Non-Discrimination Policy Statement
The University of Michigan, as an equal opportunity/affirmative action employer, complies with all applicable federal and state laws regarding nondiscrimination and affirmative action. The University of Michigan is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, height, weight, or veteran status in employment, educational programs and activities, and admissions. Inquiries or complaints may be addressed to the Senior Director for Institutional Equity, and Title IX/Section 504/ADA Coordinator, Office of Institutional Equity, 2072 Administrative Services Building, Ann Arbor, Michigan 48109-1432, 734-763-0235, TTY 734-647-1388. For other University of Michigan information call 734-764-1817.

Work for ITS
Information Technology Services (ITS) is one of the largest employers of student workers on campus, supplying over 30 work-study positions per semester. To apply, please visit www.umjobs.org

Accessibility Statement
This publication, as well as any other document produced by the University of Michigan-Flint, can be made available in alternative formats. To request a copy of this publication in enlarged print or Braille, or on cassette tape or computer disk, contact the Accessibility Services Office at (810) 762-3456.
Policies and Guidelines
Users of UM computing resources are subject to a number of policies and guidelines. A complete listing and full text of U-M policies on information technology is available at http://cio.umich.edu/policy/.

In addition to these general university policies, UM-Flint users are subject to the policies and guidelines established by the Flint campus. These local policies are available at www.umflint.edu/its/policies.

The UM-Flint User Advocate Committee is an ad-hoc committee charged with reviewing alleged violations of University policies concerning information technology and determining appropriate penalties. To report suspected violations of University information technology policies, please use the User Advocate contact form, located at www.umflint.edu/its/useradvocate.

Proper Use Computing Policy
It is the policy of the university (1) to attempt to provide appropriate access to local, national, and international sources of information and (2) that information resources will be used by members of its community with respect for privacy and the public trust.

In accordance with the policies above, the university works to ensure that intellectual property and university records are protected from unauthorized use or distribution.

Authorized Use
As conditions of use for Information Technology Services (ITS) facilities and communication systems, all users agree to respect (1) the privacy of University records, (2) the legal protection provided by copyrighted and license agreements for programs and data, (3) the intended use for which access to the resources was granted, and (4) the integrity of the computing systems.

Responsible Use
Users of ITS resources are expected to use those resources in a responsible and efficient manner. Users are expected to refrain from engaging in illegal, unauthorized, inappropriate, for-profit, or deliberately wasteful practices as outlined in the Standard Practice Guide.

Appropriate Use
All users of computing resources should be mindful of the impact of their participation on the campus community, and should engage in only authorized use and should abide by standards of good citizenship in general.
Welcome to the University of Michigan-Flint!

Getting Connected … with ITS:
The University of Michigan-Flint’s Information Technology Services Department (ITS) supports your learning, research, and productivity needs, both on-campus and off-campus. The technology environment at UM-Flint rivals that of most world-class academic institutions.

Mission Statement
The Information Technology Services unit at the University of Michigan-Flint is a team of professional staff committed to enhancing individual and organizational effectiveness through the use of information and computing technologies.

We encourage you to take advantage of the great information technology environment which is right at your fingertips!

The First Three Things You Need to Know

First:
**Uniqname** is your personal computing identification, which gives you access to the campus computing environment at UM-Flint as well as the computing services supported centrally by ITCS at UM-Ann Arbor, such as library catalogs and antivirus software.

Your uniqname—pronounced “unique name”—is printed on your Mcard (the UM-Flint identification card). Your uniqname is public information and will remain with you as an identifier for as long as you are associated with the University of Michigan.

Second:
**UM-Flint LAN Password** is your chosen secret code used with your uniqname. Admitted students can view their computer account online in Student Information Services (SIS) at www.umflint.edu/sis. Just login to SIS, click on the Personal Information menu and then select My Campus Computer Account.

Before you can access your account for the first time you will need to set your LAN password by visiting my.umflint.edu and click on “New Students” in the top right corner.

Security and Your Passwords
You may have several passwords to access services provided by various University of Michigan departments and units. When you change your UM-Flint LAN password in SIS, your UM-Ann Arbor (also known as the UMICH or Kerberos password) will also change.

For security reasons, we recommend that you change your UM-Flint password at least once every six months (Daylight Saving Time can serve as a good reminder), and that you do not use your UM-Flint password for any non-university service, such as Gmail, Hotmail, or AOL.

Third:
**Basic Computing Services for Students** is the primary set of computing services provided to you by the University of Michigan-Flint.

http://www.umflint.edu/helpdesk/perm/what-is/what-is-a-uniqname-2/.
Basic Computing Services at UM-Flint

Students are eligible for a variety of computing services at the University of Michigan-Flint. A uniqname and UM-Flint LAN password is required to use most of these services (indicated by 👈).

Email 👈
All students receive an email account upon admission to UM-Flint. Your email is <uniqname>@umflint.edu. Your web-based email account is available at mail.umflint.edu.

Quicknotes are available on the ITS HelpDesk website to guide you in using Microsoft Outlook email. All email correspondence from UM-Flint will be sent to your student account.

HelpDesk
ITS Helpdesk consultants are available to answer questions about UM-Flint computing resources. ITSHelpDesk@umflint.edu
(810) 762-3123
www.umflint.edu/helpdesk

The Main Location at 206 MSB is open during these lab hours: Monday through Friday: 7am-1am Saturday-Sunday: 9am-1am

Other Locations:
3174 WSW:
Monday through Thursday: 7am-8pm Friday: 7am-5pm
For an updated list of locations and hours please see the Helpdesk website. www.umflint.edu/helpdesk

Help Guides (Quicknotes)
Quicknotes provide information and instructions for using the campus computing services and supported software. Quicknotes are available at www.umflint.edu/helpdesk/pages/Categories.html

Labs 👈
ITS maintains many open and instructional computing labs on campus.

Four open labs—206 MSB, 205 FH, 3174 WSW, 2nd Floor Riverfront—are available for general use by faculty and are staffed by Helpdesk consultants during posted lab hours (see map on last page). 205 FH and 2nd Floor Riverfront and unstaffed and will require an Mcard for access to the lab.

Open computer stations are available on all three floors in the Library. Instructional labs are used during class sessions only.

Visit www.umflint.edu/helpdesk for open lab locations and hours as well as Helpdesk locations and hours.

Students with campus-related multimedia needs are welcome to use the ITS Technology Center at 206 MSB. ITS staff can guide you through projects such as:
- Creating a podcast.
- Video capture from a camcorder or a VHS tape with basic video editing.
Basic Computing Services at UM-Flint

Mcard
The MCard functions as a general identification card, as ID for the Recreation Center, as a Library card, and as a printing card for the library. It also serves as a debit card for purchasing Dining Dollars to be used at the Riverview Dining facilities in the UCEN. Students can obtain a MCard at one of these open computer labs: 206 MSB or 3174 WSW. For complete details, visit www.umflint.edu/its/mcard.

Network Space
A LAN or UM-Flint password in combination with your uniqname is required for use of any networked computer on campus. The campus LAN provides students access to email, Microsoft Office programs and other networked software, Internet applications, and these storage spaces:

Homedrive
You can conveniently store and access your electronic files using your personal directory on the campus server, Homedrive, which is also known as the H: Drive. You can identify your H: Drive in the list of directories on a campus computer because it begins with your uniqname.

Homepage
The Homepage folder is located in your Homedrive directory and stores your personal web pages at:

homepages.umflint.edu/~your_uniqname

ITS has provided the Homepage Gallery to showcase these web sites; visit homepages.umflint.edu to register your website, blog, or social networking site such as Facebook or Twitter.

VPN
Many LAN services may be accessed from off-campus by using UM-Flint’s Virtual Private Network (VPN).

www.umflint.edu/its/vpn

Printing
ITS uses the PaperCut system to keep track of student printing in the computer labs on campus. All registered students are supplied with 400 Black/White prints (1 color print = 6 black/white prints) in their printing account during Fall, Winter and Spring/Summer semesters. Any portion of the initial credits remaining at the end of the term will roll over into the next semester and will be eliminated at the end of the following Summer term.

NOTE: If printing a double-sided page, each printed side will be charged accordingly.

Students may add printing funds to their print account by selecting the Add Print Money link within My Campus Computer Account in SIS. Printing funds that you add will be available to use immediately.

www.umflint.edu/its/print

Green Printing
We encourage everyone to follow responsible, environmentally-friendly printing and recycling practices. You can help us conserve resources and keep the price of printing as low as possible.

www.umflint.edu/its/print
Safe Computing

ITS is a member of the university-wide Information Technology Security Council (ITSC), and provides a support center with information about computer security topics such as spam, spyware and virus alerts. ITS also supplies students with personal security information such as copyright and legal downloading, identity theft, and safe ways to use peer-to-peer file sharing. ITS provides access to the U-M Virus Busters site where students can download Microsoft Security Essentials (Windows) or Sophos (Macintosh) for virus prevention.

www.umflint.edu/its/safecomputing

ITS conducts a yearly awareness campaign where students can win great prizes such as:

- Roku Box
- Camera
- TV

Web4U

Web4U is an option available from within SIS that allows a student to grant access to another person to view their student information/records at the University of Michigan-Flint.

www.umflint.edu/its/web4u

Safe Computing at UM-Flint

University of Michigan-Flint is committed to protecting your personal information. As an institution, we are especially careful to follow existing policies with regard to the collection, maintenance, release, and use of data, which are in place to protect everyone’s privacy.

Of growing concern to the University community are identity theft, phishing scams, spyware, and adware. These problems threaten our community by exposing you to invasive tactics. Additionally, while social networks can be both helpful and entertaining, certain sites can be viewed by anyone. From a personal safety standpoint, predators accessing your information may not have your best interests in mind. From a totally different perspective, hiring managers have been known to peruse the online profiles of potential employees. You may wish to consider these perspectives when deciding what to post online.

The User Advocate manages responses to inquiries or concerns about the inappropriate use of technology, such as improper or intimidating messages sent to individual users or user groups. ITS wants your connections with information technology to be positive. We do what we do so that each of us can have a safe computing experience.

www.umflint.edu/its/useradvocate

Student Information System

The Student Information System (SIS) provides students with secure access to personal and public information in the Banner system. Student services available in SIS include registration, schedule, transcript, grades, holds, tuition assessment, financial aid, and the campus computing menu. All students must register for courses online via sis.umflint.edu.
Basic Computing Services at UM-Flint

Technology Sales

**Hardware**

ITS invites students and their friends and family to take advantage of our agreement with Apple which provide discounts for personal purchases of computer technology.

[www.umflint.edu/its/sales](http://www.umflint.edu/its/sales)

**Software**

ITS provides students with Microsoft and Adobe software products at discounted prices. This includes installation software for Windows 7, Windows 8, Microsoft Office for Windows and Mac, Microsoft Project, Microsoft Visio, Microsoft Visual Studio, Adobe Creative Suite for Mac and Windows, and more.

[http://itstore.umflint.edu/](http://itstore.umflint.edu/)

Additionally, the U-M Computer Showcase in Ann Arbor is available at [showcase.itcs.umich.edu](http://showcase.itcs.umich.edu) for UM-Flint students to make personal purchases of both hardware and non-Microsoft software.

**Free Software Downloads**

To securely connect to UM-Flint computing services, ITS has compiled a list of supported software for students. You can find free downloads of software to connect to your Homedrive when off campus, virus-scan software for Windows and Mac, anti-spyware for Windows, media players, helpful documentation and more.

[www.umflint.edu/helpdesk/2188-2/](http://www.umflint.edu/helpdesk/2188-2/)

<table>
<thead>
<tr>
<th><strong>For Students</strong></th>
<th><strong>Included</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Uniqname, UM-Flint LAN password, and U-M Online Directory entry</strong></td>
<td>Included</td>
</tr>
</tbody>
</table>

Laser printing from all labs, both open and instructional computing facilities.

Students can print from their laptop to the printing system in the labs.

File storage on the Homedrive, including personal Web Pages

HelpDesk assistance for all services (762-3123 or ITSHelpDesk@umflint.edu)

**Black/White**

400 pages included each semester

**Color**

1 color=6 Black/White

NOTE: If printing a double-sided page, each printed side will be charged accordingly.

| **File storage on the Homedrive, including personal Web Pages** | 500 MB |
| **HelpDesk assistance for all services** | Included |

**Other Campus Services**

- Copy machine locations
  - Library—3rd floor
  - UCEN—3rd floor
  - William S. White Building-1st floor

- UM-Flint email on your Blackberry

[http://www.umflint.edu/its/services/home.page](http://www.umflint.edu/its/services/home.page)
**Basic Computing Services** at UM-Flint

**Wireless Campus**
Wireless network connections are available throughout all campus buildings. Students may use their own laptop computer to connect to the UM-Flint wireless network by following the steps listed on the Helpdesk website.

http://www.umflint.edu/helpdesk/perm/category/wireless/

**Print From Anywhere**
Students can print from their laptop to the PaperCut system in the labs.
https://papercut.umflint.edu:9192/app

---

**Checklist for New Students**

If you are new to the UM-Flint campus, or are returning after an absence of one year or more, follow these steps to get acquainted with the current UM-Flint computing environment.

- **Login to SIS.**
  To log into SIS for the first time you will need to visit my.umflint.edu and click on “New Student” in the top right corner in order to create your LAN password. After creating your LAN password you will be able to log into SIS with your Uniqname and LAN password.

- **View your student computer account.**
  Once admitted, students can view their computer account online using the Student Information Services (SIS). Login to SIS, click on the Personal Information menu, and then click on My Campus Computer Account.

- **Check your student email.**
  As soon as you are admitted to UM-Flint, you are given a student email account so that the University can communicate with you. To use this account, you may use Outlook web-based email, located at email.umflint.edu. Quicknotes are available online to guide you in using Microsoft Outlook email. Your email is <uniqname>@umflint.edu

- **Read the Policies and Guidelines in this manual.**
- **Consult the Electronic Communications Policy located at www.umflint.edu/its/policies.**

- **Change your passwords.**
  You may change your LAN password by visiting password.umflint.edu if you remember your password. If you have forgotten your password you can visit password.umflint.edu/forgot to change your password. You can change you Kerberos password by visiting sis.umflint.edu. To change your Kerberos password within SIS click on “Personal Information,” then “My Campus Computer Account,” and finally “Change Ann Arbor (Kerberos) Password”

- **Get your Mcard.**
  An Mcard is required for several campus services. You may obtain your MCard from the 206 MSB computer lab or the 3174 WSW computer lab during normal lab hours. Complete details about obtaining your Mcard and parking pass are available at www.umflint.edu/its/mcard.
On the University of Michigan-Flint campus, there are four general use Campus Computing labs. These labs are open for use by students, faculty, and staff. All lab printers are accessible via PaperCut.

**Resources for Use**
Scanners are available in 3174 WSW Lab, 206 MSB Lab, 205 FH Lab, and 2nd Floor Riverfront Lab. Both Windows and Mac machines are available in 3174 WSW Lab and 206 MSB Lab; along with assistance for those with basic computer questions. 205 FH and the 2nd floor Riverfront Lab have Windows computers and are both unstaffed and require an Mcard for access. The Library also provides three levels of Windows and Mac machines for use during normal library hours.

The main ITS Helpdesk is located inside the 206 MSB Lab. Another Helpdesk location is available inside the WSW 3174 Lab. [www.umflint.edu/helpdesk](http://www.umflint.edu/helpdesk).

**Lab Availability**
Lab hours are listed at [http://www.umflint.edu/helpdesk/hours/](http://www.umflint.edu/helpdesk/hours/). This page also lists upcoming closings for all labs.

**Mcard and Parking Pass**
You can obtain your Mcard or Parking Pass from stations set up at 3174 WSW and 206 MSB. They are also distributed during the first two weeks of the semester in the University Pavilion.