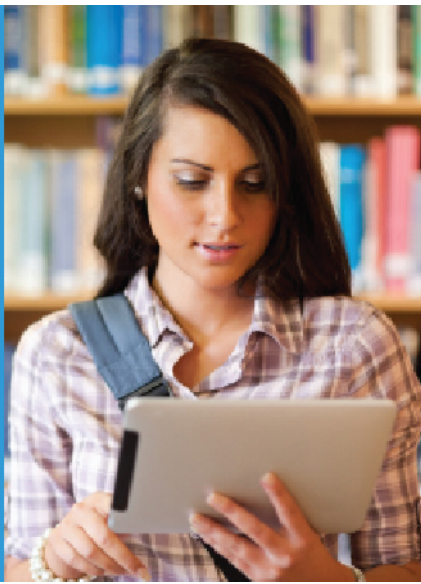


# Information Technology Tips & FAQs



## Welcome to Mines Computing!

Do you like **FREE software**? The following software (and more) is free to current Mines students:

- Symantec Endpoint Antivirus (Win & Mac)
- SolidWorks (Win)
- Mathematica (Win, Mac, & Linux)
- AutoCAD (Win)
- MathCAD (Win)
- Most Microsoft programs including Windows OS and Office. See: [ccit.mines.edu/CCIT-Microsoft](http://ccit.mines.edu/CCIT-Microsoft) & [ccit.mines.edu/CCIT-Office-365](http://ccit.mines.edu/CCIT-Office-365)
- Learn more about available software at: [ccit.mines.edu/CCIT-Software](http://ccit.mines.edu/CCIT-Software)



## Frequently Asked Questions (FAQ)

**What technology should I bring to Mines?** Do I need to buy a computer? Tablet? Phone? Laptop? Printer? CCIT recommendations may save you some time and money: [ccit.mines.edu/CCIT-Recommended-PC-Configurations](http://ccit.mines.edu/CCIT-Recommended-PC-Configurations)  
**NOTE:** Do **not** connect printers to the wireless network.

### What are CCIT, CTLM, TSC, and Computer Commons?

- **CCIT (Computing, Communications, and Information Technologies):** We provide computing support and services at Mines. We are found in the CTLM.
- **CTLM (Center for Technology and Learning Media):** Located at 1650 Arapahoe St, next to Marquez Hall, in the southeast corner of the Mines campus.
- **TSC (Technology Support Center):** Find us in the east wing of the CTLM (room CT156), just around the corner from Einstein Bros Bagels. The TSC offers hands-on computer support from student consultant employees.
  - Hours:  
Mon-Thu: 7am - 11:45 pm    Fri: 7am - 5:45 pm  
Sat: 9 am - 5:45 pm        Sun: 9am - 11:45 pm
  - The TSC operates on first-come, first-served basis.
  - You should be present while we're supporting you and your IT-related issue.
  - *For account support, please bring your BlasterCard or other government issued form of ID.*
- **Computer Commons:** General-access computers in CT156 are loaded with most software you'll need for classes, printing, and more. Open most days 24 hr/day. (After regular business hours, unattended.) Come log in.

**I'm having trouble getting my phone or computer to connect to CSMWireless wi-fi. What am I doing wrong?** See [ccit.mines.edu/CCIT-netreg](http://ccit.mines.edu/CCIT-netreg) or bring it by the TSC.

**Can you help me install a fresh copy of Windows on my personal laptop?** Sure. Bring your computer and power supply to the TSC (CT156). (If it's a desktop, just bring the tower.) We will advise and guide you through the process.

**I can't log into my email or school computer. Can you check my account?** Sure, come over to the TSC. Make sure you bring your BlasterCard or a government-issued form of ID.

**I need to print a poster for class. Is there somewhere on campus that I can print it?** Of course! Bring your file to the Computer Commons (CT156). We'll walk you through the process. See [ccit.mines.edu/CCIT-Printing](http://ccit.mines.edu/CCIT-Printing) for pricing and additional information.

**My computer may be infected with a virus. Help?** Save your work and bring your computer and power supply to the TSC.

**I've got to work on a school computer late at night. Where can I go?** The Computer Commons (CT156) is accessible 24/7 with your BlasterCard. (After regular business hours, the Computer Commons is unattended.)

**I love technology and talking about it with others. Can I work at the TSC a.k.a. Helpdesk?** TSC loves tech stuff too! If you're interested in working with a bunch of techies and increasing your tech skills while getting paid to support others, stop by the Computer Commons (CT156) for more information on how to apply.

## More Help

### Phone support:

CCIT student consultants operate the Technology Support Center hotline at **303.273.2345**. They are available to quickly guide you to the right solution, group, or service.

### We have a growing collection of FAQs and HowTo documents:

- [faqfinder.mines.edu](http://faqfinder.mines.edu): Accessible from any computer with an Internet connection.
- `Y:\Common\Self-Help` directory in your Windows file manager. Accessible from any campus lab computer.

Our FAQs and HowTo documents answer questions like: "How do I map to a network drive?" "How do I add a network printer?"

### What CCIT web pages should I look at next?

- The main CCIT website: [ccit.mines.edu](http://ccit.mines.edu)
- Our Getting Started pages: [ccit.mines.edu/CCIT-Getting-Started](http://ccit.mines.edu/CCIT-Getting-Started)
- Manage your online accounts: [identity.mines.edu](http://identity.mines.edu)
- For elevated support requests, you can open a "Helpdesk" ticket at [helpdesk.mines.edu](http://helpdesk.mines.edu). Please provide as much information as possible so that we may better assist you.

