Xkcd: http://xkcd.com/1198/
College of Earth and Mineral Sciences IT

http://it.ems.psu.edu
helpdesk@ems.psu.edu
Getting help...

- Website: http://it.ems.psu.edu
- Email: helpdesk@ems.psu.edu
- Telephone: 5-1800
- Office: 246 Deike, 7:30 – 5:30, M-F
Support...

- Network connection
- Printer setup
- Lab computing
- Account services

http://it.ems.psu.edu
helpdesk@ems.psu.edu
Gaining access...

- Account application process
- Account types
- What's included?

http://it.ems.psu.edu
helpdesk@ems.psu.edu
Facilities...

- Printers
- Linux shell
- RCC systems

http://it.EMS.psu.edu
helpdesk@EMS.psu.edu
Networking...

- Wireless network
  - WPA2 (802.1x)
- Wired connections (802.1x)
- EMS Firewall

http://it.EMS.psu.edu
helpdesk@EMS.psu.edu
Playing it safe...

- Anti-virus, Identity Finder
- Restricted data
- Data backups
- Penn State downloads [https://downloads.its.psu.edu](https://downloads.its.psu.edu)

http://it.ems.psu.edu
helpdesk@ems.psu.edu
Buying a computer...

- EMS Helpdesk
- Penn State computerstore [http://computerstore.psu.edu](http://computerstore.psu.edu)

http://it.ems.psu.edu
helpdesk@ems.psu.edu
Email...

- Official communications
- http://kb.its.psu.edu

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