

IT Orientation For J-term Student



NYU SHANGHAI
Technology Services

NYU

Overview

1. Introduction
2. Get Connected
3. Knowledge Base
4. Printing
5. Lab
6. Policy and Information security
7. WeChat
8. Contact Us



NYU SHANGHAI
Technology Services

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?

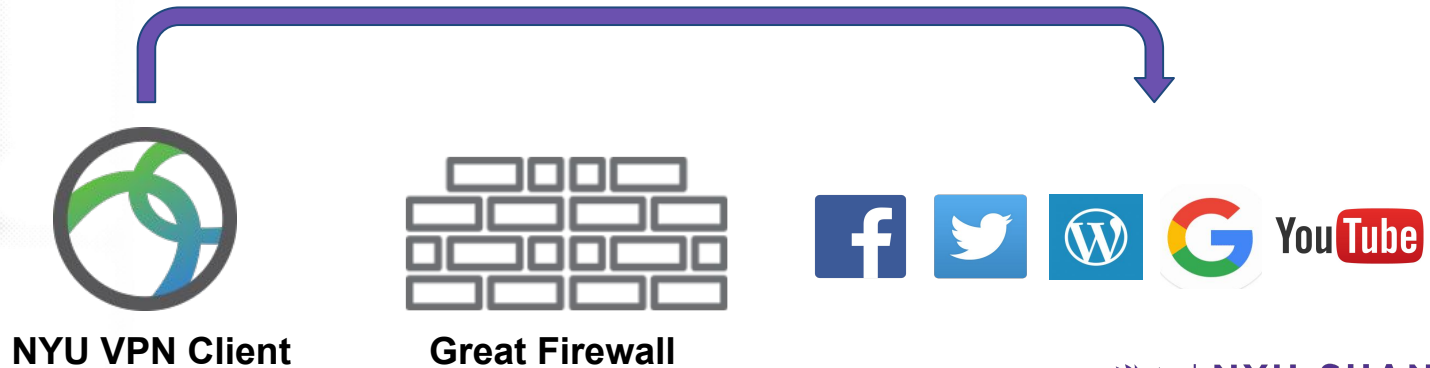
We don't

- 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
- 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



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

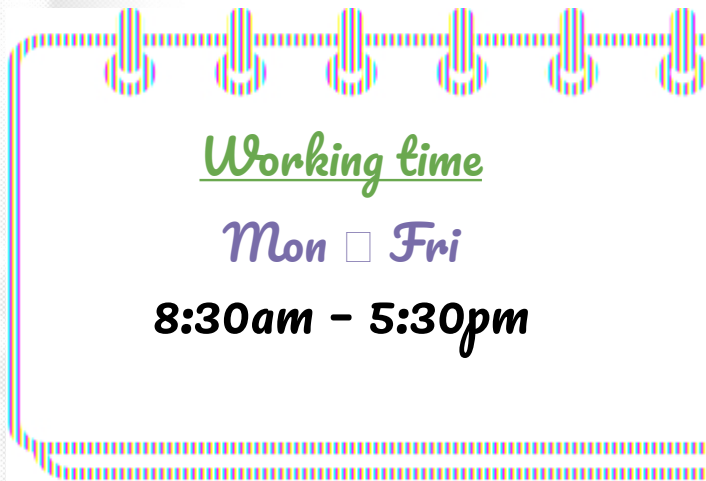


WeChat

- What is WeChat?
- NYU Shanghai Enterprise account
 - ❑ Daily Weather report
 - ❑ Taxi Card
 - ❑ Shuttle Bus Schedule
 - ❑ IT User Guide
 - ❑ Report IT issue
 - ❑ Check Print Balance



Ask ITS Service Center



Room 427



shanghai.it.help@nyu.edu



2059-5555



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Other Tips

- Change your timezone
- Use our self-service portal
- Save your data on public computers
- More information:

<https://shanghai.nyu.edu/it>



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Technology Services

Your Feedback Matters

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



Poor



OK



Good



Awesome

What's your technical requirements about NYU Shanghai?





Questions?

A nighttime photograph of the Shanghai skyline, featuring the Oriental Pearl Tower and other illuminated skyscrapers along the waterfront. The image is partially overlaid by a semi-transparent purple rectangle on the right side.

Thanks For Watching



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