

Wireless Access

- Wireless network connectivity is available for enrolled students in the McQuade Library, all academic buildings, Sakowich Campus Center and residence halls.
- Students may purchase recommended wireless routers for residence hall access.
- Instructions for wireless access are available on myMack > Technology > Information Technology > Handouts.

Technology Enhanced Classrooms

"Enhanced Classrooms" are teaching facilities that have multimedia hardware and software installed. Faculty and students use these resources for teaching and presentation purposes. There are approximately 44 Technology Enhanced Classrooms on campus.



General Purpose Computer Lab

The ITC Computer Lab, 2nd floor, McQuade Library is available for student use during regular operating hours. The lab contains 43 Network connected Windows computers with Microsoft Office 2007, black and white laser printers along with a color laser printer and a scanner. Network connections for laptop hookup is also available.

Laser Printing

There is no fee for printing, however, no more than one copy of a document should be printed. Additional copies may be obtained via copy machines or at the Mackprint office. Printer setup instructions are available on myMack > Technology > Information Technology > Handouts

24 x 7 Helpdesk askit@merrimack.edu (978-837-3500 or x 3500)

Support is provided for use of the technology available on campus and general-purpose software questions. Network connection assistance is provided to students in residence halls but ITS' responsibility is to provide data capabilities to the wall jacks.

Hours of Operation

24x7 Helpdesk askit@merrimack.edu
978-837-3500 x3500

ITC Computer Lab 978-837-3449 x3449

Academic schedule

ITS Monday - Friday 8:00 a.m. – 5:00 p.m.

ITC lab 2nd floor McQuade Library
Monday–Thursday 7:30 a.m. – midnight

Friday 7:30 a.m. – 5:00 p.m.

Saturday 10:00 a.m. – 5:00 p.m.

Sunday 11:00 a.m. – midnight

Summer schedule

ITS Monday -Thursday 8:00 a.m. – 5:00 p.m.
Friday TBA

ITC Lab Monday–Thursday 8:30 a.m. – 8:00 p.m.
Friday TBA

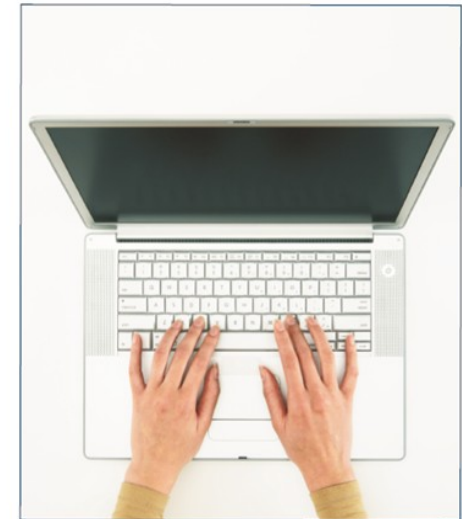
Closed weekends

Hours for summer session and semester breaks are reduced. Call the Helpdesk at 978-837-3500 for more information.

Course specific labs are available for students in their Department's discipline. Civil Engineering, Electrical Engineering, Computer Science, Business & Fine Arts are

Merrimack College

Information Technology Resources



] 2010 [
Student
Technology
Services

askit

Information Technology Services (ITS)

Information Technology Services provides support for a wide range of computer-related activities and infrastructure.

Username and Password

Provides you access to the following Merrimack resources. All students are issued accounts upon registration and kept as long as they are enrolled.

Username = last name + first initial (smithk)
or last name + first initial + middle initial (smithkm)

Initial password = Student ID number + 5 digit Zipcode (ex. 12345601845)

Students without US Zipcodes substitute 5 zeros

- **Email - owa.merrimack.edu**
Official means of communication.
100MB storage space
Email Address:
firstname.lastname@merrimack.edu
- **Blackboard - blackboard.merrimack.edu**
A web based course management and community system.
- **myMack- mymack.merrimack.edu**
A portal Web site where students view schedules, grades, register for classes, etc.
- **Network** - access to the college's printers, H drive, etc.

H Drive (Home directory)

- Merrimack students receive 100MB of network storage space for saving files.
- H drive will mount automatically when connected to the schools network.
- To access: *My Computer - Network Drives*.
- Log in using your username and password.
- It is the students responsibility to back up their own information.

Protecting ResNet

BEFORE you arrive on campus you should make sure that your PC meets the campus security requirements

- Make sure Windows is configured to automatically download and install critical updates.
- Make sure Windows is up-to-date by visiting www.windowsupdate.com.
- Make sure you have an antivirus program installed.
- Make sure you understand how your antivirus program's automatic update feature works.
- Make sure you have an antispyware program installed.
- Make sure you understand how your antispyware program's automatic update feature works

To meet many of these requirements follow the Start-Safe instructions on myMack >Technology > Information Technology Services. If you have not previously kept your PC secure this could take an hour or more.

The college provides a copy of McAfee Virus Scan Enterprise on the StartSafe website at no charge for Windows PC users.

Connecting to ResNet

All rooms have one network jack enabled per resident. You are authorized to use one device (PC, Xbox, etc) at a time in that jack.

Once you connect your computer to the network jack, browse to any off-campus internet website. Our network access control system, SafeConnect, will intercept your request and prompt you for your campus (email) username and password. After you successfully login you will be required to download and install the SafeConnect Policy Key. This program helps ensure that your PC or Mac meets the minimum requirements. After installation, the Policy Key will quickly scan your computer configuration. Computers that meet the minimum requirements are granted full network access. If the SafeConnect Policy Key notes that your computer doesn't meet the minimum standards it will begin to prompt you through a self-help remediation process that will help you meet the requirements.

ITS will not be held responsible for any damage or loss of data that may result from these requirements or general advice provided to students for managing their computers.

Information Technology Services Web Site

information and handouts can be found on myMack - Technology - Information Technology

Optional Laptop Program

Merrimack College offers an optional laptop program with full support available at the College. For additional information go to myMack >Technology > Information Technology.

Benefits:

- Optional program; purchase latest laptop hardware
- Includes complete hardware and software care at the college
- Non-warranty insurance coverage, including spills and breakage
- Fully installed software (MS Office 2007, McAfee Anti-virus)
- ITS walk-in laptop support, 2nd floor McQuade Library
- Loaner machine while repairs are in process

Fee-Based Computer Repair Program

Merrimack College ITS, in coordination with our service provider Micros Northeast, now serves as a drop-off point for fee based computer repairs for our students who have not participated in the school's optional laptop program.

- Drop-off and pick-up at the ITS Walk- In Center (2nd floor of the McQuade Library)
- Free diagnostics and repair cost estimate is provided by Micros Northeast.
- ITS does not examine or repair machines
- ITS does not provide loaners.
- Computers serviced IBM/Lenovo, Toshiba, and Apple computers