

IT SERVICES AT MARQUETTE UNIVERSITY PREVIEW 2009

ABOUT IT SERVICES

IT Services provides technology services and support to all members of the Marquette community. IT Services manages Marquette's Internet connectivity and the university's campus-wide network. In addition, IT Services administers the campus computing systems. The main IT Services office and the Help Desk are located on the second floor of Cudahy Hall. For more information on IT services and support provided, please visit the IT Services Web site at <http://www.mu.edu/its/>.

COMMUNICATION

Stay current with news from IT Services at <http://twitter.com/MarquetteITS>



Find IT Services updates at <http://www.marquette.edu/its/news/>
Sign up for emergency text messages to your telephone at <http://mu.edu/its/mutext>

IT SERVICES HELP DESK

(414) 288-7799
Cudahy Hall, Room 293
helpdesk@marquette.edu
Academic Year Hours:
Monday – Thursday: 7:30a.m. to 8:00p.m.
Friday: 7:30a.m. to 5:00p.m.
Saturday: 8:00a.m. to 2:00p.m.
Sunday: 10:00a.m. to 2:00p.m.
(Extended hours are offered at the beginning of the fall term.)
Summer Hours:
Monday – Friday: 8:00a.m. to 5:00p.m.
Saturday: 8:00a.m. to 2:00p.m.
<http://mu.edu/its/help>

Marquette IT Services

ONLINE TOOLS



Marquette University's e-learning application is Desire2Learn (D2L), a web-based tool that facilitates online teaching and learning. It offers tools for class discussion and collaboration, electronic submission of assignments, quizzing and examinations. <http://www.mu.edu/d2l>

eMarq (e-mail/calendaring)

All students are provided an eMarq e-mail account that follows the Marquette e-mail address format of `firstname.lastname@marquette.edu`. Each student account has a 50MB storage limit. <http://www.mu.edu/emarq>

CheckMarq (student information)

CheckMarq is Marquette's student information system which allows individuals to review financial aid information, browse class schedules, view course catalog, register for classes, check grades and grade history, order books online, search student directory and view bursar account. In order for others to view a student's bursar account and financial aid information, IT Services highly recommends utilizing the Guest Access feature in CheckMarq. Sharing the guest username/password with parents, guardians, spouses, etc., gives others the ability to monitor financial aid and grades, as well as tuition balances and payments for the student. Students can share the account information with as many users as they wish. The student is always in control, and can reset the password at any time. <http://mu.edu/its/guest>



PrintWise Printing

PrintWise provides fast, high-quality printing, scanning, and photocopying



at many locations on campus. All 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. Printers default to double-sided printing. <http://mu.edu/its/pw>

PROTECT YOUR COMPUTER & DATA

Students should Install and update anti-virus software, install Anti-Spyware and enable Windows Firewall to protect their computers and data. E-mail scams have targeted Marquette e-mail accounts. Avoid disclosing usernames and passwords or other personal information. Marquette University will not ask for personal information via e-mail. Learn more about Safe Computing online at <http://www.mu.edu/safecomputing/>



Antivirus

IT Services offers both McAfee Virus Scan for Windows and Virex for Mac at no cost to students. Computers that are infected with viruses will be quarantined until the viruses are removed. Students are responsible for cleaning the machine or may seek assistance via the Help Desk.

<http://mu.edu/its/antivirus>

TECHNOLOGY ASSISTANCE

IT Services and the Office of Residence Life provide technical assistance for student-owned computers experiencing issues with viruses or connecting to the campus network. This service is available to all Marquette students. Students can take their computers directly to the Residence Life Wired Office located in Schroeder Hall, room 155, or contact the IT Services Help Desk at (414) 288-7799 to request assistance.

USERNAMES & PASSWORDS

Your eMarq username is based on your last name and is used to access CheckMarq, eMarq, and D2L. Complex passwords are used. A password must be at least eight characters long and include at least three of the following: uppercase characters, lowercase characters, numbers, and non-alphabet characters.

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

INTERNET CONNECTIVITY

Marquette's high-speed network provides connection to campus technology services as well as the Internet. Personal computers should be configured with a network interface card, and then plugged into the network port via an RJ-45 cable. All necessary equipment is the responsibility of the student and is not supplied by Marquette University.

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. Areas with wireless access are identified by the



Marquette Wireless Hotspot logo.

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

RECOMMENDATIONS FOR NEW COMPUTERS

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

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

Minimums for PCs:

- Core 2 Duo 1.6 GHz or AMD Turion 64 X2 dual Core Processor or better
- Windows Vista Home Premium or higher (Business or Ultimate)
- 2GB RAM or more
- 80 GB hard drive or larger
- CDRW/DVD Combo Drive or better
- Integrated Wireless (802.11a/b/g/n) for laptops
- 10/100/1000 Integrated Networking
- Microsoft Office 2007 (See SOFTWARE)

*NOTE: The more RAM and video RAM you have available, the better your experience will be.

Minimums for Macs:

- Current Model iMac or Mac Pro, MacBook or MacBook Pro
- Mac OSX 10.4 or better
- 1GB RAM or more
- 250 GB hard drive or larger (120 GB or larger for laptops)
- SuperDrive 8x (DVD+_R DL/DVD+_RW/CD-RW)
- 10/100BaseT Ethernet

- Airport Wireless (802.11 b/g compatible) for laptops
- Microsoft Office 2008 (Mac)

Recommended for all students:

- 1GB Flash Drive, a Surge Protector, and a Computer Lock
- CAT5 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, listed at

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

SOFTWARE

Marquette offers student discounts on Microsoft Office, operating system upgrades, Minitab and other software via eAcademy. CDW-G (online) and the BookMarq (in Campus Town) sell academically-priced software from Adobe, Corel and Symantec.

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

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 uses a network utility to prioritize valid university traffic to protect core university applications and pace less urgent traffic.

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



Be The Difference.