iPhone for your Office 365 account, follow these steps:

1. Go to the Settings App and choose "Mail, Contacts, and Calendars."
2. Tap "Add Account." When you are presented with a list of account choices, choose "Exchange."
3. Enter onyen@ad.unc.edu and your password and tap "Next" at the top.
4. You will be taken to the Heelmail sign on page. Enter your onyen password and tap "Continue"
5. Confirm the services that you would like to link with your e-mail and tap "Save"

## E-mail Setup for macOS

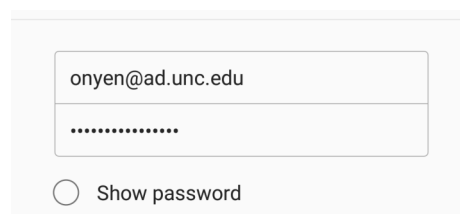
To configure your macOS Outlook App for Office 365, follow these steps:

1. Open Outlook and fill in your email address "onyen@ad.unc.edu"
2. It will take you to the Single Sign On page. Enter your onyen password.
3. Confirm 2-Factor Authentication from Microsoft
4. Choose "Done"
5. Outlook will now be configured on your computer.

## E-mail Setup for Android

To configure your Email app on Android for Office 365 that are enrolled in MFA, you can follow these steps\*:

1. Open your **Email** app and select **Add New Account**
2. Choose **Exchange**
3. Enter the information as your prompted. Password will be the App Password from MFA



The screenshot shows a form with two input fields. The first field contains the email address 'onyen@ad.unc.edu'. The second field contains a masked password represented by dots. Below the password field is a radio button followed by the text 'Show password'.

4. You may be prompted to **Require Password before Phone Startup**. Our security settings require this. Choose **Apply** under "Apply security settings?"
5. Choose how often and how many emails you wanted synced as well as content that should be synced. Choose **Done**.
6. Enter a descriptive name or leave default for Account Name.
7. At the Device Administrator screen, you will need to click on **Activate** to set up the account
8. If prompted, tap **update** on the Device Security screen
9. Click **Done** and you account with sync
  - Depending on the Android OS and model that you have, these steps may appear slightly different but should still work well.
  - If you have not configured Multi-Factor Authentication yet, please see [help.unc.edu](http://help.unc.edu) or the other information on MFA and Duo in this packet.

# E-mail Setup

Windows / Mac / iOS / Android

## E-mail Setup for Windows

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To configure your Windows Outlook App for Office 365, follow these steps:

1. Open Outlook and confirm that you want to connect an e-mail account.
2. When the “Add New Account” box opens, you will be prompted to enter your account information including:  
Your Name  
E-mail address (onyen@ad.unc.edu)  
Password  
Verify Password
3. Click “Next” and wait for the configuration process to finish.
4. Once you see all check marks, click “Finish”

## Multi-Factor Authentication Error

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If you encounter any errors where you cannot finish your e-mail setup due to an incorrect password error, you may be already enrolled in the Microsoft Multi-Factor Authentication process to verify your identity. Please visit <https://help.unc.edu/help/mfa/> to fully configure this Authentication process.

## E-mail Cheat Sheet

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For more detailed instructions with images on configuring your e-mail on different devices not detailed here, you can visit: <http://help.unc.edu/help/office-365-email-setup/>

## E-mail Clients

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You can configure your e-mail to work with either your built-in installed E-mail application on your device or the Outlook application that is made by Microsoft which works directly with our Office 365 servers.

You can always access your e-mail on any device at <http://heelmail.unc.edu/>

If you need assistance configuring any of your devices, feel free to visit either of our ITS Service Desk locations or call 962-HELP, available 24/7.

# Microsoft Office

## Getting Office

You can get Microsoft Office for **free** through UNC-Chapel Hill and the Campus Agreement they have with Microsoft.

- Students can install Office on personal computers.
- Faculty/Staff can install Office on University-owned computers.
- Faculty/Staff can install Office on personal computers for work-related purposes only. More details about the work-at-home option are available at <http://software.unc.edu/>

Students have four options for obtaining Microsoft Office:

1. Students can visit the ITS Service Desk at the Undergraduate Library.
2. On-campus residents can contact the ITS Service Desk and request a ResNET appointment.
3. An Office installer may be downloaded for free by placing an order at <http://software.unc.edu/portal/> (One download limit)
4. Visit <http://office.unc.edu/> and login with your onyen which will lead you to the download page for the installer. You may use this download five times.

Faculty/Staff can visit the ITS Service Desk or contact their department's IT Support for assistance.

## Office Programs

**Microsoft Word** — A word processor that is great for editing documents, writing papers, and taking notes.



**Microsoft PowerPoint** — A powerful presentation tool used for creating slideshows that use graphs and animations for added effects.



## Before Installing Office

**Before installing Microsoft Office:** Please fully remove any prior installation of Microsoft Office, including full or trial versions.

**Windows** — **Windows 10:** Right click the Start Menu Windows icon, then select Programs and Features.

- Select Microsoft Office and click Uninstall. It is best when uninstalling Microsoft Office from Windows to visit either ITS Service Desk location for them to run a complete cleaner program so that there are no installation errors.

**Mac** — To uninstall Microsoft Office, open your Applications folder in Finder, select all of your previous versions of Office and drag them to the trash. You may need to enter your password, but after that, the programs will be removed for a clean installation.

## Training

You can learn more about how to use the various Microsoft Office programs by visiting: <http://software.sites.unc.edu/learnit-online/>

You can use UNC's online Microsoft IT Academy on this site to learn how to use Office and many other programs used by the university.

**Microsoft Excel** — Excel is a spreadsheet processor, capable of creating graphs and so much more based on the data entered into it.



**Microsoft Outlook** — An e-mail application that works well with Heelmail, Office 365, and other mail services that can be set up.



**Microsoft OneNote** — OneNote is a note-taking application where you can quickly and efficiently store notes in notebooks



# Shareware

## CCI Printing and Color Printing for macOS

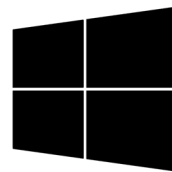


**These instructions are for macOS 10.6-10.13**

**NOTE:** CCI Printing will only work when using the Eduroam or UNC-PSK wireless networks.

1. Visit [shareware.unc.edu](http://shareware.unc.edu)
2. Locate the CCI Printing section, and select the CCI Printing software you would like to install  
**NOTE:** There are separate installers for the black & white printers and the color printers
3. Enter your Onyen and Onyen password, and the software you selected will be downloaded automatically
4. Open the CCIPrinting.dmg file that was downloaded to your machine
5. In the new window, double-click on Popup.pkg
6. Click "Continue"
7. Click "Continue"
8. Click "Install"
9. Enter the username and password for your computer
10. Wait for the installation to complete, then click "Close"
11. When attempting to print, select CCI printing from the available printers list, then click on "Print"
12. Enter your Onyen and a name for the document you would like to print into the pop-up window, then select "Print"

## CCI Printing and Color Printing for Windows



**These instructions are for Windows 7 and Windows 10.**

**NOTE:** CCI Printing will only work when using Eduroam or UNC-PSK wireless networks

1. Visit [shareware.unc.edu](http://shareware.unc.edu)
2. Locate the CCI Printing section, and select the CCI Printing software you would like to install (most computers will use 64-bit)  
**NOTE:** There are separate installers for the black & white printers and the color printers
3. Enter your Onyen and Onyen password, and the software you selected will be downloaded automatically
4. Run the **CCI\_Printing\_for\_x64.exe** file that was downloaded to your computer, and select "Yes" if prompted
5. Click on "Install" to begin
6. Wait for the installation to complete, then click "Finish"
7. When attempting to print, select CCI printing from the available printers list, then click on "Print"
8. Enter your Onyen and a name for the document you would like to print into the pop-up window, then select "Print"

# Shareware

## CCI Printing FAQs

### How much is the allotment?

The following is the number of pages you are allotted at the beginning of each semester:

|         |           |
|---------|-----------|
| Fall:   | 400 pages |
| Spring: | 400 pages |
| SSI:    | 175 pages |
| SSII:   | 175 pages |
| May:    | 175 pages |

### If I run out of funds, how do I add more money to my One Card?

To add money to your One Card Carolina Convenience, go to the One Card Office, a One Card Tar Heel Teller, or submit a request online at [www.onecard.unc.edu](http://www.onecard.unc.edu).

### Where are the color printers?

- R.B. House Undergraduate Library— Entry
- Davis Library — Entry
- Health Sciences Library
- Sloane Art Library

### Will my unused pages carry over to the next semester?

No, printing allotments do not roll over.

### How long will my print job stay in the print queue?

Print jobs are automatically deleted from a print queue one hour after being submitted.

### Additional Questions?

Search for CCI Printing at <http://help.unc.edu/>.

## Zoom



Zoom is an online video service which is vital for collaboration. UNC provides everyone with a Zoom account. Zoom can be used to create and collaborate over voice and video meetings with

students and professors. It also can be used to join classed.

To get Zoom, visit <https://software.sites.unc.edu/zoom/> to download it. After you have downloaded Zoom, visit <https://unc.zoom.us/> to sign in and log in with your onyen credentials. After that, you will be able to create and join meetings.

More info about Zoom can be found [here](#).

## Microsoft Teams



Microsoft Teams is a coworking platform developed by Microsoft. It is an essential collaboration tool that syncs directly with useful services like the

OneDrive and Outlook groups and other Office 365 programs provided by the University. More information can be found here: <https://www.microsoft.com/en-us/microsoft-365/microsoft-teams/group-chat-software>

To use Microsoft Teams, visit [office.unc.edu](http://office.unc.edu) and log in with your onyen and onyen password. You can visit Teams under the list of Apps or download the desktop version from this site. Teams is available Windows, macOS, iOS, and Android.

# Shareware

## VPN

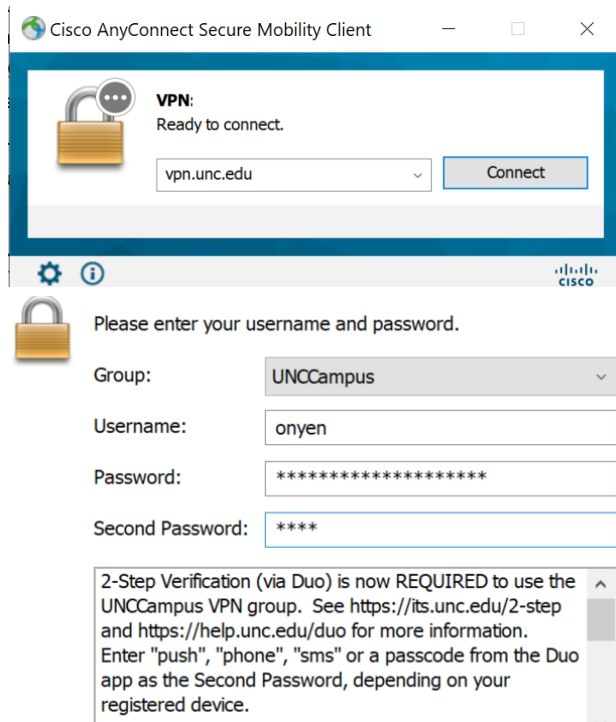
VPN is used widely across campus and simulates a connection to eduroam. It can be used to access things like ConnectCarolina and other services when off-campus.

VPN requires Duo two-factor, so ensure that is configured because attempting to connect to VPN.

### Logging in to VPN

Logging into Cisco AnyConnect VPN is nearly identical across all types of devices.

1. If the address is not listed, enter "vpn.unc.edu" and choose "Connect"
2. Next, choose "UNCCampus" from the Group dropdown menu unless instructed by your department to choose a different group.
3. Enter your onyen and onyen password
4. For second password, enter your preferred Duo authentication method (Push, SMS, or Phone) and accept it on your mobile device.



## VPN for Windows

1. Visit [shareware.unc.edu](http://shareware.unc.edu) and find "VPN Client (Cisco AnyConnect)" and follow the link to the downloads
2. On this page, choose "Windows". You will be required to log in with your onyen information
3. Download the most recent version of Cisco AnyConnect from this page
4. Double-click the file icon to extract the zip file and begin running "Setup.exe" from the anyconnect-win-4.x.xxxx folder.
5. At the module selection for install, make sure **only the following modules are checked**: "Core & VPN" and "Start Before Login"
6. Follow the prompts from there.

Questions? Visit <http://help.unc.edu/> and search "VPN"

## VPN for Mac

1. Visit [shareware.unc.edu](http://shareware.unc.edu) and find "VPN Client (Cisco AnyConnect)" and follow the link to the downloads
2. On this page, choose "Mac". You will be required to log in with your onyen information
3. Download the most recent version of Cisco AnyConnect from this page and open the file macos-4.x.xxxx.dmg it in your downloads
4. Double click on "AnyConnect" in this new window
5. At the module selection for install, make sure **only the following modules are checked**: "VPN" and "Diagnostics and Reporting Tool"
6. Follow the prompts from there.

Questions? Visit <http://help.unc.edu/> and search "VPN"

# CCI Computer Care

Warranty, Insurance, Physical Cleaning, and Repairs

## Warranty Coverage

CCI computers come with a 3 or 4 year warranty that covers faulty hardware parts. Warranty repairs can be handled at both of our ITS Service Desk locations (Undergraduate Library). Warranty repairs typically take 5 - 7 days to complete depending on the computer. Manufacturer. **You will need to make sure your data is backed up prior to checking your machine in for hardware repairs.** Loaner laptops are available when checking your machine in for a repair (see Loaner section below).

## Accidental Damage

Accidental Damage Insurance provides extra coverage on your CCI computer in case of accidental physical damage.

There is a fee of **\$100 PER INCIDENT** associated with Accidental Damage repairs done at the Service Desk. The following are **some** examples of repairs that

- Spills
- Cracked Screen
- Dents from drops
- Broken hinges or latches
- Cracks in casing
- Fire

## CCI Loaner Computers

If you need to check your computer into one of our Service Desk locations, you may be eligible for a loaner laptop. Loaners are provided on a first come, first serve basis for CCI laptops checked in for hardware, software, or Accidental Damage repairs.

During high volume times of the year (beginning of semesters, before/after breaks), there may be a waitlist for loaners. If there is a waitlist, we are typically able to get you a loaner within 24 hours of the time your computer is dropped off.

There is no charge for the loaner computer. However, if the loaner is damaged while in your possession, you are responsible for the cost of repairs.

## Screen Cleaning

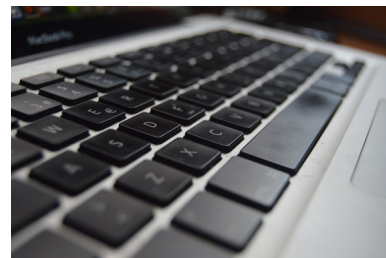
**Cloth** — You should use only a soft, lint-free cloth when cleaning your screen. Avoid cloths like towels, tissues, paper towels, and other abrasive cloths.

**Cleaner** — You can find screen-cleaning spray at the Tech Shop in the Student Stores or big-box stores such as Wal-Mart or Target. It is also available for use at either ITS Service Desk location.



## Keyboard Cleaning

Compressed air is very effective at cleaning debris that may become stuck under your computer's keyboard. It can be purchased at the Tech Shop in the Student Stores or big box stores such as Wal-Mart and Target. It is also available for use



at either ITS Service Desk location. Stand the computer on its side, and blow the air directly down to remove debris. You can also use a light rubbing alcohol to remove excess oils from the keyboard. *Do not*

## Case Cleaning

The exterior case of the laptop can be cleaned by using a damp cloth. It is *not* recommended to use household cleaning solutions, as these could damage the internal components of the machine.



# CCI Computer Care

Warranty, Insurance, Physical Cleaning, and Repairs

## Repair Locations

**On Campus** — You can bring your computer into the ITS Service Desk at the Undergraduate Library for repairs (see map and hours on first page). **You will need to make sure your data is backed up prior to checking your machine in for hardware repairs.**

A help line (919-962-HELP), online chat services (<http://help.unc.edu/>), and on-site dorm room support (ResNET) are also available to assist you.

**Outside Campus** — If you are not in the Chapel Hill area and need repairs, you can take your CCI computer to any Lenovo or Apple certified repair center for hardware work.

To find a local repair center contact:

**LENOVO — 1-800-426-7378**

**APPLE — 1-800-275-2273**

You will need your computer's serial number when contacting Lenovo or Apple directly. The serial number is located on the bottom case of your laptop, sometimes beneath the battery.

## Traveling?

While your CCI computer has an international warranty, your insurance policy (damage, theft, fire, power surge, natural disaster) only has coverage in the US, Canada, and Puerto Rico. International coverage can be added by contacting **Safeware** at. **1-800-800-1492**. We advise that you contact Safeware for additional coverage if you are taking your computer on an extended trip or studying abroad.

For more details on CCI warranty and accidental damage coverage, please visit:

<http://cci.unc.edu/new-students/insurance-warranty/>

## UNC-Chapel Hill Network Acceptable Use Policy

There are policies in effect that govern network use on campus. It is your responsibility to become familiar with, and abide by these policies. If a complaint is made about excessive traffic (from the campus networking group) or illegal file sharing, the complaint can be traced back to you.

No one is policing what you do, but if the university staff observe your computer behaving strangely, they will consult the network and security logs.

Consequences for violating the Campus Acceptable Use Policy may include:

- Network access suspended
- Honor Court
- Expulsion
- Potential Litigation

To read the full UNC-Chapel Hill IT Acceptable Use Policy, along with all other ITS Policies visit: <http://its.unc.edu/about-us/how-we-operate/>

General guidelines for acceptable use of the University Network:

- Each user is expected to behave responsibly with respect to the University Network and other Users at all times.
- Each user is expected to respect the integrity and the security of the University Network.
- Each user is expected to behave in a manner consistent with the University's mission and comply with all applicable laws, regulations, and University policies.
- Each user is expected to be considerate of the needs of other users by making every reasonable effort not to impede the ability of others to use the University Network and show restraint in the consumption of shared resources.
- Each user is expected to respect the security and integrity of university computers.



# Data Backup Methods

## Storage Services

- OneDrive — provides 1TB of secure online storage to UNC faculty, staff and students. To access the OneDrive, go to <http://onedrive.unc.edu>



- Dropbox — offers 2GB of free storage space with Dropbox Basic. Additional space is available for a monthly fee. <http://dropbox.com>



- Google Drive — offers 15GB of free storage space. Additional space is available for a monthly fee. <http://google.com/drive>



- iCloud — provides 5GB of free space to Mac users and files are accessible from any Apple device. Additional space is available for a monthly fee. <http://apple.com/icloud>



- Connected Backup — may be available through your department. It provides a secure online backup for all of your critical data. <http://software.sites.unc.edu/connected-backup/>

## Data Retrieval

If you have a drive that fails, do not give up hope. There are services out there that can help you recover your lost information and data.

For more information on data retrieval and hard drive repair, see our “Outside Resources” handout to find out where who can help you get your information back.

## Physical Backup Methods

External Hard Drives — are useful for backing up large amounts of data. 1–5 TB drives are most common. Most external drives today come in USB 3.0 or USB-C, which moves your data over quickly.

USB Flash Drives — are great for storing smaller amounts of data. They are available in a wide variety of sizes ranging from 2GB to 2TB. Flash drives are great for storing and transferring documents temporarily. *Not recommended for large backups.*

We recommend if you have physical storage, label your drive with your contact information so you can be reached in case you lose your drive.

## Data Backup Practices

Data loss can happen to anyone, and when it does, you should be ready by **regularly** following these suggested best practices for keeping your data backed up:

- Set a date in your calendar once a month to upload all of your files that you are not sure have been uploaded to the cloud or external drives.
- If you use physical external storage, be sure to put a label on your drive so that you can be contacted in case you lose your hard drive or flash drive.
- Install an app or program on your computer that automatically uploads your files to your preferred cloud storage service like Dropbox or OneDrive.

# Data Backup Methods

## OneDrive FAQs

What is OneDrive? OneDrive provides 1 TB of secure, online storage for individuals and groups with the ability to easily create, edit, search and share files internally at UNC Chapel Hill.

How much storage space do I have? Currently 1 TB. If you need more than 1 TB of storage space, please reach out to the ITS Service Desk at <http://help.unc.edu/servicedesk/> to submit a request for more space.

Beyond space, are there any other limitations? The service is currently limited to a maximum of 20,000 objects (files and folders).

Moving files from your computer to a cloud service like OneDrive is slower than moving files on your computer locally. Typically files move at a rate of 1GB of data per minute.

Is OneDrive secure? Is it HIPAA compliant? Can I store sensitive data here? **Yes, OneDrive is secure and HIPAA compliant.** Sensitive data should only be stored within OneDrive for Groups, not Individual OneDrive accounts. Do not store sensitive data in a Personal OneDrive account.

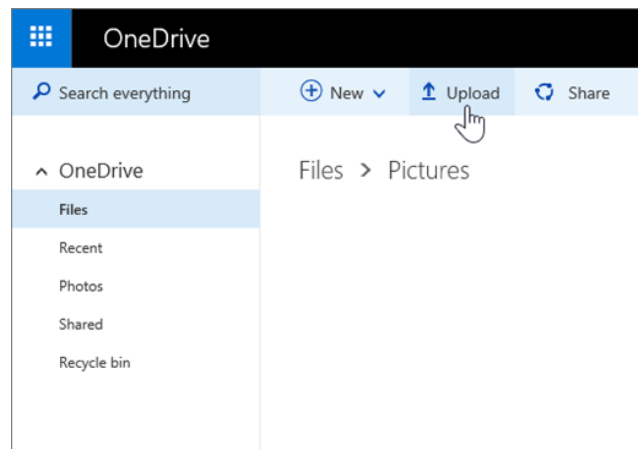
Can I combine my personal OneDrive account with my UNC OneDrive account? **No, they are separate accounts that cannot be merged.**

How can I access my OneDrive files? Go to [onedrive.unc.edu](http://onedrive.unc.edu), login with your onyen@ad.unc.edu and ONYEN password and you will be able to access your files. If you are not signed in, you will need to authenticate yourself with MFA.

How can I share my files? In OneDrive, you can use the small arrow icon next to the name of a file and enter in an email address to share the file.

What is Office 365? "Office 365" refers to subscription plans that include access to Office applications plus other productivity services that are enabled over the Internet (cloud services), Exchange Online hosted email, as well as online storage with OneDrive, online versions of Microsoft Office and collaboration tools like Microsoft Teams are examples of the services available via Office 365.

## Uploading Files



Go to <http://onedrive.unc.edu/> using an internet browser (Google Chrome, Mozilla Firefox, Safari or Edge).

1. Log into OneDrive site with your onyen@ad.unc.edu and your ONYEN password.
2. Click on Files on the left hand navigation pane.
3. You can drag and drop the files you want to store in OneDrive from your computer.

***\*Please note: Moving files can take some time, we recommend you select individual files and small folders to drag and drop. Complicated folder structures do not copy very well.\****

***\*When files are finished moving to OneDrive, check that all your folders and files within are transferred before deleting files on your computer.\****