



The Office of Information Technology (OIT) provides computing resources and support for all faculty, employees, and students. We hope that you have a great experience here at Auburn University, and we are here to help. War Eagle!

Your AU Username and Password

When you were admitted, you were sent a confirmation letter containing your 9-digit student ID and your username. The letter instructed you to go to www.auburn.edu/activate to get started.

MyAccount

MyAccount is Auburn’s web-based account management tool. It allows you to update your password and set up security questions, so you can reset your own password if you forget it. MyAccount is located at www.auburn.edu/myaccount.

Protect Your Password

Protect your identity by protecting your password.

- Don’t share your username and password with anyone
- Choose a long, strong password (use UPPERCASE and lowercase letters, numbers, and special characters)
- Don’t use personal info like your username, pet’s name, phone number, or date of birth in your password

Forgot Your Password?

If you forget your password, you can reset it yourself with MyAccount or contact the OIT HelpDesk.



AU_WiFi

Auburn University provides a fast WPA2 encrypted wireless connection available 24/7 over most parts of campus, including the residence halls. For help connecting to AU_WiFi, visit the Student PC Shop, OIT HelpDesk, or www.auburn.edu/oit/wireless.

Cable TV

Students who live in Auburn University residence halls have cable television included as a part of their housing fees. At this time, a digital television with a **QAM Cable Tuner is required**.

Official AU App

The official Auburn University app is constantly being improved to provide students with an excellent mobile experience. Recent additions include the ability to view your current schedule and academic history. The Official AU app is FREE for Android and Apple devices. For more information, visit www.auburn.edu/app.



AU Access

AU Access is where almost all student resources are available with just a single sign-on. You can locate AU Access from the link at the top right of the AU homepage, or you can go directly to auaccess.auburn.edu. The most frequently used items in AU Access are detailed below.



Tiger i is located on the “TIGER I” tab. The tiger i Student Information System is where you will go to register/adjust classes, view your grades, purchase your parking hangtag, pay your parking fines, view holds, request transcripts, check Financial Aid status, and more.



Auburn does not mail paper copies of bills to students or parents. When your bill is ready, you will receive a notice to your Auburn email address. Statements may be viewed and payments made online **after you receive your first notice via email in July**. Authorized Users added within the eBill system may make payments on your behalf. Authorized Users can log into eBill from the Student Financial Services page (www.auburn.edu/sfs).



Your instructor may use **Canvas** to deliver course material, host discussion threads and chat rooms, post quizzes and grades, and receive assignments electronically. Get the Canvas app from your mobile device app store.



TigerMail is AU’s student email package, and is considered an official means of communication on campus. Auburn University has partnered with Microsoft to bring you email, plus a suite of services, such as:

Email and Calendaring

- Keep using your Auburn email address after graduation

Microsoft Office Web Apps

- online versions of Word, Excel, PowerPoint & OneNote (*Software Discounts*)

OneDrive

- password protected online storage for personal files “in the cloud”



Gateway to Grades, located on the TIGER I tab, allows students to grant individuals proxy access to view their academic schedule and grades. Authorized users will receive an email with instructions about how to view the permitted information.

Gamers Living on Campus

To hook your gaming console up to the AU_GameNet wireless network, first register it at gamenet.auburn.edu.

What to Buy?

Since OIT's wireless coverage is so expansive, we recommend purchasing a laptop or tablet over a desktop computer. If you already have a desktop computer, make sure it's Wi-Fi compatible.

Android, Mac or Windows PC?

All are good options, but before you decide, check with your college for system recommendations -- some have specific requirements and others just a preference.

Hardware Discounts

If you plan to purchase a new computer, check out the great discounts available to students at www.auburn.edu/oit/hardware.



Printing

Some students use their own printer; others prefer to use the OIT Labs for printing. OIT offers a service called Tiger Print, which allows you to print files from anywhere to the networked printers in the OIT labs. The Tiger Print software is available at AU Install, or print PDF and TXT files at www.auburn.edu/tigerprint.

Software Discounts

The University Bookstore sells a large selection of Mac computers as well as software at a significant discount -- just show your student ID.

OIT with Microsoft provides each enrolled student with a subscription to MS Office Pro Plus and Office Mobile for FREE (up to 5 devices). Learn more at www.auburn.edu/oit/365/students.

FREE software is available at AU Install (www.auburn.edu/download).

Don't Buy - Use the OIT Labs

OIT provides computing labs located across campus. Generally, OIT labs are open whenever the buildings are open during the semester, but may be closed during special campus events.

OIT labs are synced to your account when you log in. This means your network space, which is often used for data storage or a website, is mapped for you, and printing fees are charged to your eBill account -- don't forget to log out. For all the details on our lab locations, software, and printers, visit www.auburn.edu/oit/labs.

Security

Use preventative measures to keep your computer safe: keep software up-to-date, run anti-virus software, and practice safe browsing.

Anti-Virus Software

Auburn University policy states that all computers connecting to the AU network must have anti-virus software. There are several good quality, free programs available, such as Microsoft Security Essentials and AVG. Visit AU Install, www.auburn.edu/download.

Peer to Peer (P2P)

Due to the security vulnerabilities, legality issues, and bandwidth availability, peer-to-peer file sharing for students over AU_WiFi has been disabled.

Software Updates

To maintain the integrity of your computer, regularly install software updates.

Phishing Scams

Don't become a victim; learn the warning signs of a phishing scam.

- Urgent language
- Generic greeting like "Dear User"
- Links that don't match the expected URL; always look for the lock icon in the address bar before logging into a website
- Poor grammar and spelling
- Requests for personal information; AU, banks, and credit card companies will NOT ask for your personal information via email

Learn more at www.auburn.edu/phishing.

Play By the Rules

Technology resources are provided with the purpose of supporting the University's missions. To protect the integrity of this intent, these resources are monitored. Familiarize yourself with the policies for which you are accountable at www.auburn.edu/oit/policies.

OIT HelpDesk

The OIT HelpDesk serves AU's faculty, staff, and students, and receives hundreds of questions each day by telephone, online chat, email, and from walk-in clients. The HelpDesk consultants are Auburn University students and are supported by full-time subject matter experts.

3rd Floor RBD Library

Sunday	5:00 pm - 10:00 pm
Monday	7:30 pm - 10:00 pm
Tuesday	7:30 pm - 10:00 pm
Wednesday	7:30 pm - 10:00 pm
Thursday	7:30 pm - 10:00 pm
Friday	7:30 pm - 5:00 pm
Saturday	Closed

2nd Floor RBD Library (Learning Commons)

5:00 pm - 10:00 pm
1:00 pm - 10:00 pm
1:00 pm - 10:00 pm
1:00 pm - 10:00 pm
1:00 pm - 10:00 pm
1:00 pm - 5:00 pm
Closed

Semester Break Hours

Monday - Friday, 7:30 am - 5:00 pm
Closed Saturday & Sunday

Phone: (334) 844-4944

Email: helpdesk@auburn.edu



Student PC Shop

The Student PC Shop (SPCS) is a computer repair shop. Fees for services are charged to your eBill account. If parts are required for repairs, you will be instructed on what to purchase.

Repair Shop

Repair services may include diagnostics, data transfer, hardware replacement, virus/spyware cleanup, software patching, and/or complete hard drive and operating system rebuild.

Computer Prep

The SPCS gets new PCs up-to-date with system and software upgrades, install needed software like anti-virus, and prepares the machine for AU_WiFi.

Hours: Monday - Friday, 7:45 am - 4:45 pm

Phone: (334) 844-9313

Email: spcs@auburn.edu

Location: 3rd Floor RBD Library

