Information Technology Services

Computing Services

To provide for the computing needs of all JBU students, Information Technology Services (ITS) operates a number of general and special-purpose computer labs. These labs provide access to internet resources and software for academic work, course-specific applications, and more.

- There are general-purpose computer labs located in the Library (LRC) and Soderquist Business Center (SBC 109).
- There are computers available 24/7 in the residence hall lobbies for residents of J. Alvin, Hutcheson, Mayfield, Walker, and the Townhouses/North Slope Apartments.
- There are several special-purpose computer labs, including Anatomy and Physiology, Chemistry, Construction Management, Engineering, Language, Music, Physics, Visual Arts, and Writing.
- You have a JBU network account and an email address along with file space on the network for storing academic work. You can access your email and network files from any lab computer, from your personal computer on campus via the residential network, or from home via the internet.
- Your JBU network account also gives you access to Office 365 for cloud-based access to Microsoft Office, file storage, and other collaboration tools.

Media Lab

The Media Lab is a creative space open seven days a week for all students, faculty, and staff to work on academic, co-curricular, and personal projects. The Media Lab is located in LRC 155 next to the Help Desk and Library.

- The Lab specializes in printing for detailed, complicated, or large projects. Staff is on hand to assist with quality assurance, print settings, and unique paper selections.
- The Lab also has equipment for checkout at no cost, such as digital cameras, camcorders, audio recorders, and PA systems.
- Project supplies for sale include mat board, construction paper, poster board, roll paper, report binding materials, blank DVDs and CDs, and presentation materials.
- Other services and equipment available for use include laminating, bookbinding, die-cuts, disc duplicating and printing, and media transfers.

Cloud Print

Cloud Print is an easy way to print from your computer, tablet, or phone to various printers around campus. You can sign in at the Cloud Print web site (http://cloudprint.jbu.edu), upload your documents, and choose a campus copier/printer where you would like to pick up your materials. The documents wait to print until you arrive at the printer and scan with your JBU ID card. There are numerous Cloud Print stations around campus, including in the Residence Halls. You start the term with a print balance on your account and can easily add more money via credit/debit card on the Cloud Print site or with cash at a Cloud Print payment kiosk on campus.

Wireless Network

JBU provides wireless coverage on campus that makes it possible for you to have access to the internet with a wireless-capable device. Coverage areas include most student housing buildings, the Library, Walker Student Center, and other high-use locations.

Residential Network

The residence halls provide both wired and wireless internet access. To connect to the wired network, you will need to provide a patch cable. You will have access to the internet, email, centralized printing, and your network files.

- If you are planning to bring a computer to campus, you will need a PC running at least Windows 7 or a Macintosh running at least Mac OS X 10.6 (Snow Leopard). It must have an Ethernet adapter and a network patch cable or wireless capability if you wish to connect to the residential network and internet.
- You should have an anti-virus program installed and up-to-date. If you do not have anti-virus software installed, we can assist in recommending a program for you.
- You are welcome to bring a printer but should connect it with a local cable (i.e. USB) and disable any Wi-Fi features of the printer. Remember that Cloud Print services are also available in most Residence Halls and other locations on campus.

Guidelines for Residential Network Users

JBU does everything it can to insure the security and reliability of the campus network. When your personal computer connects to the network, it can directly affect the security and reliability of the network and everyone else using it. You must take steps to ensure that the security of your computer is up-to-date. Here are a few guidelines for you to consider:

- ***Please do not set up a wireless access point, router, or any other connection-sharing device, including Wi-Fi enabled printers.*** They can easily introduce network security problems, congest wireless bandwidth, and interfere with the campus network. If such a device is disrupting the operation of the network, your network port may be disabled without notice.
- You are responsible for the correct configuration and operation of your computer. ITS will provide limited technical support for network-related problems in the form of advice, instruction, and some troubleshooting. If you cannot solve a computer problem yourself, you may need to pay a local business to get it fixed. ITS will make sure that the network port in your room is working, but cannot practically address all hardware and software problems on your personal computer.
- You are encouraged to make use of passwords on your computer to protect yourself. You are responsible for activity performed with your computer, and you should try to limit who has access to it.
- You should install an up-to-date anti-virus program on your computer. If your network-connected device becomes infected with malware and is disrupting network activity, your network port may be disabled immediately and without notice.
- JBU utilizes a firewall that provides security from most internet attacks, but there is little we can do to protect your computer from other clients on the local network. You are responsible for correctly configuring your computer to protect it from internal network attacks. In particular, be careful about enabling any kind of file and printer sharing.
- Most computers have personal firewall software installed on them and it is available for most operating systems. Configured correctly, this software can provide increased security for your computer.
- Internet file sharing programs such as BitTorrent, Ares, eMule, Shareaza, etc. are popular for downloading and sharing music, movies, and other files. There are a few things you need to know about these programs:

    - They run protocols that can easily consume a great deal of internet bandwidth. JBU blocks, or severely limits, the amount of bandwidth used by these applications and you will find that they generally run very slowly, if at all.

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- Most of the files you will collect using these programs are illegal copies of copyrighted material and it is against JBU's Acceptable Use Policy for you to download or share them.
- JBU does not engage in searches of personal computers for illegal files; however, if a company presents JBU with a valid legal order to identify a computer that they suspect of holding their copyrighted files, we are required by law to comply to the best of our ability.
- Media companies are getting more aggressive in enforcing their copyrights. If you are caught sharing copyrighted material, you could be fined, or worse.

- Various local area network applications, such as game servers, are popular and might run on JBU's network (no guarantees). You may use the campus network for these programs with some limitations. Remember, you are responsible for the correct use of such programs, especially if you set up a computer running a server for any of these applications. In particular:

  - Their traffic must be limited to the on-campus network and must not cause undue network traffic. Off-campus connections will be blocked.
  - File sharing servers must not share or enable the sharing of copyrighted material (unless you have permission from the copyright holder). In realistic practice, the way these file-sharing networks generally work on university campuses, they are not allowed.
  - Please contact the Help Desk if you need any configuration assistance.