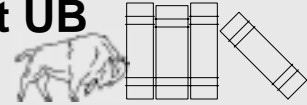


# Basics - Your Guide to Computing at UB



## JumpStart Computing and Information Technology

### Introduction

This document will help you get started computing at UB. It includes a series of frequent questions and answers, as well as a list of websites and documents that you can use as a resource.

### Frequently Asked Questions

- **What's my UB IT Name?**

Your UB IT Name is your computer username at UB. If you don't know your UB IT Name, stop by the CIT Help Desk or any Public IT Service Area and swipe your UB Card through one of the swipestations.

- **What is the CIT Help Desk?**

The CIT Help Desk, located in 216 Computing Center, is the main point of contact for assistance with computer-related questions and problems. The CIT Help Desk is open Monday through Thursday from 9am to 10pm, Friday from 9am to 5pm, and Saturday and Sunday from noon to 4pm. Help is also available on Sunday from 4pm to 9pm by phone only. Call (716) 645-3542 or email questions to [cit-helpdesk@buffalo.edu](mailto:cit-helpdesk@buffalo.edu).

- **Where can I get the software I need to get going on the Internet?**

Frequently used software, including *Mulberry*, *Netscape*, and *Norton AntiVirus*, are on the *iConnect@UB Tech Tools 2000* CD, available for purchase at UB Micro and distributed free to current freshmen and transfer students at orientation. UB students, faculty, and staff can download software and updates free from <http://www.cit.buffalo.edu/software>.

- **What's my password?**

Your default password is a ten-digit number. The first four digits consist of your month and date of birth, while the last six digits are the last six digits of your UB Card number, which sits between your picture and name on your UB Card. If your birthday is April 1, for example, and the last six digits of your UB Card number are 234567, then your default password is 0401234567.

- **How do I change my UB IT password?**

To change your UB IT password, go to the CIT mail page at <http://www.cit.buffalo.edu/mail/manage.html> and click the link marked **Change your "UB IT Name" password**. Password change takes approximately one hour.

- **What if I can't log in, or I forget my password?**

If you are unable to log in or can't remember your password, stop by the CIT Help Desk with your UB Card. The Help Desk cannot look up your password, but they can assign a new one to you.

- **What's my address for receiving email at UB?**

Unless you use a departmental machine or have set your published email address to [@buffalo.edu](mailto:@buffalo.edu), your email address is:

*your-UB-IT-Name@acsu.buffalo.edu*

- **How do I forward my mail to another account?**

To forward mail to another account, go to the CIT mail page at <http://www.cit.buffalo.edu/mail/manage.html> and click the link marked **Manage your email filtering/forwarding rules**.

- **My friends go to another university. How do I find out their email addresses?**

Ask! Alternatively, ask a friend to send you an email message. The **From** line on any incoming message will contain the email address from which the message was sent. You can use this address to send an electronic reply. You can also reply to any messages you receive, as this will automatically generate a return message to the correct address. Search utilities on the Web can also look up email addresses.

- **What should I do if I receive a message that (a) my account is too full or (b) I have too much email?**

Your UB disk space is limited, so you should limit the amount of email you save in your account. Delete old messages, print them out, or save them to disk. To check your mail quota, go to <http://www.cit.buffalo.edu/mail/manage.html>. To check your account quota on UBX, type `quota -v` at your UBX prompt and press **<Return>**.

### Internet Links

<http://myub.buffalo.edu> - Your personal portal to the Internet, containing customizable links to useful information. MyUB is available only to undergraduate students.

<http://www.cit.buffalo.edu/mail> - Change your UB IT password, check your mail quota, forward your mail, and set your email address to [@buffalo.edu](mailto:@buffalo.edu)...all on one page!

<http://www.cit.buffalo.edu/policies> - A list of rules and regulations that cover computing at UB. **You are responsible for all activities conducted through both your account and your initial login.**

<http://www.cit.buffalo.edu/helpdesk> - The CIT Help Desk's online website, complete with a list of frequently asked questions. Got a question? Mail it online!

<http://soar.buffalo.edu> - Your grades, semester schedule, web registration, and other academic information - it's all here at the Student Online Access to Records.

Published by: Academic Services, Computing and Information Technology

The State University of New York at Buffalo

*JumpStarts* help users get started using systems, compilers, and applications with minimal startup time.

For additional help, contact the CIT Help Desk, 216 Computing Center, at (716) 645-3542, or send email to [cit-helpdesk@buffalo.edu](mailto:cit-helpdesk@buffalo.edu).

<http://wings.buffalo.edu> - An Internet-based campus-wide information service through which you can access information about academics, directories, computing, the UB Libraries, and more.

<http://wings.buffalo.edu/cit/alert> - The CIT Alert! web page provides information about system problems or planned outages. Alert messages are also available via UB's cable TV system.

<http://www.cit.buffalo.edu/software> - Download all the software and updates you'll need to travel the information superhighway at CIT's download site.

<http://www.cit.buffalo.edu/Documentation> - CIT's documentation, online and ready for download.

### Recommended Documentation for Beginners

The following documents cover a wide range of topics central to computing life at UB. While these documents cater to novice and expert alike, beginners should find them especially helpful.

*Schedules: IT Workshops* - A list of times and courses of workshops available through CIT, the Undergraduate Library, the Science and Engineering Library, and the Health Sciences Library. These workshops are free of charge to faculty, staff, and students at UB.

*Insights: Campus Access* - An in-depth tutorial on using the Residential Network Program to allow UBUnix connections to students with active Ethernet connections, available for both Windows and Macintosh platforms.

*Insights: Remote Access* - An in-depth tutorial on using a computer to connect from home, available for both Windows and Macintosh platforms.

*JumpStart: SOAR* - How to use the Student Online Access to Records.

*JumpStart: Web Registration* - How to register online.

*Overtures: Electronic Mail at UB* - An in-depth tutorial on getting started using your email account at UB.

*JumpStart: Mail Filters and Vacation* - How to manage filters and vacation programs for your email at UB.

*Resource Guide: Public IT Service Areas* - A map of on-campus UB IT sites.

*Resource Guide: IT Computing Site Schedule* - A schedule of operating hours for CIT public computing sites.

### Additional Help

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