

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

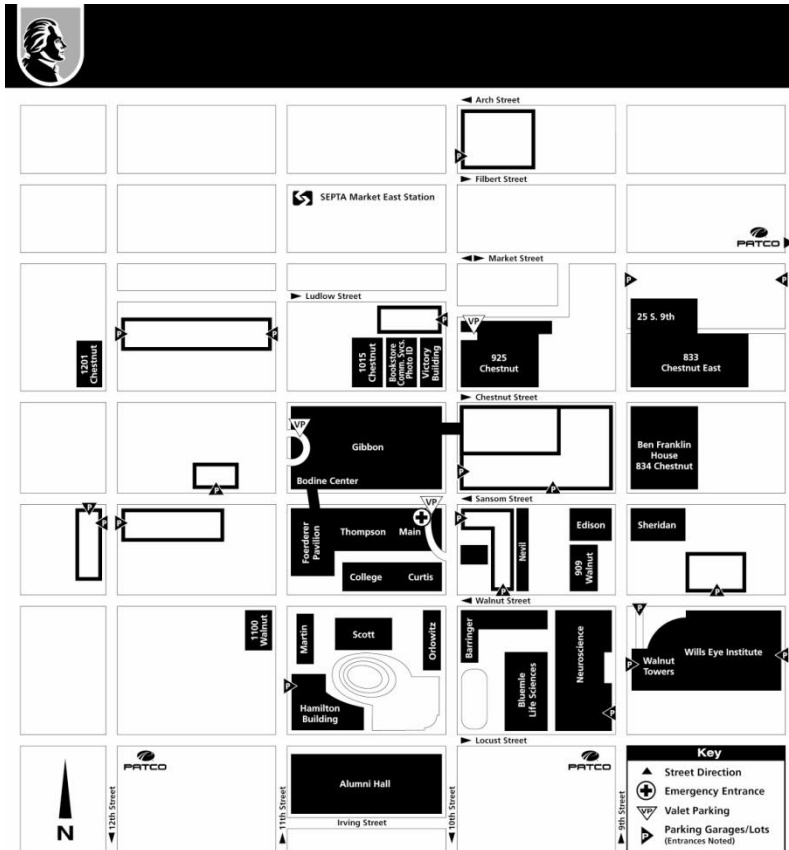
- Browse the Student section at jeffit.jefferson.edu
- Student Help Line: **215 503-7600** – Covered during business hours
- TJUH IS TAC: **215 503-7975** – 24x7 coverage for systems or network downtime or operations incidents, not support.
- Student Support Center: 20th Floor Edison Building – Call 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.

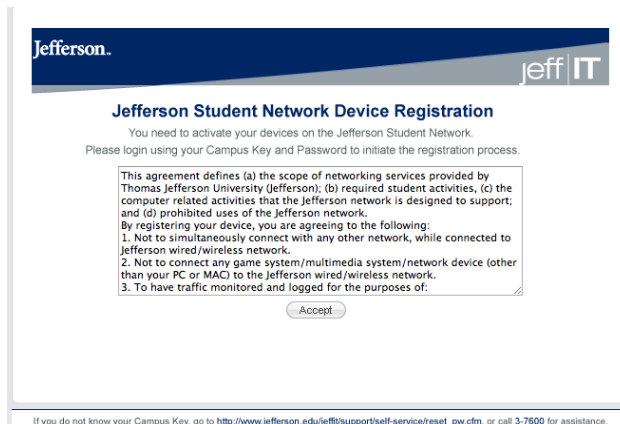


JeffWireless Coverage

- **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.



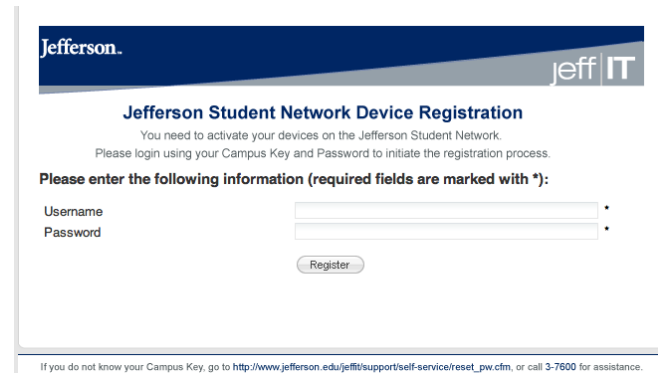
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Jefferson Student Network Device Registration

You need to activate your devices on the Jefferson Student Network.
Please login using your Campus Key and Password to initiate the registration process.

This agreement defines (a) the scope of networking services provided by Thomas Jefferson University (Jefferson); (b) required student activities; (c) the computer related activities that the Jefferson network is designed to support; and (d) prohibited uses of the Jefferson network.
By registering your device, you are agreeing to the following:
1. Not to simultaneously connect with any other network, while connected to Jefferson wired/wireless network.
2. Not to connect any game system/multimedia system/network device (other than your PC or MAC) to the Jefferson wired/wireless network.
3. To have traffic monitored and logged for the purposes of:

If you do not know your Campus Key, go to http://www.jefferson.edu/jeffit/support/self-service/reset_pw.cfm, or call 3-7600 for assistance.



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Jefferson Student Network Device Registration

You need to activate your devices on the Jefferson Student Network.
Please login using your Campus Key and Password to initiate the registration process.

Please enter the following information (required fields are marked with *):

Username

Password

If you do not know your Campus Key, go to http://www.jefferson.edu/jeffit/support/self-service/reset_pw.cfm, or call 3-7600 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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