



FERRIS STATE UNIVERSITY

Imagine More

Getting Connected

2011 - 2012



Student Technology Services - 330 Oak Street - Big Rapids, MI 49307

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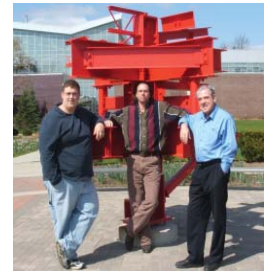
Welcome

Student Technology Services

Computing at Ferris State University

Computer usage has become just as important in our lives as cell phones. Our goal, by the use of this brochure, is to give you all the information you need to make an informed decision to purchase or bring a computer to Ferris State University.

We will make recommendations on the minimum specifications for compatibility with our network and the software used at Ferris State University. Instructions on getting connected to our network and the Internet are also included. In addition to this brochure you can access our website for more information and software downloads at the following URL: www.ferris.edu/STS.



In order to use Ferris State University's network you will need to familiarize yourself with, and agree to, the Acceptable Use Policy on the following page.



Acceptable Use Policy

Excerpts from the Acceptable Use Policy

The Ferris State University Network is a shared resource. Network use or applications that inhibit or interfere with the use of the network by others is not permitted. For example, applications that use an unusually large amount of network bandwidth for extended periods of time (e.g., network game servers such as Call of Duty 4, etc.), and applications designed to send repeated e-mail messages, SPAM, and/or mass e-mail messages, ("e-mail bombs" or "bulk e-mailers") are not permitted.

Users are responsible for the security and integrity of their systems. In the case where a computer is "hacked into" it is recommended that the system be either shut down or removed from the network in order to localize any potential damage and to stop the attack from spreading. In such cases, if the owner cannot be contacted in a reasonable amount of time, the Student Technology Services administrators reserve the right to disable the network connection. Once the owner is made aware of the situation and agrees to take reasonable steps to ensure that the computer is not compromised, network privileges may be restored.

The Ferris State University Network may be used only for legal purposes that include: access only to those systems, software, and data for which the user is authorized. Sharing access to copyrighted software or other copyrighted material (including MP3 files from copyrighted music media and movie files) on the network is prohibited.



Your Computer

Already own a computer?

If you choose to bring a computer from home, please be aware that there are minimum requirements for connecting to Ferris' network. If your computer does not meet the following specifications, you will need to upgrade your computer or purchase one if you wish to connect on campus. For more information on upgrading or determining if your machine meets these **minimum** requirements, please contact STS at (231) 591-2556.

- Windows 7
- 3 GB RAM
- 100 GB Hard Drive

While we can work on computers with Windows XP and Vista, we no longer are able to re-install Windows XP or Vista as an operating system.

Buying a Computer

There are many options available when you decide to buy a new computer, which can be daunting. We suggest when purchasing a new computer, whether it be a laptop or desktop, that you purchase as much memory (RAM) and warranty (including accidental protection) as you can afford.

See page 13 to see the list of authorized Anti-virus programs that you can purchase and use on campus.

Dell Premier

Dell is offering Ferris Students a discount on computer systems. For the special Ferris student Dell deals go to the STS page at the following URL: www.ferris.edu/sts and click on the link to the Dell Premier site. It will automatically insert the Ferris information for you.

Dell Member ID: KS11524565

Representatives from STS will be located in the Timme Center during orientation for fall to answer any computer or technology questions.

Please consult with your College/Program prior to purchasing a laptop as some programs are considering requiring specific laptops.

On Campus

Network Devices

Each residence hall room has one wired connection for the University network. See below for list of halls with wireless. If you wish to connect more than one computer to the network in a single room, you can do so by purchasing a **wireless access point** or an ethernet switch. STS has these items for sale in our office for your convenience. You may also purchase them before coming to campus. Please remember that the network access device you purchase must **NOT** be a router. **Any room with a router will have it's connectivity shut off.**

Wireless Networking at Ferris State

Wireless Outdoors

The outdoor wireless network is currently found in all "green" areas of main campus and supports IEEE 802.11 b/g standards.

Wireless Indoors

The indoor wireless network is available in student, academic, and a majority of administrative buildings.

Wireless connectivity is now available in all rooms in these residence locations.

- Merrill/Travis
- East Campus Apartments
- Ward
- Brophy/McNerney

If your hall is not listed above and you would like to have wireless in your room, you will need to purchase a Wireless Access Point. You can purchase these most anywhere, however, for your convenience they are sold at STS and the security comes preconfigured. If you would like more information please contact STS at (231)591-2556 or e-mail us at STSSoreAdmin@ferris.edu.

Network Assistance

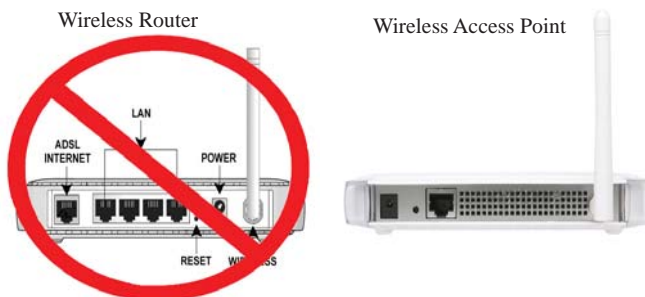
What is "iConnect"?

"iConnect" is the service STS offers to students to get their computers connected to Ferris' network. Representatives from STS will be working during move-in to help students get the proper software installed. We will also help students install the software to be able to print to the network printer in the residence halls. There will be posters in the residence halls informing you of where we will be setup and what times we will be available to help.

This service is available and free during the first two weeks of Fall semester.



Routers are NOT allowed on campus.



Student Info

Student Network ID and Password

You will be given an ID and password in your acceptance package, if not, you can retrieve it during orientation. Look for STS for assistance during orientation. If you have any questions or problems please contact TAC at (231)591-4822

MyFSU

MyFSU is the Ferris portal to connect students to campus services and internet resources. It enables the University to deliver personalized messages and information, connectivity to web services, e-mail accounts, and calendar.

Some things we suggest you complete in MyFSU during orientation:

- Setup parent access to eBill.
- Setup emergency texting.

Some activities that are easily accessible include:

- Registering and changing classes online
- Checking your financial aid, grades, account summary and transcripts
- Classified Ads
- Turning in homework
- Viewing campus news, announcements and event schedules

Ferris Mail (Student e-mail)

Students can get to their Ferris Mail by going to MyFSU and logging in using their Network ID and password. From here you can set preferences and manage your address book.



DMCA

Digital Millenium Copyright Act of 1998 (DMCA)

The downloading of music, movies, games or programs without compensating the author, artist, or recording company is copyright infringement and illegal. Copyright laws allow making a copy of a personally-owned CD's or DVD's but only for your use.

You can and may be held accountable for digital copyright infringements. This could result in loss of privileges to use the university's network/internet connection and/or legal action by the Recording Industry Association of America (RIAA) or other representative of the author or artist. The consequences for illegal file downloading/sharing may include severe financial fines or criminal prosecution. In addition, most downloading locations are playgrounds for virus', trojans, or other nasty computer bugs. If you have been or are downloading, file copying or sharing files, STOP NOW! If not... DON'T START!!



Labs in Residence Halls

Residence Hall Computer Labs

The labs in the following residence halls are only available to the students that are living in those halls.

STS supports computer labs in select residence halls and the West Campus Community Center. For assistance with lab computers please contact TAC @ (231)591-4822.

Lab computers are installed with the following software:

- Windows 7 Operating System
- Adobe Acrobat Reader
- Adobe specialized software (Taggart Hall only)
- Microsoft Office 2010 Professional Plus

Lab Locations

- Taggart Hall - includes MAC computers
- Bond Hall

West Campus Community Center has a computer lab that is available for Campus Apartment residents.

Residence Hall Laser Printers

Every Residence Hall has a printer at the front desk available to the students living in the hall. Students will have to install a print client called "Equitrac Print Assistance". This client is used to communicate between the student's computer and the print server. Students will have 200 sheets of paper each semester to use for free printing. Once the student uses their 200 sheet allotment, they will have to purchase additional sheets. The cost of the sheets is \$0.05 per sheet (\$5.00 minimum purchase). Students will need to call our office to purchase additional sheets. The purchase will be charged to their student account.

After each semester all student accounts will be reset to 200 sheets. Balances will not be carried over to the next semester. All usernames and passwords will also be reset.

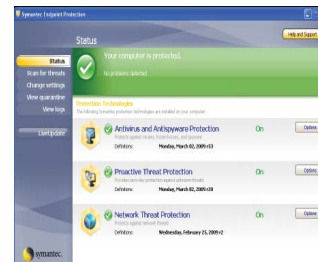
Please look for an email from rayb2@ferris.edu in your Ferris email which contains your initial username and password.

Required Software

Network Required Software

Ferris State University has software which is required to be run on any computer attaching to the University network. When students connect to the network for the first time they will be redirected to the Network Authentication server where they can install the necessary software.

- **One of five different approved anti-viruses** is required for any computer connecting to the Ferris State University network. You are also required to have the virus definitions up to date. (See page 13 to find out which anti-virus programs are allowed.)
- **Microsoft Windows Software Update Service (WSUS)** is a service to help keep Windows XP and Windows Vista machines updated with the most recent critical updates.
- **Network Authentication** is a client program used by Ferris to verify the machine is safe to attach to the network. It verifies that you have an allowed anti-virus running and up to date, and the current Microsoft Critical Updates are installed on your computer. If you are a returning student you may be required to update to the latest version. **Any student found trying to circumvent network authentication will have their network access shut off for the semester.**



STS Services

Student Technology Services maintains, trouble-shoots, and repairs student-owned computers. We currently offer a range of services to help keep your computer in good working order.

- Installing Operating System - (computer rebuild)
- Software Installation
- Spyware Removal
- Virus/Trojan Removal
- RAM (memory) Upgrade
- Hardware Replacement
- Operating System Upgrade

The above services will be charged to your student account. For pricing information, please contact STS at 231-591-2556.

STS is an authorized Dell warranty service center. Any **hardware** issues with a Dell machine under warranty can be handled by STS at no charge. *Software and operating systems are not covered under Dell warranty.*

Gaming Consoles / Software Games

Ferris State University is first and foremost an educational facility. STS will assist with gaming consoles and software issues on a low-priority basis, as we make no guarantees that gaming will work. The only priority we give these issues is a working network/internet connection to each room. STS cannot repair game consoles as this would void any existing warranties. Paid game subscriptions are considered a "You pay your money, You take your chances" choice by students, as Ferris State University can only deliver a working network connection to each room.

If you have a PS3 game console you can go to the internet and register from the device. If you have a different game console, then you will need to go to www.ferris.edu/sts and click on "Register a Game Console". The device must be connected to the network when registering.

Bradford Networks

Bradford Networks is our network authentication and security software that allows us to register all of the equipment that is using Ferris State University's network or internet connections. It tracks the computers and users (of the registered machine) based on valid network credentials.

Bradford also ensures that all machines are compliant with our security policies which are to have an up-to-date anti-virus program installed and that all Windows updates are installed, which drastically reduces the amount of virus/trojans we encounter.

Each student is allowed up to five registered devices, such as; laptop, desktop, game console, smart phone, TV, etc.

Bradford does not disconnect or require reauthentication every 12 hours.

Following is the list of anti-virus programs which are accepted by Bradford for registration and authentication:

Symantec End-Point (Provided by Ferris State University)
Microsoft Security Essentials
McAfee Security Center
Norton Internet Security
AVG 2011 Anti-Virus

Bradford also monitors our wireless networks, however, authentication will be controlled by valid network credentials or guest accounts created for each circumstance.

As in previous years our team will be assisting new and returning students with getting our software loaded onto their machines in order for them to access our network.



Hardware

Available for Purchase

STS carries several types of hardware commonly used with computers. All items purchased from STS are charged to your student account. Below is a list of items available, please contact STS at 231-591-2556 for current pricing.

Other Supplies

14' Cat 5 Network Cable
25' Cat 5 Network Cable
D-Link Ethernet Switch
Netgear Wireless Access Point

Special Order Items

*Memory
*Hard drives
*Video cards
*Other hardware may be available upon request

* Items purchased from STS must be installed by STS and are subject to the standard service charge, plus any software necessary.



Microsoft Software

Microsoft Student License

FSU has a license agreement with Microsoft, allowing us to offer many of their programs at a substantially lower price than can be found anywhere.

1. Microsoft Windows 7 Ultimate "Upgrade" (32 bit and 64 bit)
2. Microsoft Office 2010 Professional Plus
3. Microsoft MAC Office 2011

The software can be purchased at the STS office in the West Building. The cost of the software is \$30.00 plus tax. A licensing agreement must be signed prior to purchasing any Microsoft software package. **There is a \$35.00 fee for the Software License Agreement that will be billed to your student account every August until you leave or graduate. THIS IS NON-REFUNDABLE**

Student Technology On-line Store

We now have an on-line store that students can purchase software and hardware from. The purchases from this store must be paid for with a credit card (it cannot be billed to student ebill).

The purchased software or hardware can be picked up in our office in the West Building. Please see store hours for pickup times.

All Adobe software being shipped will be sent Certified mail **requiring signature**.

Any software that has been opened cannot be returned.

You must be registered for classes prior to purchasing software and hardware.

Please be sure you have the correct software before opening.

Specialty Software

FAQs

We offer Adobe and AutoDesk software at a substantial discount. Each of these titles will be available at the STS office in the West Building. All software is charged to your student account.

Adobe

Creative Suite 5 Design Premium (MAC and PC versions) includes Photoshop, Illustrator, InDesign, Flash Catalyst, Flash Professional, Acrobat Professional, and DreamWeaver

Creative Suite 5 Design Standard (MAC and PC versions) includes Photoshop, Illustrator, InDesign, and Acrobat Professional

Creative Suite 5 Master Collection (MAC and PC versions) includes InDesign, Photoshop, Illustrator, Flash Catalyst, Flash Professional, Fireworks, After Effects, Soundbooth, OnLocation, Acrobat Professional, and DreamWeaver

Creative Suite 5 Production Premium (MAC and PC versions) includes Adobe Premiere, After Effects, Photoshop Extended, Flash Catalyst, Flash Professional, Illustrator, Soundbooth

Creative Suite 5 Web Premium (MAC and PC versions) includes DreamWeaver, Flash Catalyst, Flash Professional, Flash Builder 4, Photoshop Extended, Illustrator, Acrobat Pro, Fireworks, and Contribute



AutoDesk

AutoCAD designs and shapes the world around you with the powerful, flexible features in AutoCAD design and documentation software, one of the world's leading 2D and 3D CAD tools.



Contact STS for current pricing at (231) 591-2556

Student Technology Services - 330 Oak Street Big Rapids, MI 49307-2031

The following FAQs are here for additional information. If you have further questions or concerns please contact STS at 231-591-2556

Q. What is the difference between a wireless access point and a wireless router?

A. A Wireless Router and Wireless Access Point are similar in that they both transmit a wireless signal and in general look alike. However, the wireless router creates a simple, "private" network behind the network port it is connected to. It does this by issuing IP addresses in a pre-set range (usually beginning with a 10 or 192). Routers of any type are not allowed on the Ferris State University network as our network topology does not recognize IP numbers that are not issued by our network devices. Because routers issue "rogue" IP addresses, computers that are close in geography (wired or wireless) will be given a non-Ferris IP address and our network will not allow access to the internet. A Wireless Access Point has only one connection. This is used to connect the Wireless Access Point to the network via a cable plugged into a port in the wall. The access point is simply an extension of the network that transmits a wireless signal. The access point does not assign IP addresses; this is done by a device specifically designated for that purpose.

Q. Do I need antivirus software?

A. You are required to have one of the authorized anti-virus programs running on your computer. To see the list of anti-viruses that are allowed please see page 13.

Q. How do I get help with my computer once I'm on campus?

A. The staff at STS is available to assist you with any computer problems you may have. We offer many services to assist you while you are here on campus.

Q. What is the difference between Campus wide ID (CWID) and Network ID?

A. A Campus wide ID (CWID) is a set of 8 numbers that are used in conjunction with your name for identification and administrative purposes. The network ID is comprised of part of your last name and the first initial of your first name with a number. This is used to log into MyFSU and your Ferris Mail.

Student Technology Services - 330 Oak Street Big Rapids, MI 49307-2031

STS CONTACT INFO

Information Desk 231-591-2556

Fax 231-591-3880

Web Address <http://www.ferris.edu/sts>

Address

Ferris State University
Student Technology Services
330 Oak Street WES 101
Big Rapids, MI 49307-2031



STORE HOURS

Monday	8 A.M. to 5 P.M.
Tuesday	12 P.M. to 5 P.M.
Wednesday	12 P.M. to 5 P.M.
Thursday	12 P.M. to 5 P.M.
Friday	12 P.M. to 5 P.M.

The above store hours are for dropping off and picking up computers. This also includes purchasing and picking up software and hardware.

The STS On-line store is available 24 hours/7 days a week. However, walk-ins will have to check store hours.

SUGGESTED LINKS

STS on-line store - www.ferris.edu/sts

Firefox 4 - www.firefox.com

Google Chrome - www.google.com/chrome

Malware Bytes - www.malwarebytes.org

Windows Defender - www.microsoft.com/defender

Adobe Reader 10 - www.adobe.com/products/acrobat

Adobe Flash Player 10 - <http://get.adobe.com/flashplayer>

Adobe Shockwave 11.5 - <http://get.adobe.com/shockwave>

Microsoft Security Essentials - www.microsoft.com/securityessentials

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*Remember to bring this with
you on orientation day!*