



Technology Survival Guide

Presented by Mansfield University's
Campus Technologies Division

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What is TechConnect?

TechConnect is Mansfield University's technology services for students. It offers a complete communications solution, providing cable television and residence hall Internet access to on-campus residents, and cellular service options, email, hardware/software recommendations, wired & wireless internet access on campus to all registered students.

We're excited about what TechConnect offers, and want to tell you more. This document hopes to answer most of the questions you might have about TechConnect services.

What does my room look like?

In our Residence Halls, next to each desk, on the side away from the window, there is a jack for high-speed data, and on one side, a jack for cable television. There are data-safe, surge-suppressed electrical outlets, too.

What is available for phone service?

Students in the Residence Halls should plan to bring a cell phone to campus. There are emergency phones available in the Residence Halls on each floor. In the Mansfield area, Verizon or Indigo provides cellular service most reliably. Insure other providers have a presence in Mansfield prior to committing to their service. Most cellular providers have an online map of coverage - if asked for a zip code; MU's zip code is 16933.

Computing and Internet Services:

For Non-Resident Students:

Please reference Information Technology's PC recommendations:

- ❖ Minimum requirements: <http://ct.mansfield.edu/students/computer/minimum/>
- ❖ New system recommendations: <http://ct.mansfield.edu/students/computer/recommendations/>

For Students in Residence Halls:

What type of Computer do I need?

For access to the Mansfield's high-speed Internet in our residence halls, you'll need a PC equipped with an Ethernet network card. At *minimum*, your PC will need to run one of the following Operating Systems:

- Windows XP (we recommend XP Pro) or Vista.
- Macintosh running OS-X or higher. (We don't recommend a MAC, but it will run most applications on our network. You are responsible for troubleshooting).

We cannot guarantee or support your connection if you are running Linux or another UNIX variant, Windows NT Server, Macs prior to OS-X and Windows prior to version 98. **Please read the University's [acceptable use policy](http://ct.mansfield.edu/media/files/policies/acceptable-use.pdf)** (<http://ct.mansfield.edu/media/files/policies/acceptable-use.pdf>), **as running any Operating System acting as a server is a violation of the policy.**

If you are bringing an older PC to campus, access the following location for the MINIMUM computer configuration that we recommend for connecting to the Mansfield network: [TechConnect Residence Hall System Recommendations](http://ct.mansfield.edu/students/computer/minimum/) (<http://ct.mansfield.edu/students/computer/minimum/>)

If purchasing a new computer, access the following location for the minimum computer configuration that we recommend for new systems: [New System Recommendations](http://ct.mansfield.edu/students/computer/recommendations/) (<http://ct.mansfield.edu/students/computer/recommendations/>)

We also suggest you bring a small printer for personal printing needs and acquire a portable "jump" or "flash" drive for transporting large data files. These drives are available at local discount stores or at the University Bookstore in the Alumni Hall Student Center.

Current antivirus software is essential to insure you don't catch and spread viruses around: The University supplies a current copy of *McAfee Antivirus*, available at the [My.Mansfield](http://my.mansfield.edu) (my.mansfield.edu) intranet site, if you need it. Also available on the [my.mansfield](http://my.mansfield.edu) site is the McAfee Anti-Spyware tool. The Microsoft Office suite (Office 2007) is recommended so your machine is compatible with the tools we use as a campus standard. You may also use the free version of OpenOffice. We recommend Internet Explorer 7 or higher as your web browser for best access to the campus Intranet.

Since the campus is PC-centric, we recommend a Windows-based system. Help for problems with your Apple computer is limited. Your Mac or iMac should work fine as long as it's running at least OS-X.

How do I get connected?

If your computer meets the specifications above, your Ethernet card is working properly, and you have a certified Ethernet cable plugged into the Ethernet jack in the wall, you will get a connection. All students must read and agree to abide by our [Acceptable Use Policy](#) that will appear during your registration process. When you first connect to the university's network, you will be asked to register your computer. Registration only takes a few minutes. Consult the "Student Technology" [web page](#) - ct.mansfield.edu/students - (from a working computer!) for the SafeConnect latest information.

If you have problems getting your machine connected when you arrive, the [TechConnect](#) support line may be able to help you. Call (570)513-5806 and leave a message, giving times

when Tina Cassada, our representative in Pinecrest 115, can return your call. **It takes us about 7-10 days to get TechConnect Support fully operational** each fall semester, as it is staffed by student workers and one fulltime technician, so we ask for your patience while we get our house in order to best assist you.

Please note!! TechConnect is not a one-stop repair shop for anything and everything that can happen to your computer! TechConnect technicians are provided to assist you in getting connected to the Internet. If your computer is down due to viruses or hardware failure, you'll need to seek professional assistance. TechConnect can assist you in diagnosing your problem at the Carry-In Center in Pinecrest 115. Problems are addressed on a first-come, first-served basis. The Carry-In Center will figure out what the problem is, who should handle it and when it will get fixed or what you should do about it.

The university's HELP desk, x-4357, covers problems with the status of our network, cable television and Email services. If you direct questions regarding your Personal Computer here, the call will be transferred to the TechConnect support line at 5806.

For All Students:

Do I have an Email account?

Yes, all students registered for coursework at Mansfield University receive an Email account. Even if you already have another Email account, it is important to check your university Email regularly. **University policy dictates that ALL campus correspondence be sent ONLY to and from your campus Email account.**

Mansfield University has entered in a partnership with Microsoft, and student email accounts are Windows Live@edu accounts. Windows Live@edu email accounts end with the "@mounties.mansfield.edu" domain name. Default usernames and passwords are accessible using My Accounts from Web Logins on mansfield.edu.

For more information about using our Email services, check the [Student Technology](#) pages. If you have problems with your Email account, call the CT Help line at x-4357.

Mobile Alerts

Mansfield University has a campus wide mobile text alert system. **Mobile alerts will be one (not the only) means of communication in the event of a campus wide emergency.** To receive the emergency alerts, you will need to provide your mobile phone number and mobile carrier information through the My Accounts page. If your cell number or carrier changes, you will need to update your information. You may enter information for a primary mobile device, and a secondary mobile device. When an alert is sent, both registered devices will receive the alert.

These Mobile Alerts are reserved for campus emergencies and other events such as a campus shutdown in the event of bad weather, or other information deemed urgent.

For more information and instructions for signing up for Mobile Alerts, visit the My Accounts page - <https://info.mansfield.edu/myaccount/>

I don't have a computer or printer. Are there computers for me to use on campus?

Yes, there are over 400 lab computers available on campus. The North Hall library contains over 40 PCs, laptops, and 9 laser printers, including one color printer, available for use during library hours. The Doane Center lab contains 8 PCs and a laser printer, available 24/7. In addition, each Residence Hall contains a small lab with a laser printer. Hours vary by hall.

General-use labs operated by various departments are located in Elliot Hall, Retan Center, Belknap, and Grant Science Center. Other departments have labs with certain access limitations, utilizing specialized software for their classes. Hours and conditions of availability vary by department. The latest information on all campus computer labs can be found on the Student Technology web site. Each general-purpose lab computer is connected to the campus Novell network and runs Windows XP Professional, Microsoft Office 2007 Professional, IE 7.0 and a full suite of standard university applications.

Printing from lab machines to university laser printers requires the use of your campus services ID and password. If you are not sure of your campus services information, access the [My Accounts](#) page. The cost per-page is 7 cents for black and white, and 15 cents for full color.

Mobile Printing - <http://maxwell.mansfield.edu/> - Print at any Print Cost Recovery station on campus.

What happens to TechConnect services after graduation?

Email will be continued after graduation at mounties.mansfield.edu, as long as you access your account every 180 days. Accounts not accessed will be deactivated by Microsoft.

Important web addresses:

- University web site:** <http://mansfield.edu>
- Getting Started:** <http://ct.mansfield.edu/getting-started/>
- My Accounts:** <https://info.mansfield.edu/myaccount/>
- Campus Technologies:** <http://ct.mansfield.edu>

Student Technology Page: <http://ct.mansfield.edu/students>

Acceptable Use Policy: <http://ct.mansfield.edu/policies-procedures/>

Self-Help Portal: <http://ct.mansfield.edu/self-help/>

Cable TV Listing: <http://ct.mansfield.edu/telecomm/catv/>

Important Phone Numbers:

Problems with CATV, Email, internet outage or WebAdvisor, or to report a problem in a lab: dial 4357 or Email: helpline@mansfield.edu.

Help installing a network card or for advice with your personal computer:

Contact the **TechConnect** Carry-In Center at x-5806 or email at TechConnect@mansfield.edu