



Welcome to Computing at UNCG!

Information Technology Services

Welcome to computing at UNCG! Technology has become a major part of life of UNCG. You will find yourself using computers and the UNCG network from the day you arrive at UNCG and throughout your time here.

Information Technology Services (ITS) is UNCG's central IT organization that provides a variety of technology services to students. The information below will introduce you to these services. If you have questions or need assistance:

- For support via phone or email, contact 6-TECH at 336-256-8324 or **6-TECH@uncg.edu**.
- For web based support, visit **<http://6tech.uncg.edu>** where you can search for information and submit a request for assistance if you do not find what you need.
- For **in-person support**, visit the **SuperLab Student Help Center** located in Jackson Library or the **Technology Support Center** located in 101 Forney Building.

Ethical Use of Computing Facilities

Because technology has become so integrated with teaching and learning, it is important that you take some time to make yourself familiar with the policies and procedures that govern use of technology at UNCG and the laws concerning copyrights in the U.S.

By using any of your computer accounts, which are described in this handbook, you are agreeing to abide by the *Acceptable Use of Computing and Electronic Resources Policy*, which you can find on-line at **http://policy.uncg.edu/university-policies/acceptable_use/** as well as agreeing to abide by all UNCG technology policies, **http://its.uncg.edu/Technology_Policies/**. UNCG takes the responsible and ethical use of computing facilities very seriously, and will respond to any infractions in accordance with the “**Enforcement**” section of the policy. Violations of the computing policy will be reported to those campus offices which adjudicate other violations of the Student Code of Conduct (see <http://studentconduct.uncg.edu/> for the student code of conduct policies).

Copyright Policies and the Digital Millennium Copyright Act

According to the Copyright Compliance for Users of UNCG Technology Policy (see **http://policy.uncg.edu/university-policies/copyright_compliance/**), students, faculty, and staff are expected to comply with United States copyright laws. These laws apply to copyright-protected materials regardless of whether they are reproduced in digital, electronic, print, or other form. Copyright ownership by members of the University community is addressed in the Copyright and Ownership and Use Policy at **<http://policy.uncg.edu/university-policies/copyright/>**.

In 1998, the U.S. Congress passed into law the Digital Millennium Copyright Act (DMCA). Under the DMCA, UNCG is considered an Online Service Provider (OSP) for its students, faculty, and staff. DMCA requires the University to expeditiously respond to complaints it receives of copyright infringements on a computer connected to the University network. When notified by a copyright owner of infringing materials on a computer, UNCG will take immediate action to block Internet access to the computer and notify the owner of the computer (see **<http://its.uncg.edu/DMCA/Takedown/>**).

UNCG's Student Technology Purchase Opportunities

The University of North Carolina at Greensboro (UNCG) is committed to providing students with the tools necessary to learn and develop technology skills for the 21st century. Students may purchase appropriately-equipped, high-quality laptops at a reasonable cost through one of UNCG's vendor partners (Lenovo or Apple). Students who own an appropriately equipped laptop will benefit from use of the University's robust and expansive wireless computing network. There are some academic departments that require laptop ownership, and those departments will communicate this requirement to their students. For more information visit: <http://its.uncg.edu/Laptop/> .

For students who purchase a laptop through the UNCG program, ITS provides comprehensive technical support for four years from purchase date. For those with non-program laptops, ITS supports use of the UNCG wireless network as long as those laptops meet recommended minimum specifications. To see current University minimum specifications visit: http://its.uncg.edu/Laptop/Minimum_Requirements/ . Many non-program laptops will work with the campus wireless network, but we cannot guarantee their functionality. Also, be aware that only Program laptops will receive comprehensive hardware and software support from UNCG's Technology Support Center located in 101 Forney Building.

In addition to the laptop purchase opportunity, UNCG students are able to purchase select software packages through the University at substantial discounts. For information on discounted software purchase opportunities see <http://its.uncg.edu/Software/Purchase/> .

Activating Your UNCG Computer Accounts

Before you can make use of any of UNCG's computing services, you must first activate your accounts. You can do this when you are on campus in any computing lab or from any off-campus computer with internet access.

Activation is simple. Open up a web browser such as Internet Explorer or Firefox. Go to <http://its.uncg.edu/Accounts/> and click on the link for "New Account Requests" and then click on the link for "Activate Your Default Accounts." You must first agree to abide by the *University Computing and Electronic Resources Policy* mentioned above. A link to this policy is on the account activation page. Read the policy and then click the appropriate button indicating that you agree to abide by the policy. Fill out the remainder of the form as indicated. In addition to entering your personal information, you must also select and answer a security "challenge question." This serves as identifying information that will allow you to obtain help with your account over the phone if necessary or to reset your password using the self-service password reset page.

It is a good practice to set your UNCG password to one of your own choosing after you have activated your computer accounts. This is easily done by using the Self-Service Password Reset page you will find at <http://reset.uncg.edu> .

Your UNCG Computer Accounts

As a student at UNCG, you have a number of different computer-related accounts, all of which use your same username. These will be explained in detail below, but here is a quick list:

Account	Password Used
<ul style="list-style-type: none">Standard UNCG Network Account (your "lab logon, wired and wireless network" account, "printing" account, and cloud storage such Google Drive, Box, and OneDrive)	UNCG password
<ul style="list-style-type: none">Student Email Account (iSpartan)	UNCG password
<ul style="list-style-type: none">Canvas (Learning Management System)	UNCG password
<ul style="list-style-type: none">UNIX Service (Instructional Linux Environment)	UNIX password
<ul style="list-style-type: none">UNCGenie (UNCG's system for registration, financial aid and other administrative services)	University PIN (6-digits)

Note: If you forget your UNCGenie PIN or do not know your PIN you may create or reset your PIN by going to <http://getmypin.uncg.edu> .



Your UNCG Network Account

As a UNCG student, you have a personal account on the UNCG computing network. You will use this account to access the lab computers and software on the network, to access the wireless network, to print documents to network printers, and save documents and other files in your own secure directory on the network server.

For security reasons, *UNCG Computing Network passwords expire every 90 days*. You may wish to change your password more frequently than that, or if you have reason to believe someone else has learned your password. To change your password, visit <http://reset.uncg.edu>.

Accessing and Using Your UNCG File Storage Spaces

You can access your multiple UNCG file storage spaces

- A. Cloud Storage -- By using **Google Drive**, **Box** and **OneDrive** are accessible from on and off campus. Log in using your UNCG username and password by going to drive.uncg.edu, box.uncg.edu, or office365.uncg.edu respectively.

Your Student Email Account & Collaboration Services

UNCG provides email and collaboration services to all students, faculty and staff. iSpartan is UNCG's implementation of Google Apps for Education (GAFE). iSpartan services at UNCG include: Gmail, Calendar, Drive, Sites, Video & Chat Hangouts and more. The URL to login is ispartan.uncg.edu, or you can log directly into your email via mail.uncg.edu.



Before using iSpartan, students must create their UNCG computer accounts following the steps outlined in the section on **Activating Your UNCG Computer Accounts**. iSpartan is available over the internet and students are encouraged to use it between SOAR and the start of classes to check their UNCG email.

The username and password to login into iSpartan is the student's standard UNCG username and password, used for logging into other UNCG systems such as Canvas, Box, Office365, Webex, and computer lab machines. A student's UNCG email address is in the format of **yourusername@uncg.edu** (example: **jadoe@uncg.edu**).

Technical support for services provided as part of iSpartan Google Apps for Education (including providing answers to usability and "how to" questions) is provided by Google through the Google Apps Help Center.

Students also have access to collaboration services in addition to just email:

- Google Drive (drive.uncg.edu) and Box (box.uncg.edu): unlimited storage, collaboration on documents, version control, comments and more
- Office365 (office365.uncg.edu): Word, Excel, PowerPoint in your browser or mobile apps, or download full versions of MS Office for desktop computings
- Webex (webex-students.uncg.edu): Online collaborative meeting spaces for up to 8 participants from desktop or mobile devices

For questions about account creation and maintenance, students should contact 6-TECH at (336) 256-TECH (8324) or **6-TECH@uncg.edu**. For more information about iSpartan (Google Apps), Box, and Office365 at UNCG see its.uncg.edu/ispartan, its.uncg.edu/box, and its.uncg.edu/office365 .

Your UNIX (Instructional Linux Environment) Account

Students are given accounts to access a general linux login service which allows access to various software packages, such as the statistical packages SAS, SPSS and MATLAB. Software compilers are also available in this environment. For a list of available software, refer to Linux Software @ UNCG, <http://its.uncg.edu/Software/Available/ILE/> . If you need to reset your UNIX ILE password this can be easily done by using the Self-Service Password Reset page at <http://reset.uncg.edu> .

Canvas (Learning Management System): <http://canvas.uncg.edu>

Canvas by Instructure is the University's Learning Management System (LMS), used for sharing course information and posting/submission of homework assignments, and interactive activities. University affiliated student organizations may also use Canvas. You will use your standard UNCG username and password, as described above, to access your courses in Canvas. To login to Canvas, go to canvas.uncg.edu, and enter your UNCG username and password. For more information about Canvas, see courses.uncg.edu and its.uncg.edu/canvas .

Changing Passwords

Your passwords protect your accounts, files and email, and by extension, the University's computer system. Do not tell anyone else what your password is. When selecting a password, choose one that you will remember, but do not use obvious ones that others can easily figure out like your name, or address, or your pets' names. Passwords for your Standard UNCG network, Canvas, and Unix ILE accounts should be at least 8 characters and must follow the criteria as described on the Self-Service Password Resetting form. If you forget your password for your computer accounts, or think it may have been compromised, you can reset it at any time by going to <http://reset.uncg.edu> and filling in the required information.

The UNCGenie PIN must be exactly 6 numbers. If you forget your UNCGenie PIN or do not know your PIN you may create or reset your PIN by going to <http://getmypin.uncg.edu> .

There are several good ways to increase the security of your password. For more information or help, go to the ITS Documents web page at <http://its.uncg.edu/Accounts/> and click on the link for "Changing and Resetting Passwords". Students can also opt-in to UNCG's 2-Factor Authentication service, which increases the security around your UNCG username and password. Learn more at its.uncg.edu/2fa . To update your account after you have changed your name or to look up your user name, go to <http://its.uncg.edu/Accounts/Maintenance/> .

How/Where Can I Compute on-campus or away from campus?

Computer Labs: UNCG ITS manages 12 computer labs open to students, faculty, and staff. In these labs, many of which are used for conducting classes, there are approximately 465 Windows-based computers and approximately 14 Macintosh computers, which are regularly upgraded to ensure an up-to-date computing environment for the campus.



There are well over 100 pieces of software currently available on the UNCG network, including such standard programs as the Microsoft Office Professional suite and programs for creating graphics and web pages. In addition, there are many specialized software packages that are used in various classes on campus. For a list of the computing labs maintained by ITS and for information on operating hours, see the ITS Computer Labs Home Page at <http://its.uncg.edu/labs> .

Wireless Connectivity: Wireless network access is available across most of the campus. See the section below on “Wireless Computing at UNCG” for more information.

MyCloud @ UNCG: MyCloud is a UNCG service that offers faculty, staff, and students access to applications over the internet. Unlike typical application downloads, applications accessed through MyCloud @ UNCG do not need to be installed. This allows you to run these applications from any supported device, including PCs, Macs, and even mobile devices. In addition, you don't need to be on campus to use MyCloud, making distance learning and commuting more convenient. To login to MyCloud, go to <http://mycloud.uncg.edu> .

Printing in the ITS Computer Labs and Web/Wireless Printing

There is a charge for printing more than a limited number of pages in ITS computer labs or at any of the printing kiosks on campus (**printing kiosks are in the EUC on the ground level study room, Bryan food court, and outside of Bryan 301**). All students are given a free allocation of 75 pages per fall and spring semester (150 pages per year). This shows up as a \$3.00 balance when you log in to the print release station. For the summer, students are given an allocation of 40 pages or \$1.60 (this is for the entire summer, not for each session). You are not charged for these pages. After you use up your free allocation, you will be charged four cents (\$.04) per page for every page you print or six cents (\$.06) for double-side pages. Free allocations do not carry over to the next semester. All balances are reset at the beginning of a new semester. In order to pay for printing, once you have used your free allocation funds, you must have money in your UNCG ID card spending account. A machine to add cash value to your SpartanCash account is located in the Jackson Library (next to the Access Services Desk). Funds may also be added at the UNCG ID Card Center in the Elliott University Center or online at spartancard.uncg.edu .

UNCG also offers color printing to students on campus. Color printing charges are twenty cents (\$.20) for a single-sided page, or thirty-eight cents (\$.38) for a double-sided page. Color printing is only available in the SuperLab, located in the Jackson Library.

For more details about the web printing service or color printing on campus, please visit the “Printing at UNCG” web site, <http://uprint.uncg.edu> . You may also go directly to the mobile Printer Center to upload print jobs by going to mprint.uncg.edu .

Wireless Computing at UNCG

Like all computing resources on campus, the use of the wireless network is governed by UNCG’s technology policies. Wireless computing networks are available at UNCG in all classroom buildings and many public spaces, such as the Elliott University Center, Jackson Library, and many outdoor areas throughout campus (i.e. the fountain area, EUC lawn area, Bryan outdoor courtyard area, etc.). Wireless coverage is also available in all residence halls.

For a complete list of UNCG locations with wireless service, please visit 6TECH on-line, <http://6tech.uncg.edu> and search for “wireless locations” in the **Search for Help** box. You will be provided a link to all the locations on campus where wireless service is available.

UNCG students have access to the following wireless networks:

- **eduroam**
eduroam (education roaming) is the secure worldwide federated network access service developed for the international research and education community. **eduroam** allows UNCG faculty, staff, and students to use their UNCG username and password to access wireless network services when visiting participating institutions. In addition, it enables UNCG to serve as a hotspot for eduroam members visiting our campus. Instructions to configure your workstation are available at, 6TECH on-line, <http://6tech.uncg.edu> and search for “**wireless**” or “**eduroam**” in the **Search for Help** box. You will then be provided various links to instructions of how to configure your operating system to connect to the UNCG wireless network. ITS



strongly recommends you to configure your computer for UNCG secure wireless access prior to the first day of classes.

- **UNCG-Wireless**

The UNCG-Wireless network is an open, unsecured network with bandwidth limitations and is intended for use by non-UNCG guests. Access is restricted to basic Internet use only. Access is denied to any sensitive UNCG systems. Simply connect to the UNCG-Wireless network using your built-in wireless client and opening a browser to “login” by providing your email address.

For more information on wireless access, see http://its.uncg.edu/Network_Services/Wireless/ . If you require further assistance with accessing the UNCG wireless network you can call 6-TECH (336-256-8324) or visit the SuperLab Help Center in Jackson Library or the Technology Support Center in 101 Forney building on campus.

Assistive Technology at UNCG

Assistive technology is any item that can increase, maintain, or improve the functional capabilities of individuals with disabilities. Those needing assistive technology can include people with visual or physical impairments (including carpal tunnel syndrome or repetitive stress injuries), or learning disabilities. Both the Office of Accessibility Resources & Services (<http://ods.uncg.edu/>) and ITS provide support for Assistive Technology. Assistive technology software available in UNCG’s ITS computer labs includes JAWS, ZoomText, and Read & Write Gold.

Student Software Discounts (<http://its.uncg.edu/Software/Purchase/>)

- Office365 is a **FREE** service for all UNCG students that provides access to MS Office from your web browser. Download copies of MS Office on up to 5 computers (free), and mobile apps too! Visit <http://its.uncg.edu/office365>
- Student can purchase SAS, SPSS, and many others at a largely discounted price

Go to the <http://its.uncg.edu/Software/Purchase/> website for more information.

More Help

In addition to contacting 6-TECH, students may obtain help by visiting the **SuperLab Help Center**, located in **Jackson Library** on the 1st floor. The SuperLab’s Lab Consultants can assist with problems such as computer account issues and password changes. Students can also obtain assistance with wireless connectivity and other laptop hardware issues in the **Technology Support Center** in **101 Forney Building**.

Help with computing in the campus residence halls can be obtained by contacting Housing and Residence Life (<http://hrl.uncg.edu>).

Helpful Websites

UNCG	http://www.uncg.edu
ITS Home Page	http://its.uncg.edu/
ITS Computer Labs	http://its.uncg.edu/Labs/
Technology Support Center	http://its.uncg.edu/TSC/
UNCG Student Technology Purchases	http://its.uncg.edu/Technology_Purchases/
Student Laptops (Purchases and Support)	http://its.uncg.edu/Laptop
iSpartan (email login)	http://ispartan.uncg.edu
Canvas	http://canvas.uncg.edu
Printing on campus	http://uprint.uncg.edu
ITS Workshops (FREE)	http://its.uncg.edu/Training/
Help or Assistance, (336) 256-TECH (8324)	http://6tech.uncg.edu

