



Florida Institute of Technology

High Tech with a Human Touch™

Technology Support Center

Hours of operations are as follows:

Mon - Thurs 8AM-11PM (walk-ins until 9pm)
Friday - 8AM-5PM
Saturday 1PM-4PM
Sunday 1PM-6PM

Network Connectivity Guide

TRACKS

TRACKS is Florida Institute of Technology's account system that provides a single account and password for access to all University services granted to a user. Please note the username@my.fit.edu address is the official Florida Tech student email address. Students are responsible for all communication from University administration, faculty and staff sent to their @my.fit.edu address. You may forward email from this account to a different email account. However all official University communication will go to the student email. For more information about your TRACKS account, please visit <http://it.fit.edu/accounts/>.

Acceptable Use Policy

Students are required to electronically sign that they have read & agree to abide by this Acceptable Use Policy before registering any devices for the network.

As users of IT resources, students are responsible for the following and all additional policies listed at the website below.

- Registering all devices connecting to the campus network.
- All traffic originating from registered network devices.
- Abiding by all applicable Federal, State and Local laws.
- Respecting the privacy of others.
- Using anti-virus software & ensuring that such software is not more than 10 days out of date.

Abiding by all applicable policies relating to the use of IT resources. The following are some unacceptable uses of IT resources:

- Unauthorized sharing (uploading or downloading) of copyrighted information.
- Giving out passwords for user accounts.
- Installing devices & services (DNS/DHCP/FTP servers, routers/wireless access points, etc.) that conflict with University-supplied devices & services without approval from the IT department.
- Forging information so that communications appear to come from someone else.
- Using IT resources to run e-commerce web sites or services without express permission from the IT department & University administration.

For the complete policy please visit: <http://it.fit.edu/policies/>.

Why should I know about the DMCA?

You can be sued by copyright holders for violating the DMCA by illegally sharing files over the network. Common violations are using Limewire or BitTorrent to share copyrighted music, videos, or software.

You will lose your Internet access for reported copyright violations.

You can be subject to disciplinary action by the university up to and including academic suspension.

The consequences for violating the DMCA are:

- **1st Offense:** You will be given a warning in the form of your network connecting being disabled.
- **2nd Offense:** Your network connection will be disabled for 3 business days and you will need to speak to the Network Security Officer
- **3rd Offense:** Your network connection will be disabled for as much as 6 months. You will also need to speak to the Dean of Students
- **4th Offense:** Your network connection will be permanently disabled.

Connectivity Req's

There are two ways to connect to our campus network.

Wired (Ethernet):

In order to connect to our wired network, you must have a 10/100 or 10/100/1000 Ethernet card. Also you must use a CAT 5, CAT 5e or CAT 6 Ethernet cable.

Note: Phone cables can NOT be substituted for a network cable

Wireless:

Florida Tech is covered by a 802.11 a/b/g/n wireless network. For details on which buildings are covered visit <http://it.fit.edu/networks/wireless.php>.

To connect to the wireless Network, you will need any 802.11 a/b/g/n Wi-Fi Compliant card. These cards can be purchased at any computer store.

Anti-Virus & OS Updates

Per the Acceptable Use Policy, computers connecting to the network must have a functional up-to-date Anti-Virus program & all critical Operating System (OS) updates installed prior to being connected to the campus network. This helps to ensure that your computer is protected from being infected with malware & is not vulnerable to unauthorized access by malicious users.

We recommend setting both your Anti-Virus software & OS to update automatically, and using some form of firewall software as well.

The IT department provides a 1-year license of McAfee Anti-Virus Enterprise for Windows for students that reside on campus. This can be downloaded during network registration or installed at the Technology Support Center.

If your system is compromised, your network access will be disabled until you have brought the system to the Technology Support Center to have the following verified:

1. The hard drive has been completely formatted and the OS reinstalled.
2. All OS critical updates have been installed.
3. A functional Anti-Virus program has been installed & is up-to-date.

Download the Network Readiness Tool to help you determine if your Windows system is protected. <http://itservices.fit.edu/network/fit-nr-setup.exe>

Please visit the Tech Support Self Help page for Free and Discounted Software for Students. Among the recommended software you will find antivirus, spyware removal tools, and firewall solutions that you can download on your personally owned computers. <http://it.fit.edu/faq?id=49>

Note: If you already have a antivirus solution installed on your computer, do not install another unless you uninstall the current antivirus software and reboot your

Obtaining your MAC Address

You must register the **Physical (MAC) Address** of your network card. Each network card has a unique MAC address. **This includes routers and cell phones.**

The registration page may automatically discover the mac address of your device. In the case that it doesn't, please follow these instructions to obtain the MAC Address of your computer,

Windows Vista & Windows 7

- 1) Click Start > type CMD in the bottom search box
- 2) At the prompt type in **getmac /v**, press Enter
- 3) Note the Physical Address for each network adapter: **[See note below]**
- 4) Type exit to close window

Note: You may have more than one Local Area Connection— if so, make sure you get the MAC address for the Ethernet/LAN card and also the Wireless/WLAN adapter if your system is equipped with wireless.

Mac OS X (10.6 and 10.7)

- 1) Click on the Apple icon/logo in the top left-hand corner and select System Preferences.
- 2) On the Internet & Network section click on the Network button.
- 1) Select Ethernet from the list of network devices on the left.
- 2) Click the Advanced button in the bottom right corner.
- 3) Under the window that appears, click on the last tab labeled Ethernet. (On 10.7 click Hardware)
- 4) The MAC address will be listed as the Ethernet ID.
- 5) Repeat for AirPort network device (Wireless)

Now note down the MAC Address(es):

Example: 00:00:00:00:00:00

Ethernet :

Wireless :

Register Now

You may now register your network device(s). Please visit the **User Network Registration** webpage <http://reg.fit.edu> and follow the on-screen instructions. On-campus residents in need of an Anti-Virus program can download and install McAfee Enterprise 8.8 as part of this process. Returning students, please note that last year's registrations were kept, so you may already be registered. Don't forget to register both your wired and wireless MAC Addresses (if applicable)

Electronic Key Request

Students requiring after-hours access to the labs in Olin Engineering will need to register for Electronic Key access. Visit the Key Request page at <https://itservices.fit.edu/keyrequest>. You will be asked to provide your TRACKS information. Follow the on-screen instructions to request access. Please note that it could take up to 7 business days to process your request.

Also your specific Department Administrators are able to grant you access to the labs within that Department.

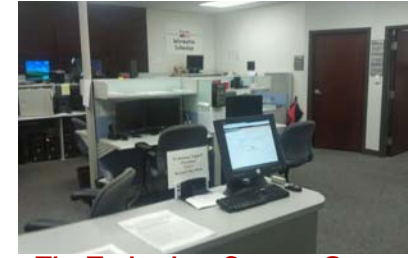
ACCESS Florida Tech

Access Florida Tech (<http://access.fit.edu>) provides one location to access all of your student resources

- One central area for your day-to-day stuff like academics, student life, service and account information
- Easy to find resources you use frequently like forms and calendars and career resources
- Personal information about your outstanding balances, registration, grades, financial aid status and course schedule
- Your Learning Management System (LMS), ready for you to check anytime
- The library where you can get the information you need quickly
- Designing and building your own private pages

Join Us

Interested in helping others with technology-related issues? Would you like to make some **extra money** during the school year while working on campus? If so, come by our office and ask for a supervisor. If you are eligible for Work Study, please remember to bring your blue card from the Office of Career Services located in Florida Tech Commons Room 307.



The Technology Support Center

Student-Owned PC Support

The Technology Support Center's primary mission is to support university-owned computing resources. We also ensure that student-owned systems are able to access the campus network, and we offer some limited support for student systems. For the things we do not support, we can offer you a list of local independent service providers along with their contact information. In order to give you a clearer idea of what services we can provide for your personal computer we have compiled the list below:

We will:

- ...assist you in registering your computer devices for network access.
- ...ensure that your residence hall room's network port works.
- ...troubleshoot and attempt to diagnose and resolve problems connecting to the campus network.
- ...confirm compliance with IT policies.
- ...assist you with installing AVG Antivirus if you are an off-campus student.
- ...assist you with installing McAfee Antivirus if you are an on-campus student.
- ...make recommendations regarding software and hardware service upgrades.
- ...provide contact information for local computer retailers and service technicians for any other services required.

Need Help?

For additional help, assistance is available as follows:

- 1) **FAQ:** http://services.fit.edu/it_faqs
- 2) **Online** support at <http://it.fit.edu/support>.
- 3) **E-mail** support is available at techsupport@fit.edu.
- 4) **Walk-ins** are welcome at the **Technology Support Center**. (see map below)
- 5) **Phone** support is available at ext **7284**.

Also, a great deal of useful information can be accessed through the **Information Technology Website** at <http://it.fit.edu>. Here you can find answers to questions that will arise as you settle into your new life here on campus. You can access information on PAWS, TRACKS accounts, ANGEL, wireless networking, E-mail, U-drive access, and personal web pages. You will also find information on PC standards and the Campus Acceptable Use Policy.

Visit Us

The Technology Support Center is located in Building 401 (the President's Complex in the Academic Quad).

