

Adjunct Faculty Orientation

Jerry Slezak, Director, IT Support Services

Welcome to UMW!

IT Support Services operates the UMW IT Help Desk, your one place to call with any technology related support question. If we don't know the answer, we will work to route you to the proper resource.

Contacting the Help Desk:

- by phone: 540-654-2255
- by email: helpdesk@umw.edu
- in person: Room 112, Hurley Convergence Center
- on the web at: <http://technology.umw.edu/helpdesk>
- IT System Status updates are posted at: <http://status.umw.edu>
- ...and on Twitter at: <http://twitter.com/umwIT>

Your NetID and Password:

- Password must be changed every 90 days – <http://password.umw.edu>

Phishing:

- No UMW office, including the Help Desk, will ever email or call you asking for your password, or confidential information like your Social Security number.
- DO NOT RESPOND to e-mails or phone calls asking for personal information.
- Never provide any password or account information to anyone via email or phone.
- If you are ever unsure if an email you received is legitimate, contact the Help Desk.
- Don't open files you receive via email that are unexpected, even if they are from someone you know.
- If you believe you gave your username and password to others this way, please contact the Help Desk immediately!
- Get an email that you know is Phishing? Help by reporting it! Forward the email to: abuse@umw.edu

UMW Wireless Networks:

- UMW: This is the main wireless network recommended for general daily use. Use your UMW NetID and password to log in. Once you are logged in, you will not have to login again for seven days.
- UMW-Guest: This network is available for visitors to UMW.
- UMW-Secure: Administrative use only.
- Apogee: This is the residential student wireless network.

Classroom AV and Computers:

- Support for public computers and AV system in labs and classrooms is provided by IT Support Services – just contact the Help Desk if you are having a problem or question.
- Check out your classroom before class, if possible.

Classroom PC Computer Login Information:

1. Press CTRL-ALT-DEL keys
2. Click “OK” to the Logon Agreement
3. Click the “Switch User” button, then “Other User”
4. Use username of “.student” and a blank password for general access (the preceding dot and backslash are required! Recommended for daily classroom use.)

IT Policies:

Network and Computer Use Policies:

<http://www.boarddocs.com/va/umw/Board.nsf/goto?open&id=8T7SVQ748F30>

UMW Social Media Use Policy:

<http://www.boarddocs.com/va/umw/Board.nsf/goto?open&id=9UBCXV6AC1AF>

Other IT Policies: <http://technology.umw.edu/it-policies/>

More details for new faculty are available here:
<http://technology.umw.edu/new/faculty-staff/>