DAAP IT Tips

Presenter

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Reason for this Presentation

- The College of DAAP has additional specialized technology focused on the creative content needs of its students, staff, and faculty.

- This is an overview of technology and services provided as the university level and the college of DAAP level.

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Know how to Contact Support

- A trouble ticket can be initiated online via https://uc.edu/ithelp or via phone via 513-556-4357 (HELP)
  - Some issues can be solved centrally by UC IT staff, other issues will be directed to DAAPIT. A documented thread of information about the issue will be tracked and sent to your UC email.
- UC ResNet (Residential Network Services) and DAAPIT have support hours where you can walk up and get assistance.
  - DAAPIT has walk in hours in ARONOFF 4425 from 8AM to 5PM, Monday through Friday.
  - DAAPIT Phone Support can be reached 513-556-3227 (DAAP).

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Have your device's WiFi configured for UC_Secure.

- UC ResNet and DAAPIT have support hours where you can walk up and get assistance in making sure your device is properly configured for **UC_Secure**.

- Make sure to **NOT USE** UC_Guest, that WiFi connection is slower and does not allow all possible connections necessary for UC services to its students, staff, and faculty. It is geared for guest users to campus.

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Have your laptop configured for 24/7 laser printing and understand the printing workflow.

- Laser printing for color or black and white is available for DAAP students 24/7.

- Students can visit DAAPIT during business hours for assistance in set up. Make sure to not do this at last minute!

- Color prices and black and white prices are significantly different. Make sure to properly send print jobs so you will not be over charged!

Utilize your Microsoft OneDrive cloud storage and Microsoft Office Software.

- Visit mail.uc.edu to get your Microsoft Office applications (word, excel, powerpoint, etc.) to download and install.

- Download and install Microsoft Teams for online course and group communication.

- Configure Microsoft OneDrive to store your files.

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Make sure you know your UC Central Login username and password.

- Many services at UC will require knowing your username and password. Examples being email, catalyst for class scheduling, canvas for coursework, WebEx for conference meeting, etc.

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Keep a USB thumb drive handy but DO NOT use it your primary storage device.

- USB drives are very convenient as the DAAP Lab computers have USB ports. They typically are quite small and are easily left behind. Utilize Microsoft OneDrive cloud storage as much as possible but keep USB drives as a temporary utility item only.

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Be sure to perform all security updates, but be wary of full Operating System upgrades.

- Typically every Tuesday early morning security updates are released by Microsoft, Apple, Autodesk, etc. for their products. DAAPIT advises that the security updates be done promptly but be wary of full version upgrades. Examples being when windows users were asked to upgrade from Windows8 to Windows10 or Mac OS Sierra to MacOS High Sierra. These "full" upgrades typically will have unforeseen negative consequences such as software no longer working, peripherals like printers and scanners.

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DAAPIT does not provide software.

- Many software products from vendors such as Autodesk are free to students. The University provides Microsoft Office products (Word, Excel, PowerPoint, etc.) for students.

- DAAP programs have additional software needs such as Adobe Creative Cloud, Solidworks, Keyshot, etc. that must be purchased by the student. All incoming students are required to use AdobeCC and will need to be purchased.

Do not leave your belongings unattended.

- DAAP has been blessed with a very community centric environment, but we ask that students be mindful of leaving their belongings out in the open.

- Theft is a concern. Look into being able to track your phone and laptop's location.

Periodically fully restart your machine.

- DAAPIT suggest that a laptop or desktop machine be fully restarted once a week (sometimes daily under intensive use).

- Many pending software and security updates have a pending restart to finish these updates. Perform these updates later in the day when time is available. It can be annoying restarting a machine about to do a presentation and then updates are being finished delaying your ability to present!

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The DAAP Computer Lab is open 24-7.

- There are 47 windows workstations, flatbed scanners, and Wacom cintiq workstations available 24-7 located in Aronoff 4425B and 4425E.

- The side entrance to Aronoff 4425B is the 24 hour entrance and the front entrance is closed after business hours.

Thank you for viewing

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