IT Services for Students

Resources and Support from Jeff IT

Jefferson Information Technologies
Thomas Jefferson University
Philadelphia, Pennsylvania
Presentation Overview

• Jeff IT Support Services for Students
• Email and Network Storage
• Wireless Networking
• Safe Computing and Computing Policies
Jeff IT Support Services for Students

• Browse the Student section at jeffit.jefferson.edu
• Student Help Line: 215 503-7600 – Covered during business hours
• TJUH IS TAC: 215 503-7975 – 24x7 coverage for systems or network downtime or operations incidents, not support.
• Student Support Center: 20th Floor Edison Building – Call 215 503-7600 to book an appointment
• Wireless networking support: documentation and coverage maps at jeffit.jefferson.edu
Email and Network Storage

• Email – JeffMail (GMail)
  – http://jeffmail.jefferson.edu
  – JeffMail is the authoritative means for student communications
  – 7gb of email storage
  – Please refer to: http://www.jefferson.edu/jeffit/apps_services/gmail/

• Network Storage - JeffShare
  – http://jeffshare.jefferson.edu
  – Browser-based, open, personal network storage
  – 500 mb per student for academic purposes
Wireless Networking

- Wireless networking support: documentation and coverage maps at jeffit.jefferson.edu
- Student Support Center: 20th Floor Edison Building – Call 3-7600 to book an appointment to troubleshoot your computer’s wireless configuration.

JeffWireless Coverage

- Bluemle, Barringer, Martin and Orlowitz Full coverage
- Jeff Alumni Hall
  1st floor, Mezzanine and Auditorium rooms: 207, 307, 407 & 509
- Edison Building
  Floors: 3, 7, 11, 13, 18-20
- College/Curtis
  2nd floor, Auditoriums, Ground Flr. College
- Hamilton
  Full coverage
- Scott Memorial Library
  Floors 1-4th
PC Network Registration

- All students will need to register their PCs and laptop computers in order to access the TJU network. Just enter your campus key and password into the Web page that automatically opens when you start your browser.

If you do not know your Campus Key, go to [http://www.jefferson.edu/it/support/self-service/student_pswd.cfm](http://www.jefferson.edu/it/support自我服务/student_pswd.cfm), or call 3-7630 for assistance.
Safe Computing and Computing Policies

• Viruses, Spyware & Computer Threats
  • All student computers must have anti-virus software
  • For free downloads, visit Virus & Spyware Protection link under Student section of jeffit.jefferson.edu
  • Phishing and never giving out credentials.

• Computing Policies
  • All students bound by appropriate use and behavior policies
  • Refer to Computing Policies and Governance link on jeffit.jefferson.edu
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