

University of Massachusetts Amherst



oit  
guide

students

Office of Information Technologies

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## About This Guide

This guide is an overview of the services the Office of Information Technologies (OIT) offers to students on the UMass Amherst campus. More detailed information, including instructions for configuring your computer to access the Internet and email, can be found on the OIT Web site: <http://www.oit.umass.edu/>.

## OIT Services for Students

### OIT Accounts

OIT Accounts are provided to all students on the UMass Amherst campus with an active UCard. An OIT Account is included as part of your University fees.

### What do I get with an OIT Account?

#### Internet Access

OIT provides high-speed Internet access via the campus Ethernet in residence halls (except Family Housing), most campus buildings and public classrooms, and all OIT labs and classrooms. Wireless access is also available in several buildings on campus, including the W.E.B. Dubois Library and the Campus Center. To access the UMass network from off-campus, use our 56K dial-up service.

#### UMail

Student OIT Accounts are allocated 30MB of space on the UMass Amherst email system—UMail. OIT supports and distributes several email clients (e.g., Netscape Communicator, Outlook Express) for use with computers you log into regularly. To access UMail while on the go, from public kiosks or when you're away from campus, we offer UMail on the Web: the easy-to-use Web interface for UMail. You can find UMail on the Web at: <http://umail.oit.umass.edu>.

### Access to Labs & Classrooms

Your OIT Account gives you access to Windows and Macintosh computers located in labs across campus. Computers in our labs have popular word-processing, spreadsheet, desktop publishing and Web development applications, among many others.

### Remote Access to Library Databases

Your NetID identifies you as a member of the UMass community when accessing the extensive collection of online library databases from off-campus. For a complete list of these databases, see <http://www.library.oit.umass.edu/>.

### Access to WebCT

Many UMass faculty use WebCT, an online course tool, to post syllabi, grades, and other course-related content. You'll need your NetID and password to access your WebCT courses.

### Personal Web Page Space

Each OIT Account is allocated 100MB of space on our OITUNIX host for your personal Web site or other files.

### File Storage Space

Your OIT Account gives you access to UDrive, our networked file storage system. Save your files to the UDrive in one location, and then access them from another. Each OIT Account is allocated 100MB of space on the UDrive; this space is shared with the space for your personal Web site.

## **Other OIT Services**

### **Telephones**

Telephone and voice mail services are provided by Residential Telecom, part of the Office of Information Technologies (OIT). Students are responsible for providing their own touch-tone telephone and a line cord (one per room). For further information, call 545-2103 or visit <http://telecom.oit.umass.edu/students>.

### **Hardware Repairs & Upgrades**

OIT's Hardware Support department provides repair, maintenance and installation services for campus computers and peripheral equipment. Our technical staff is Warrantee Service Authorized to repair Apple, Compaq, Dell, Gateway and Toshiba computers. We also offer competitive prices on computer upgrades and enhancements such as network cards, memory and processors. Don't know which computer to buy? Come to Hardware Support for a pre-purchase consultation.

If you are having a problem with your computer, please call the OIT Help Desk at 545-9400. The Help Desk will direct you to Hardware Support if the problem is hardware-related. If you need to have a component installed or if you would like a pre-purchase consultation, please call 545-2036.

### **Software Support**

OIT's Software Support department provides assistance with select Windows and Macintosh software applications and operating systems and oversees the distribution of site-licensed software on campus. Unsure which software to buy? Come to Software Support for a pre-purchase consultation.

If you are having a problem with your computer, please call the OIT Help Desk at 545-9400. The Help Desk will direct you to Software Support if the problem is software-related. If you would like to make an appointment for a pre-purchase consultation, please call 545-9779.

### **Workshops & Training**

OIT offers several workshops on technology-related topics each semester. These workshops are available to all UMass students for a nominal fee, and cover topics such as Web Site Planning, Dreamweaver, and Thesis Formatting.

OIT has also partnered with Microsoft to bring you Microsoft's Enterprise Learning Library (MELL). MELL offers Web-based software training and resources on Microsoft products. See <http://www.oit.umass.edu/workshops> for more information.

## OIT Account Passwords

Each OIT Account has three passwords associated with it: UMail, UMassAccess and OITUNIX. All three passwords are the same when you first open your account; however, they can be changed independently.

For security purposes, we recommend that you change your passwords periodically. You will probably find it easier to remember the passwords if you continue to use the same password for all three services. So, when you change one password, you should probably change the other two. To learn how to change your passwords, see <http://www.oit.umass.edu/accounts/passwords.html>

- **UMail Password** - used to access your email
- **UMassAccess Password** - used to access the campus network (Ethernet, dial-up, or wireless) and computers in OIT labs and classrooms
- **OITUNIX Password** - used to access OIT's Web hosting

### Forget your password?

If you've lost your password, come to the OIT Accounts Desk in A107 LGRC (Monday - Friday • 8:30 a.m. - 4:45 p.m.) You must come to the Account Desk in person (don't forget your UCard). For security reasons, we cannot give out passwords over the phone or via email.

## Connecting to the UMass Network

This section includes just enough information to get you started using the UMass network and the Internet. For more detailed instructions on how to configure your computer, including troubleshooting tips and free Internet browser/email software, see the **OIT Web site**: <http://www.oit.umass.edu> or the **OIT CD** (available from the University Store).

To connect to the UMass network and the Internet, you will need an **OIT Account** and a computer that meets our **minimum system requirements**. If you are in the market for a new computer, see what OIT recommends you bring to campus.

### Minimum

#### *Windows*

Pentium II or AMD equivalent,  
15" Color Monitor,  
128 MB RAM, 10 GB Hard Drive,  
24x CD-ROM Drive,  
Windows 98 Second Edition

#### *Macintosh*

PowerPC G3,  
15" Color Monitor,  
128 MB RAM, 10 GB Hard Drive,  
24x CD-ROM Drive,  
MacOS 9.1

### Recommended

#### *Windows*

Pentium IV or AMD equivalent,  
17" Multisync Color Monitor,  
512 MB RAM, 60 GB Hard Drive,  
48/24/48x CD-RW Drive,  
Windows XP (Professional)

#### *Macintosh*

PowerPC G4,  
17" Multisync Color Monitor,  
512 MB RAM, 60 GB Hard Drive,  
48/24/48x CD-RW Drive,  
MacOS X (10.2.6)

## Connecting From On-Campus

Most on-campus computers, including those in residence halls, connect to the network via Ethernet.

To use the campus Ethernet you'll need:

- **An Ethernet card (10 Base-T) and cable.** If you need an Ethernet card or cable, you can purchase them from OIT Hardware Support (545-2036). Most newer computers come with Ethernet cards already installed.
- **An active Ethernet jack.** All double and triple rooms in University residence halls have two active jacks for connecting computers to network; single rooms have one active jack. An Ethernet jack looks similar to a phone jack, but is slightly larger.

To learn how to configure your computer to connect to the campus Ethernet, please visit <http://www.oit.umass.edu/network/ethernet/> or follow the instructions included on the OIT CD (available from the University Store).

### Connect to the Network

1. Find an active Ethernet jack where you want to connect to the Campus Network.
2. Connect your computer to the Ethernet jack using an Ethernet cable.
3. Ethernet jacks in residence halls are part of the NetReg (Network Registration) system. To connect to the network using these jacks, you must first register your computer with OIT. It's easy!

## Wireless

OIT has installed wireless networks in several buildings on campus, including the Campus Center and the W.E.B. DuBois Library. See <http://www.oit.umass.edu/wireless/> for more information.

## Connecting from Off-Campus

OIT provides a 56K dial-up service for those members of the community who wish to access the campus network from off-campus. The dial-up service works much like other Internet Service Provider's. Once you make a connection to UMass using a modem, you can use the Internet and other networking software.

To use dial-up service, you'll need:

- **A Modem.** You'll need a v.90 compliant internal or external modem. We recommend a 56K modem. If you use an external modem, you will also need a cable to connect the modem to your computer.

To learn how to configure your computer to use UMass dial-up, please visit <http://www.oit.umass.edu/network/dialup/> or follow the instructions included on the OIT CD (available from the University Store).

## Server Names & Dial-up Numbers

Refer to these server names and dial-up numbers when configuring your software to use OIT services.

### UMail

#### Incoming Mail Server

mail-?.oit.umass.edu

? is the first letter of your NetID

Mark as requiring a secure connection (SSL)

#### Outgoing (SMTP) Mail Server

For on-campus ethernet or UMass dial-up connections:  
mailhub.oit.umass.edu

Does NOT require a secure connection (SSL)

For cable modem, DSL, or other non-UMass Internet Service Provider's:  
mail-auth.oit.umass.edu

Mark as requiring a secure connection (SSL)

### Dial-up Phone Numbers

#### On-Campus

*(including Family Housing)*

Dial-up PPP: 6-5600

#### Off-Campus

56k V.90 dial-up PPP: 577-5600

Dial-up PPP: 545-3700

### Other Server Names

UNIX Host: oitunix.oit.umass.edu

Usenet News (NNTP) server for newsgroups:  
news.oit.umass.edu

Domain Name System (DNS) Server: 128.119.166.14

## Getting Help

### 1. OIT Web site

Answers to most common questions about connecting to the Internet, Web site hosting, UMail, and other OIT services can be found on the OIT Web site: <http://www.oit.umass.edu>.

### 2. OIT Help Desk

Still can't find what you are looking for? Call the Help Desk at **545-9400** or stop by A109 LGRC. The Help Desk is open from 8:30 a.m. to 5:00 p.m., Monday – Friday (except holidays) with extended hours at the beginning of Fall & Spring semesters.

## Shortcuts

OIT Web Site: <http://www.oit.umass.edu/>

UMail on the Web: <http://umail.oit.umass.edu/>

SPIRE: <http://spire.umass.edu/>

WebCT: <http://webct.oit.umass.edu>