

# Student Orientation IT Services Group

Welcome

# Overview

- Available IT Resources
- Computing Needs
- Computing Advice
- Wireless Network Services
- Printing Services
- GSM Event Management System (EMS)

Find this presentation at the GSM Support site (FAQs)

<http://support.gsm.ucdavis.edu>

# Available IT Resources

GSM IT Support Website

<http://support.gsm.ucdavis.edu>

Contains dozens of Frequently Asked Questions (FAQs), such as:

- How to setup printers
- How to use the Event Management System (EMS)
- Web services provided to student clubs

Please check this website before reporting problems

# Available IT Resources

## ➤ Campus IT Express

- Business Hours: 7:00 am – 9:00 pm (M-F)
- Phone: (530)754-HELP (4357)
- Website: <http://iet.ucdavis.edu>
- Email: [ithelp@ucdavis.edu](mailto:ithelp@ucdavis.edu)
- Provides support for:
  - UCD Computing Account
  - Campus Systems (MyUCDavis, Canvas, Email, etc.)
  - Wireless Network

# Available IT Resources

## ➤ GSM IT Help Desk

- Business Hours: 9:00 am – 5:00 pm (M-F)
- Location: Gallagher Hall Room 2314 (2<sup>nd</sup> floor, North-East corner)
  - Walk-in Hours: 9:00 am- 10:00 am, 1:00 pm – 2:00 pm (M-F)
- Email: [helpdesk@gsm.ucdavis.edu](mailto:helpdesk@gsm.ucdavis.edu)
- Phone: (530)752-4660 [leave a message]
- Website: <http://support.gsm.ucdavis.edu>
- Provides support for:
  - Classroom A/V
  - GSM Printers
  - 2<sup>nd</sup> level support for Campus IT Express

# Computing Needs

A laptop computer less than three years old that meets the minimum hardware configuration (i.e., CPU, RAM, Hard drive, and Wireless network) published [here](#) is required. To ensure complete compatibility with the wireless network and print services at the GSM, a name brand (i.e., Dell, HP, Lenovo, or Microsoft) is recommended. Educational discounts are available through the [UC Davis Bookstore Techhub](#) shop.

Some classes will require you to use applications that only run on Windows. Therefore, you must have the latest version of Windows and MS-Office for Windows. The latest version of Windows is available for a discount from <http://onthehub.com>, and the latest version of Microsoft Office is available to students at no cost through the UC Davis [Microsoft Student Advantage program](#).

Apple/Mac users who wish to run Windows and Office on their Macs can use software to create a virtual Windows environment (e.g., Bootcamp, Parallels, or VMWare Fusion). You must use the latest version of Mac OS. Antivirus software is required when using the campus network. [Microsoft Secure](#) and [Sophos Home Edition](#) for Mac are no cost antivirus software.

- You will need “administrator” permissions to install software and drivers
- Antivirus software is required when using the campus network.
- Some courses will require specialized software. Please refer to course syllabus for specifics. GSM does not provide software.

# Computing Advice

- *Backup your data*
  - *Flash Drive, External Hard Drive, etc*
- *Use Virus Protection*
  - *Windows*
    - *Microsoft Security Essentials /Windows Defender*
    - *Sophos Home*
  - *Mac OSx*
    - *Sophos Home*
    - *Available at: <https://www.sophos.com/en-us/lp/sophos-home.aspx>*
- *Follow Cyber-Safety practices*
  - *<http://security.ucdavis.edu>*
- *Don't use UCD network to download illegal music/movies*
  - *Recording Industry of America scans UCD network*
  - *UCD supports Digital Millennium Copyright Act (DMCA)*



# Wireless Network Services

- *Gallagher Hall & Bishop Ranch*
  - *Use “eduroam” wireless*
  - *Setup instructions available at:*  
*<http://wireless.ucdavis.edu>*







# Printing Services

➤ Information & instructions: <http://support.gsm.ucdavis.edu/FAQs>



# Email Services

➤ How do I configure devices to access my email?

➤ Reference UCD IT Knowledgebase:

[https://ucdavisit.service-now.com/servicehub/?id=ucd\\_kb\\_article&sys\\_id=90f4db40ad042540528ae63cf571cb06](https://ucdavisit.service-now.com/servicehub/?id=ucd_kb_article&sys_id=90f4db40ad042540528ae63cf571cb06)

# GSM Event/Room Scheduling

- Event Management System (EMS)
  - <http://gsm.rooms.ucdavis.edu>
  
- Instructions available at:  
<http://support.gsm.ucdavis.edu>