



Technology @ UConn

UITS Help Center powered by HuskyTech

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**Who provides
student tech
support?**



Who Provides Technology Support on Campus?

UITS Help Center – A free student tech service that is available to any UConn Student. We provide technology support for their digital lives!

Main Location: 1st Floor, Homer Babbidge Library (above the Plaza Level)

What Can We Help With?

- Connecting to UConn-Secure (Wired & Wireless)
- Keeping computers protected
- Assistance with Google Apps
- Software Support for Windows and OS X
- Mobile Device troubleshooting
- NetID, Student Admin, & accounts troubleshooting

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**What
computer
should my
student buy?**



Differences Between OS's

Mac OS X

- Better suited for media editing
 - Specifically video and photo editing
- Unix based OS
- Typically easier to troubleshoot
- Few models available, all starting at ~\$900

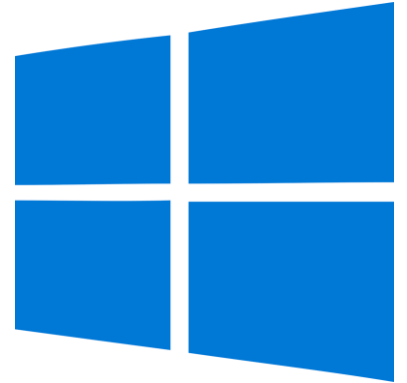
Windows

- Better suited for business school applications
- Better for gaming
- Allows much more customization
- Variety of spec packages from several brands available for all price ranges



Mac OS X vs. Windows

- Both Apple Laptops and computers running Windows are very similar in terms of quality
- Both computers are fully supported at UConn
- BootCamp option available for Macs
- Minimum Requirements: Windows 7 or OS X 10.9
- Whatever you decide – make sure you have a warranty



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**What software
is provided by
the
University?**



Provided Software

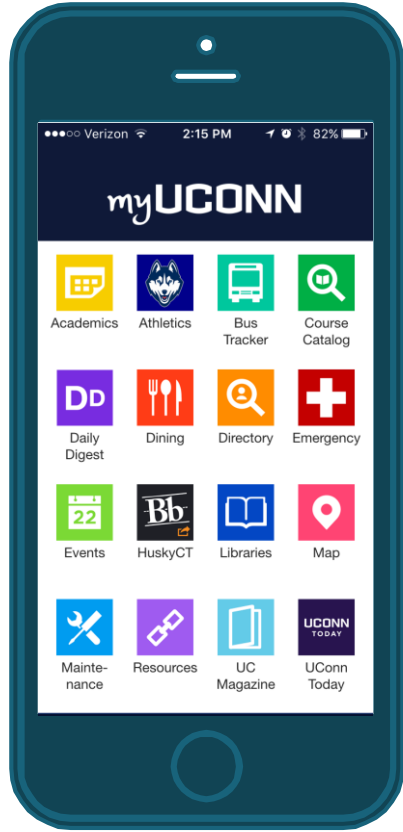
Mac OS X

- Antivirus - Avira
- Antispyware - Malwarebytes
- System Maintenance - CCleaner
- Microsoft Office - 2011 or 2016
- Skybox

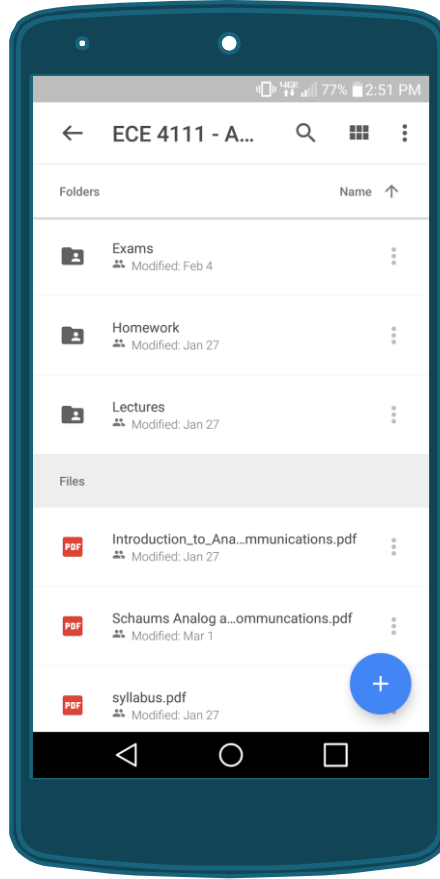


Windows

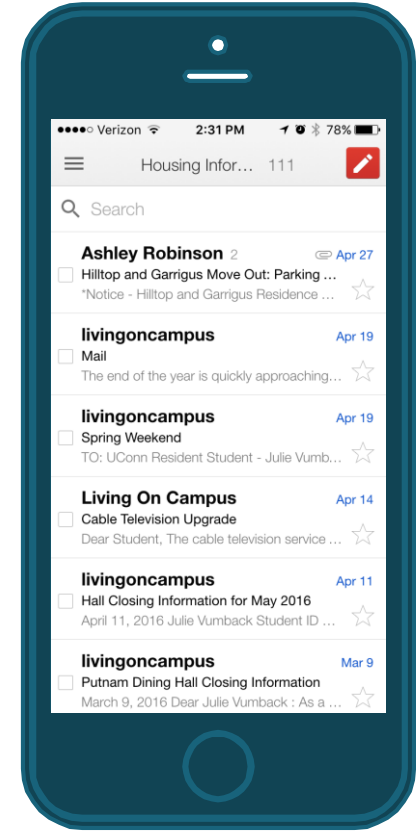
- Antivirus - MSE / Windows Defender
- Antispyware - Malwarebytes
- System Maintenance - CCleaner
- Microsoft Office - 2013 or 2016
- Skybox



myUConn



Google Drive



Gmail



Computer Setup Locations

- Located on Level 1, Homer Babbidge Library; other locations TBD
- Install recommended software
- Help with connecting to UConn-Secure
- Setup for mobile devices
- Hours are:
 - Mon-Thu 8am – 8pm
 - Friday 8am – 5pm
 - Saturday 11am – 5pm
 - Sunday 11am – 5pm
 - No weekend hours during semester breaks

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Google Apps for Education



Google Apps for Education



Mail – University Email account



Drive – Storage and collaboration tool, ability to backup data, has MS office comparable programs



Calendar – Schedule creation and tracking tool



Groups – Web forums and email address groups for collaboration



Sites – Easily create websites without code knowledge



Hangouts – Chat, screenshare and video conference

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Connecting to UCONN-SECURE



Connecting to the Internet

Wireless

- WPA2 Enterprise Network
- Requires NetID and associated password
- Personal wireless routers are NOT permitted on campus

Wired

- Colored data jack in each dorm room
- Switches available for high occupancy rooms
- Video game consoles must be connected via ethernet cable

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**What should I
bring to campus?**



Recommended Technology



- External HDD for data backup
- Local Printer
- Ethernet cable (25+ ft)
- USB thumb drive
- Surge protector – NOT extension cord
- Digital Ready TV
- Local printer with USB (wireless printing not available)





Contact the UITS Help Center

- Chat with us during business hours – helpcenter.uconn.edu
- Email us – We can be reached at helpcenter@uconn.edu
- Call us – Contact our help desk 860-486-4357
- **Quick Support** – Visit our shop location (Babbidge Library, Level 1, above the Plaza) for quick software troubleshooting
- **Shop Support** – Drop your computer off and have a technician diagnose and repair your software issues (unfortunately we cannot repair hardware).

**Monday - Thursday: 8am -
8pm**

Friday: 8am - 5pm

**Saturday & Sunday: 11am -
5pm**