



Summer 2011 – Spring 2012 Edition | For new students, faculty, and staff

Getting started with

# Campus Technology



University of Colorado  
Boulder

**Office of Information Technology**

## Welcome to CU-Boulder!

Our campus offers an array of exciting learning and research opportunities along with personal growth and enrichment experiences. Underlying these opportunities is the information technology environment, which is here to support your teaching, learning and administrative goals. The Office of Information Technology (OIT) is available to you throughout your career at CU-Boulder: enabling effective and innovative uses of IT; providing walk-in, online, or phone-in support; and providing a robust IT environment to support you.

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## General Information

Below is a list of helpful web pages that give you more information about our services.

### Office of Information Technology

<http://oit.colorado.edu>

### IT Service Center

<http://oit.colorado.edu/service-center>

### Network and Internet Services

<http://oit.colorado.edu/networking/>

### IdentiKey and Accounts

<http://oit.colorado.edu/accounts>

### E-mail and Calendar

<http://oit.colorado.edu/email>

### Software and Hardware

<http://oit.colorado.edu/software-hardware>

### Personal Computing and Devices

<http://oit.colorado.edu/computing>

### Teaching and Learning Spaces

<http://oit.colorado.edu/spaces>

### Teaching and Learning Tools

<http://oit.colorado.edu/teaching-learning>

### Voice Services

<http://oit.colorado.edu/voice>

### IT Security

<http://oit.colorado.edu/it-security>

### IT Training

<http://oit.colorado.edu/training>

The IT Service Center offers help with e-mail and IdentiKey, Internet connectivity, telephone service, and technology-related questions or problems.

**Phone:** 303-735-4357 (5-HELP from an on-campus phone)

**E-mail:** [help@colorado.edu](mailto:help@colorado.edu)

Location: first floor of the Telecommunication Center (just east of the UMC on 18th Street)

For hours of operation and more information go to **<http://oit.colorado.edu/service-center>**.

Learn more about desktop support walk-in facilities on page 11.

It can be difficult to keep up with the rapid evolution of technology. That's why OIT is dedicated to communicating the latest OIT news, policies, projects, and initiatives to all campus technology users. Keep your finger on the pulse of campus technology by visiting our homepage at **<http://oit.colorado.edu>**.

Service Alerts are posted for planned maintenance and unplanned service outages. By subscribing to Service Alerts, you will receive e-mail notification when a Service Alert has been posted and updated. Planned outages are vital to conduct maintenance to our services. We scheduled these outages during late evening and early morning hours as often as possible to minimize campus impact. Unplanned outages can occur for a number of reasons. We work and plan diligently to minimize these outages as much as possible. Learn how to subscribe at **<http://oit.colorado.edu/service-alert-subscription>**

**Look for the *Service Alerts* Button on the Website**

The Service Alerts button is available on every page of our website so you can check to see if there are any active or upcoming service maintenance events.

## Getting Started with Campus Technology

### Editors

Rochelle Scott, OIT Communication, Web, and Documentation

Robert Schwander, OIT Communication, Web, and Documentation

### Copy Editing, Print, and Delivery Assistance

University Communications—Marketing and Creative Services

Send comments and suggestions to **[oitfeedback@colorado.edu](mailto:oitfeedback@colorado.edu)**





### **CU-Boulder Specific Software**

OIT offers a number of software programs customized for the CU-Boulder campus. This includes tools for whole-disk encryption and antivirus software. You can access the CU-Boulder software distribution site at <http://oit.colorado.edu/downloads>.

### **Microsoft and Apple Software**

CU-Boulder has contracts with Microsoft and Apple that provides software licenses as a common good to CU-Boulder faculty and staff (including student employees). To learn more, go to <http://oit.colorado.edu/software-hardware>.

### **Purchasing Hardware and Software**

For an easy-to-understand depiction of how faculty, staff, and students can purchase hardware and software for either office or personal use, go to <http://oit.colorado.edu/software-hardware/acquire>.

### **Computing Labs**

OIT has many computing labs across campus. For a complete list of OIT computing labs, along with a map including hours of operation and available hardware and software, visit <http://oit.colorado.edu/computing-labs>.

### **Know the Computing Policies**

It is important that you become familiar with and accept the responsibilities you have as a CU-Boulder technology user. By creating and using university accounts and other computing services, you have accepted and agreed to the "Acceptable Use of CU-Boulder's IT Resources" policy. Policies are located online at <http://oit.colorado.edu/policies>.

### **Understanding Copyright— Downloading, Serving, or Sharing Copyrighted Materials**

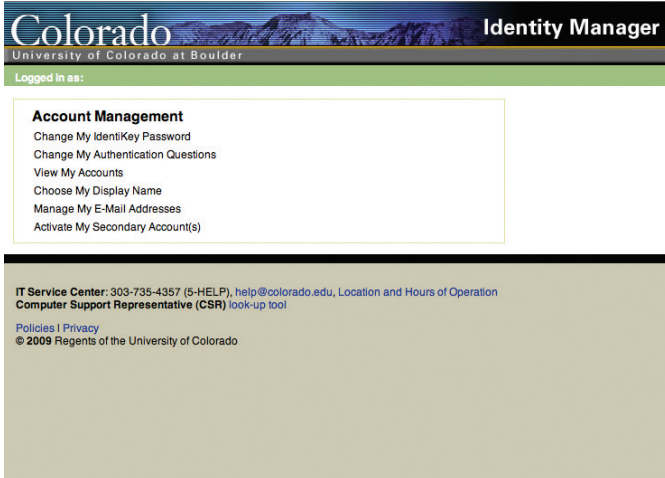
The CU-Boulder community respects the intellectual property of others, regardless of the medium by which it is transmitted. This is a cornerstone of academic integrity. We prohibit the use of unauthorized distribution of copyrighted material, which is subject to both civil and criminal penalties as well as university procedures.

Distributing copyrighted materials using peer-to-peer or file-sharing programs is illegal and the university uses technological solutions to deter this activity. Still, the university regularly receives notices of copyright violations and is required by law to take action. Common consequences include loss of network access and referral to the Office of Judicial Affairs. Guidance on campus fair use and copyright issues is provided at <http://ucblibraries.colorado.edu/copyright>.

### **Student Printing and Scanning**

Black and white and color printing are available in various computer labs around campus. You can also print to some of these labs remotely from residence hall rooms and through wireless connections on campus. Students receive a set quota of prints each semester. After the set quota of prints has been exceeded, a fee is assessed, paid through the Buff OneCard. Depending on your printing needs, the cost to print on campus through the labs is often significantly less than purchasing a printer and the consumable materials for that printer. For more information, go to <http://oit.colorado.edu/printing>.

# IdentiKey, E-mail, and Calendar



## Identity Manager

Identity Manager allows the self-service management of your online identity. Use this tool to activate your IdentiKey account. Identity Manager also allows you to view the accounts you own, manage your e-mail addresses, choose how your name is displayed in e-mail messages, and change your IdentiKey password. Group accounts and conference IdentiKeys can also be managed in Identity Manager.

<https://cuidm.colorado.edu>

## IdentiKey—Your Key to Online Campus Resources

Your IdentiKey unlocks most IT services on campus, so it's important that you set and remember your IdentiKey. Your IdentiKey consists of your CU Login Name and a password. It's also important to remember your CU Login Name.

An IdentiKey allows you to:

- Register for classes
- Use MyCUInfo
- Use your e-mail and calendar service
- Use campus computing labs
- Register on ResNet and the wireless network
- Log into your online courses
- Download OIT-offered software

## IdentiKey Activation and Password Reset

Use Identity Manager to activate your IdentiKey and set your password. Learn more at <http://oit.colorado.edu/identikkey>.

## IdentiKey Password Guidelines

IdentiKey passwords must meet the following requirements:

- Must be at least 10 characters long
- Must include at least 3 character classes (alpha, numeric, symbols)
- Cannot contain your CU Login Name
- Cannot contain your first or last name
- Cannot contain 3 or more contiguously repeated characters (a password with the string 'aaa' will not be allowed)
- Cannot contain the following characters: tab, space, double-quote ("), colon (:)
- Must not be one of your last five passwords.

## E-mail and Calendar

As a CU-Boulder student, or faculty or staff member, you will receive an e-mail and calendar account.

## Faculty, Staff and Student Employees

CU-Boulder's e-mail service for faculty and staff is designed to help you collaborate more efficiently and effectively through a suite of services including e-mail, campus-wide scheduling via the calendaring function, contact and directory data, task management and more. This e-mail service provides ubiquitous access to these features through desktop programs, web browsers, and mobile devices such as smartphones. Learn more at <http://oit.colorado.edu/email>

## Students

Students get a CU-Boulder e-mail address that is `first.last@colorado.edu` and will get to keep that address upon graduation. Learn more about student e-mail at <http://oit.colorado.edu/email>.

## Mobile Devices

To learn how to configure mobile devices for e-mail, go to <http://oit.colorado.edu/mobile>. OIT also provides information about connecting your mobile device to UCB Wireless, and for Apple devices we provide a VPN client for you to access on-campus resources even when you're off-campus.

# Computer Security Tools & Awareness

## Protect Your Computer and Identity

Not only is computer security something everyone can master, it's something anyone who uses the Internet must master. Find out more about the topics listed here, get information on how to stay protected, and get the latest campus security news by visiting the IT Security website at <http://oit.colorado.edu/it-security>.

## Antivirus Software

Antivirus software is one of the most important tools for safeguarding your computer, vital information, and personal data from the daily onslaught of viruses and worms. Without antivirus protection, your computer may be left completely defenseless against perpetrators' relentless attempts. Antivirus software is available from OIT at no cost to all CU-Boulder faculty, staff, and students. Visit <http://oit.colorado.edu/antivirus> to learn more.

## Laptop Registration

You can register your laptop computer with the CU-Boulder police department. For more information about the laptop registration program, visit [www.colorado.edu/police/prevention](http://www.colorado.edu/police/prevention).

## Strong Passwords

Keeping your personal passwords private, secure, and unbreakable is one of the most important steps you can take for safe computing. Find more about strong passwords at <http://oit.colorado.edu/it-security/passwords>.

## Vulnerabilities and Patching

The best way to keep your computer safe is to perform frequent updates on your operating system and other software, including antivirus and anti-spyware software. Remember that this also applies to brand new computers, right out of the box. OIT recommends that you configure your computer for automatic updates. Learn more at <http://oit.colorado.edu/it-security/hardening-your-computer>.

## Phishing Scams

Phishing is a scam that uses spam or pop-up messages to deceive you into disclosing your private information. To learn more about phishing and how you can avoid these scams, visit <http://oit.colorado.edu/it-security/phishing>.

# MyCUInfo

As a student, faculty, or staff member, you have a central source for CU-Boulder's online services and information with MyCUInfo, CU-Boulder's web portal. MyCUInfo offers a secure entry point for most of the online information and services that you need, including the Faculty Toolkit, course information for students, and administrative tools like leave reporting.

## Logging in to MyCUInfo

1. Open the web browser and type <https://mycuinfo.colorado.edu/> into the address (or location) bar. Then press ENTER (or Return).
2. In the Login box, enter your CU Login Name and your IdentiKey password (see page 4). Click the LOG IN button.

The screenshot shows the MyCUInfo web portal for the University of Colorado Boulder. The header includes the university logo and the 'myCUinfo' branding. A navigation bar contains 'Welcome', 'Student', 'Teaching Tools', and 'CU Resources'. On the left, there is a sidebar with 'Exchange Web' links for CULink, CULearn, Desire2Learn, and MYCUINFO PROFILE. The main content area is divided into several sections: 'ANNOUNCEMENTS' with sub-sections for 'All Students' (Spring Parking Permit Sale, The Great Textbook Sellback at the CU Book Store), 'Campus Life' (Residence Halls Close for Winter Break-Friday, December 16; Winter Commencement Traffic Advisory; Winter Commencement events), 'College of Music' (CU Presents Box Office Closed Dec 17-Jan 2), and 'Faculty Announcements' (Desire2Learn Grade Book Clinics Scheduled). On the right, there is an 'Events Calendar' section with 'Featured Events' (CU Wizards), 'Today's Events' (Exhibition: "The Invisible Connectedness of Things"), 'Startalk Hindi/Urdu', 'The Business of Sports Certificate', 'The Anxiety of Influence: Selections from the CU Art Museum's Ceramics Collection', and 'Monday Night Bowling'. A search bar is located at the bottom right of the main content area.

# Internet Connectivity at CU-Boulder

Location	Service Provided
All residence halls	UCB Wireless and Wired Internet Connectivity
Some Family Housing apartments	UCB Wireless
All Family Housing apartments	Wired Internet Connectivity
CU-Boulder offices	Wired Internet Connectivity and UCB Wireless
University buildings and most areas on campus	UCB Wireless, UCB Guest Wireless, computing labs, kiosks
Buff Buses (on route between Williams Village, Bear Creek, and Main Campus)	UCB Wireless, UCB Guest Wireless

## UCB Wireless

UCB Wireless access can be found in almost all buildings on campus, in popular campus life locations, and in all residence halls. Wireless for Family Housing is available for Newton Court and Athens North apartments. CU-Boulder's wireless network consists of numerous 802.11 b/g/n access points, which are Wi-Fi Certified, and provide service to internal campus resources as well as external Internet access.

### Access UCB Wireless

If you are in a wireless hot spot on campus, your laptop or device should be able to detect UCB Wireless. Select it. Open a web browser and go to <https://dhcp.colorado.edu> to register on the network. See Network Registration on page 7.

## UCB Guest Wireless

UCB Guest Wireless can be found wherever UCB Wireless is available and is for visitors to the CU-Boulder campus. Learn more at <http://oit.colorado.edu/guest-wireless>.

## Wired Internet

Offices and residence hall rooms on the CU-Boulder campus have access to CU-Boulder's 100 Mbps Ethernet network. For more information about this service, including configuration instructions, go to <http://oit.colorado.edu/wired>.

## VPN

### Virtual Private Network (VPN)– Creating a CU-Boulder Network Connection with a non-CU Internet Service Provider

If you are off campus you can still access campus online resources, such as the libraries or other restricted network locations, as if you were on campus. The VPN allows you to have a CU-Boulder connection. To learn more, visit <http://oit.colorado.edu/vpn>.

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## Telephone Service

### Faculty and Staff

Telephone service is available for faculty and staff. To order a telephone, service, and voicemail, contact your Telecommunications Liaison. For more information visit <http://oit.colorado.edu/voice>.

### Campus Phone Tips

- If you are dialing an on-campus number from a campus phone, you only need to dial the last five digits. University offices are 5-xxxx or 2-xxxx. Residence hall and family housing numbers are 6-xxxx.
- You must dial an 8 before any off-campus phone number. From campus lobby phones, you must dial 7 first.
- If you need help with any of the phone features or with your long distance services, call 303-735-4357 (5-HELP from a campus phone).

### Residence Halls

Students are encouraged to bring their own cell phone and service. Public telephones are located in designated areas in all residence halls for student use to make free local calls.







## Network Registration

When using UCB Wireless and sometimes when using the wired network, you will need to register your computer. Follow the steps below to do so.

1. Open a web browser and go to **<https://dhcp.colorado.edu>**.
2. Next, you will automatically be taken to the registration page. First log in using your CU Login Name and IdentiKey password, or log in with your personal information.
3. After logging in, you will be asked to review information about CU-Boulder's copyright policy. Read through the information and click on the I UNDERSTAND AND WILL ABIDE BY THIS POLICY button.
4. Next, you will see an acceptable use policy. Review the entire policy.
5. Click SUBMIT.
6. If you have registered properly, you will be prompted to clear your web browser's cache and then to shut down your computer and restart it.

## Register Gaming Systems & Devices

Gaming systems and alternative devices that require Internet connectivity must be manually registered on the network. Learn more at **<http://oit.colorado.edu/gaming>**.

1. Start a web browser and go to **<https://dhcp.colorado.edu/Public/forcereponse.cgi>**.
2. Read the user responsibilities and click ACCEPT.
3. Enter your Hardware Address (also known as a MAC address), then your IdentiKey.
4. If your registration has been successful you will be instructed to restart the device.

## Clear Your Web Browser's Cache

Clearing your web browser's cache will allow you to browse the Internet after configuring and registering your computer. OIT recommends that you perform this simple step before you start to surf the Web for the first time on the campus network.

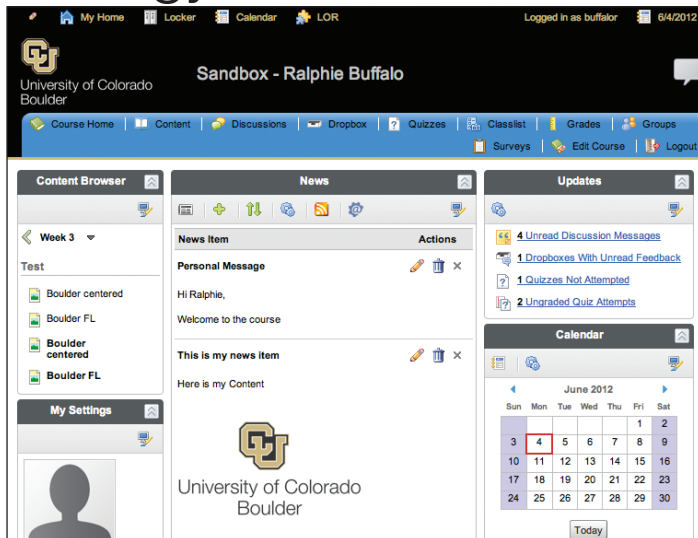
- **Macintosh Safari:** Click on the SAFARI drop-down menu and select EMPTY CACHE. When asked if you want to empty the cache, click on the EMPTY button.
- **Macintosh Firefox:** On the menu bar, click on th FIREFOX menu and select PREFERENCES. Slect the ADVANCED panel. Click on the NETWORK tab. In the CACHED WEB CONTENT section, click CLEAR NOW.
- **Windows Internet Explorer 8.x:** Click on the SAFETY drop-down menu and select DELETE BROWSING HISTORY. In the window that opens, click on TEMPORARY INTERNET FILES and HISTORY and then click DELETE.
- **Windows Internet Explorer 9.x:** Click on the TOOLS drop-down menu. Select DELETE BROWSING HISTORY from the SAFETY menu. In the window that opens, check the TEMPORARY INTERNET FILES box and then click DELETE.
- **Windows Firefox:** Click on the TOOLS drop-down menu and select OPTIONS. In the window that opens, click on the PRIVACY TAB on the left. In the CACHE section, click on the CLEAR button.
- **Google Chrome:** Click on the TOOLS drop-down menu (wrench icon) at the top right of your browser and select HISTORY. Click CLEAR BROWSING CACHE and a new window will appear. Check the EMPTY THE CACHE box and then click the CLEAR BROWSING DATA button.

# Academic Technology

## Desire2Learn

Desire2Learn is an online learning environment instructors use to enhance face-to-face classroom instruction. D2L provides 24/7 access to course-related materials, electronic dropboxes for assignments, on-line quizzes, e-portfolios, grades, and more. Visit <http://oit.colorado.edu/d2l> to learn more.

Academic Technology Consultants ATCs are available to help instructors use D2L in their courses. See below to learn more about the ATCs.



## Academic Technology Consultants (ATCs)

Academic Technology Consultants (ATCs) help faculty, instructors, and graduate teaching assistants integrate technologies into their teaching, and at times into their research, creative works, and outreach, to improve student outcomes and to support the mission of the University. The ATCs are assigned to each School and College and support their faculty through:

- Providing one-on-one consultations
- Delivering workshops
- Developing resources to support the effective use of academic technologies
- Acting as liaisons between faculty and OIT.

### Get to know your ATC



Viktoriya Oliynyk is one of the Academic Technology Consultants (ATC) supporting the University of Colorado Boulder's College of Arts and Sciences.

Find your ATC at <http://oit.colorado.edu/at/atc>.

## CUClickers – Student Response System

OIT's CUClickers service supports the i>clicker student response system.

### Instructors

Instructors use “clickers” to foster classroom interaction and enhance learning. Clicker receivers are located in media cabinets in many classrooms across campus. Go to <http://oit.colorado.edu/clickers> for a list of classrooms and access instructions. Learn more about CUClickers, including check-out information, software installation, and configuration instructions at <http://oit.colorado.edu/clickers/instructors>.

### Students

Check with your professor before purchasing the i>clicker to make sure your class requires one. The i>clicker can be purchased at the CU Book Store. You will need to register your i>clicker in CU's portal. For more about the i>clicker device and registration, visit <http://oit.colorado.edu/clickers/students>.

### Technology Equipped Classrooms

CU-Boulder has more than 200 Smart Classrooms equipped with media projectors, players, and UCB wireless. These facilities include lecture halls, technology-equipped classrooms, and team rooms. Media cabinet keys can be ordered at <http://oit.colorado.edu/classrooms>, and picked up at the IT Service Center. Facility, instructional, and technology support or assistance can also be requested by contacting the IT Service Center.





Participants at the Colorado Learning and Teaching with Technology Conference (COLTT). Learn more about this annual conference that is open to faculty at [www.cusys.edu/coltt](http://www.cusys.edu/coltt).

### Classroom Capture

Classroom Capture automates video and audio recordings of a lecture that can be accessed online by authorized viewers. It is easy to use and benefits both faculty members and students. If you are teaching in one of the facilities that has Classroom Capture and wish to use it, please contact the IT Service Center and they will have a representative from Academic Technology Services (ATS) contact you to further discuss your requirements, our existing capabilities, and provide additional information. Academic Technology Consultants (ATCs) will also work with faculty to determine how this service can be appropriately utilized. To learn more, including which rooms have Classroom Capture, go to <http://oit.colorado.edu/classroom-capture>.

### iTunes U

iTunes U, an educational component of iTunes, a popular online music, video, and podcast service, offers educational multimedia content from hundreds of colleges and universities across the country. The University of Colorado Boulder on iTunes U provides access to a wide range of CU-related digital audio and video content.

iTunes U brings the power of the iTunes Store to education, making it simple to distribute information to students and faculty — or to lifelong learners all over the world. With an iTunes U site, the University of Colorado Boulder has a place for all the digital content created or curated by educators, which can then be easily downloaded and viewed on any Mac, PC, iPod, or iPhone. Learn more at <https://itunesu.colorado.edu>.

### Academic Media Services

Academic Media Services manages a facility in the ATLAS building, in which faculty and students can work with OIT experts in the development of multimedia materials. The lab hosts the hardware and software necessary to capture, edit, and encode audio and video. Tools and expertise are also available to create illustrations, graphic design, and animations. For more information go to <http://oit.colorado.edu/media>.

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## Prof2Prof Blog

### Emerging Technologies Just in Time

Learn about emerging technologies for teaching and research just in time! Prof2Prof is a blog shared by professors, researchers, and staff about their experiences with, and musings about, emerging technologies. Visit the Prof2Prof blog where you can view posts on teaching with social networks, a breakdown of GoingOn, a lecture capture light kit, voice-to-text dictation and more.

Visit the Prof2Prof blog at <http://oit.colorado.edu/blogs/at>.

# Technology Learning Opportunities

## Technology Learning Workshops

OIT provides a variety of computing workshops for faculty, staff, and students. Faculty workshops include sessions on teaching with Desire2Learn and using clickers to enhance student learning. Learn how to register for these classes at <http://oit.colorado.edu/training>.

## Student Learning Opportunities

CU-Boulder offers a set of technology training opportunities beginning the moment you step on campus and continuing throughout your college career. Take advantage of these opportunities to learn valuable skills and enhance your college experience. A variety of topics and times are available, at no cost to you, and signing up is easy! Learn more about your options at <http://oit.colorado.edu/training/students>.

## Technology Resource Library

Whether you have five minutes or five hours, there are online courses, videos, reference material and books available to you that meet your needs. CU is committed to providing continuous learning and professional development opportunities for faculty and staff. The PDFs available in the resource library will provide you with a summary of the IT learning resources available to all faculty, staff, and students. Go to <http://oit.colorado.edu/training/resources>.

## SkillSoft Online Learning

SkillSoft is your online training resource containing self-paced online and instructor-led training on a variety of topics. Best of all, you can access it all at no cost through the campus portal. You can use a Mac or PC to access training content. Use your IdentiKey to gain access to this resource. Go to <http://oit.colorado.edu/training/cbt> for more information.

## Books 24x7

SkillSoft's Books24x7 is a searchable library of thousands of digital books and online reference books, with new titles added every week. Enter the library by accessing SkillSoft through the MyCUInfo portal and clicking on Books24x7 on the left side menu. Learn more at <http://oit.colorado.edu/training/cbt>.



OIT's learning workshops offer a hands-on approach to learning about technology.

# We're Here to Help

## IT Service Center

The IT Service Center offers help with e-mail and IdentiKey, Internet connectivity, telephone service, and technology-related questions or problems.

**Phone:** 303-735-4357 (5-HELP from an on-campus phone)

**E-mail:** [help@colorado.edu](mailto:help@colorado.edu)

Location: first floor of the Telecommunication Center (just east of the UMC on 18th Street)

For hours of operation and more information go to <http://oit.colorado.edu/service-center>.

## Online Help

You can send an e-mail message to [help@colorado.edu](mailto:help@colorado.edu) for non-urgent questions, and you'll receive a response within approximately one business day.

A variety of how-to documentation is available on our website at <http://oit.colorado.edu>. Look for the Help menu link within each service for tutorials and videos.

## Additional Faculty and Staff Help Resources

### Departmental Computer Support Representatives (CSRs)

These representatives are the local departmental points of contact for your computing and networking support. Every department on the CU-Boulder campus has at least one designated CSR. If you do not know who your CSR is, go to <http://oit.colorado.edu/support-training/csr-lookup>.

### Telecommunications Liaisons

These representatives are the local departmental points of contact for your telephone and Ethernet orders. Every department on the Boulder campus has at least one designated liaison. If you do not know who your liaison is, go to <http://oit.colorado.edu/support-training/liaison-lookup>.

## Desktop Support

OIT provides no-cost software support for laptop and desktop workstations to faculty, staff, and students at CU-Boulder. Visit one of our walk-in centers. If you're a faculty or staff member you can make an appointment for an on-site support visit. Learn more below.

### On-Site Assistance

Faculty and staff can receive on-site help. To schedule an on-campus in-office appointment with a Desktop Support Technician, call 303-735-4357 (5-HELP from a campus phone). The Desktop Support Team provides software support for laptop and desktop workstations, including new computer setup, troubleshooting, installing and configuring operating systems, and applications. For more information about making a Desktop Support on-site appointment, visit <http://oit.colorado.edu/support-training/desktop-support>.

### Walk-In Facilities

Students, faculty, and staff can bring in a university purchased or personal computer for help configuring hardware and/or software at one of OIT's two walk-in centers. Both walk-in facilities support people on a first-come, first-serve basis.

Go to <http://desktopsupport.colorado.edu/walk-in> to view walk-in center locations, hours of operation, and for a real-time availability report.

You must bring your Buff OneCard and be present while the Desktop Support staff work on your machine.

### Note about Desktop Support

Data backups are your responsibility! You may request OIT perform a data backup on your behalf. Please help your technician understand where and how you store your data to ensure a complete backup. OIT is not responsible for loss of data or software. Data backups performed by OIT are kept securely for 14 days.

Walk-In Centers are a first-come, first-served service. You must stay with your computer at all times.

Walk-in and on-site support is offered only for hardware and software within the parameters of OIT's Supported Software and Hardware Standards, which are on the Web at <http://oit.colorado.edu/software-hardware/supported-software-hardware-list>.





# We're Here to Help

## Desktop Support

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