Thank you for selecting this online mastering technology presentation for New Student Orientation. We in the Information technology services department at Penn state Mont Alto would like to take a few minutes to introduce you to computer resources available to students, as well as to other products and services delivered by the department. If you have any questions upon seeing this presentation, please do not hesitate to contact us.

The ITS helpdesk is located on the first floor of the Goddard House on Mont Alto campus. The best contact information for communicating with the helpdesk is telephone extension 6300 on-campus or 717-749-6300 off-campus. Our email address is helpdesk@ma.psu.edu.

If you need help with your network connection in your residence hall, please use the Rescom support line at extension 6113 or 717-749-6113 or email rescom@psu.edu.

Some of the other services provided include the lending of AV equipment, basic training, and help with University-provided services. Additional help with computer training is provided by the Academic Support Center.

We have numerous computer resources available to our students on campus: there are several computer labs that are open throughout the day, a number of computer classrooms that are available when classes aren’t in session, and public computers placed throughout the campus. We have ITS interns in place at the library helpdesk on weekends and evenings who can be asked computer questions. Laptops are available through the library for several day sign-out. And the library also houses the media commons studios which allow students to compose media in multiple formats for course and out-of-classroom projects.

Other services that ITS supports include PSUtext, a subscription service that will send text messages to your cell phone in the case of a campus emergency or if classes are delayed by bad weather. As well, ITS at Mont Alto recycles or properly disposes of cell phones and batteries.

These are three of the most commonly used links for online Penn State services.

- Webmail is your Penn State email site. Like Yahoo mail, or Gmail, it allows you to use any web browser to connect to your mail folders through the internet. You may receive copies of messages from the following two services in webmail as well.
- ANGEL is a course management system. Primarily, it allows instructors to organize resources for each class. Some instructors use ANGEL for online classes. Many in-class instructors also use ANGEL to effectively deliver course materials and messages. While you may receive ANGEL messages in ANGEL and in Webmail, ANGEL is not your primary email site – Webmail is.
- eLion has become an essential part of being a student at Penn State. No longer do students have to wait in line outside an office to pay bills or schedule classes – all those services are now handled through eLion. After the semester is over, you can even check your grades at this site. Again, eLion messages are for eLion. The rest of your email you must check through Webmail.

Student printing in computer labs is subsidized, up to a semester limit. At the beginning of each semester, every student is allotted 250 pages of printing. This number counts the number of papers used – not front and back. Since duplexing (or printing on both sides) is turned on in the computer labs, this allotment is actually closer to 500 pages of printing.
You can use your Lion cash account to purchase more pages on the fly, as you need them while you’re working in the computer labs.

Printing from these printers is not available from personal computers used in the residence halls, or with laptops over the wireless network.

If you live in the Residence halls and you choose to bring a computer with you, please come equipped to take good care of it.

Bring along any installation disks for it for the operating system or for other installed software that you may need. If something happens to your computer while you’re here, you’ll be able to take care of it faster if you have what you need.

Please apply all your regular updates to your operating system and to your antivirus software. Penn State makes available free antivirus software to you while you’re a student. If your computer is discovered to have a virus while it’s on the network, your residence hall (or your wireless) network connection will be disabled until you rebuild your computer. In this case, it is much easier to prevent an issue than to fix one.

Please also refrain from using peer to peer file sharing to collect or distribute copyrighted materials. Penn State cooperates with RIAA to enforce copyright protection. The Penn State networks are scanned, not only for virus activity, but also for illegal file sharing. Again – prevention is the key to effectively dealing with this kind of problem.

Penn State Mont Alto offers free wireless networking to all students, staff, and faculty using personally-owned computers on campus. You can prepare your computer for use on the wireless network by visiting wireless.psu.edu at home.

Again, if your computer has a virus, it will be detected when it connects to the wireless network, and your connection will be denied. Please use a clean computer when using the network.

Availability for wireless services here at Mont Alto includes most areas in most buildings, and the lobby areas of Residence Halls. Wireless networks are not available in Residence rooms.

Your student computer account is one that you will use on a daily basis. You’ll receive your account when you work with the campus through the New Student Orientation process prior to the beginning of your first semester.

Password security is a big deal at Penn State because we make every attempt to protect you from identity theft.

You can change your password at work.psu.edu, as well as see how many days it will be until your password expires. You’ll be required to change your password at least once a year.

If something happens that you forget your password or it has expired, we unfortunately won’t be able to help you over the telephone. It is really important that you set your account security questions so that you can fix password problems yourself without having to come to campus to do so.
• You should never share your password with anyone. Parents who are helping pay for school will be issued their very own user names and passwords. Please do not share yours. Otherwise, someone else may be able to change your class schedule, send emails from your account, or even withdraw you from the university. Best friends, boyfriends, girlfriends, cousins and other people in your life don’t need to know your PSU login information. No one in Penn State will ever ask you to share this with them. We can help you do what you have to do without ever knowing it.

• When you come to campus, you should log into a computer in one of our computer labs. As you do, don’t use your whole email address in the user name field. Your user name is only the first portion of your email address – it’s usually your initials and a series of numbers. This user name is one that you will use to log into all online services provided by Penn State.
  o It’s really important that you don’t forget to log off the computer when you’ve finished. You wouldn’t want someone else to use the computer with your account.

• There are a number of questions that we receive regularly!
  o The most common question for the IT department from incoming students and their parents is “What computer should I buy?” Truly, you do not have to purchase any computer to come to Mont Alto and succeed as a student. Furthermore, Penn State generally does not advise students to choose one brand or make of computer over another. We can provide basic specifications that you may want to consider prior to purchasing your personal computer, if you go that route. These descriptions should be helpful when you’re determining how robust a system you may want to invest in. Please let us know if you need some guidance with this.
  o The next most common question that we receive is “Do I need special software?” Again, the easy answer is no. We purchase computers for in computer labs and install all the software you should need to use on those computers. The public computers in the library and other public places also have all the software you should need.
    ▪ If you would like to purchase software like Microsoft Office, you should check software.psu.edu when you’re pricing it. As a student, you may be able to purchase it there less expensively than even buying it installed on your new computer.
    ▪ There are a number of other software packages, like antivirus software, that are available to you for free download as a Penn State student. Those can be found at downloads.its.psu.edu.
  o We do hire students to work in our department. If you have an interest in working with technology and believe that you possess a talent for serving people well, we’d love to give you an application to fill out! Stop by the department and talk to us.

• Finally, please allow us to extend the warmest welcome to you on behalf of the campus. This is a stressful but extremely exciting time in your life. Penn State cannot wait to serve you. Welcome to Mont Alto!