TECHNOLOGY SERVICES AVAILABLE FOR STUDENTS:

- **Your computer accounts:** All AU students receive computer accounts for accessing Email, WebAdvisor, Moodle and EBill. These accounts use the same student username and password. A letter and email are sent to all students describing how to access your various accounts. If you require additional assistance, or have forgotten your username or password, you may send an e-mail to oithelp@aurora.edu or call 630-844-5790 for assistance.

- **Electronic mail:** Your AU e-mail account is your official electronic address while you attend AU. It is the e-mail address that will be used by your instructors to contact you. It will also be used by AU administrative offices to send important information, including billing, registration, and grade information. It is your responsibility to check your account regularly. E-mail forwarding is available for students. You can check your e-mail from any browser; a link is provided on the AU home page.

- **WebAdvisor:** WebAdvisor is a browser-based application that provides you with direct access to your class schedule, grades, financial aid status, account balances, and other important information. A link is provided on the AU home page.

- **Moodle:** Moodle is AU’s online learning management system and is used by AU instructors for publication of instructional materials for access by students. A link to Moodle is available on the AU home page.

- **Restrictions on using computers at AU:** Each student is bound by the general Computer Use Policy, posted on the AU web site at www.aurora.edu/oit/. The policy explains your rights and responsibilities as a member of the AU community.

- **Computer Labs on campus:** AU maintains seven computer labs on the Aurora campus: two are located in Dunham Hall first floor, two are located in Dunham Hall lower level, one is located in the entrance area of Phillips Library, one is located in Eckhart Hall third floor and one is located on the main floor of the Alumni Hall Addition. There are wireless laptops available to checkout for use while in the library. A computer lab and wireless laptops for checkout are available at our Orchard Center location. On the GWC campus there are two labs within Winston Paul and one in Meyer Hall. The Woodstock location is equipped with a mobile computer lab and wireless laptops are available for checkout.

OTHER FREQUENTLY ASKED QUESTIONS

1. **Do I need to own my own computer?** It is not required; however owning your own computer may allow you to be a more productive student. Many classes at AU make extensive use of computer applications. Wireless access points on the Aurora campus are located in academic spaces and most public areas.

2. **Should I buy antivirus software for my computer:** Updated antivirus protection on your computing device is required to have access to connect within the residence halls to the campus network. No cost antivirus products are available. Contact Office of Information Technology for details.

3. **What software applications are required on student-owned computers?** Students will need a full-featured Microsoft Office suite. Microsoft Office '10 is widely used by AU faculty and staff. MS Office is available in all computer labs.

4. **Is a student discount available for software?** Yes. Visit OIT webpages to see what software applications are available at a discount through AU agreement with Varsity Buys. A web link is provided at www.aurora.edu/oit. Click on Recommend Software.
5. **Do I need a printer?** Students with a need to print hard copies of their work may do so in the computer labs, or bring their own printer for their residence hall room.

6. **Will AU OIT staff work on my computer or printer?** We do not have the staffing available to work on student computers and other technology equipment. However, if you have a question, please give us a call or e-mail and we will determine if we can assist you with your problem.

7. **Is cable TV, Internet access and telephone services available for resident students?** Yes. Information regarding these services is available on the Residence Life webpage located at: www.aurora.edu/reslife/faq.htm.

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**GENERAL TECHNICAL ASSISTANCE**

For most non-emergency requests for technical help send an e-mail message. Include within the subject line in four words or less what type of service you are requesting. Within the body of the e-mail, you may give additional information that will expedite our ability to offer you assistance.

e-mail a request for assistance for either campus to: oithelp@aurora.edu

**Aurora Campus Help Desk Hours:**
Weekdays 7:30 am – 5:00 pm
630-844-5790

**GWC Campus Help Desk Hours:**
Weekdays 8:00 am – 4:30 pm
262-245-8522

E-mail requests are monitored during standard business hours and periodically on weekends and holidays.

Visit www.aurora.edu/oit for additional information