



IT SERVICES @ SHIP

STUDENT HELP DESK

Student Help Desk



The Shippensburg University **Student Help Desk** provides a single point of contact for students experiencing problems relating to personal computer systems and network connectivity. We are dedicated to providing Shippensburg students a professional and efficient technical support experience for all issues concerning...

- Network Connectivity
- Wireless connectivity on campus
- Gaming console connectivity
- Computer clean-up of viruses, spyware, malware, etc.
- University-provided software installation and maintenance

Services are provided to all Shippensburg University students. All you need is your Student ID!

<http://studenthelp.ship.edu>

Getting Connected

- Just plug in your laptop or desktop in your room and open a web browser.
- You will automatically be sent through our network-registration process.
- Follow the simple on-screen instructions and enter your login information to get connected.
- Any questions, contact the Student Help Desk.

Anti-Virus

Ship provides anti-malware software to students at no additional charge! Just visit the Student Help Desk website and click on "Antivirus Installation" to gain access to this great anti-malware software package!

Student Wireless

Every residence hall has wireless network access in common areas such as lounges. The first time you connect, you will be asked to register your device. Just follow the steps on-screen to get connected. Having problems? Bring your laptop to our Student Help Desk in MCT 054 for assistance.

Laundry Net

Don't feel like guessing when your laundry will be done? With Laundry Alert, you can check the status of the washers and dryers in your residence hall!

Go to <http://www.laundryalert.com> to start using Laundry Alert. For login information, visit your residence hall laundry room, or simply contact the Student Help Desk via phone or e-mail.

Music Downloads

While downloading music without paying for it is illegal and **prohibited** across campus, we offer links to a variety of legal alternatives.

Visit <http://tunes.ship.edu> for more info and choose the service that is right for you!

How to Contact Us

- Visit the Student Help Desk in MCT 054
- Phone: 717-477-1639 or 1639 from on campus
- Email: helpdesk@ship.edu

New Secure Wireless

New this year, Shippensburg University will be providing Secure Wireless connection in all of our residence halls. Using the secure connection will protect users from identity and data theft and is HIGHLY Recommended by the Technical Support Center on campus.

For information regarding the Secure Wireless connection on campus, visit the Student Help Desk website and click on "SECURE Wireless."

If you need further assistance, please contact our Student Help Desk and we'll be glad to help you begin operating on our secure wireless connection.

Student Discounts

Shippensburg University students are eligible for a few discounts for hardware and software purchases.

The Microsoft Office suite is currently available for a discounted purchase through a Microsoft-branded website.

Dell computers and other technical equipment such as printers are available for a discounted purchase through a Dell sub-site.

For more information on these discounts, visit the Student Help Desk Website and view the "Purchasing Info" section of the site!

Our Site

<http://studenthelp.ship.edu>



IT SERVICES @ SHIP

FILE SHARING

Top File-Sharing Myths

Myth: *I've done this since I was in high school and there was never a problem with it.*

Truth: Downloading copyrighted material without paying for it and sharing that material is illegal as it is in violation of copyright laws. Although you may have engaged in this activity in the past without an issue, this does not make it legal; it simply means that you have not been caught.

Myth: *I paid for Limewire PRO, so now it's legal because I'm paying for my file-sharing program.*

Truth: This is a completely FALSE assumption that some users make. Paying for this program simply disables the pop-ups and advertisements seen in the program version that is available for free. The downloading and sharing of copyrighted material is still illegal as you are not paying for each file that you have downloaded.

Myth: *This isn't illegal, everyone I know does it.*

Truth: Downloading copyrighted material without having paid for it and sharing that material is illegal as it is in violation of copyright laws. Although a friend may have engaged in this activity in the past without an issue does not make it legal, it simply means that they have not been caught.

Myth: *My ISP at home doesn't have a problem with it.*

Truth: ISPs actually do have issues with file sharing and must respond whenever they are notified that illegal file sharing is occurring on their network. Typically, ISPs will send a certified letter to you, which you must sign and return, stating that you will disengage from this practice or risk losing Internet service from your provider.

Computing and Information Network Usage Policy

Policy:

The primary use of computing/information network facilities is for academic, administrative, and research activities. Other non-restricted use such as entertainment is secondary and may be restricted when it interferes with the primary use.

Section #9:

All persons shall abide by the terms of all software licensing agreements and copyright laws. ...

Network AUP File-Sharing Statement

Use of P2P applications for the purpose of "serving" content is prohibited, as this constitutes the use of your computer or networkable device in a server capacity. Any use of P2P or similar applications for the purpose of serving or trafficking protected content (i.e. copyrighted materials) may result in the suspension or termination of service without prior notice. All notices of such activity or alleged activity presented to the ResNet office will be investigated and referred to the appropriate adjudicating body in accordance to the terms set forth in this agreement.

Top Myths Continued...

Myth: *I let someone else use my computer and they downloaded the file, so I can't be held liable.*

Truth: You are the owner of your computer. Therefore, the machine and its contents are your sole responsibility. If you allow another user to use your machine, you should know exactly what they are using it for and why. Failure to know what is on your machine could lead to files being shared illegally without your knowledge. However, you will still be held accountable as the files are in your possession on a machine that you own.

Myth: *I downloaded the files over a year ago; I can't get caught with them now.*

Truth: The legality of the files on a machine will never expire. Therefore, if a file was obtained and shared illegally in the past, and that file is again being shared across the Internet, the activity is in violation of existing copyright laws and you will be held liable for sharing this material illegally.

Additional Resources

LEGAL Music Downloads:

- Shippensburg Music Links
<http://tunes.ship.edu>
- RIAA Website
<http://www.riaa.org>
- iTunes Music Store
<http://www.itunes.com>