

Information Technology Services (ITS) provides a wide range of computer services and resources for students. A special student page at <http://its.psu.edu/students/> and the following four steps will get you started with computing at Penn State.

### 1. Get Your Penn State Access Account

During the First-Year Testing, Counseling and Advising Program (FTCAP), you will receive your Penn State Access Account by going to a signature station and swiping your Penn State id+ card. Signature stations are available this summer at the FTCAP site, the ITS Account Services Office, the help desks, and the student computer labs in Willard Building, Pattee Library, Pollock Library, and Boucke Building. More information on signature stations is available at <http://aset.psu.edu/accounts/sigstations.html>. With your Access Account, you have full access to Penn State computer labs, e-mail, and Internet services.

### 2. Change Your Password

When you activate your Access Account at a signature station, you will receive a userid and a password. Your userid is likely the same one you used for your Penn State application. However, the password is different. You should change your password, at least, once a year by going to <https://www.work.psu.edu/>. Your password is strictly private. Guard it just as you guard your bank card PIN. Do not write it down or make it easy to guess. Do not share it with anyone including family, friends, and Penn State faculty and staff. Doing so not only gives others the opportunity to read your e-mail, see your grades, obtain your transcript, charge printing to your bursar bill, and forge e-mails from you, but it also is against University policy AD20 found at <http://guru.psu.edu/policies/AD20.html>. If your password is lost or forgotten, your only option is having it reset. The reset procedure is, at best, inconvenient. For the security of your academic records, your password cannot be reset by phone or by e-mail. It must be done in person by presenting your id+ card at the ITS Account Services Office, at an ITS

help desk, or in an ITS computer lab that has both a consultant on duty and a signature station. See <http://aset.psu.edu/accounts/sigstations.html> for locations of signature stations. See <http://clc.its.psu.edu/labs/Locations/> for the locations of ITS computer labs.



### 3. Visit Willard Building

Several computer resources and services are available in Willard Building, including a computer lab with Macintosh and Windows computers, a help desk for assistance with computer questions, and the Computer Store for purchasing software and equipment at low academic prices. The Computer Store's non-commissioned staff can answer your questions about buying computers, software, and accessories. You can try the latest systems and software in the sales showroom. For a full list of products and prices, visit <http://computerstore.psu.edu/>.

### 4. Try the Computer Labs

Penn State computer labs, equipped with Mac and Windows machines, are conveniently located around campus. Although you may have your own computer in your room, the labs provide convenient computer access when you are elsewhere on campus. The labs are designed to meet a wide variety of needs. If you don't have the right application or tool at home, chances are you will find what you need at the one of the labs. Cutting-edge software and hardware are available to support database management, desktop publishing, word-processing, Web design, and much more. Some labs are open 24 hours a day, and some are staffed with consultants who can help with general questions about Access Accounts, lab equipment, software, and printing. There

are also specialized labs that support multimedia, student collaboration, and faculty teaching interests. Access to UNIX workstations requires a UNIX account. Visit [http://aset.its.psu.edu/unix\\_group/](http://aset.its.psu.edu/unix_group/) for information on UNIX. Information on computer labs is available at <http://clc.its.psu.edu/labs/>.

## Video Studio for Students

Studio 204, located in 204 Undergraduate (Pollock) Library, is a free video studio offering one-on-one help with a wide variety of video editing programs. If you have a video assignment including interviews, presentations, e-portfolio introductions, and demonstrations, you can use Studio 204's professional equipment and draw on the expertise of multimedia consultants. Equipment includes high-end digital video and still cameras, professional lighting, wireless and boom microphones, green and grey screens, and basic presentation props. Studio 204 is open 24 hours a day, seven days a week. For more information visit <http://tlt.its.psu.edu/studio204/>.

## Access the Internet in Residence Halls

Residential Computing (ResCom) at Penn State provides Internet capabilities to campus residents through an Ethernet connection. To get connected in your dorm room, go to <http://www.rescom.psu.edu/> and follow the Internet connection setup link found on the left. You should do the first three steps from home, then complete step four after you arrive on campus. If you wait until you get to campus to register for a connection (step 3), you can expect delays. ResCom offers free in-room computer service and support by appointment. ResCom consultants will install and configure cards, perform hardware upgrades, remove viruses and spyware, troubleshoot hardware and software and help you maintain and protect your computer. ResCom also enforces Internet bandwidth limits. Detailed information about computer policies, responsibilities, configuration,

and support is located at <http://www.rescom.psu.edu/>.

## Wireless Access

While some campus computer labs provide Internet access ports for laptop computers, you can also take advantage of a growing number of wireless Internet connections in public spaces on campus. For more information, see <http://its.psu.edu/wireless/>. To use wireless, you will need a laptop computer with a built-in wireless card or external adapter card that is WPA certified 802.11b/g compatible. You will also need the Penn State Virtual Private Network (VPN) software that you can download for free at <http://aset.psu.edu/vpn/>.

## Personal Web Pages

Penn State Account Storage Space (PASS) provides up to 1000 MB of free file storage space to all Penn State students. Using several secure file transfer options, you can easily transfer files located in your PASS. For information about PASS, visit <http://www.aset.psu.edu/ait/storagespace.html>. Web space with a default home page is available if you want to create a Web site. To apply for Web space on the Personal server, visit <https://www.work.psu.edu/webpace/>.

## Penn State WebMail

Penn State WebMail is a Web-based e-mail client that provides anytime, anywhere access to your Penn State e-mail via a Web browser. The easy-to-use interface lets you check and send mail via a secure connection, create and organize mailboxes, access directory services, create personalized signatures, and change settings. Your e-mail is stored in your PASS. To use WebMail, go to <https://webmail.psu.edu/> and click on the "Welcome to Penn State WebMail" link. Instructions are available online at <http://aset.its.psu.edu/ait/webmailfaq/>.

## Penn State Portal

The Penn State Portal is your customized view of Penn State. It provides a framework that allows

you to create a unique and personal environment by choosing the channels and the content you want to see. The Portal Project Web site at <http://www.psu.edu/portalproject/> is a good introduction to the Portal. To access the Portal, visit <https://portal.psu.edu/>.

## ANGEL

As soon as classes begin, you will start to hear about ANGEL, Penn State's course management system. Your instructors may use this Web tool for distributing course materials, enhancing teaching, making announcements, posting lecture notes, describing assignments, giving quizzes and posting grades. To find ANGEL, go to <https://cms.psu.edu/>.

## Free Hands-on and Overview Seminars

ITS Training Services offers free seminars to help develop and enhance your computer and technology skills. Learn how to use office suites, database applications, and graphics and Web design packages. Seminar schedules and descriptions are available at <http://its.psu.edu/training/>.

## Web-Based Training

With hundreds of free technology and professional development courses available online, Web-based training (WBT) can help you develop critical skills to enhance coursework and to build your resume. Choose from a variety of courses on popular software packages, Web design, and programming languages. You can even learn high-demand skills like database and server administration. All WBT courses are self-paced and available online all the time. Visit the WBT Web site at <http://wbt.psu.edu/>.

## Student Software

Due to special licensing agreements between Penn State and several top software companies, registered students are eligible to receive a variety of software products at low academic prices. Visit the Computer Store Web site at <http://computerstore.psu.edu/> for a current

individual licensing programs. In addition, free software, including Symantec AntiVirus Corporate Edition, is available to Penn State students on the PAC-ITS CD available at the ITS help desks and through the downloads Web site at <http://downloads.its.psu.edu/>.

## Napster Premium Service

If you want to download music legally and for free, register at <http://napster.psu.edu/> on or after the first day of classes for the Napster Premium Service Penn State offers. You can choose music streams or downloads from over 1.5 million songs, and you can access professional radio stations and pre-released exclusives. If you are a registered student, Napster is available regardless of whether you live on campus or off campus.

## Copyright Infringement

Because music, software, text, movies, and photographs are so easy to obtain through the Internet, you must be very careful not to download unauthorized copyrighted material. Making copies of such is against federal and state laws and is in violation of University policy. If you make or distribute unauthorized copies, you can lose your computer privileges at Penn State and face the possibility of lawsuits from the music, software, publishing, and movie industries. Criminal charges can also result. Please see <http://its.psu.edu/policies/> for more information.

## Internet Security

Computers are vulnerable to malicious programs and intrusions, such as viruses, worms, Trojan horses, spam, and spyware. These intrusions range from being a minor annoyance to wiping out your hard disk or taking control of your computer. ITS and Penn State work to ensure a safe computing environment. However, you are responsible for securing your own computer against attack by updating your operating system and by using multiple protections that include firewalls, anti-virus software, and spyware detection and removal tools. You need to check for updates to your operating system and to your protective

software regularly. You also need to run your protective software, at least, once a week to rid your computer of these malicious invaders. If your computer becomes infected and your system becomes a spam or virus generator on its own, you can lose your computing privileges at Penn State. The security and the integrity of your computer system are your responsibility. ITS can help you take control. Go to <http://its.psu.edu/takecontrol/> and <http://css.its.psu.edu/internet/UseTech.html> for important security information, advice, and links for machine updates. Free anti-virus software can be downloaded at <http://downloads.its.psu.edu/> on the Web or from the PAC-ITS CD available at the help desks in Computer Building and Willard Building. Additional security information for students living in residence halls is available from ResCom at <http://www.rescom.psu.edu/>.

## Protect Your Privacy

Privacy protection has become essential today because of a wide spectrum of dangers including identity theft, e-mail hoaxes, phishing scams (fake e-mail messages that request sensitive data), malicious attacks, and spyware technologies that increasingly target Internet users. Penn State urges you to protect your privacy and identity especially while you are online. Never share sensitive data such as passwords, social security information, or credit card numbers. No matter how tempting, never respond to a message that asks you to send money or personal information. "Many people think that computer security concerns only relate to viruses, but personal security is equally important," says Kathy Kimball, director of Security Operations and Services (SOS). "There are numerous types of fraud that can endanger computer users on a personal level, and e-mail is an extremely effective way to distribute fraudulent messages to potential victims." For additional information on reporting computer fraud, go to <http://sos.its.psu.edu/>.

## Alerts and Publications

To keep you up to date and informed about the latest Internet threats and the newest computing topics, ITS has two Web pages full of information at <http://css.its.psu.edu/news/> and <http://css.its.psu.edu/publications/>. Publications, including *Your Guide to ITS Services @ Penn State* and the *ITS Academic Newsletter*, are available at ITS help desks and on the Web at <http://css.its.psu.edu/publications/>.

## Help Desks

ITS provides walk-in, phone, and e-mail computer assistance at two help desks. The help desk Web site at <http://helpdesk.psu.edu/> has information on the most commonly asked questions about computing at Penn State:

2 Willard Building  
814-863-1035  
1-888-778-4010 (toll-free in Pa. only)  
Hours: Mon.–Thurs.: 9 a.m. to 10:30 p.m.  
Fri.: 9 a.m. to 4:30 p.m.  
Sun.: 6:30 p.m. to 10:30 p.m.

215 Computer Building  
814-863-2494  
<http://helpdesk.psu.edu/>  
Mon.–Fri.: 9 a.m. to 5 p.m.  
E-mail: [helpdesk@psu.edu](mailto:helpdesk@psu.edu)

## Contact Information

**Computer Store**  
12 Willard Building  
814-865-2100 or 1-800-251-9281  
<http://computerstore.psu.edu/>  
Mon.–Fri. 9 a.m. to 5 p.m.  
E-mail: [computerstore@psu.edu](mailto:computerstore@psu.edu)

**ResCom**  
<http://www.rescom.psu.edu/>  
E-mail: [rescom@psu.edu](mailto:rescom@psu.edu)

**ITS Account Services Office**  
101 Computer Building  
814-865-4772  
<http://aset.its.psu.edu/accounts/>  
Mon.–Fri. 8 a.m. to 5 p.m.  
E-mail: [accounts@psu.edu](mailto:accounts@psu.edu)

## ITS Student Computing Labs at University Park



### Computer Labs • Summer Schedule • May 15 to August 11, 2006

A **PA State Access Account** is required to use lab equipment. Hours and equipment are subject to change. For the most current information and hours, see <http://cit.its.psu.edu/labs/> on the Web. Note that most of the labs listed below are also teaching labs that may be reserved for classes.

Lab location, room #	Equipment	Mon. - Thurs.	Friday	Saturday	Sunday
Boucke • 103*, 111, 112, 214	Win, Mac	8 am - 10 pm	8 am - 10 pm	8 am - 10 pm	12 pm - 10 pm
Business • 206	Win	8 am - 10 pm	8 am - 10 pm	8 am - 10 pm	12 pm - 10 pm
Cedar • 134	Win	8 am - 10 pm	8 am - 10 pm	8 am - 10 pm	12 pm - 10 pm
Chambers • 202, 205	Win, Mac	8 am - 10 pm	8 am - 10 pm	8 am - 10 pm	12 pm - 10 pm
Earth & Eng Sciences • 120	Mac	8 am - 10 pm	8 am - 10 pm	8 am - 10 pm	12 pm - 10 pm
East Area Lockers • 209	Win	8 am - 10 pm	8 am - 10 pm	8 am - 10 pm	12 pm - 10 pm
Ferguson • 105	Win	8 am - 10 pm	8 am - 10 pm	8 am - 10 pm	12 pm - 10 pm
Hammond • 316, 317*	Win, Mac, Linux	8 am - 10 pm	8 am - 10 pm	8 am - 10 pm	12 pm - 10 pm
H & Hum Dev • 215, 217	Win	8 am - 10 pm	8 am - 10 pm	8 am - 10 pm	12 pm - 10 pm
HUB • Kiosks	Mac	24 hours	24 hours	24 hours	24 hours
IST • 113, 203, 210	Win	8 am - 10 pm	8 am - 10 pm	8 am - 10 pm	12 pm - 10 pm
Life Sciences • 4, 6, 7, 8	Win, Mac	8 am - 10 pm	8 am - 10 pm	8 am - 10 pm	12 pm - 10 pm
Maher • 1, 118	Win	8 am - 10 pm	8 am - 10 pm	8 am - 10 pm	12 pm - 10 pm
Osmond • 216	Linux	8 am - 10 pm	8 am - 10 pm	8 am - 10 pm	12 pm - 10 pm
Pattree • W113A*	Win, Mac	8 am - 9:30 pm	8 am - 6:30 pm	9 am - 4:30 pm	1 pm - 9:30 pm
Patterson • 302, 304, 401	Mac	8 am - 10 pm	8 am - 10 pm	8 am - 10 pm	12 pm - 10 pm
Pollock • 201*	Win, Mac	24 hours	24 hours	24 hours	24 hours
Rackley • 109	Mac	8 am - 10 pm	8 am - 10 pm	8 am - 10 pm	12 pm - 10 pm
Sackett • 324	Win	8 am - 10 pm	8 am - 10 pm	8 am - 10 pm	12 pm - 10 pm
Sparks • 1, 2, 6, 9, 11, 15*	Win, Mac	8 am - 10 pm	8 am - 10 pm	8 am - 10 pm	12 pm - 10 pm
Stuckeman • 143, 144	Win, Mac	8 am - 10 pm	8 am - 10 pm	8 am - 10 pm	12 pm - 10 pm
Willard • 2*, 64, 69, 71	Win, Mac	8 am - 10 pm	8 am - 10 pm	8 am - 10 pm	12 pm - 10 pm

\*Not a teaching lab, open for general use during the hours indicated.

*Penn State is committed to affirmative action, equal opportunity, and the diversity of its workforce. This publication is available in alternative media upon request; please email [access@psu.edu](mailto:access@psu.edu) or call 814-863-4757*