Today’s Agenda

- Welcome
- How and Where to Get Help
- What to Bring to Campus
- Accessing the Parent Portal
- Tips to Protect Yourself
- Questions
Visit our Website with Essential Information for New Students

www.american.edu/technology/newstudents

Need Help - We're Here for You

Don't worry! Help will be available for you as soon as you arrive on campus this fall.
Also, please contact the IT Help Desk at any time if you need assistance.

Welcome

We are extremely pleased that you have joined the AU community, and we are looking forward to supporting you in any way we can to enhance your educational experience through the creative use of technology. This site includes information about some of the essential services provided by the Office of Information.

www.american.edu/technology/newstudents
IT Help Desk is Available Around the Clock

202-885-2550
helpdesk@american.edu
IM: AskAmericanUHelp
Visit the OIT Connection Fair

“Get Connected” - bring your laptop to the Library during Welcome Weeks.

AUGUST 2010

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Pass the “Health Check” to Stay Safe & Get Quick Access

- To access to AU’s network and the Internet, 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 OIT Connection Fair to have one of our engineers set-up your computer.
What You Will Need to Bring to Campus

- A cell phone with a text messaging plan
- A laptop computer with a wireless adapter
- A laptop lock to prevent theft
- A 15-foot network cable with RJ-45 connectors to easily reach any part of the room
- A small ink jet or laser printer
  - On-campus students should consider sharing a printer with their roommate
  - Large scale network printers are available in the residence halls
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
Take 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 “my.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

- 2.0 GHz or higher
- Microsoft Windows 7 (Home Premium, Professional, or Ultimate Editions)
- Microsoft Office 2007 (Academic Price)
- 3 gigabytes or more random access memory (RAM)
- 250 gigabyte or larger hard disk
- CD/DVD-writer combination drive
- 14-inch or larger display
- Built-in Ethernet network interface
- Built-in 56K modem
- Built-in 802.11g/n standard wireless adapter
- Three-year extended warranty
- Carrying case
Sample Recommended Configuration for a Mac Laptop

- 2.4 GHz or higher
- MAC OS X
- 2 gigabytes or more random access memory (RAM)
- 250 gigabyte or larger hard disk
- CD/DVD-writer combination drive
- 13-inch or larger display
- Built-in Ethernet network interface
- Built-in 56K modem
- Built-in AirPort Extreme wireless adapter
- AppleCare Protection Plan for three-year extended warranty
- Carrying case
Learn about the Best Cell Phones to Use on AU’s Campus

- 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 my.american.edu portal.

- 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.
The “my.american.edu” is a single personalized gateway to AU information, including:

- Academic records and course registration
- Student accounts and financial aid information
- News updates
- Employee timesheets (for students working on campus)
- Access to e-mail, file server storage space, and University-licensed software
- And much more ...
Access the Parent Portal with Your Student’s Permission

- The “my.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 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

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