

A Guide to Union College Computing Services

The Office of Information Technology Services (ITS) welcomes you to Union College. Academic computing services are provided by ITS to assist Union College faculty, students, and academic support staff in using computers to do their instructional or research tasks. Here is the information you will need to get started.

ITS provides a variety of academic computing services to the Union College community. These services include:

- ResNet network connections and software support for the Residence Halls
- Computer training seminars
- Help desk facilities to provide software assistance
- Documentation for computer resources, including on-line help facilities and “How to” sheets
- Public computing facilities available 24 hours per day, 7 days per week

These services are offered at no cost to students of the Union College community. The office of Information Technology Services maintains regular College office hours, 8:30AM – 4:54PM, Monday through Friday. Appointments are appreciated

Important Contacts	Phone Number
Information Technology Services Office	(518) 388-6293
ResNet Support Line	388-8707
USTAR	388-7096
Security	388-6911

For more information, visit our website at <http://its.union.edu>

E-MAIL

E-mail accounts are available to all students of Union College at no charge. First Year students automatically receive their email account in the spring prior to their start at Union. Transfer and other students may obtain an account at the ITS offices located in Steinmetz Hall, Room 109. Accounts will be made available within 24 hours after submission of an AFCA (Application for Computer Account) Monday through Thursday. All AFCAs submitted on Friday will be activated the following Monday. AFCAs may also be downloaded from the ITS web site (look under Student Services). This account is effective until graduation for full-time undergraduate students. *Part-time* student accounts are active while students are enrolled in courses.

E-mail is accessed through the web at <http://mail.garnet.union.edu>.

NETWORK STORAGE

All students with an email account also have network storage space available to them at no charge. Students are provided with network storage space that is accessible throughout the campus. Information about accessing the network storage can be found at the ITS documentation site: <http://www.union.edu/Resources/Technology/ITS/help/documentation.php>.

RESIDENCE HALL COMPUTER NETWORK (ResNet)

ResNet is an Ethernet network service. Students who own computers and live in the Residence Halls can access campus and world-wide electronic resources from their rooms on a 24-hour-per-day basis. To connect to ResNet, your computer must have an Ethernet connection. Network cables may be purchased at the Bookstore. More information about ResNet is at <http://resnet.union.edu>.

Information about the wireless network coverage on campus may be found at <http://wireless.union.edu>.

Wireless service in the Residence Halls is available in a majority of rooms and in all common areas. ITS is currently working to provide wireless access in all residential areas.

SERVICES

VPN

VPN (*Virtual Private Network*) is used to create a secure means of access for off-campus users (e.g. from your home computer). With the VPN you can access network resources such as Schaffer Library's Databases & Indexes page, the Union FTP server, and other campus servers. To get a VPN account, stop by ITS and fill out an application for an off-campus account.

USTAR

USTAR (**U**nion **S**tudent **T**echnical **A**ssistance **R**esources) students provide a viable, trained and coordinated user support program to the students and faculty. At the same time, USTAR allows the students involved to accumulate on the job technical and professional experience and mentoring skills. They can provide hardware, software and networking support to students. Assistance can be requested through the web at <http://ustar.union.edu>, at the USTAR office in Steinmetz 101A, or by calling 388-7096. Consultants are available 6-10pm Sunday-Thursday evenings.

PUBLIC COMPUTING FACILITIES

Computer labs are available for instructional work. The Computing Lab and the Steenstrup Multimedia Lab, located in Steinmetz Hall, are open 24 hours a day. Access is gained by using your Union College ID Card with the Card Access System located near the door to the lab. Printers are available in each lab on a pay-for-pint system using print cards purchased at the library.

Steenstrup Multimedia Lab

The Multimedia Lab is located in Steinmetz 110. It has four Windows and six Macintosh workstations with software for multimedia, image, video and audio editing. Image and text scanning is available on the four computers with attached scanners. There is also an audio-visual dubbing station available for converting analog media into digital formats.

Computing Lab

The Computing Lab contains 9 Windows computers and 4 iMacs and is located in Steinmetz 100. This lab provides access for students to word processing, spreadsheet, database, programming languages, graphics, utilities, and web browsing software. A handicap-accessible workstation is also available.

Departmental Computing Facilities

A number of departments have their own labs on campus that give students access to computers. Each department sets its own policies and procedures. You can check with the department secretary to see if your department has a departmental lab.