

Welcome to computing at the New Jersey Institute of Technology. This document will guide you with your computing technology needs as you begin working at NJIT. To get started using the NJIT computing systems and services please follow the steps below. To access this guide electronically go to: <http://ist.njit.edu/quickstart/newemployee.php>.

1. Register for Necessary Computing Accounts

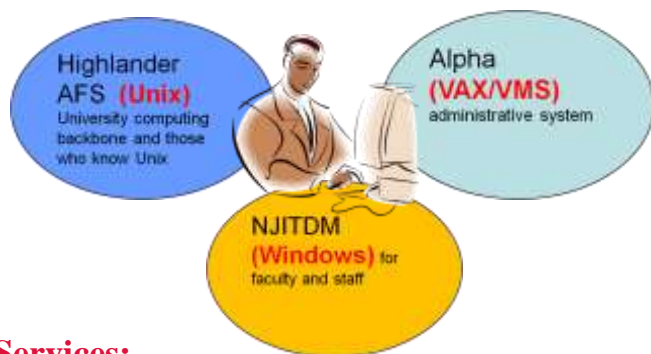
Follow the links below to obtain your UCID, NJITDM account, and ADM Email, and any other account you may require.

Create a UCID (University Computing ID)
<http://ist.njit.edu/quickstart/newempguide.php>

Request a NJITDM account and ADM email account (contact IST Helpdesk at (973)-596-2900)

2. Learn about Computing Systems and Services

Systems:



Services:

- Highlander Pipeline
- Campus Directory
- Email
- Mobile Net
- Wireless access
- Virtual Private Network(VPN)

To access these systems and services you need a



Accounts

NJITDM account - <http://ist.njit.edu/accounts/windows.php>

NJITDM accounts are used to access any computer on campus running Microsoft Windows (including those in the **public computing labs**). An NJITDM account includes **ADM email**, a Microsoft Exchange-based email system with support for collaboration, meeting management, and much more. It is the email system used by most NJIT employees. It is typically read with MS Outlook.

Highlander AFS account - <http://ist.njit.edu/accounts/afs.php>

Highlander AFS is the primary academic computing environment at NJIT. All Highlander AFS users can create a website on AFS. Once your Highlander AFS account is configured for web hosting, it will have a URL in the form: <http://web.njit.edu/~yourUCID>. To find out how to create your personal website go to: <http://ist.njit.edu/webhosting/>

Alpha (VAX/VMS) - <http://ist.njit.edu/accounts/alpha.php>

Alpha (VAX/VMS) is the primary administrative system at NJIT.

What is my NJIT Email address?

- Your official NJIT email address will be in the form: yourUCID@njit.edu.
- All official NJIT email will be sent to this address and you are responsible for it.
- You can forward your email to another e-mail account by updating the forwarding entry in your Campus Directory Entry.

Modify Directory Entry <https://directory.njit.edu/>

It allows you to search for a person's contact information. You can search and view your information. You can log in and choose to modify your Directory Entry.

UPR and Password <http://ist.njit.edu/support/password/>

If you are unable to access any of your NJIT accounts and you receive one the following messages - "Account disabled", "failed login", "username/password pair not found" you should reset and synchronize your UCID by going to <http://mypassword.njit.edu> (UPR). The Unattended Password Reset (UPR) process will change the password and synchronize all your NJIT accounts associated with your UCID. If you are unable to answer your security questions please visit: <http://ist.njit.edu/support/password/> to resolve this problem.

Teaching and Learning

Visit the **Teaching, Learning, and Technology website** (<http://www.njit.edu/tlt/>) to learn about free seminars and workshops available to you regarding technology and its integration into your classroom, as well as teaching tools such as WebCT or Highlander Pipeline and Microsoft Office applications.

Visit the **Class Management Tools website** (<http://ist.njit.edu/teaching/management.php>) to learn how to utilize online tools through the Internet in a Virtual Classroom. Some tools include WebCT, Moodle, Turnitin, iTunes University and more.

Visit the **Academic Computing Services Training website** (<http://ist.njit.edu/training/>) to learn about variety of free training opportunities available to NJIT's faculty, staff and students. Training includes: ACS hands-on training, Microsoft e-learning and HP online training.

Visit the **Instructional Technology and Media Services website** (<http://media.njit.edu/>) to learn about obtaining equipment for your classroom such as projectors, notebooks, microphones, audio headsets, etc. To request the use of equipment, fill out a request form.

Setup your personal computer for use with the NJIT computing network

To get your computer configured properly for use with the NJIT computing network, contact the **IST Computing Helpdesk** (<http://ist.njit.edu/support/contactus.php>) and schedule an appointment for a **Computer Maintenance Facility CMF** (<http://ist.njit.edu/cmf/>) technician to come to your on-campus location. CMF technicians are specially trained to properly configure computers for use with the NJIT computing network. This includes:

- Joining your computer to the campus-wide Microsoft Windows domain
- Configuring your computer for NJIT internet access
- Configuring Microsoft Outlook for use with your ADM email account
- Setting up additional network resources you may require, such as access to a network printer in your office

Keep your personal computer up-to-date

The NJIT **Virus Protection Center** (<http://ist.njit.edu/virus/>) provides resources to help disinfect your computer if it contains a virus. The programs provided can also help protect your computer from further attacks.

Visit the Information Services & Technology website <http://ist.njit.edu/>

IST maintains a **knowledge base of Frequently Asked Questions** (<http://ist.njit.edu/support/kbase.php>) related to computing resources at NJIT. If you have a question, please check there first to see if it has already been answered.

The **IST Software Download** (<http://ist.njit.edu/software/>) page lists all the software products available to members of the NJIT community. IST provides and maintains access to an extensive list of software available for Windows, Solaris, Linux, MAC OS, and IRIX. Be sure to verify that the product in question is available for your position (faculty or staff) before you download or install it. This information is located on each product's download page. If downloading software while **off-campus**, you must use Virtual Private Network software (VPN). You also must have a valid UCID and UCID Password.

IST Helpdesk (<http://ist.njit.edu/support/contactus.php>) provides support to members of the NJIT community. They should be the first place you contact for help if you cannot find answers on our website.

Connect to NJIT from home

Through **VPN technology** (<http://ist.njit.edu/vpn/>), NJIT is able to provide safe and secure access to its computer network from virtually any location around the world. While connected to NJIT through VPN, the same resources available when physically connected to NJIT's computer network become available. Such resources include Remote Desktop, **ADM** (Exchange) email (<http://ist.njit.edu/email/adm.php>), and **software downloads** (<http://ist.njit.edu/software/download.php>).

Computing Help

Online

Detailed computing information can be found 24 hours, 7 days a week via the web.

- **The Computing Helpdesk Website** - <http://ist.njit.edu/support/>
- **Information Services and Technology Website** - <http://ist.njit.edu>

Phone - (973) 596-2900

Monday - Friday, 8am - 7pm (during Spring and Fall semester).

In-person

Student Mall Room 48, Monday - Friday 8am - 7pm.

Email

Helpdesk Online Service Request

<http://ist.njit.edu/support/contactus.php>

Responses will be sent via email within 24 business hours.

Computer Repair

NJIT owned computers or peripherals are maintained by the Computer Maintenance Facility (CMF). Please visit <http://ist.njit.edu/cmf/> for further details.

Quick Reference Links

Password Problems

<http://ist.njit.edu/support/password/>

WebCT

<http://webct.njit.edu/>

Moodle

<http://moodle.njit.edu/>

Highlander Pipeline

<http://ist.njit.edu/pipeline/>

Information Services & Technology

<http://ist.njit.edu/>

IST Directory

Administration

David F. Ullman, Associate Provost for Information Services and Technology & Chief Information Officer

Priscilla Milne, Business Manager

Barbara Bowens, Secretary

Departments

- **Academic Computing Services:** Rebecca Thompson, Director
- **Computer Operations and Production Services:** Kevin F. Byron, Director
- **University Computing Systems:** David Perel, Director
- **Telecommunications and Networks:** Peter Teklinski, Director
- **University Information Systems:** Haresh Gopal, Acting Director