



Information  
Technology  
Services

**CONNECTING TO  
NYU-NET @  
NYU INTERNATIONAL SITES**

New York University  
Information Technology Services  
ITS Pubs #2008-06 [www.nyu.edu/its](http://www.nyu.edu/its)





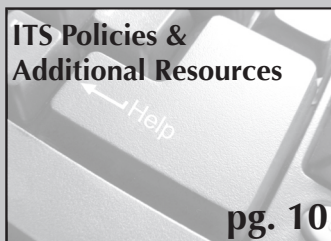
## Welcome!

This guide contains information on connecting to NYU-NET from NYU's international sites, via an Ethernet connection. NYU provides a computer registration system that allows you to register up to two computers and use them from any NYU-NET enabled location. This guide also contains information on how to keep your computer secure, and also where to get computer-related help.



## Technical Support

The answers to a variety of computer-related issues can be found in Ask ITS (<http://AskITS.nyu.edu>), a searchable, frequently updated collection of problem solutions and how-to's. If you have any additional questions regarding your NYU-NET connection, please contact ITS Client Services at +1-212-998-3400 or [AskITS@nyu.edu](mailto:AskITS@nyu.edu), or visit [www.nyu.edu/its](http://www.nyu.edu/its).



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## Using NYU-NET

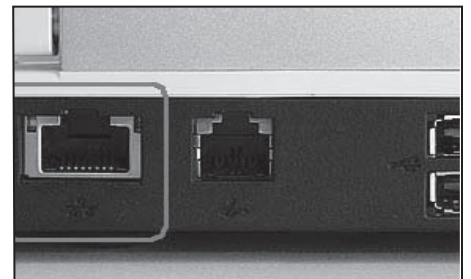
**Access to the Internet is made available to NYU students at international sites as part of the educational computing and networking resources of the University.** Such resources and use of NYU's network are privileges and must be exercised in conformity with all applicable NYU policies and procedures (available at [www.nyu.edu/its/policies](http://www.nyu.edu/its/policies)) and all applicable federal and state laws.

In particular, please note that network devices of any kind (including wireless routers) may not be used on NYU-NET. It is important that you familiarize yourself with the policies regulating the use of peer-to-peer applications. Failure to abide by these policies can result in suspension of network privileges and referral of the matter to the appropriate disciplinary process. See **pp. 10-11** for more information.

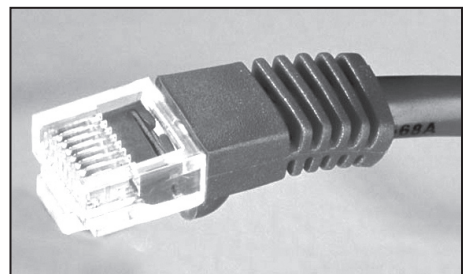
## System Requirements

In order to connect to the Internet, you must fulfill the minimum requirements listed below:

- A computer running Windows 2000 or later (XP or Vista is preferred), or Macintosh OS X 10.2.8 or later, with all available operating system updates and patches installed.
- A 10/100baseT Ethernet card or adapter (with an RJ45 connector) with its drivers installed. If you own a computer without an Ethernet card, you must have one installed to connect to the Internet. Cards can be purchased at computer retail store.
- A 10/100baseT Ethernet cable (also called a Cat5 cable, again with RJ45 connectors) that is long enough to reach from your computer to the wall data jack. We recommend 14-20 feet. Ethernet cables are also for sale at most computer retail stores.
- A recommended web browser: for Windows, the latest version of Internet Explorer or Firefox; for Macintosh, Safari or Firefox. Browsers and other software are available at <http://software.nyu.edu>.
- Your NetID (usually printed on the back of your NYUCard) and your NYUHome password. If you do not know your NetID or have not yet set an NYUHome password, go to <http://start.nyu.edu> and follow the instructions. If you have any questions or problems, contact ITS Client Services at +1-212-998-3400, or send email to [AskITS@nyu.edu](mailto:AskITS@nyu.edu).



*Ethernet Connection on a Laptop*



*Ethernet Cable*

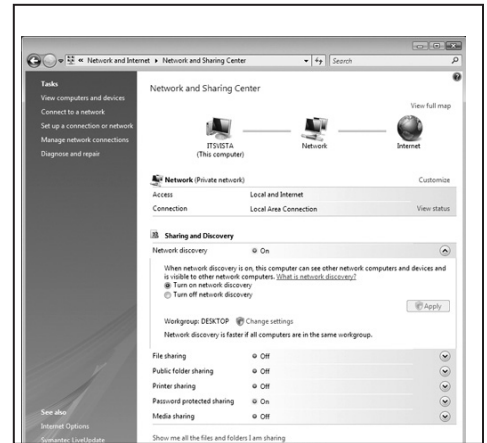


## Windows Configuration

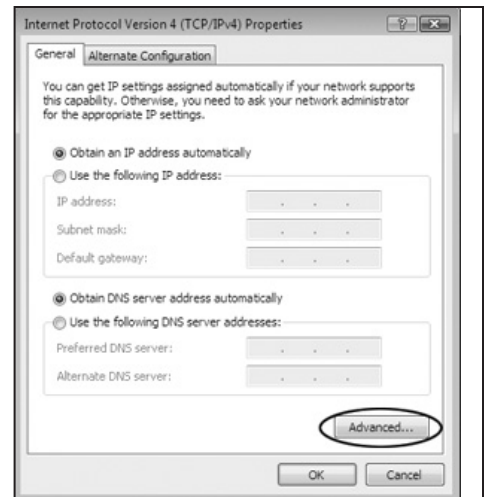
### Windows Vista

Please note that ITS strives to provide instructions that are as accurate as possible. However, due to the high number of Windows Vista versions, you may encounter points at which the instructions below differ from what is present in your version of Windows Vista. If this is the case, please call ITS Client Services at +1-212-998-3400 for assistance.

1. Disable any peer-to-peer or instant messenger applications on your computer during registration. Plug one end of your Ethernet cable into an Ethernet jack and the other end into your computer's Ethernet port.
2. Enable **Network Discovery**:
  - Click **Start**, then **Control Panel**. In the Control Panel, double-click **Network and Internet**, then select **Network**. Click **Sharing Center**. Under **Sharing and Discovery**, make sure **Network Discovery** is **On**. If not, check the box next to **Turn on network discovery**. Click **Apply**.
3. Return to the Control Panel. Select **Network and Internet**. Under **Network**, find **Local Area Connection** and click **View Status**. Click **Properties**. Click **Continue**, then select **Internet Protocol Version 4 (TCP/IPv4)**.
4. In the **Internet Protocol Version 4 (TCP/IPv4) Properties** window, select **Obtain an IP address automatically** and **Obtain DNS server address automatically**. Click **Advanced**. In the **Advanced TCP/IP Settings** window, enter the following information:
  - **IP Settings** tab: **DHCP Enabled** should appear in IP Address.
  - **DNS** tab: Select **Append these DNS suffixes (in order)**, then click **Add**. In the textbox that opens, type **nyu.edu** and click **Add**.
  - Make sure that **Register this connection's address in DNS** and **Use this connection's DNS suffix in the DNS registration** are enabled.
  - Click **OK** to close the Advanced window.
5. Click **OK** to close the **Internet Protocol Version 4 (TCP/IPv4)** window, then click **OK** to close any remaining **Control Panel** windows.
6. If you are prompted to do so, restart your computer, then launch a web browser. Go to the **NYU-NET Computer Registration** page at <http://computer.registration.nyu.edu> and follow the online instructions.



Windows Vista: Network and Sharing Center



Windows Vista: TCP/IPv4 Properties

After you have completed the process, you will be fully registered and able to access the Internet from any NYU-NET enabled location. Once you are connected, visit <http://software.nyu.edu> or the Ask ITS area of NYUHome (<http://home.nyu.edu>) to download the latest anti-virus and anti-spyware software.

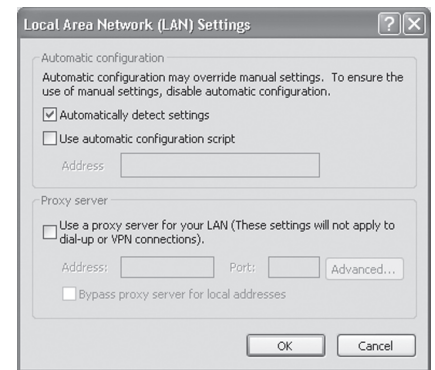
### If you are using Internet Explorer and have trouble opening the Registration page:

- Go to the **Tools** menu, and click **Internet Options**.
- Click the **Connections** tab. If anything appears in the **Dial up** textbox, select **Never dial a connection**, then click **LAN Settings**.
- In the window that opens, enable **Automatically detect settings**. Make sure **Use automatic configuration** and **Use a proxy server** are unchecked.
- Click **OK** in the **LAN Settings** and **Internet Options** windows.
- Close and re-open Internet Explorer. Go to the NYU-NET Computer Registration page at <http://computer.registration.nyu.edu> and follow the online instructions.



## Windows XP

1. Disable any peer-to-peer or instant messenger applications on your computer during registration. Leave your Ethernet cable unplugged until instructed to connect it.
2. In the default XP Start Menu, click **Start**, then **Control Panel** (or **Settings > Control Panel**), and then **Network and Internet Connections**. In the Classic Start Menu, click **Start**, then **Settings**, then **Control Panel**, then **Network Connections**.
  - Double-click **Local Area Connection**.
  - Select **Internet Protocol (TCP/IP)**. If this item is not there, you may add it by clicking **Install**, then **Add Microsoft Internet Protocol (TCP/IP)**.
  - Click **Properties**.
3. In the **Internet Protocol (TCP/IP) Properties** window that opens:
  - Select **Obtain an IP address automatically** and **Obtain DNS server address automatically**.
  - Click **Advanced**.
4. In the **Advanced TCP/IP Settings** window, the **IP Settings** and **DNS** tabs require the following information:
  - **IP Settings tab:** **DHCP Enabled** should appear in **IP Address**.
  - **DNS tab:** Enable **Append these DNS suffixes (in order)** by selecting it then clicking **Add**.
  - In the textbox that opens, type **nyu.edu** and click **Add**.
  - Make sure that **Register this connection's address in DNS** and **Use this connection's DNS suffix in the DNS registration** are enabled.
  - Click **OK** to close the **Advanced** and **Internet Protocol (TCP/IP)** windows.
5. In the **Local Area Connection Properties** window, select **Advanced**. Enable the Windows Firewall by clicking the **Settings** button then selecting **On** (or by checking the box labeled **Protect my computer...** if available). Click **OK**, then click **Close** in the **Local Area Connection Status** window.
6. Return to the **Control Panel**, then open **Internet Options** and click the **Connections** tab. If anything appears in the **Dial-up...** textbox, select the **Never dial a connection** option below the textbox. Click **LAN Settings**.
7. In the window that opens, enable **Automatically detect settings**. Make sure **Use automatic configuration...** and **Use a proxy server...** are unchecked. Click **OK** in both the **LAN Settings** and **Internet Properties** windows.
8. Plug one end of your Ethernet cable into an Ethernet jack and the other end into your computer's Ethernet port.
9. If you are prompted to do so, restart your computer, then launch a web browser. Go to the **NYU-NET Computer Registration** page at <http://computer.registration.nyu.edu> and follow the online instructions.



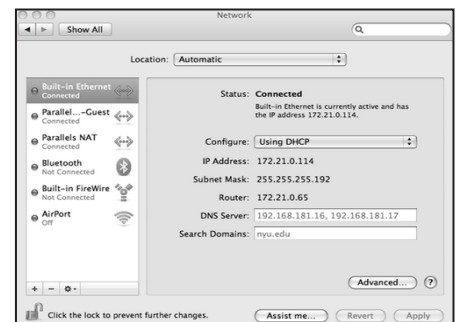
Windows XP: Local Area Network Settings

After you have completed the process, you will be fully registered and able to access the Internet from any NYU-NET enabled location. Once you are connected, visit <http://software.nyu.edu> or the Ask ITS area of NYUHome (<http://home.nyu.edu>) to download the latest anti-virus and anti-spyware software.

## Macintosh Configuration

### Leopard

1. Disable any peer-to-peer or instant messenger applications on your computer during registration. Leave your Ethernet cable unplugged until instructed to connect it.
2. Open **System Preferences** from the Apple menu or dock, and then select **Network**.
3. On the left-hand side select **Built-in Ethernet**, and then enter the following information:
  - For **Location**, select **Automatic**.
  - For **Configure**, select **Using DHCP**.
  - Leave the **DNS Server** textbox empty.
  - In the **Search Domains** textbox, type **nyu.edu**.
  - At the bottom click the **Advanced...** button.
  - In the **Ethernet** tab, set **Configure** to **Automatically**. Click **OK**, and then click **Apply**.



Mac Leopard: Network settings

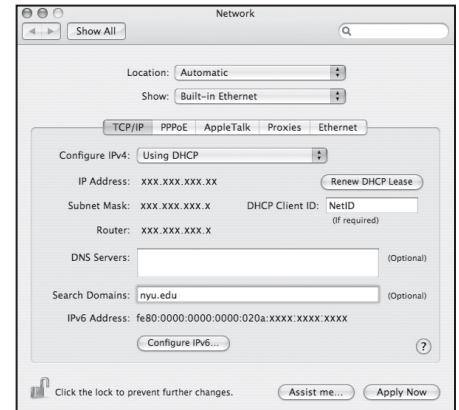


4. Plug one end of your Ethernet cable into an Ethernet jack and the other end into your computer's Ethernet port.
5. If you are prompted to do so, restart your computer, then launch a web browser. Go to the **NYU-NET Computer Registration** page at <http://computer.registration.nyu.edu> and follow the online instructions.

After you have completed the process, you will be fully registered and able to access the Internet from any NYU-NET enabled location. Once you are connected, visit <http://software.nyu.edu> or the Ask ITS area of NYUHome (<http://home.nyu.edu>) to download the latest anti-virus and anti-spyware software.

**Panther & Tiger (OS X 10.3-10.4)**

1. Disable any peer-to-peer or instant messenger applications on your computer during registration. Leave your Ethernet cable unplugged until instructed to connect it.
2. From the Apple menu, open **System Preferences** and select **Network**.
3. In the **Network Status** window, select **Built-in Ethernet** and click **Configure**.
4. In the window that opens, select the **TCP/IP** tab, then enter the following information:
  - For **Location**, select **Automatic**.
  - For **Show**, select **Built-in Ethernet** (if it is not already selected).
  - For **Configure IPv4**, select **Using DHCP**.
  - Leave the **DNS Servers** textbox empty.
  - In the **Search Domains** textbox, type **nyu.edu**.
  - In the **PPPoE** tab, make sure **Connect using PPPoE** is not enabled.
  - Click **Apply Now**.



*Mac Panther/Tiger: TCP/IP Configuration*

5. Plug one end of your Ethernet cable into an Ethernet jack and the other end into your computer's Ethernet port.
6. If you are prompted to do so, restart your computer, then launch a web browser. Go to the **NYU-NET Computer Registration** page at <http://computer.registration.nyu.edu> and follow the online instructions.

After you have completed the process, you will be fully registered and able to access the Internet from any NYU-NET enabled location. Once you are connected, visit <http://software.nyu.edu> or the Ask ITS area of NYUHome (<http://home.nyu.edu>) to download the latest anti-virus and anti-spyware software.

**Other Operating Systems**

If you are using an operating system that is not covered in this guide, such as Windows 2000 or Macintosh OS X 10.2 (Jaguar), you may still be able to register your computer. Please contact Client Services at [AskITS@nyu.edu](mailto:AskITS@nyu.edu), or call +1-212-998-3400 for more information.



## NYU-NET FAQs

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### **How can I register using Ethernet if I haven't registered for NYU-NET yet?**

An unregistered Ethernet connection is limited, not totally disabled. Before you register, you can access the ITS Start page and the NYU-NET Computer Registration site:

- <http://start.nyu.edu>
- <http://computer.registration.nyu.edu>

Computer Registration lets you register for full connectivity to the Internet.

### **When I'm connected, I am unable to access any web pages other than <http://computer.registration.nyu.edu> and <http://start.nyu.edu>. What's wrong?**

You need to register successfully at <http://computer.registration.nyu.edu> before you will be able to access the Internet.

### **I make it to the registration page, but when I begin to register, my page says Session Timed Out. What does this mean?**

These errors are generally caused by a high volume of clients trying to register their computers at the same time. Please try again later. If the problem persists, contact Client Services at +1-212-998-3400.

### **I cannot access the NYU-NET Computer Registration page at all. What can I check before calling ITS Client Services?**

1. Verify that you're plugged into an Ethernet jack with an Ethernet cable.
2. Try using a different Ethernet cable to make sure your cable is working.
3. Laptop computers with fragile PCMCIA card connectors sometimes have trouble because the connector that plugs into the PCMCIA card is broken. Make sure the laptop connectors are in good condition.
4. Verify your computer's Ethernet card configuration. For assistance with installation, please consult the manufacturer's instructions.
5. Double check the NYU-NET configuration instructions you've followed in this document to make sure you have followed them correctly.
6. Restart your computer if you haven't done so since plugging into an Ethernet jack or making changes to your configuration.
7. If your browser is stuck trying to access a web page (such as the default web page it loads when first starting up), click the browser's **Stop** button. Type <http://computer.registration.nyu.edu> in the **Location** field and press the **Return** key.

### **What if I'm changing computers?**

You are allowed to register up to two computers for use on NYU-NET and use those computers from anywhere within the network. If you already have two computers registered and need to register a new one, you will have to de-register one of the existing computers by logging on to <http://computer.registration.nyu.edu> and selecting **De-Register** from the left-hand navigation.

### **I've successfully registered, but I can only access the registration page and no other websites. What should I do?**

After registering successfully, restart your computer. At very active times, it may take additional time to get a fully operational connection. If this is the case, wait a few more minutes and try again. If the problem persists, contact ITS Client Services at +1-212-998-3400.

### **Why is it taking so long for my computer to start (boot) up now that I am connected?**

This delay may be due to spyware, adware, or viruses. Download Symantec AntiVirus from <http://software.nyu.edu>, and the latest version of Spybot from [www.download.com](http://www.download.com), free of charge. Be sure to update the definitions for all programs once you have an Internet connection. Please also remember to perform System Updates and anti-virus/anti-spyware scans on a weekly basis, and follow all of the instructions on pp. 7-9 about computer and network security in this guide. If the problem persists after you take these steps, call ITS Client Services at +1-212-998-3400.



# Keeping Your Computer Secure

Electronic attacks are performed on networks around the world on a daily basis, creating a high risk that your computer could be broken into if you do not take specific precautions. Please take the following steps to protect your computer and those of others who use NYU-NET. Before beginning the NYU-NET configuration, please be sure to follow the steps in this guide. Additional information can be found at [www.nyu.edu/its/security](http://www.nyu.edu/its/security).

For the most up-to-date computer security software (including Symantec AntiVirus and Lavasoft Ad-Aware) and information about securing and protecting your computer, visit the Ask ITS area of NYUHome or browse the ITS computer security pages at [www.nyu.edu/its/security](http://www.nyu.edu/its/security). ITS also posts regular bulletins and security alerts in the Ask ITS area of NYUHome.

ITS Technology Security Services actively seeks to develop greater security awareness by educating the NYU community on how to safely use a variety of technologies. Through various means, the TSS group instructs and alerts the general NYU community of security news and vulnerabilities. These methods include the Security Alerts mailing list, the Security Alerts section on NYUHome, and the Computer Security Alerts and Computer Security News web pages.

## Top Ten Security Guidelines

### 1. Set an Administrator Password

The first, and perhaps most important, computer security precaution you can take is to set an Administrator password. If you don't, your computer may be vulnerable to viruses. Secure passwords are difficult to guess. They should contain a minimum of 8 characters and include letters, numbers, and even symbols to ensure maximum security. For instructions on creating an administrator password, visit [www.nyu.edu/its/security/getsecure/#step1](http://www.nyu.edu/its/security/getsecure/#step1).

### 2. Download and Install Security Updates

Security vulnerabilities are constantly discovered, exposing your computer to infection and attack. Microsoft, Apple, and other vendors periodically release updates to patch (fix) these vulnerabilities. Installing these updates as they become available is crucial in ensuring the safety and security of your computer. For instructions on configuring your computer to download and install patches and updates, visit [www.nyu.edu/its/security/getsecure/#step2](http://www.nyu.edu/its/security/getsecure/#step2).

### 3. Install and Run Anti-Virus/Anti-Spyware Software

Another key layer of protection for your computer is anti-virus and anti-spyware software. ITS provides free copies of Symantec/Norton AntiVirus and, for Windows computers, Ad-Aware 2007 (available at <https://www.nyu.edu/its/software> and the Ask ITS area of NYUHome, <http://home.nyu.edu>). Before installing Symantec AntiVirus, you must uninstall any anti-virus programs already installed on your computer; failure to do so can cause technical problems.

Once you have installed these programs, be sure they are configured to check for new definitions on a daily basis. Viruses and worms are constantly being created. Virus definitions are also constantly created to combat the newest security risks. Antivirus programs are only effective if definitions are up-to-date, since they require definitions to recognize new viruses, worms, spyware, adware, and other security hazards. The ITS-provided versions of AntiVirus and Ad-Aware are pre-configured to check for updates every day. In addition, you should use these programs to run a full system scan on a weekly basis. You may also wish to download a free copy of Spybot from [www.download.com](http://www.download.com) to further protect your computer from spyware/adware.

### 4. Use a Personal Firewall

A personal firewall is a software program that creates a protective barrier between your computer and the Internet. It blocks unauthorized or potentially dangerous communications from reaching your computer. A firewall also ensures that unauthorized network users can't access your computer when you're connected to the Internet. Both Microsoft and Apple distribute firewalls as part of their latest operating systems. For older operating systems, firewall software is available at most commercial computer stores, and online.



### 5. Don't Share Access to Your Computer

Your computer might be set up to allow other computers on the Internet to access it in order to share files. Unfortunately, this type of sharing capability can be used by others to infect your computer with a virus or to gain access to your computer. Unless you really need this capability enabled, make sure you disable file sharing (check your computer's help section and other programs' help files to learn how). If you do share files, don't set your computer to act as a server, and be sure to respect copyright laws. For information about file sharing applications and the rules governing their use at NYU, see [www.nyu.edu/its/p2p](http://www.nyu.edu/its/p2p).

### 6. Don't open Unexpected Email Attachments or Click on Suspicious Links

As a general rule, do not download attachments or click on links in emails from suspicious or unknown senders. You should simply delete the entire message without opening it. Even if you do know the sender, you should check with him or her before opening it unless you are expecting a message (and attachment) from him or her. Remember that many computer viruses use fake "From:" addresses.

### 7. Create Backup Copies of Your Important Files

Preserve your important files and avoid wasting the time it took to create them by saving backup copies often. Your NYUHome service provides 50MB of file storage, allowing you to save backups whenever and wherever you need to. You can also backup data to flash drives, external hard drives, or CD/DVD-ROMs. It's a good idea to keep your original operating system and software start-up disks on hand, in case your computer's system files get damaged.

### 8. Disconnect From the Internet When Not Using It

If you turn your Internet connection off when you don't need to use it, you lessen the chance that someone will be able to break into your computer and infect it with a virus. Simply shut down your computer, remove the Ethernet cable, or disconnect from a wireless network to disconnect from the Internet.

### 9. Review the ITS Policies

NYU students are required to abide by all applicable NYU policies and procedures and all applicable federal and state laws. Be sure to familiarize yourself with the ITS policies at [www.nyu.edu/its/policies](http://www.nyu.edu/its/policies).

### 10. Stay Informed!

ITS regularly posts virus and other security notifications on the ITS News & Alerts channel within NYUHome. Keep an eye on this channel for computer security news and urgent alerts with instructions on how to protect your computer. To sign up to receive computer security alerts by email, visit the ITS Computer & Network Security website at [www.nyu.edu/its/security](http://www.nyu.edu/its/security), or subscribe to the Security News RSS Feed ([www.nyu.edu/its/news/atom.xml](http://www.nyu.edu/its/news/atom.xml)).

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## Secure Your Email With SSL

Secure Sockets Layer (SSL) is a protocol that helps ensure the privacy of documents transmitted over the Internet, including email. NYU requires all email clients to enable SSL. Once activated, SSL encrypts incoming messages, ensuring that passwords and other private information cannot be intercepted. If you use an email client other than NYUHome to check your NYU email, activating SSL is quick and easy. If you use NYUHome to check your NYU email, SSL is already enabled. ITS cannot activate SSL for other mail clients; you must take these steps yourself.

Once you have configured your preferred email program to access your NYUHome email (see [www.nyu.edu/its/email/configure](http://www.nyu.edu/its/email/configure)), follow the instructions at [www.nyu.edu/its/email/ssl](http://www.nyu.edu/its/email/ssl) to activate SSL. If you encounter any problems or have further questions, please call ITS Client Services at +1-212-998-3400.



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### NYU Passwords

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As part of an ongoing effort to improve computer and network security at NYU, ITS requires that everyone with NYUHome service choose a strong password and update it at least once a year. This helps protect your personal information and the services you access through NYUHome. Reset your NYUHome password at any time on the ITS Start page (<http://start.nyu.edu>). For tips on picking a strong password, see the ITS password tips at [www.nyu.edu/its/security/passwords](http://www.nyu.edu/its/security/passwords).

You will receive several notices from ITS as the time of your password expiration approaches. If you miss your deadline, you will not be able to access NYUHome, your NYU email, and many other NYU services until you reset your password. If you have questions, call ITS Client Services at +1-212-998-3400.

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### Protecting Against Malware

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Malware, short for “malicious software,” is any type of software designed to damage, disrupt, and in some cases hijack a computer system. Viruses, worms, and Trojan horses can attack an individual computer or an entire network, and can cause disruptions that range in scope from minor irritation to full-blown catastrophe. We can’t change the fact that malware is out there, but by being aware of these potential troublemakers and following some simple maintenance and safeguarding procedures, you can keep your computer protected.



## ITS Policies & Additional Resources

Access to and use of computing, data, and networking resources at New York University are privileges extended to members of the NYU community. Access to NYU computing, data, and networking resources is limited to authorized users and is for approved purposes only. Such resources include computer hardware and software, computer-based files and data, NYU-NET, and all networks reached via NYU-NET, such as the Internet.

All persons accessing New York University computing and data resources will be held accountable for their conduct. As a matter of routine, use of NYU computer systems and NYU-NET is monitored and recorded by authorized University staff members in order to safeguard the security and smooth operation of these resources.

Any abuse or violation of the rules governing the use of computer networks to which NYU is attached will lead to account suspension and immediate review, with the possibility of account revocation, further disciplinary action in accordance with New York University rules and procedures, and referral to local, state, and federal law enforcement authorities.

### Peer-to-Peer Applications

A large percentage of people who use the Internet have downloaded music or movies. And most of the individuals who download these files—through paid services, file-sharing applications, or peer-to-peer networks—by now are aware of how prominent the issue of illegal downloading has become. The University's stance on this issue is simple: downloading copyrighted material without permission is illegal, and you should not do it. You should also not use your computer to distribute copyrighted material without the permission of the copyright holder. Be aware: some applications for downloading music, movies and other files actually turn your computer into a server, allowing it to be used for distributing copyrighted material. If you are doing illegal downloads or distributions now or have done so, you should stop.

The music industry thus far has principally targeted those whose computers distribute illegally downloaded music, rather than those who simply download. The Recording Industry Association of America (RIAA) is using the legal tools provided by the U.S. Digital Millennium Copyright Act (DMCA) of 1998. If the RIAA believes you are involved in illegal downloads or distribution of copyrighted materials and submits a valid subpoena to NYU seeking your identity, the University will comply with the subpoena and furnish your name and contact information to the RIAA's lawyers.

We know that illegal downloading of music is a widespread practice. It has become an international phenomenon, one that is hardly confined to college campuses. Its allure is clear: why would you pay for something—a song to load on your MP3 player or a movie to load on your laptop—when you can get it for free with a little exploration and few keystrokes? And why would you not share something for free with friends?

In answering those questions, the University appeals to what Abraham Lincoln once called “the better angels” of your nature and to your commitment to the culture of scholarship. As communities of scholars and learners, research universities—such as NYU—have two primary missions: to educate students and to create knowledge. This latter mission involves the production of original scholarship and research. Accordingly, it is accompanied by an enormous respect for proper recognition being given to the creator of those ideas and knowledge. In higher education, it is considered a grave act to take another's work without permission or attribution. At NYU, which also has large and renowned programs in the arts, this respect extends to the creation of new art. Few in this community would uphold shoplifting CDs from a record store. And few would be content to see their own work—a paper, for instance, or a journal article, or a term project in a course—taken by someone else and used without permission.

Yet, in reality, that is what you do when you download copyrighted files illegally. However you may feel about the music or film industry or about their responses to piracy, when you download copyrighted files without permission, you are stealing the work of a director or a producer or an artist. It is not only wrong, it puts you at legal risk.

The Internet has brought unimaginable access to information and extraordinary flexibility and opportunities for exploration and communication. NYU wants you to take advantage of all that. But, just as you abide by certain standards of behavior for scholarship and for University life, so, too, should you abide by high standards when it comes to the intellectual property of others on the Internet.



## Getting Help

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### Ask ITS

This guide is just the beginning of the information ITS offers to the NYU community. Browse the ITS website ([www.nyu.edu/its](http://www.nyu.edu/its)) for additional information about computer and technology resources offered by ITS.

Access the new Ask ITS Knowledgebase ([AskITS.nyu.edu](http://AskITS.nyu.edu)) to search an ever-growing number of solutions to some of the most common computer- and IT-related issues.

You can also send email directly to ITS through the Ask ITS area of NYUHome (<http://home.nyu.edu>). Ask ITS also offers help and software downloads.

### Browse the ITS Website

The ITS website ([www.nyu.edu/its](http://www.nyu.edu/its)) contains a wide range of information to answer your questions about computer and network use at NYU. It provides an extensive list of answers to frequently asked questions at [www.nyu.edu/its/faq](http://www.nyu.edu/its/faq). For a helpful list of student-specific web pages, visit [www.nyu.edu/its/students](http://www.nyu.edu/its/students). For more information on ITS services at NYU's international sites, please visit [www.nyu.edu/its/global](http://www.nyu.edu/its/global).

### Helpdesk Support

The ITS Client Services Center (CSC), [www.nyu.edu/its/helpdesk](http://www.nyu.edu/its/helpdesk), provides helpdesk support in the use of ITS computer, email, and Internet-related services, including NYUHome. You can get help from the CSC in several ways:

- Call the CSC at +1-212-998-3400: Phone hours are 8 a.m. - midnight, Monday - Friday, and noon - midnight, Saturday and Sunday, E.S.T. Extended support coverage for students at international sites is also available.
- Visit the Ask ITS area of NYUHome: Ask ITS is your gateway to ITS support, as well as useful software, virus protection, instructions, and more. Visit <http://home.nyu.edu> and click the Ask ITS link in the Home tab.
- Send a question via email: [AskITS@nyu.edu](mailto:AskITS@nyu.edu).

### NYUHome Help

For help with NYUHome, visit [www.nyu.edu/its/nyuhome](http://www.nyu.edu/its/nyuhome).