Today’s Agenda

- Welcome
- How and Where to Get Help
- What to Bring to Campus
- Accessing the Parent Portal
- Tips to Protect Yourself
- Questions
Essential Information for New Students & Their Parents

For the latest information, please visit:
www.american.edu/technology/newstudents
IT Help Desk is Available
Around the Clock

202-885-2550
helpdesk@american.edu
IM: AskAmericanUHelp
Need Help Getting Connected?

Visit the Tech Fair in the Library, during Welcome Weeks.

<table>
<thead>
<tr>
<th>AUGUST/SEPTEMBER 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUN</td>
</tr>
<tr>
<td>-----</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>23</td>
</tr>
<tr>
<td>Bender Library 11 AM – 6 PM</td>
</tr>
<tr>
<td>30</td>
</tr>
<tr>
<td>Bender Library 11 AM – 6 PM</td>
</tr>
</tbody>
</table>
Need Help Getting Connected – After the Tech Fair?

Visit the Technology Support Desk in the Library, Monday – Friday from 10 AM – 6 PM throughout the academic year.
What You Will Need to Bring to Campus

- A laptop computer
- A laptop lock to prevent theft
- A 15-foot network cable with RJ-45 connectors to easily reach any part of the room
- A USB Flash Drive
- A small printer with a USB cable (Optional)
  - On-campus students should consider sharing a printer with their roommate.
  - Large scale network printers are available in the residence halls.
Pass the “Health Check” to Stay Safe & Get Quick Access

- To obtain access to AU’s wired network, you must register your computer and meet our security requirements.
  - Our self-service “Health Check” system ensures your computer is protected with a firewall, current anti-virus software, and anti-spyware.
  - Visit the **Technology Support Desk** to have one of our engineers help you to set-up your computer.
Our Wireless Network: eagle-secure

- AU is continually improving our state-of-the-art wireless network, known as eagle-secure, with the goals of:
  - Simplifying the connection process.
  - Providing higher connection speeds, more bandwidth, and better signal coverage.
  - Utilizing the 802.11n standard with 100-150 Mbps throughput, with 802.11ac capability being added in renovated areas and new construction.
  - Taking advantage of industry best practices using a distributed platform.

- Wireless coverage is available inside all campus buildings, as well as several outdoor areas.
How Can You Access AU’s Wireless Network?

- The **eagle-guest** wireless network allows students to sponsor guest accounts for their visiting friends, family, and guests.

- To request access:
  - Search for and connect to the **eagle-guest** wireless network on a Wi-Fi enabled device.
  - Open a web browser and fill out the wireless access request form. Select your **student’s name**, as the sponsor.
  - They will instantly receive an email to approve the request. As soon as the sponsor confirms the request, you will be able to log in and connect to access the Internet.
The Big Question: Should I buy my student a Mac or a Windows PC?

- The decision is yours.
  - Both are supported by our staff and compatible with our network.

- A few things to keep in mind:
  - What is your son or daughter’s preference?
  - What are they used to using?
  - What are you as a family comfortable supporting?
  - Which school or college are they entering into, as there are preferences for certain programs?
Save Money By Taking Advantage of AU Discounts

- Special discount pricing is available to students and parents for personal purchases of computing hardware and software.
  - Apple offers student discounts via the Web at store.apple.com/us_edu_381220.
  - Dell equipment is available for purchase in the AU Campus Store and via the “myAU.american.edu” Web portal in the “Technology” section.
- Be sure to ask for academic pricing, especially on software products.
Sample Recommended Configuration for a Windows Laptop

- Microsoft Windows 7 or 8.1 (Home Premium, Professional, or Ultimate Editions)
- Free Microsoft Office 365 Student & Teacher Edition
- 8 gigabytes or more random access memory (RAM)
- 500 gigabyte or larger hard disk
- Built-in 802.11 n or ac wireless adapter
- Three-year extended warranty
- Back-up strategy
Sample Recommended Configuration for a Mac Laptop

- MAC OS X Yosemite
- Free Microsoft Office 365 Professional Edition
- 8 gigabytes or more random access memory (RAM)
- 256 gigabyte or larger hard disk
- Built-in AirPort Extreme 802.11 ac wireless adapter
- AppleCare Protection Plan for three-year extended warranty
- Back-up strategy
Synchronizing & Backing Up Files via Google Drive

• Through your student’s AU-sponsored Gmail account, they have access to unlimited storage via Google Drive.
  – Not recommended for backing up the entire system, but great for synchronizing documents and media files.

• By installing the Google Drive client on your student’s computer, they will be able to access and synchronize their files across devices.
  – The files are also accessible from shared computers via the Web interface.
Learn about the Best Cell Phones to Use on AU’s Campus

Carrier & Discount Information

- Sprint, AT&T, and T-Mobile phones are supported by the in-building antenna system at the present time.
  - Special discount pricing may be available to students through the myAU.american.edu portal.
- Good news! A contract is currently being finalized for Verizon to install a new distributed antenna system across campus to support the latest technologies.

Emergency Alerts

- Be sure to obtain a data/text messaging plan for your student.
- All AU students are automatically subscribed to the AU Campus Connect emergency alert system.
Familiarize yourself with the myAU.american.edu Web Portal

- The “myAU.american.edu” is a single personalized gateway to AU information, including:
  - Academic records and course registration
  - Student accounts and financial aid information
  - Access to e-mail, file server storage space, and university-licensed software
  - Employee timesheets
  - News updates
  - And much more ...
Access the Parent Portal with Your Student’s Permission

- The “myAU.american.edu” portal features a Parent / Guardian section that allows a student to authorize his or her parents to access academic and financial information.

- Your student must create your account and manage your access, based on the Family Educational Rights & Privacy Act (FERPA).
Protect Yourself and Your Student from the Dangers of File Sharing

- File sharing is illegal unless permission of the copyright holder is secured or the material is not subject to copyright.
  - Don’t do it! Use legal alternatives.

- AU cooperates with copyright holders and legal authorities in the protection of intellectual property, as required by on the Digital Millennium Copyright Act (DMCA) of 1998.
  - We have developed a process to educate your student, deter illegal behavior, and comply with the law.
  - Copyright holders may always take independent legal action regardless of AU’s actions.
Questions ?
My Contact Information

Terry Fernandez
Senior Director,
Customer Services & Support
Office of Information Technology
tfernan@american.edu
202-885-2554