

WELCOME TO IT SERVICES

The main IT Services office and the Help Desk are located on the second floor of Cudahy Hall
<http://www.mu.edu/its>



Follow @MarquetteITS on Twitter.

IT SERVICES HELP DESK

(414) 288-7799
 Cudahy Hall, Room 293
helpdesk@marquette.edu
<http://mu.edu/its/help>

Academic Year Hours:
 Mon – Thurs: 7:30 AM to 8:00 PM
 Fri: 7:30 AM to 5:00 PM
 Sat: 8:00 AM to 2:00 PM
 Sunday: 10:00 AM to 2:00 PM
 (Extended hours are offered at the beginning of the fall term.)

Summer Hours:
 Mon – Fri: 8:00 AM to 5:00 PM
 Sat: 8:00 AM to 2:00 PM

TECHNOLOGY ASSISTANCE

All students have access to technical assistance, either at the Help Desk or the Residence Life



Wired Offices located in Schroeder Hall, room 155.

ONLINE TOOLS

EMARQ (E-MAIL/CALENDARING)

All students are provided an eMarq e-mail account that has 1 gigabyte of storage.
<https://emarq.marquette.edu>

Students can set up eMarq for Outlook, Entourage, a mobile phone or mobile device.
<http://www.mu.edu/its/setup>

D2L



Marquette University's e-learning application is Desire2Learn (D2L).
<http://www.mu.edu/d2l>

CHECKMARQ

CheckMarq is Marquette's student information system.
<https://checkmarq.mu.edu>

Students can set up guest access for parents, guardians, spouses, etc., giving them the ability to monitor the student account, financial aid and grades.
<http://mu.edu/its/guest>



PASSWORDS

Users can reset a forgotten password.
<http://www.mu.edu/its/password>

PRINTWISE PRINTING



PrintWise provides printing, scanning, and copying. Enrolled students receive an allotment per academic year. Additional printing is available using the MarquetteCash card. Download the PrintWise client to print from your computer.
<http://mu.edu/its/pw>

PROTECT YOUR COMPUTER & DATA

Marquette University will not ask for personal information via e-mail and will never ask for your password. Learn more about Safe Computing online at
<http://www.mu.edu/safecomputing>



ANTIVIRUS/ANTI-MALWARE

IT Services offers Virus Scan software at no cost to students.
<http://mu.edu/its/antivirus>



WIRELESS ACCESS

Wireless access is available in all the residence halls, Raynor Library, Cudahy Hall, the Alumni Memorial Union (AMU) and many other locations on campus. <http://www.mu.edu/wireless>

RECOMMENDATIONS FOR NEW COMPUTERS

Marquette University's computer vendors offer student discounts on new PCs and Mac computers. Listed below are the minimum specifications when purchasing a new computer.

<http://www.mu.edu/studentpc>

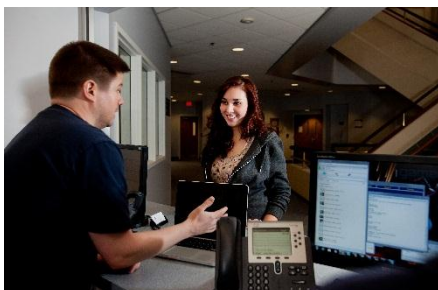
Minimums for all computers:

- 4 GB RAM
- 250 GB hard drive or larger
- Integrated Wireless (802.11a/n) or (802.11a/n compatible) for laptops
- Gigabit Ethernet

Minimums for pcs:

Intel Core i series or AMD processor

- Windows 7 Home Premium or higher
- Microsoft Office 2010 (See SOFTWARE)



Minimums for macs:

- MacBook or MacBook Pro
- Mac OS 10.7.X or higher
- Microsoft Office 2011 for Mac (See SOFTWARE)

Recommended for all students:

- 4 GB flash drive, a surge protector, and a computer lock
- CAT6 network interface cable with RJ-45 type male connectors, 15 feet or longer

COMPUTERS ON CAMPUS

If you do not have a computer, Marquette offers many computers for student use.

<http://www.mu.edu/its/resources>

SOFTWARE

Marquette offers academically priced software (e.g. Microsoft Office) online and at the BookMarq (in Campus Town.)

<http://www.mu.edu/its/software>

ACCEPTABLE USE & COPYRIGHT INFRINGEMENT

Marquette's Acceptable Use of E-Resources Policy states that each user has the responsibility to respect and honor the rights of other individuals, with regard to intellectual property, privacy, freedom from harassment, academic freedom, copyright infringement and use of E-resources.



Marquette University does not condone any activities related to the misuse and/or distribution of copyrighted material and IT Services actively responds to copyright infringement notices with appropriate remedial measures, as required by law. <http://www.mu.edu/its/policy>

For legal alternatives to

download movies and music, see:

<http://www.mu.edu/its/help/security/choices.shtml>