

Incoming IGM Students

What Do I Need to Know for Technical (computers)?

Software

- All software required for IGM coursework is provided in our open lab facilities for student use.
- Software for student's personal computers is available via the following resources.
 1. Dreamspark (provides access to all Microsoft Products except office while an active IGM student.)
To access, go to: <https://msdnaa.rit.edu/protected/GCCIS/IGM> Use your RIT username and password.
 2. Microsoft Office 365
All RIT students will have access through RIT to Office 365. <https://www.rit.edu/its/services/personal-computers/software/office-365>

Open Labs and Tutoring

- Lab Hours & Location
 - Open Labs are located in GOL-2000 (Glass windows to the right from the top of the stairs) and GOL-2550 (turn left toward the vending machines at the top of the stairs and go down the hallway)
 - Lab Hours are posted to the IGM website during the first week of each semester and any modifications will be announced here: <https://www.rit.edu/gccis/igm/open-lab-hours>
 - During lab hours, tutors are available to assist you with your course material that you are having issues with. The tutors will assist you, but will not do the work for you. They are a great resource for your use.
- Computer Access
 - Active Students enrolled in an IGM course or degree will be able to use IGM computers with your RIT username and password.
 - **BE AWARE: All IGM PCs have software on them that when you log out or the PC reboots, will reset the PC back to original state, removing any software or setting changes.**
- Passwords
Each year you will receive emails that you are required to change your password that direct you to <http://start.rit.edu> .

Before changing your password, ensure you have disconnected all devices (ex. Tablets, phones, laptops, etc that are using wireless). If you do not, when you change your password, your devices will attempt to log in to wireless with the old password, fail and your account will be locked. Once the password is changed, re-authenticate your wireless devices using the new password.

- Printing
IGM labs do not provide printing support. To print any documents, please go to the Wallace library or to the Hub.
- Storage Space
Each student is provided with 5 GB of space for storing of your information and data.

NOTE: THIS IS A CONVENIENCE AND DATA IS NOT BACKED UP / PROTECTED. ALWAYS BACK UP YOUR DATA TO ANOTHER SOURCE (usb drive, google drive, my courses locker, etc.)

Technical Support

- Have issues with your account? Have issues with a PC?
 - Come see the System Administrators in GOL-2371 (across from the 2350 open lab) or 2335. Also you can send an email to igm-tech@rit.edu