

# Information Technology Services @ the University of Idaho For Students

## **E-Support – [support.uidaho.edu](http://support.uidaho.edu)**

The ITS Help Desk has created an extensive online “self-help” system called E-Support at <http://support.uidaho.edu/>. This site offers 24x7 access to password tools, technical documentation, campus lab info and maps, network registration and a number of other convenient account management functions.

## **Services Provided on E-Support**

### **Changing your Passwords**

All e-mail from the University of Idaho is sent to your official UI e-mail address. Do you know your password?

### **Protect your System with Anti-Virus Software**

Do you have Anti-Virus? The Help Desk offers students Symantec Anti-Virus for \$17, which will help prevent viruses as well as blocking ad-ware and spy-ware.

### **Personalize your E-mail Address**

Are you tired of giving out four letters and four numbers as your email address? You can now log on and personalize your email address to be combination of your first and last name, i.e. joe.vandal@uidaho.edu, or jvandal@uidaho.edu. You will still use your username to access VandalMail, but people will be able to contact you with this new email address.

### **Purchase Additional Computer Lab Print Pages**

Out of paper towards the end of the semester? There is a link to add more pages to your Novell account allowing you to print more pages in the computer labs. The university currently offers 250 pages each semester, any unused pages carry over to the next semester.

### **Register your Laptop for Wireless Networking**

Do you have wireless access on your laptop? You can go online to register your wireless network card. There are quick and easy help files available to find the information needed from your computer. Once you are registered you can review the instructions to setup the connection and enter our unique key for “AirVandal” wireless. If you have any trouble or would prefer that we entered the information for you, we have Technical Support Representatives in the Library and SUB computer labs and at the Administration Building Help Desk available to help students throughout the day.

### **After Hours Computer Lab Access**

Need to work late in one of the many computer labs on campus? E-Support also offers a link to register your Vandal Card for after hours access to the Administration and SUB computer labs.

### **Laptop Check-out Registration**

Want to use a laptop in the Commons, Library, LLC, or SUB? We now offer laptops for checkout in each of these locations and you can register on the Support Site to check them out.

### **Novell “H: Drive” Disk Space**

Do many of your classes fill up your Novell disk space with lots of files or large files? You can request more space for classes by emailing the ITS Help Desk at [helpdesk@uidaho.edu](mailto:helpdesk@uidaho.edu) and outline the reasons for needing more disk space (additional space is available for academic related requests).

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## ITS Service Locations and Hours of Operation

### Help Desk

Administration room 133  
Monday through Friday 7:00am-6:00pm  
Phone 885-HELP (4357)  
helpdesk@uidaho.edu

### Staffed Computer Labs

#### Student Union Building (SUB)

Vandal Card access required for after hours  
Sunday – Thursday 7:00am - 3:00am  
Friday 7:00am - 8:00pm  
Saturday 8:00am - Midnight

#### Library 1st Floor

Saturday-Thursday 8:00am - Midnight  
Friday 8:00am - 8:00pm

### Non-staffed Computer Labs

#### 24-hour access with Vandal Card

Admin 221 (Macintosh Lab)  
Admin 225

#### Regular building hour access

Ag Sci 304  
A & A South 103 (Macintosh Lab)  
CNR 13  
Kibbie 2nd Floor  
Library 4th  
McClure 214  
Wallace Basement  
Shoup 101  
Commons 322  
TLC - 123  
Theophilus Tower - Residents Only  
GSR – Residents Only



V-Mobile, a mobile technology initiative brought to you by the Associate Students of the University of Idaho (ASUI), with the help of Information Technology Services.

### What is V-Mobile?

V-Mobile is an optional four semester laptop lease program, providing a complete and worry-free computing solution for today's Vandal on the go.

### Who can participate?

V-Mobile is available to all students currently registered.

### How do I participate?

You may reserve your laptop during ordering periods at [www.vmobile.uidaho.edu](http://www.vmobile.uidaho.edu)

### What are the advantages to using V-Mobile?

- **Support** - Included in the cost of the lease are several support features. These include a help desk, online and telephone support, and a Loaner Laptop Program.
- **Software** - A suite of applications useful for schoolwork comes preloaded on each laptop. Among these applications are Microsoft Office and Symantec Antivirus. Students are provided with updates for both programs for two years, ensuring their laptop is equipped with the most current software.
- **Service** - Nearly all hardware repairs including warranty work will be performed on campus by the IBM and Apple certified V-Mobile technicians