



Faculty Guide to Libraries & ITS

Computing Info

Assistive Technologies & Disability Services

Bobst Library provides assistance using the library for researchers with disabilities. Two adaptive technology rooms on Lower Level 1 provide computers that read text aloud, magnify print, and facilitate "hands-free" computing. For information, call 1-212-998-2519 or visit library.nyu.edu/services/disabilities.html.

ITS has wheelchair-accessible workstations at the Fourth Street Academic Technology Center (see www.nyu.edu/its/labs for hours and locations). The Fourth Street Academic Technology Center also provides an adaptive technology project room with a screen reader system, and voice recognition, text to speech, and visual organizing software. In addition, computer workstations throughout ITS labs have built-in assistive technologies. If you have questions about using these resources, please contact the Fourth Street Academic Technology Center at 1-212-998-3421 or visit www.nyu.edu/its/assistive.

Computer & Network Security

Take the following steps to help protect your computer and NYU's network from viruses, spyware, and other security threats. Detailed instructions are available at www.nyu.edu/its/security/guidelines.

1. Set an Administrator password on your computer and reset it regularly.
2. Manually or automatically check Windows Update or Macintosh Software Update daily, and install all new security patches and updates.
3. To help protect the NYU community against computer security threats, everyone with **NYUHome** service is required to select a new NYUHome password at least once each year. To update your NYUHome password at any time, go to start.nyu.edu and follow the on-screen instructions, or click the "Set" button in your NYUHome Preferences. For more information, including tips on how to choose a strong password, see www.nyu.edu/its/security/passwords.
4. Install and run Symantec Endpoint Protection (for Windows) or Symantec AntiVirus (for Macs) software on your computer, and be sure to set the software to check for new virus definitions every day. This software is available through NYUHome and software.nyu.edu.
5. Use a personal firewall to protect your computer from Internet intruders. The latest Windows and Macintosh operating systems come with a built-in firewall, but you should check to make sure the firewall is turned on.
6. Don't share access to your computer and be sure to choose strong passwords (see www.nyu.edu/its/security/passwords and the Password Security section for tips).
7. If you use a program other than NYUHome to access your NYU **Email**, protect the security of your messages by activating the SSL (Secure Sockets Layer) encryption feature. Also, never open unexpected email attachments or respond to requests for personal information that you receive by email.
8. Regularly save backup copies of your important files.

- 9. Turn off your computer when you're not using it.
- 10. Review the ITS policies at www.nyu.edu/its/policies.

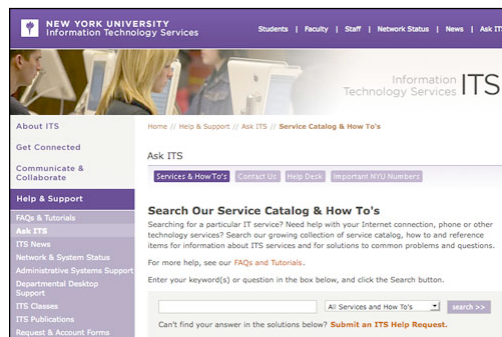
Note: You are required to abide by these rules even if you haven't read them.

Computer & Technical Support

ITS provides help with a wide range of computer and network services at NYU:

Ask ITS

The Ask ITS area within [NYUHome](#) is a central resource for technical support and training, as well as software downloads and important news alerts. Keep an eye on this area for new resources added throughout the year. Answers to frequently asked questions about ITS services and facilities (including NYUHome) are available at AskITS.nyu.edu.



Blackboard Support

For help with NYU Blackboard, visit www.nyu.edu/blackboard/help.

NYURoam Wireless Assistance

For help with the **NYURoam wireless** network, see www.nyu.edu/its/wireless or sign up for a workshop at www.nyu.edu/its/classes/wireless.

ITS Client Services

ITS Client Services (AskITS.nyu.edu) provides helpdesk support in the use of ITS computer, email, and Internet-related services, including NYUHome. If you have a question, call 1-212-998-3333, submit it via the Ask ITS area in [NYUHome](#) or send email to AskITS@nyu.edu. You can visit the ITS Client Services Center at 10 Astor Place, 4th floor, between 9:00am and 6:00pm, Monday-Friday during the regular semester.

ITS staff are available to help you get started and explore new ways to further your instruction and research using technology-based tools. See [Faculty Technology Services](#) for more information.

Network Status and Outage Updates

To check the status of ITS services, visit www.nyu.edu/its/status.

Desktop Computer Support

In addition to the computer support provided by [ITS Client Services](#), NYU departments can subscribe to receive enhanced ITS on-site and helpdesk support for staff and faculty computers. Visit www.nyu.edu/its/support/desktop for details.

Computer Labs

ITS provides two types of computer labs. ITS **Academic Technology Centers** offer specialized and advanced technology resources and assistance for course-related work and research. Technology Center resources include high-end Macintosh and Windows computers, multimedia equipment, a wide variety of up-to-date software, and more. ITS' new **NYUHotSpots** are "CoLabs," a special kind of hotspot designed for student collaboration, where one can use a public computer (dual-boot Mac and Windows with Microsoft Office software) or bring one's own, and

work individually or with others. Both types of labs offer high-speed Internet connections and NYURoam wireless access. ITS' two Academic Technology Centers are located in the Education Building (35 West 4th St., 2nd Floor) and at 14 Washington Place, Lower Level. The two NYUHotSpots are at the Third Avenue Residence Hall (75 Third Ave., Level C3) and the Kimmel Center (60 Washington Square South, 4th Floor). For locations, hours and detailed resource lists, visit www.nyu.edu/its/labs.

Computers in Bobst Library: All floors in Bobst have Internet-connected computers; most are located in the reference centers (1st, 6th, and 9th floors). The Bobst Library Computer Center (BLCC), Lower Level 1, contains both Mac and Windows computers, as well as important software such as Microsoft Office. There are also NYUHome Stations on Lower Level 2, and NYURoam wireless is available throughout Bobst Library. For more information on computing resources throughout Bobst, see library.nyu.edu/services/computer.html.

Email & Lyris

Your **NYUHome** service enables you to access your NYU email from virtually any computer with Internet access and includes a customizable spam filter. If you prefer, you can also access your mail using a program such as Thunderbird or Outlook Express. The format of your official NYU email address is YourNetID@nyu.edu (e.g., aqe123@nyu.edu), and you may set up an additional personal email address of your choosing through your NYUHome Preferences (e.g., your.name@nyu.edu). For help with your NYU email, see www.nyu.edu/its/email. Remember that you can use the NYUHome stations in Bobst Library and around campus to check your email.

Lyris Lists are email discussion lists used to exchange ideas about specialized topics, post deadlines or homework assignments, and confirm meeting changes. For information about how to start or join an NYU List, visit www.nyu.edu/its/lists.

IDs & Accounts

To connect to the Internet, NYU **email**, **NYUHome**, Library resources, **Blackboard**, and many other online NYU resources, you will need to activate your NYU NetID (**Network IDentifier**) and create a password. To do so:

1. Connect to the ITS Start page at start.nyu.edu from any Internet-connected computer.
2. Enter your NetID. Your NetID is usually printed on the back of your NYUCard. If you do not know your NetID, follow the instructions on the ITS Start page to determine what it is.
3. Follow the steps on the ITS Start page to activate your NetID and create your password.
4. Follow the instructions in the **NYUHome** section of this guide to access the NYUHome portal for the first time.

Note that you will need to know your University ID number to complete this process. Your University ID is printed on the back of your NYUCard, and starts with the letter N.

For more information about passwords, see [Computer & Network Security](#).

If you have problems or questions, please call ITS Client Services at 1-212-998-3333.



3. Log in using your activated NetID and password.
4. Explore the various channels and tabs within NYUHome. Access your NYU email from the main page; select Preferences to reset your password and to customize your NYUHome screen, email spam filter, and email address.

NYU-NET & the Internet

NYU-NET is NYU's campus-wide, Internet-connected network of computers, computer-related equipment, and information resources. It is used by University faculty, administrators, staff, and students to facilitate collaboration and research, and to enhance instruction and learning. You can connect to NYU-NET via your office connection or the **NYURoam wireless** network, at ITS **computer labs** and NYUHome stations around campus, or by using an external ISP from off-campus. For more information, visit www.nyu.edu/its/nyunet, and see the Ask ITS area in NYUHome for access to **software and instructions**.

Software

Visit the Ask ITS area in [NYUHome](#) for access to antivirus and connectivity software (as well as the Meeting Maker calendar program), and for instructions on how to connect to various NYU electronic resources and help protect the security of your computer.

ITS also offers a variety of research software; see www.nyu.edu/its/research/software for details.

Technology & Computer Training Classes

Learning to take advantage of the technology resources available to you and your students can be invaluable to your research and to your students' success. ITS classes and talks can help. For information, visit www.nyu.edu/its/classes.