# Technology Orientation

The Robert H. Smith School of Business

University of Maryland, College Park

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WELCOME

Introduction
The Office of Smith IT welcomes you to The Robert H. Smith School of Business. This packet is designed to provide you with important information on how to gain access to the computing resources you will need throughout your program.

The Office of Smith IT User Services
The Service Desk is your first point of contact with the Office of Smith IT. Our knowledgeable and friendly staff can help with many requests, or point you in the direction of the appropriate staff member. You can contact us via e-mail helpme@rhsmith.umd.edu, phone or in person during office hours.

Service Desk - 3520 Van Munching Hall
Phone: (301) 405-2269
Email: helpme@rhsmith.umd.edu
Website: http://it.rhsmith.umd.edu

Service Desk Hours of Operation:
- Normal Hours: Monday - Friday 8:30 am - 5:00 pm
- Summer Hours: Monday - Friday 9:00 am - 5:00 pm

Note: After 5:00pm the Service Desk phone is switched to the extended hour support where a technician is available during the hours described below. These hours are subject to change and will be posted in that case, and may vary during holidays and breaks.

Classroom Support – 1530A Van Munching Hall
AV technicians are stationed in Master Control, Room 1530A (near the loading dock) and are available to assist you with classroom equipment and setup.

Hours of Operation: Monday - Thursday 7:00 am – 10:00 pm
Friday 7:30 am – 6:00 pm

We encourage you to schedule AV Assistance for your classes by completing the online request form at: http://it.rhsmith.umd.edu/online-forms.

If you need immediate support with classroom equipment, press the "Call for Assistance" button on the room’s control panel, or go to the AV control room in 1530A, or call x55213 or the Service Desk at x52269.
Technology Infrastructure @ College Park

Van Munching Hall has a general computing lab and (5) discipline specific labs for research and teaching. The general computing lab is open to Business School students during normal operating hours, and while classes are in session, unless reserved for a class. All reservations will be posted on the door. To locate our computing lab, please visit our interactive map of VMH (labs in green): http://maps.rhsmith.umd.edu/

General Computing Lab
Monday-Thursday 8 am – 10 pm; Friday 8 am – 6 pm; Saturday and Sunday 10 am – 8 pm

Room: 1572
34 Windows 7 workstations, 2 WEPA printers (1 Color, 1 Black and White), and a scanner.

Available Software
The following is a basic list of applications that are installed and supported on the R.H. Smith Lab Computer Image:

- Microsoft Office (Word, Excel, PowerPoint, Access)
- Google Chrome, Mozilla Firefox, Internet Explorer.
- Other applications for specific classes (i.e. Minitab, Visual Studio, XLMiner, etc.)

For a complete list of software in Van Munching please visit http://it.rhsmith.umd.edu/software-list-labs-and-classrooms

Research and Teaching Labs
Research and teaching labs are special purpose labs, each with unique hardware and software, and are used for discipline specific teaching and research.

Rooms 1318, 3505 Finance Labs
Room 3522 Supply Chain Lab
Room 3509 e-Markets Lab
Room 3518 Behavioral Lab

For more information on labs in Van Munching Hall please visit: http://it.rhsmith.umd.edu/labs-college-park

Note: Lab hours are subject to change and will be posted otherwise. Please report technical problems to helpme@rhsmith.umd.edu or by visiting the Office of Smith IT in room 3520 VMH during normal office hours or 1530A at all other times.

We hope that you will enjoy our facilities. As you interact within these spaces, please let us know how we can improve upon your lab experience. We want to hear from you, so visit our Smith IT Service Desk or send an email to helpme@rhsmith.umd.edu.
Security

Do NOT allow anyone access to your computer account information. Also, when using email, do not open any suspicious messages, especially those containing attachments and or those from senders whom you do not recognize.

For security purposes, labs may be monitored and taped 24 / 7. If you notice any suspicious people or activity, report it to the Smith IT Service Desk immediately.

Loaner Equipment Available at College Park

The Office of Smith IT has equipment that can be borrowed by our customers for temporary use. All equipment should be reserved in advance to ensure availability and must be picked up in person (we do NOT deliver or set up the equipment). When you pick up the equipment, you will be required to sign it out.

- Students may borrow equipment during Smith IT Service Desk Business Hours: Monday – Friday 9am - 5pm.
- Equipment may not be taken overnight without prior approval.
- To ensure availability, make a reservation by contacting the Service Desk by email at helpme@rhsmith.umd.edu or by calling x52269.

Laptops – The Service Desk has a number of Windows laptops and MacBooks configured with our standard software which includes the Office suite. Note: Any files saved on the laptop are subject to deletion at any time after you have returned the laptop to us.

Classroom Response Device Clickers’ - If you want to conduct an anonymous poll or take a vote in any classroom in VMH, there are Turning Point clickers that may be borrowed short term. Plan enough time to learn to run the poll before you need to use this. Just ask for a demo when you request the clickers.

Projectors – The Service Desk has a number of LCD projectors, which can be connected to a laptop for mobile projection.

Wireless at College Park

Van Munching Hall has full WiFi coverage by the campus’ network. All students can connect to the wireless connections “UMD” (not secure) and “UMD-Secure” (Recommended) using their Directory ID. This is a self-governed and supported service. For more information, visit: http://it.umd.edu/wireless/index.html
Printing

WEPA (Wireless Everywhere Print Anywhere) is a print service that allows you to print from your computer, the web, a flash drive, or even your smart phone. WEPA kiosks can be found throughout the school - http://it.rhsmith.umd.edu/wepa-locations. All of the computer labs and classroom computers are loaded with the WEPA drivers. Once you have printed your document, you can release your print jobs from any WEPA kiosk. For instructions printing with WEPA - http://it.rhsmith.umd.edu/wepa-printing-instructions.

**Do not create an account with WEPA,** we have already created an account for you that is linked to your UMID, creating an account on your own only causes confusion long term. After you login to the kiosk once with your campus Directory ID, you will be able to swipe your University of Maryland ID card to login. You may add credit to that account as needed using a credit card or by using a Terrapin Express account. To learn more about Terrapin Express, visit: http://terrapinexpress.umd.edu/

WEPA printers have duplex capability that is provided at a discounted rate, and we encourage you to use this feature to save paper and get more out of your quota. Color is available as an option as well at a higher rate. To learn more about WEPA payment methods and rates, visit: http://it.rhsmith.umd.edu/wepa-payment

*As with any shared resource, please be considerate of your peers. Reserve large print jobs (50 pages or more) for less busy times. Discard your unwanted pages in the appropriate recycling containers.*

Videoconferencing Services

The Smith School supports traditional videoconferencing needs through the use of its Polycom video conferencing telecommunications equipment. This service utilizes traditional IP technology. You may want to consider using this technology as a part of the graduate consulting projects or in your job search process.  **For more information about the Polycom option, please visit:** http://it.rhsmith.umd.edu/video-conferencing

FOR ASSISTANCE with the equipment – including cameras and mics - in any classroom in VMH, please submit an Audio Visual Request form to schedule help with equipment from the AV Team. This form can be found on the SmithIT website (http://it.rhsmith.umd.edu/) under Service Forms > AV Request.

Students can use the Conferences tool within each Canvas course to host a web meeting and invite anyone else in that course. https://community.canvaslms.com/docs/DOC-1830
Getting Connected

University Directory ID
Many systems on campus use the University Directory ID for security (sometimes called the LDAP ID). Your username and password are maintained in that system, not by any of the systems that connect to it. You must know your username and password stored in that directory to be a student on this campus. Systems that use it include vSmith, Testudo (where courses are added or dropped), Canvas (Learning Management System), Terpware (free software downloads), the campus wireless network and the Smoogle mail platform for Smith Students.

If you have never used your University Directory username or password, or have forgotten what they are, you can look up your username and set your password at: http://www.directory.umd.edu/

To set your initial password:
First time users who don’t have a password or who don’t know their directory user name should open their web browser and go to: https://directory.umd.edu/password?new_user. Click yes to proceed through the Security alert message if you see one.

Here you will be asked some questions to verify your identity. Note that if the campus doesn’t have the correct information on file for you that you will not make it past this screen. If that is the case, you will have to talk to the campus Service Desk at 301-405-1500.

If you make it past the identity verification page you will be asked to answer some security questions and to set your password. For Directory passwords, the following quality rules are applied:
- A password must be at least 8 and no more than 32 characters in length.
- A password must contain at least one uppercase letter.
- A password must contain at least one lowercase letter.
- A password must contain at least one digit or special character (such as # @ $ &...).
- A password may not begin or end with the space character.
- A password may not contain more than two consecutive identical characters.
- Note: The following characters currently may not be used in passwords: ( ) * \.

You should confirm that the information in your directory entry looks correct. In particular, it’s important that your forwarding address be set correctly. This is where University systems will send your email, including all course-related email sent to you by faculty through Canvas! Correct your email address, plus any mailing or phone address problems in Testudo (http://testudo.umd.edu).

Login to Public Computers in College Park, Baltimore and DC

All students should use their Directory ID to log in to public computers. Depending on the function of the computer the login screen might look slightly different, but the key is to always pick Directory ID or AD when logging in and to use your directory credentials.
Registration, Grades, Your Campus Profile
Testudo is used by the entire university for a variety of tasks. You will use Testudo primarily to check your official grades at the end of the semester, check your account balance, check your financial aid, and registration (add/drop) for classes. http://www.testudo.umd.edu/

Changing your e-mail Address in Testudo

It is IMPORTANT to update your E-mail address in your Testudo account, since it is used in order to mail you important information that you will need during the time of your stay at UMCP, such as student bills, grade reports, academic information, as well as messages sent from ELMS Canvas courses, etc.

In order to ensure that your University email gets sent to your @rhsmith.umd.edu account, you will need to change your forwarding address in Testudo. To do this you will need to log on to Testudo and follow the steps below:

1. Go to www.testudo.umd.edu
2. Click on the link Change Address / E-mail in the center of the page.
3. The next web page will ask you to enter your University Directory ID and password, enter the information and click Login.
4. On the next page click the Edit button towards the top right in the Contact Information section.
5. Find the E-mail setting and enter the e-mail address where you would like to receive your University. We recommend you put your Smith e-mail address, so make sure you put your full Smith address ending with @rhsmith.umd.edu, e.g. john.doe@rhsmith.umd.edu.
6. To save your changes you should click the Update button.
7. Your e-mail address record has now been updated and you can logout and quit Testudo.

Online Course Management (ELMS/Canvas)

Canvas is the online course management tool used at UMCP. Faculty use Canvas to post course documents (including syllabi), discussion forums, course calendars, homework assignments, and to provide access to other learning tools.

Try the mobile app for Android or Apple!

Canvas FAQs for Students

Q: How do I log into Canvas?
A: Log in at elms.umd.edu with a Directory ID login name (not your ID number). If you need help with a Directory login, call the Div IT Service Desk at 301-405-1500.

Q: Why don't I see all of my courses in Canvas?
A: When you look at your list of Courses in the menu keep in mind you will only have access a course after it is published by that faculty member. Click on “Courses” in the left menu and then the "All Courses" link. You will see everything you’re registered for along with the Term and course status. If the course name is not a clickable link, the professor hasn’t published this course site yet. Any registration changes will be reflected in Canvas within 24 hours, so if you see it in Testudo for more than 24 hours but it’s still not in the “All Courses” list, contact us at canvas@rhsmith.umd.edu and we’ll look into it for you.

TIP: Speed up getting to the courses you’re actively using. From “All Courses” check or uncheck the stars.
Q: Where can I find more information about Canvas?
A: The "Help" link at the bottom left of every Canvas window has some excellent searchable support. Additionally, there is a "Student Support" link on the ELMs login page and a Student Tutorial site under the “How to use UMD Canvas” button in your Canvas Dashboard. If you can't find your answers at one of these, or need admin help, please email canvas@rhsmith.umd.edu.

Q: How can I change Notification Preferences?
A: By default, you will receive Email notifications your instructors send from Canvas, including announcements, assignment due dates, grade postings, email conversations, etc. You can customize the notification settings by clicking on "Account" in the menu, then the "Notifications" link. You can also add phone alerts by going to Account> Settings, then "Add Contact Method" on the right, register your cell-phone number and confirm it.

Q: Can I access my Canvas courses on mobile devices?
A: Yes, Canvas has a mobile application that helps you stay current with your courses anywhere you go. Just download the "Canvas by Instructure" app on your Android or iOS devices. To access your Canvas account, open the app, type in our institution name "University of Maryland" when asked, or enter the URL "umd.instructure.com" to locate our Canvas system. Login with your Directory ID (your username) and password.

You can also access Canvas from any browser on your Android/iOS device. However, it’s slower than the app, and some features may not function as expected.

vSmith Desktops and Applications
vSmith Desktops and Applications offers remote virtual desktops to our MBA and MS students that contain all the standard software that you can find in our labs and classrooms. vSmith also allows our users to run standalone applications, necessary for completing coursework and assignments. When using a vSmith Desktop or Application it runs on a server in Van Munching Hall that will launch your program and put the display of the running program over the Internet to your local computer. Even though the program is running remotely, you will still be able use files stored on your local disks, attached USB drives and printers.

Getting Started – obtaining a vSmith VMware client
To access vSmith, go to http://it.rhsmith.umd.edu/vSmith and click the Getting Started link. This will direct you on how to login to the Workspace Portal and go to Categories > Clients and Help. Select the type of device you are using to connect (e.g. Windows, MAC, iPad etc) to get the download link for the most current version of the client and comprehensive installation instructions. Once the client is downloaded, double-click the file to start the installation. The installation is straightforward, accept the defaults and when prompted for a default server to use you can leave that blank.

We also strongly recommend that you set up Terpdrives which presents the online storage you get with your University accounts into network drives that you can save and open files from directly when using either vSmith or any of the Smith lab and classroom PCs. This makes easy to save your work to the unlimited Google Drive storage that Smith students get, as well as other cloud providers such as Box, where all UMD students get 50Gb of space (point your browser to http://box.umd.edu to learn more). You don’t need to carry USB thumb drives around with your coursework on them when you access directly from any of the previously mentioned services. Visit terpdrives.umd.edu to get started using this valuable resource or learn more at the vSmith website. And of course on your own personal computer you can install the Google Drive client for accessing your Smoogle contents, or the Box app for accessing the University provided Box account.
Using vSmith Desktops and Applications

Use vSmith by going to the Workspace Portal in your browser at http://workspace.rhsmith.umd.edu. When prompted for credentials enter your University Directory ID and password and you will then see the list of desktops and/or applications that you are entitled to use, double-click your choice to start up the desktop/application. The first time you launch a vSmith desktop or application you’ll be asked if you want to share any folders on your local computer with the remote desktop/app. This allows you to open files stored in your My Documents folder for example. You can add or remove the folders you want to share with the vSmith desktop/app at any time by clicking the gear icon in the main View client window and going to Sharing. If you wish you can share your entire drive with the vSmith desktop or application you are running so you can find files stored outside the regular My Documents folder structure. If you use Terpdrives with your Smoogle Drive, you will be happier in the long run with the unlimited storage available.

Important Warnings about using vSmith Desktops and Applications

Make sure you understand the following warnings. Not understanding them could cause you to lose your work!

● Make sure you are NOT saving your files on the vSmith desktop or application server and only to your USB, your local drive or your Terpdrives. To ensure the desktop and application servers are safe for all users to use and don’t get malware or viruses, any data saved to the servers/desktop is removed at log out.

● When running a vSmith application or desktop, when you go to File > Save or File > Save As, make sure you are not saving to the local profile on your computer. By default Windows will attempt to save to the My Documents folder on the remote desktop/application server you are using. That local profile is removed when you log out, so you must browse to your personal computer’s hard drive, USB thumb drive or Terpdrive that you want to save your work to. Double check to make sure that is correctly showing YOUR computer folder.

You can learn more about vSmith by visiting its website at http://it.rhsmith.umd.edu/vSmith.

Virtual Business Information Center

VBIC is the Virtual Business Information Center, a web site produced by the UM Libraries, the College of Information Studies, and the Smith School. It hosts many valuable and technical accounting links, such as tax codes, accounting standards, and government links. You can access many websites for free from VBIC that you would otherwise have to pay for, such as Hoover’s and Dow Jones. It is available in the menu of every Business School Canvas course and at https://www.lib.umd.edu/vbic. TIP: Use vSmith to access VBIC from off-campus.

Note: the Smith IT Office does NOT support VBIC.

For VBIC help, contact: Zaida Diaz Phone: (301) 405 – 9156 Email: zdiaz@umd.edu
Lily Griner Phone: (301) 405 – 9278 Email: griner@umd.edu
Email and Collaboration Tools

Smoogle – Smith Collaboration, powered by Google

The Business School gives all our graduate students a Smoogle account. Smoogle is based on Google Apps for Education and comprises of a full suite of mail, calendaring, contacts, instant messaging, document collaboration, websites, groups and other apps. If you’ve ever used Gmail or any of the other Google products, you’ll be right at home, and if you’ve never given them a try, now you can. Your new Smoogle account comes with an Unlimited quota for your email as well as your documents stored in Google Drive which is a cloud storage solution similar to Dropbox.

Please visit the Smoogle Learning Center at http://smoogle.rhsmith.umd.edu/GettingStarted for more information.

Accessing your Smoogle account

You access your Smoogle account using your full Smith email address and a Google password that you set. To set up your Google password use the Password Reset Tool at http://reset.rhsmith.umd.edu. To learn more on setting up your Google password visit this page: http://smoogle.rhsmith.umd.edu/GooglePassword

Once you have set a Google password you can then login using any standard Google page such as mail.google.com or our redirect with mail.rhsmith.umd.edu.

Working with your Smoogle account

If you are new to Google you may want to take a look at the Learning Center we have on the Smoogle website at http://smoogle.rhsmith.umd.edu. From the menu on the left you can go to the Your First Days section which will give you a brief overview of some of the things you can do in your new account. You can read the FAQs on how to setup any mobile devices or email clients that you use and under the Learning section, view training videos or get more in-depth help on each of the different Google Apps services.

Your Smoogle account remains active after graduation

Your Smoogle account is yours to keep even after you’ve graduated. You can continue to use it to work and collaborate and share your information as and when you see fit. Please read the Smith FAQs section linked on the Smoogle homepage for more information under the question What happens when I graduate?

Updating your University email forwarding

Ensure that you get all of your campus email (including Canvas messages from your instructors) by setting your campus @umd.edu account to forward to your Smith email address as your E-mail Address as shown here: http://smoogle.rhsmith.umd.edu/UMDForward

Forwarding your Smoogle account

Your @rhsmith.umd.edu email address is an official communication mechanism for the Business School. Google provides the option of directing mail from your Smith-supplied email address to other addresses, but cannot guarantee delivery. Those who choose to forward their Smith addressed email do so at their own risk. You can find instructions for forwarding your Smoogle account here: http://smoogle.rhsmith.umd.edu/Forward
Other Technical Resources

University Office of Information Technology (central campus IT – not Smith IT)
The Division of Information Technology (DivIT) is responsible for providing technical support for the entire University and focuses attention on services that support the educational mission (teaching and research) of the University.

Central Campus DivIT Contact info:
Location: 1400 Computer and Space Sciences building
Phone: (301) 405-1500
Website: http://www.it.umd.edu/

All Computer Labs at College Park
There are also several labs on campus, outside of Van Munching Hall that provide computers for student use. For a complete list, please visit: http://it.umd.edu/as/cl/

Discounted Computers for UMD students, faculty and staff
The University’s ACT – Academic Computers for Terps – program offers Apple and Dell products at prices below standard discounts, as well as technical support and warranty protection. See http://act.umd.edu/ for more information. There is also a Terrapin Technology Store with display models and select computer related products. For location and hours see http://it.umd.edu/techstore/

Free Software for UMD students, faculty and staff
The University offers a selection of free software such as MS Office, Adobe Creative Suite, VMWare and Windows to UMD students, faculty and staff at http://www.terpware.umd.edu.

SAS for Education
Free to download to your personal computer. Runs locally once installed. See our blog post for complete information: http://blogs.rhsmith.umd.edu/smithitnews/tips/free-sas-for-education/

Dreamspark
Free development tools for students who need them. At www.dreamspark.com register with your @umd.edu email address to qualify.

Software Training
University Students have unlimited access to Lynda.com, an online library of instructional videos covering the latest software, creative and business skills. Log in with your Directory ID at http://lyndatraining.umd.edu.

The University also offers non-credit classes to faculty, staff and graduate students who are employed by the College Park administrative, instructional, and research communities. To view offerings, and register for classes go to http://www.training.umd.edu.

Mail@UMD
To learn more about the campus mail system, visit https://go.umd.edu/google/.
University of Maryland Policy on the Acceptable Use of Information Technology Resources

(Approved as amended by the University Senate on April 3, 2006. Signed by President Mote on April 5, 2006)

Primary Principles: Freedom of Expression and Personal Responsibility
Freedom of expression and an open environment to pursue scholarly inquiry and for sharing of information are encouraged, supported, and protected at the University of Maryland. These values lie at the core of our academic community. Censorship is not compatible with the tradition and goals of the university. While some computing resources are dedicated to specific research, teaching, or administrative tasks that would limit their use, freedom of expression must, in general, be protected. The university does not limit access to information because of its content when it meets the standard of legality. The university’s policy of freedom of expression applies to computing resources.

Concomitant with free expression are personal obligations of each member of our community to use computing resources responsibly, ethically, and in a manner which accords both with the law and the rights of others. The university depends first upon a spirit of mutual respect and cooperation to create and maintain an open community of responsible users.

General
This policy sets forth standards for responsible and acceptable use of university information technology (IT) resources. These resources include computer systems, computer labs, applications, networks, software, and files.

IT resources are provided to support the academic, research, instructional, and administrative objectives of the university. These resources are extended for the sole use of university faculty, staff, students, and all other authorized guests to accomplish tasks related to the status of that individual at the university, and consistent with the university’s mission.

Those using university IT resources, whether at the university or elsewhere, are responsible for complying with security standards set forth by the Vice President and Chief Information Officer (VP/CIO), safeguarding identification codes and passwords, and for using them solely for their intended purposes. Individuals are solely responsible for their personal use of IT resources and are prohibited from representing or implying that statements related to such use constitute the views or policies of the university.

The maintenance, operation, and security of IT resources require responsible university personnel to monitor and access systems and networks. To the extent possible in the electronic environment and in a public setting, a user’s privacy will be preserved. Nevertheless, that privacy is subject to applicable federal and state law, including the Maryland Public Information Act, and the needs of the university to meet its administrative, business, and legal obligations.
Prohibited Conduct
The following provisions describe conduct prohibited under this policy:

- Altering system software or hardware configurations without authorization; disrupting or interfering with the delivery or administration of IT resources.
- Attempting to access or accessing another’s accounts, private files, e-mail messages, or intercepting network communication without the owner’s permission except as appropriate to your job duties and in accordance with legitimate university purposes.
- Misrepresenting oneself as another individual in electronic communication.
- Installing, copying, distributing, or using digital content (including software, music, text, images, and video) in violation of copyright and/or software agreements or applicable federal and state law.
- Engaging in conduct that interferes with others’ use of shared IT resources.
- Using university IT resources for commercial or profit-making purposes or to represent the interests of groups unaffiliated with the university or unassociated with the normal professional activities of faculty, staff or students without written authorization from the university.
- Ignoring individual departmental or unit lab and system policies, procedures, and protocols.
- Facilitating access to university IT resources by unauthorized users.
- Exposing sensitive or confidential information or disclosing any electronic information that one does not have the authority to disclose.
- Knowingly using IT resources for illegal activities. Criminal or illegal use may include obscenity, child pornography, threats, harassment, copyright infringement, university trademark infringement, defamation, theft, identity theft, and unauthorized access.

Enforcement
Violation of the provisions of this policy constitutes unacceptable use of IT resources, and may violate other university policies and/or state and federal law. Known or suspected violations should be reported to the appropriate university computing unit. Reports may also be sent to the security unit in the Office of Information Technology abuse@umd.edu. If possible, reports should include a copy of any non-sensitive information relevant to the putative violation.

Violations will be acted upon by the appropriate university authorities and/or law enforcement agencies. Violations may result in the restriction or revocation of access to IT resources; faculty, staff, or student disciplinary action; academic dishonesty proceedings through the Student Honor Council; or legal action. The VP/CIO or designee may suspend, block, relocate to a secure location, or restrict access to information and network resources when necessary to protect the integrity, security, or functionality of university IT resources or to protect the university from liability. Notice of such action will be provided to the designated security contact for the affected unit.

Administration
Individual areas within the university (including divisions, colleges, schools, and departments) may elaborate upon this policy with unit-specific policies as long as they do not violate the spirit and intent expressed elsewhere in this policy.

Consistent with university System of Maryland requirements, this policy will be reviewed and updated annually or as needed based on the recommendations of the VP/CIO.

Smith School Specific Policy Addendum
This is the Smith School Specific Policy Addendum to the University of Maryland Policy on the Acceptable Use of Information Technology Resources:
Password Protection
Users should comply with the strong password policy set forth by the Smith Office of IT and the University of Maryland. Sharing of passwords is strictly prohibited.

Data Ownership
Users are responsible for security and access control of data created, stored and deleted on their personal computer and any publicly accessible computers.

Data Storage
Users are strongly encouraged to maintain a copy of work related data on a fileserver so that their data is backed up in case of hardware failure. There will be no storage of digital media files (audio and/or visual) on Smith file servers unless they are related to teaching or learning. It is permissible to store mail files, including mail archives, in your network drive.

Privacy Protection
The maintenance, operation, and security of IT resources require responsible university personnel to monitor and access systems and networks. To the extent possible in the electronic environment and in a public setting, a user’s privacy will be preserved. Nevertheless, that privacy is subject to applicable federal and state law, including the Maryland Public Information Act, and the needs of the university to meet its administrative, business, and legal obligations.

Agreement for Smith School Service Desk Service Access
Users, by accepting and using any personal computing device provided by Smith School of Business, agree to allow the Service Desk to have unlimited access to the computing device. This access is only for purposes of performing service and support, both requested and non-requested.

If a personal computer uses external passwords such as a password protected screensaver or BIOS boot password, the user must provide the password to the Service Desk Manager.

By accepting and using any computing device, the users also are certifying that they understand that failure to furnish the Service Desk with the appropriate password or tampering with our administrative account access will result in a complete forfeiture of our support for your system.

Communication
Individuals are solely responsible for their personal use of IT resources and are prohibited from representing or implying that statements related to such use constitute the views or policies of the university.