

# An Introduction to Technology at UConn

## 1. Who provides technology support to students on campus?



### HuskyTech

[www.huskytech.uconn.edu](http://www.huskytech.uconn.edu)

860.486.4087

Follow us on:

- Facebook - [facebook.com/huskytech](https://facebook.com/huskytech)
- Twitter - [@huskytechuconn](https://twitter.com/huskytechuconn)

**HuskyTech** — Free student technology service that can help any UConn student with their technology related questions and support their digital life at the university.

They can help with...

- Connecting to Internet (wired and wireless)
- Keeping computers clean and protected
- Assistance with Google Apps email
- NetID and StudentAdmin account support
- Software support for Mac and Windows



### UConn Co-op

[www.tech.uconncoop.com](http://www.tech.uconncoop.com)

860.486.5756

Follow us on:

- Facebook - [facebook.com/UConnCoopStorrs](https://facebook.com/UConnCoopStorrs)
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**UConn Co-op Technology** — The department responsible for all technology sales and hardware support through the University bookstore.

They can help with...

- Dell, Apple and Lenovo computer sales
- Vendor certified hardware repair
- Out-of-warranty hardware support

## 2. Does UConn require a specific computer?






UConn does not require a specific type of computer for purchase. 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. UConn does not offer direct purchase programs through the University, however the Co-op carries Dell, Apple and Lenovo products. Any computer with at least Windows 7 or Mac OSX Snow Leopard will be able to connect to the network.



**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.

## 3. What type of software does UConn recommend?

Computer Type	Antivirus Software	Antispyware Software	System Maintenance	Microsoft Office	Operating System	Alternative Browsers	 Skybox
Windows 	Microsoft Security Essentials	Malwarebytes & Spybot	Speed up computer with CCleaner for Mac and Windows	Microsoft Office 2010 & 2013	Windows 7 & 8	Chrome and Firefox are available for either operating system which offers added security	Skybox offers course specific software for students through our virtual PC.
Mac 	Avira	N/A		Microsoft Office 2011	Mac users can install a dual operating system into Windows 7 & 8		

To access Skybox visit [skybox.uconn.edu](http://skybox.uconn.edu) to install our client for Windows or Mac or to use the browser version. To download all the free Microsoft Products the university provides to students go to [uconn.onthehub.com](http://uconn.onthehub.com). For information about antivirus protection visit [antivirus.uconn.edu](http://antivirus.uconn.edu). HuskyCT is also the learning management system for the university. Students can access the system at [learn.uconn.edu](http://learn.uconn.edu).

## 4. What services are offered with UConn's Google Apps for Education?



• Gmail - students will have access to a university email account that operates through Google Apps.



• Drive - A storage and collaboration tool that has microsoft office equivalent programs such as Docs, Spreadsheets and Presentation. University also provides 30 GB of storage that is shared with Gmail for document and file backup.



• Calendar - A schedule creation/tracking program for students to keep up to date



• Groups - A way for students to create groups of email addresses that can collaborate through forwarding emails, web forums and Q&A discussions



• Sites - A webpage creation program for students to easily create websites.

To set up your password and to find more information visit [google.uconn.edu](http://google.uconn.edu) HuskyTech provides tailored workshops to any student organization to educate their members on the use and importance of Google Apps collaboration. To request a workshop visit, [google.uconn.edu/training](http://google.uconn.edu/training) and fill out the request form.

**Mobile Devices** - We know that students want their digital life on the go - iPhones, Androids, and tablets can be set up for UConn Google Apps (including Gmail) and wireless connection. Apps also exist for Skybox, Google Drive, HuskyCT, and myUConn at [mobile.uconn.edu](http://mobile.uconn.edu). For setup guides please visit the HuskyTech website.

## 5. How do I connect to the Internet at UConn?



Both wired and wireless networking is available to students using personal computers, smart phones, tablets, and gaming consoles. Networks can be found in all residence halls and academics buildings. Gaming consoles such as Playstation and Xbox systems must be self registered. Specific guides on registration can be found on the HuskyTech website. Wireless printing is available in the library and other select locations. To learn more about university wireless printing visit [huskyprint.uconn.edu](http://huskyprint.uconn.edu).



Connecting to the wired network is as simple as plugging the Ethernet cable from your computer into the colored wall jack in your dorm room. All residence hall rooms have wired connections. Some residence hall rooms have only one Ethernet jack. These locations should have a university provided switch or splitter to extend the network for multiple students.



Students should be connecting to the UCONN-SECURE network when using wireless. This encrypted network requires the student's NetID credentials to access. Once connected students will have full Internet access including the availability of all internal UConn resources. Personal wireless routers are **NOT** permitted in the dorm rooms.

## 6. What should I do before accessing the UConn Network?



All students should perform system updates, install antivirus, and set a user password on their computer prior to coming to campus. HuskyTech can assist with the installation of all these requirements. Once on campus, connect to the Internet and open a browser.



Network policies include personal device security compliance, copyright policies, and appropriate use agreements. The University does not allow p2p programs and file sharing of copyrighted information. More information on network policies can be found at [itpolicy.uconn.edu](http://itpolicy.uconn.edu).



Information security awareness is an important topic for all students to be mindful of. In October of the fall semester please visit [huskyhunt.uconn.edu](http://huskyhunt.uconn.edu) to participate in an educational scavenger hunt with prizes!

## 7. What technology should I bring to campus?



Backing up user data is imperative. Data stored on computers is invaluable, however hard drives are prone to failure. We recommend keeping your information stored in at least two places. Both Macs and PC's can easily be configured for automatic backups. In order to configure this, the student needs an **external hard drive** comparable in size to the internal hard drive you are backing up.



Students should also bring all original discs, product key, and hardware warranty information they recieved with their computers. This is important if the computer needs to be restored to factory settings or warranty repairs are needed.

Additional recommended items:



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

## 8. What services can I expect from HuskyTech and the Co-op Tech Department?

HuskyTech will be open all summer to help with any problems you come across while preparing to come to campus. Our website has a complete listing of business hours and includes technology guides, student and parent FAQs, and an informative knowledgebase for troubleshooting. During opening weekend we will have satellite locations in all residence areas to help get your digital life set up. Our normal services offered during the semester are listed below:

- **Email Us** - For general questions, send an email to [huskytech@uconn.edu](mailto:huskytech@uconn.edu).
- **Phone Support** - Contact HuskyTech's call center for over-the-phone troubleshooting with a technician.
- **Quick Support** - Visit our shop for convenient, face-to-face assistance with a technician.
- **Library** - Stop by HuskyTech's satellite location in Homer Babbidge Library to speak with a technician.
- **Shop Support** - Drop your computer off at our shop in Math Science building room 037 if you would like a technician to diagnose and repair your corrupted operating system or virus-infected computer. We cannot repair hardware problems, however we can help diagnose the issue.

The **Co-op Tech Department** will be available all summer for computer and technology purchases. For sales, information on student discounts, and hardware repair with loaners available contact them during their extended hours. All purchase information can be found on their website with a variety of options available.