As a University of Evansville student, you have access to a wide variety of computing services that will assist you in your academic career.

These services range from access to computers in residence halls and the computer labs to the option of accessing the Internet from your residence hall room.

The Office of Technology Services provides these services and maintains the campus-wide data network, file servers, and Internet access.

The department also provides multimedia services, distance learning facilities, a user Help Desk, presentation facilities, the campus phone network, and other services as related to the technology of information and learning.

The main point of contact for you and other users of the University's computing services is the OTS Help Desk. Full-time employees and a contingent of student employees staff the Help Desk and are responsible for the delivery and support of the services offered by the department.

These services include but are not limited to the following:

- Maintenance of computer labs
- Creation of Email and network accounts
- Assistance in the use of hardware and software
- Assistance in the use of Email and printing accounts
- Reservations and distribution of audio-visual equipment

### Personal Computer Recommendations

Supported operating systems:
- Windows XP or greater
- Mac OS X version 10.5 or greater

Students and parents planning on purchasing a personal computer and who have questions or concerns are welcome to contact the OTS Help Desk for assistance at 812-488-2077 or help@evansville.edu

### Technology Fee

The technology fee supports various campus technology initiatives, which have become an important part of today's educational environment. These initiatives benefit the students with an array of up-to-date, efficient and reliable technology services. The funds maintain the instructional and student general purpose computer labs, the computers in the library, and the technology systems in classrooms across campus. The fee also supports the technology infrastructure on campus, allowing for upgrades in bandwidth and making the Internet accessible in classrooms. The fee allows for the acquisition of new hardware such as servers which provides for increased storage capacity for student files, upgrades to application software, and newer technology such as wireless connectivity across campus.

### Contact Information

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<tr>
<th>Help Desk</th>
<th>(812) 488-2077</th>
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<tr>
<td>Department web site</td>
<td>ots.evansville.edu</td>
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<tr>
<td>Help Desk</td>
<td>help.evansville.edu</td>
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<tr>
<td>AceLink (intranet)</td>
<td>acelink.evansville.edu</td>
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<tr>
<td>Blackboard</td>
<td>acebb.evansville.edu</td>
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<tr>
<td>E-mail</td>
<td>acemail.evansville.edu</td>
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<tr>
<td>WebAdvisor</td>
<td>webadvisor.evansville.edu</td>
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<tr>
<td>General Questions</td>
<td><a href="mailto:help@evansville.edu">help@evansville.edu</a></td>
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<td>WebAdvisor Questions</td>
<td><a href="mailto:WAAassist@evansville.edu">WAAassist@evansville.edu</a></td>
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Email
The University of Evansville uses Microsoft Live for our students. This gives students a 10GB inbox and 25GB SkyDrive for storing files. Students may keep their evansville.edu email address for life, free of charge.

Wired Internet Access
The University provides Internet access for all of the residence halls. Each room has a network jack for each student. The student needs to provide an Ethernet card and the network cable.

Students must read and accept the University Acceptable Use Policy the first time they connect to the network.

Wireless Internet Access
Campus buildings, outdoor common areas, campus apartments, and residence halls have access to the University’s wireless network, which utilizes standard 802.11b/g protocols.

File Storage
Students are given a user directory on the network where they can store personal files. These files can be accessed from on or off campus. Each student has a 200MB quota. This is in addition to their 25GB SkyDrive.

Printing
Printing is available in all public computer labs. Each student is given a quota of five hundred pages per semester. Printing beyond this quota is charged at five cents per page.

Telephone Service
All students living in the campus residence halls have IP telephones installed in their rooms. These phones work over the same network as the computers on campus and have multiple line capability to accommodate each student in the room.

Each student can personalize their ringtone, and each student also has their own voicemail account.

All students living on campus will be assigned a permanent phone number. This phone number remains with the student as long as they are living in a campus hall.

Students moving off campus (villages, fraternities, or apartments) or leaving school for more than one semester will lose the number originally assigned to them. This does not apply to those attending Harlaxton.

Computer Labs
Computer labs are available to meet the student’s general computing needs. Most of these function as computer classrooms, and the remainder are general purpose labs. All lab computers are directly connected to the campus network and the Internet.

Many academic units have departmental computer labs that are available to students in conjunction with their courses. Each residence hall on campus also has networked computers available for use by the residents.

The public labs are available to all students, faculty, and staff when they are not in use as classrooms. A schedule is posted at the door of each lab noting what times there are classes or special reservations.

Multimedia
The Office of Technology Services offers several audio-visual related services to students and student organizations on campus.

In addition to maintaining the classroom presentation equipment, OTS has the capability to copy visual and audio media to CD and DVD do video transfers from DV tape to DVD and to duplicate CDs and DVDs.

OTS also loans equipment such as podiums, speakers, microphones and projectors to student organizations to help make their events a success.

Security
If you have a computer, you are responsible for making sure it is secure. Please follow these suggestions to help protect the University.

• Install and use anti-virus software
• Use strong passwords & do not share them
• Install and use firewall software
• Apply operating system security patches & updates regularly
• Apply software patches & updates regularly
• Do not store sensitive information on your computer
• Read the fine print before installing software

It is your responsibility to abide by any University of Evansville policies, including the Acceptable Use Policy, any other relevant policies, and any and all federal and state laws including copyright law.

You can view the Office of Technology Services Acceptable Use Policy at ots.evansville.edu/policies/AUP.asp