



University of Dubuque Office of Technology

What we're going to do...

- ★ Log in to the network
- ★ Check your school email account
- ★ Tips for connecting your computer to the Internet
- ★ Help Desk info
- ★ Q&A

Help Desk



- ☀ Office: 114 Van Vliet
- ☀ Phone: 563-589-3737
- ☀ Email: helpdesk@dbq.edu
- ☀ Web: www.dbq.edu/tech

Open 8 am – noon & 1 – 5 pm
Monday – Friday

Connecting Your Computer to the Internet



★ Must have before connecting:

- Antivirus program
- Anti-spyware program
- Current Windows Updates for PCs

★ Instructions at www.dbq.edu/tech



NETWORK ACCESS

>> Download

Process

Result

WELCOME

To connect to the University of Dubuque network, you are required to login and download a Client Security Agent (CSA) application to your PC, which will verify that your system meets the campus network security policies.

This application is a proactive tool to help us ensure each PC attaching to our network is safe and secure. After running the required tests, the application will automatically uninstall itself from your PC.

DOWNLOAD

Please enter your user name, password, and select your device type. Then click the button to download / run the Client Security Agent(CSA) on your machine.

User Name

Password

Device Type



Acceptable Antivirus Programs

- ✦ AVG (free)
- ✦ Norton
- ✦ Trend Micro
- ✦ Kaspersky
- ✦ Etc.

NOTE: Antivirus program must be up to date!



Acceptable Anti-Spyware Programs



- ★ AVG (free)
- ★ Malwarebytes (free)
- ★ Windows Defender (included with Windows 7)
- ★ Webroot Spysweeper

Note: Only one required.

Tips

- ✦ For best results, use a network cable, not a wireless connection, the first time
- ✦ Network cables available at bookstore
- ✦ Hubs and routers
- ✦ Macs, iPhones and iPads
- ✦ Instructions available at the Help Desk, or www.dbq.edu/tech/



Gaming Systems



- ★ If you have a gaming system and want to connect it to the network, certify it before your PC or laptop
- ★ Xbox Live, etc. > Mediacom
- ★ Instructions for certifying game systems at www.dbq.edu/tech

Wireless Access



- ★ Library
- ★ Tech Center (new)
- ★ Peters Commons Underground
- ★ Goldthorp Atrium
- ★ Rec Center
- ★ No UD wireless in dorms
- ★ More areas coming soon

User Name

- ✦ Initial of your first name, followed by your last name
 - ✦ John Smith = **jsmith**
- ✦ Common names may include middle initial



Password

- ✦ Initials of your first and last name, followed by your UDID number (ab12345)
- ✦ Password is case sensitive
- ✦ *The account will lock up after 3 attempts*



Email



- ✦ Email address = *username@dbq.edu*
- ✦ To check email: <http://email.dbq.edu>
 - ✦ Windows Live ID = full email address (*username@dbq.edu*)
 - ✦ Password = same as network (initials plus ID number)

Skydrive and Microsoft Office Live



- ★ Save and share files online
 - 5 GB of storage
- ★ Edit Word, PowerPoint, or Excel files online

Mobile Device Support



★ Receive school email and calendar appointments on:

- ★ Android
- ★ iPhone
- ★ Blackberry
- ★ Windows Mobile

★ Instructions are posted at

www.dbq.edu/tech

Public Computers



- ★ Library

- Laptops available for checkout at library

- ★ Academic Success Center

- ★ Tech Center

- ★ Myers Building

Lab hours posted outside each classroom.

File Management



- ✦ Save important files to Skydrive
- ✦ USB drives
- ✦ “Save” 😞 vs. “Save As” 😄
- ✦ On school computers, save to “My Documents” folder, not desktop

Don't forget...

- ★ To log off when you're done!
(Start > Log Off)



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