Technology@AU

OFFICE OF INFORMATION TECHNOLOGY
Today’s Agenda

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

For the latest information, please visit: help.american.edu
IT Help Desk is Available Around the Clock

202-885-2550
helpdesk@american.edu
or chat via help.american.edu
## August 2018

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Visit the Tech Fair in the Library, during Welcome Weeks.
Need Help – After the Tech Fair?

Visit the Technology Support Desk:
- Lower level of the Library
- Monday – Friday from 10 AM – 6 PM
What to Keep in Mind, If Buying a New Computer?

Check **program requirements**, as some schools require the use of a single platform (e.g. Kogod requires Windows).

Don’t buy **Microsoft Office**, as you can install it for **free** from AU on 5 devices.

Both Apple and Dell offer **discounts** to AU students via links on the myAU portal.
What to Keep in Mind, If Buying a New Computer?

New laptops should be running Microsoft Windows 10 or OS X Sierra for Mac or later.

The most significant improvement in how a computer performs is obtained by:

◦ Adding more memory.
◦ Purchase a laptop with a solid state hard disk (SSD).

Obtain a three-year extended warranty, since AU cannot repair student laptops or devices.
What Other Items Should I Bring to Campus?

Bring a **network cable** to use as a back-up.

Buy/use a **laptop lock** to prevent theft.

Direct printing to personal wireless printers is **not** possible in campus residence halls.

- Use a **USB cable** to print directly to their personal printer, or
- Use **Cloud printing applications**.

Students may just print to AU’s printers wirelessly and use their Eaglebucks printing credits for payment.

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[Image of network cable and laptop lock]
Our AU wireless network is special in that we have a distributed antenna system to boost not only Wi-Fi signals for your computer, but also cellular signals.

- **Verizon** customers have the best service with 4g LTE capabilities, thanks to a recent partnership with them, they installed new antennas in every building.

- With **Sprint, AT&T, or T-Mobile**, your signal strength should be strong, but they are using the older 2G or 3G infrastructure.
Which Wireless Network Should I Use?

Students should connect their laptops or smart phones to our state-of-the-art wireless network, known as **eagle-secure** for the fastest and most secure connections to the internet.

- Game consoles, SmartTVs, and other specialty devices should connect to the guest network.

Guests may connect to the **AUGuest-byRCN** wireless network, which provides the extended community a simple way to access the internet.
Access the Parent Portal with Your Student’s Permission

Student authorization is required for Parent (Proxy) Access per the Family Educational Rights and Privacy Act (FERPA).

Once the student has authorized access, the parent will receive an email with their username and password.

To access your student’s financial information:
- Go to the Student Accounts webpage.
- Click EAGLE SERVICE FOR PARENTS.
- Click the PAY/VIEW BILL link.
- Sign in with your USERNAME and PASSWORD.
- Click the profile link with your name, and select your STUDENT’S NAME to access their account.
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.

AU cooperates with copyright holders and legal authorities, 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.
Have questions? Please don’t hesitate to reach out.

My Contact Information

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Once an Eagle, always an Eagle!