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| **Frequently Asked Questions Regarding The SMAST Computer Network** |
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| **Obtaining Your UMASS Login ID & Email Access** |
| Your UMASS Login ID and e-mail account is maintained by CITS (Computing and Information Technology Services) on main campus. If you have not already received your login or email account, please visit the CITS web site at <http://www.umassd.edu/cits/newstudent/> for additional information on how to obtain and activate your UMASS email account. |
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| **Obtaining Your SMAST Login ID** |
| A special login ID and password is not required to access the Internet or common resources (such as network printers) at either the SMAST-1 or AT&T facility. A special login ID may be necessary to access certain resources, such as various Linux servers or Windows file servers used as central storage repositories for research data which are maintained by SMAST.  If, as part of your studies at SMAST, you will require access to these access-restricted resources, your faculty member must send a request, via electronic mail, to the SMAST IT staff requesting a login ID for you. The request must also contain information as to which restricted resources you require access to, as well as an account expiration date. Once your account is set up by the IT staff, your login ID and password will be mailed back to your faculty member, who will provide it to you. |
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| **Accessing The Network At SMAST-1** |
| You can plug your computer in to any available network jack (orange) to obtain access to the internet, common resources (printers) and (if you have an SMAST login ID) Linux and Windows file servers. You will be required to NETREG your computer system (see below).   At SMAST-1, for those who prefer wireless access, you can connect to either SMAST-guest (with no access key from 7am until 6pm, and you must use your web browser to accept a terms of use agreement by clicking OK) or optionally the SMAST-WPA2 access point (the access key is SMAST:UMASS/DARTMOUTH and your system will need to be NETREGd).  At Fairhaven, there are two access points: SMAST-OFFICE and SMAST-DFO3RD which can be used with the SMAST:UMASS/DARTMOUTH key. Again, these systems must be NETREGd. |
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| **How to “NETREG” your computer.** |
| Our network is under the jurisdiction of campus CITS. In order to gain access to any network resources (internet, public printers, or restricted servers) you must first ‘register’ your computer with CITS. In order to register your computer, you must have a campus-supplied login ID and password (see section above). To register your computer, connect your computer to a network jack (orange) or wireless access point, go to web site <http://netreg.umassd.edu>, log in with your **campus (NOT SMAST!)** username and password to complete the registration process. Follow the instructions to wait and reboot your computer. Once you reboot, you will be able to gain access to the internet and other network resources you require. |
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| **Computer Technical Support** |
| Both campus CITS and SMAST IT staff are prohibited by university regulations from providing technical support for any computer other than those purchased by the university (these will have a white sticker with a property identification number.) If you experience a technical problem with your personal computer’s hardware or software, please contact your vendor’s technical support number for support.  SMAST IT technical support is nominally available during regular business hours to deal with issues such as network outages or software/hardware problems on University computers. Due to the limited number of IT staff members and the necessity of supporting two locations, the best way to obtain support is to email ‘[mdeignan@umassd.edu](mailto:mdeignan@umassd.edu)’.  If you require support after business hours, or have a network issue at the AT&T facility, contact the CITS help desk on campus at extension 8884. |
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| **Printers Available For Student Use** |
| The following “public” printers are available for use by SMAST students. In addition, there may be printers in your faculty member’s laboratory which you can access with permission of your faculty member. By default these printers are installed on all University computer systems for user use. If you wish to use these printers from your personal computer, you will need to set up a TCP/IP printer connection to the printer.   |  |  |  |  | | --- | --- | --- | --- | | **Location** | **Host Name** | **IP Address** | **Model** | | SMAST 2nd Floor Hall | y206-lj8000dn | 134.88.231.230 | Xerox ColorQube | | Fairhaven Basement | att-2nd-xerox7665 | 134.88.243.12 | Xerox WorkCentre 7655 | | Fairhaven 3rd Floor | att-3rd-xerox7665 | 134.88.243.13 | Xerox WorkCenter 7665 |   If you do not have drivers for these printers on your computer, you can download the drivers from the Xerox web site at <http://www.support.xerox.com/support> |
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| **Common Printers Available For Student Use** |
| At SMAST-1, there are several computers in Room 103 which are available for student use. An SMAST username/password is required to gain access to these computers. Students may use these computers to use Matlab or Microsoft Office, as well as print documents to the Xerox printer on the 2nd floor hallway. There are no computers available for general use at the AT&T facility. |
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| **University-Licensed Software** |
| The University has available numerous software packages for student use as part of their studies. However, these software packages may only be installed on a University computer system (with white property identification tag). They may not be installed on student personal computers. Furthermore, SMAST licenses a network version of Matlab used by many faculty members in both their classroom and resource endeavors.  For a complete list of University-licensed software, visit the CITS web site at <http://www.umassd.edu/cits/software/> |