IT Orientation
For Student

NYU SHANGHAI
Technology Services
Overview

1. Introduction
2. Get Connected
3. Knowledge Base
4. Printing
5. Lab
6. Policy and Security
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What’s IT Support?

Help you connect NYU-Net and University Resources

Support your academic and nonacademic activities

Find solution for your academic and nonacademic technology related request.

Support your other technology requirements
What’s IT Support?

**We don’t**

- Repair or replace your personal devices
- (Re)install your operating systems
- Help you choose a mobile phone plan
- Teach you how to use your software
Get Connected

Wireless: Connect your devices with NYU wifi. SSID: “nyu ”

Ethernet: Only Desktop will use Ethernet.

VPN: Off-campus person need use VPN to connect to G resources. [shanghai.nyu.edu/it/vpn](http://shanghai.nyu.edu/it/vpn)

Most of ethernet you can not use here, if you have special requirements, let us know.
Knowledge Base

Knowledge Base is always the first stop our support starts.

We encourage you to exploring solutions in Knowledge Base by yourself.

www.nyu.edu/servicelink
Print Service

NYU Pudong Campus Print:

Located in every floor

25RMB free balance in your account

Color printing

NYU Print Shanghai:

Location: Library & IT Service Center

Black & White print only

250 pages

*More information go to shanghai.nyu.edu/it/print
Lab

Location:
503, 504, 523, 526

Lab Equipments --
Windows and Mac

Mac Lab - Software

Windows Lab - Software

Dell Optiplex
Windows 7

Key Software

- Adobe CC Suite
- EndNote
- MATLAB
- Python
- Java SDK
- MiniTab
- ArcGIS
- Google Earth
- Google Sketchup
- Microsoft Office

21.5" Apple iMac
Mac OS

Key software

- Adobe CC Suite
- Google Chrome
- Google Earth
- Mozilla Firefox
- Microsoft Office
- VLC Player
- Java SDK
- Python
Policies

- As user of NYU computer and data resources, you are responsible to adhere to University policy and Guidelines.

Notice: Do NOT download Copyright protected contents. P2P download software is not allowed with NYU IT policy

- NYU ITS Policies and Guidance you should know:
  - A Note on Illegal Downloading
  - Policy on Responsible Use of NYU Computers and Data
Information Security

Phishing Email:

● Don’t open suspected URL
● Verify the sender’s and receiver’s address
● Contact IT department to identify the Spam/Phishing email

Account Security:

● Confirm website certification before entering your password
● NYU IT will never ask for your password
● start.nyu.edu is the only portal to reset/change your password
● Always log off your account on public computers before you leave
WeChat

What is WeChat?

NYU Shanghai Enterprise account
- Daily Weather report
- Taxi Card
- Shuttle Bus Schedule
- IT User Guide
- Report IT issue
- Check Print Balance
Your Feedback Matters

Leave us your feedback by write us an email or via our Ipad Survey.

What’s your technical requirements about NYU Shanghai?
Ask ITS
Service Center

Working time
Mon ~ Fri
8:00am - 5:30pm

Room 427
shanghai.it.help@nyu.edu
2059-5555
AskITS
Questions?
Thanks For Watching