



Information Technology Services

Student Computing Handbook 2021-2022 Edition

Available online at www.udmercy.edu/about/its

Information Technology Services Student Computing Handbook

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Content provided in this handbook is subject to change without notice. Please visit www.udmercy.edu/about/its for the most current and accurate information available.

Computing at University of Detroit Mercy

Welcome to University of Detroit Mercy's Information Technology Services.

As a member of the student body at University of Detroit Mercy, you will have access to many resources and services within the realm of Information Technology Services (ITS). This guide acts as a reference for what is



Connecting to the Wireless Network on Campus

Wireless network connectivity is available in all McNichol's classroom buildings, all residence hall rooms, the Library, the Student Center, Calihan Hall and various other locations around campus.

The University uses SSIDs "udmlaw", "udmdental", "udmsecure", "dormsecure", "detroitmercy", "detroitmercysecure", "detroitmercydental" and "detroitmercyaw" for wireless connections. While we cannot guarantee any wireless connection is attached to an official Detroit Mercy access point, we can confirm that connections to access points with different SSIDs are not legitimate.

SSID passwords may be requested from your supervisor or at the Help Desk-1.1 (1 (k-))-13 (v)4 (i)34P are ele les8 (t)-12it Cam

Lab Locations

Quad Commons Lab

Quad Commons Building (Detroit Mercy ID required to open external door)

General Purpose Lab – No Classroom Reservations

Fall/Winter Hours: 8:00 am – 10:00 pm Every Day

Summer Hours: Please call 313-993-1596 to check schedule or visit

www.udmercy.edu/about/its/computing/academic-labs

C&F Labs

C&F 9 & 10 (in the basement)

Fall/Winter Hours 8:00 am – 9:00 pm Monday – Friday

Summer Hours: Please call 313-993-1800 to check schedule or visit

www.udmercy.edu/about/its/computing/academic-labs

Classroom Reservations are posted outside the door of the lab. These reservations take priority over general-purpose usage. General-purpose access is always available in the Quad Commons Lab.

CHP Lab

CHP 8 (in the basement)

Fall/Winter Hours 8:00 am – 9:00 pm Monday – Friday

Summer Hours: Please call 313-993-1174 or 313-993-1800 to check schedule or visit

www.udmercy.edu/about/its/computing/academic-labs

Classroom Reservations are posted outside the door of the lab. These reservations take priority over general-purpose usage. General-purpose access is always available in the Quad Commons Lab.

What Software Applications are in the ITS Computing Labs?

Over sixty courseware applications are installed on each computer. Microsoft Office Professional, Internet Explorer, Firefox, Microsoft Project, Microsoft Visio, AutoCAD, and many more are available for use. For the most recent list of applications please visit www.udmercy.edu/about/its/computing/academic-labs. The installed application base in each lab is updated three times per year coinciding with the start of each semester.

Students actively enrolled in a CIS or CS course may wish to speak with their professor regarding special software privileges for course applications.

Installation of courseware or other programs must be coordinated through your professor. For more information, please visit www.udmercy.edu/about/its.

What Services are available in the ITS Computing Labs?

All ITS Computing Labs are designed for academic purposes. Students can use the internet for research, work on group academic projects, type papers and access email accounts: either Detroit Mercy student account or any other internet based accounts you may have such as Yahoo, MSN or

1. Academically related tasks take precedence over non-academic usage. During peak usage times it may be necessary to ask those students working on non-academic projects to defer to those students who need to work on academic projects. Students working on non-academically related tasks are most welcome to return to the labs during non-peak periods. Students working together in this manner help create and support the team spirit approach to the Detroit Mercy academic process.
2. The labs are available to provide a quiet learning environment. Cell phones, music players or other potentially disruptive device are not allowed in the lab.
3. Food and beverages are not allowed in the lab. The labs are a smoke-free environment.
4. The ITS department is not responsible for problems caused by computer viruses, improper use of the equipment, or loss of data due to equipment malfunctions or any other reason.
5. Equipment in the computer labs may not be removed, modified, relocated, or disassembled without permission of the Lab Manager.
6. ITS Computing Labs does not loan equipment to students under any circumstances.
7. Do not post signs in the lab or on the lab doors without first seeking the permission of the Lab Manager.
8. The ITS Computing Labs are designed and intended for the use of currently enrolled Detroit Mercy students. No student is allowed entrance into any of the ITS Student labs without a currently validated Detroit Mercy student ID. Spouses, children, parents, other family members and friends of currently enrolled Detroit Mercy students are not permitted to use these labs.
9. Internet stalking is a crime. Piracy is a crime. Illegal sharing of files is a crime. Anyone found participating in any of these activities will be dealt with accordingly.
10. Computers are available on a first-come, first-serve basis. Therefore, individual reservations for a computer are not permitted.
11. Users should log out of the computer when finished and tidy up the area around the computer they used before they leave.

Please be courteous and respectful to your fellow students. Use of the labs is a privilege that can be revoked.

In addition to these rules, please see policies ITS-0007 Academic Computing Laboratory Reservation Policy and ITS-0012 Academic Computing Laboratory Courseware Installation and Removal Policy.

My Portal

At the University of Detroit Mercy, My Portal is the name of the University's online portal solution that provides all students, faculty and staff personalized access to a multitude of University resources which include email,



What happens if you forget your password?

If you forgot your email or My Portal password, use the Forgot Password feature to create a new password. If you are still unable to log in, please visit the ITS Help Desk with a valid Detroit Mercy student ID to have your password manually reset.

Account Locked Up or Expired

Should you be unable to correctly log in within five attempts or if you have not logged in within the past 365 days, you will need to contact the ITS Help Desk to have your account unlocked. This procedure may be completed over the phone.

Email Suggestions

Users new to email may not be familiar with some of the commonly accepted practices.

- Most people do not appreciate forwarding of many messages. Often referred to as spam, many “special messages” circulate around the internet and are more an annoyance than helpful.
- Messages that warn of certain activities should be validated prior to taking any external action. Most warnings and threats are false.
- Most attempts to validate personal information are a part of an attempt to collect information for identity theft purposes. This is also known as “phishing.”
- Never click on a link that you are “pressured” into.
- Never provide any personal data at the request of another. You can always close a window by using the “X” box on the active window.
- If you are doubtful of the authenticity of a request, ask the webmaster or postmaster of the company website to verify the request.
- Never simply click on a provided link as many spam messages contain false websites used to collect personal data. Although it may look authentic, it may not be official.
- Never include your SSN, mother’s maiden name or any password within an email message. While you may believe email is very private, messages travel across public networks and are susceptible to interception along the way. This is the nature of use of public networks.
- Never type a message in all capital letters. All capitals are considered an electronic method of shouting at someone.
- When quoting a message, only quote the pertinent parts to save space in your outbox as well as the recipient’s inbox.
- Verifying email attachments are virus free is important.
- Many viruses generate email messages that spoof accounts. If you receive a message stating you have attempted to send an infected message to a user but know you never attempted to do so, your email address is more than likely being spoofed to send spam to other email accounts. Locating the computer or user doing this can be difficult. We would suggest reviewing the headers of the message to review the route the message traveled and contacting the postmaster at the original domain account to request assistance in overcoming the spoofing of your account.

Employment

All open student computing lab jobs, Help Desk jobs and other IT related positions in the ITS department are posted on the student employment board in the Financial Aid Office located on the Ground Floor of the Fisher Building. Please review instructions on the board. If there are no postings, there are no open jobs.

All professional computing positions are posted in the Human Resources Office.