IT Orientation
For J-term Student
Overview

1. Introduction
2. Get Connected
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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](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 Print Shanghai:

- Location: Library & IT Service Center
- Black & White print only
- 250 pages
Lab

- Location: 503,504,523,526
- Lab Equipments -- Windows and Mac
- Mac Lab - Software
- Windows Lab - Software

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

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

Dell Optiplex
Windows 7

21.5" Apple iMac
Mac OS
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
Ask ITS
Service Center

Working time
Mon – Fri
8:30am – 5:30pm

Room 427
shanghai.it.help@nyu.edu
2059-5555
Other Tips

- Change your timezone
- Use our self-service portal
- Save your data on public computers
- More information:
  https://shanghai.nyu.edu/it
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?
Questions?
Thanks For Watching