

TECHNOLOGY QUICK-START GUIDE

CONTACT

Tech Central is the first point of contact for members of the MassArt community with questions and requests for assistance with Technology resources. We provide equipment borrowing services, in-house technical support, and portfolio documentation facilities for all matriculated MassArt students, faculty, and staff (with a current MassArt ID).

Our office, documentating stations, and check-out services are located on the 3rd floor of the Tower building in room 303. Feel free to call or stop by if you need any help!

CONTACT
US!

Main Desk

617-879-7888

helpdesk@massart.edu

Regular Business Hours:

MON-FRI: 8:30AM-8:30PM; SAT-SUN: CLOSED

PLEASE NOTE:

Tech Central is closed for weekly staff meetings on **Wednesdays from 1:15-1:45**. The animation cage will still be open during this time. Thank You!

FOLLOW US ON TWITTER FOR NEWS AND UPDATES!

@massarttech

NET ID

GET YOUR NET ID

All incoming students should have received a letter in the mail that included his or her username and PIN. If you do not know that information or have misplaced it, please stop by Tech Central with a valid student ID to get your access information.

Your NetID is used for:

- » MassArt email
- » Wireless access on campus

To get started:

- » Set a private password and security questions on the Password Station
- » Enroll in the emergency alert system and provide or update current contact information: <http://inside.massart.edu/alert>

FOR MASSART STUDENTS ONLY

You can also use your NetID for:

- » davinci.massart.edu, which is used for checking your schedule, registering for classes, and browsing course openings
- » Printing on campus in the computer labs
- » Lynda.com online software training tutorials

SET YOUR PASSWORD

Before using your NetID, log into the Password Station to choose a password and set up your security questions. Choose a password that is secure! Use a strong combination of letters and/or numbers, but make sure you can remember it. For security reasons, passwords do expire regularly.

<http://password.massart.edu>

Visit the password station to renew or reset your password at any time.

EMAIL SERVICES

YOUR EMAIL @ MASSART.EDU

MassArt email is the official means of communication on campus. Check it regularly for course information, registration, and important campus announcements.

If you're interested in redirecting your MassArt email to another account, feel free to call or stop by Tech Central; we will be happy to set up forwarding on your behalf!

<http://gmail.massart.edu>

PHONE SERVICES

ATTAINING A LANDLINE IN THE RESIDENCE HALLS

MassArt has an opt-in program for landlines in the residence halls. The process and procedure that is in place goes as follows:

- » You will need to fill out a telephone waiver; this form is available in Tech Central, or you can download it online at inside.massart.edu/technology/documentation
- » By filling this form out, you can acquire a phone to use in the Residence Halls that will be on loaner to you for the duration of the school year.
- » Once the school year is complete, the phone system will need to be returned to Tech Central. Failure to return the equipment to Tech Central will result in an equipment replacement fee and a temporary hold on your records.

VIDEO GAME CONSOLES

SETTING UP YOUR SYSTEM TO GET ONLINE

Because of the network security system that is being implemented in the residence halls, gaming consoles need to have their MAC addresses registered with the Technology Department before going online. Please send a detailed email to Tech Central at helpdesk@massart.edu with the following information:

Student Name: _____

Email Address: _____

Phone Number: _____

Residence Hall: _____

Floor: _____

Room Number: _____

Type of Console: _____

MAC Address: _____

This form is also available to you for download and print at inside.massart.edu/technology/documentation

You can also find information on the website about locating your console's MAC address if you are having trouble. The address will consist of alphanumeric characters and will have the format xx-xx-xx-xx-xx-xx.

CABLE TELEVISION

CABLE IN THE RESIDENCE HALLS

All dorms are wired for cable and runs on a direct feed boxless solution. A listing of available channels is available on the right. The process to receive RCN cable in the dorm goes as follows:

- » Each room has one coaxial cable outlet. You will need to purchase a cable from Radio Shack or somewhere similar.
- » A channel scan will begin as soon as the television is connected to the cable outlet and turned on. This will begin to sync your television with the RCN cable system.

RCN CABLE CHANNELS

CHANNEL	CHANNEL NAME	CHANNEL	CHANNEL NAME
3	WGBH 2 (PBS)	24	Fox News
4	Weather Channel	25	ABC Family
5	WGBX (PBS) 44	27	E!
6	WSBK (UPN)	28	TNT
7	WENH (PBS)	30	Bravo
8	WHDH (7) NBC	32	NECN
9	WCVB (5) ABC	33	CNBC
10	WBZ (4) CBS	34	ESPN News
11	CNN	35	ESPN 2
13	HBO	36	MSNBC
14	ESPN	37	Comedy Channel
15	Disney Channel	38	A&E
16	WZMY (MyTV)	39	History Channel
17	WFXT (25) FOX	40	Discovery Channel
18	TBS	42	Travel Channel
19	CNNHN	43	Cartoon Network
20	WLVI (CW)	44	MTV
21	Comcast Sports	45	VH1
22	Fox Soccer Channel	46	AMC
23	USA	47	NESN

877-RCN-7000

Call for assistance with services.

MON-FRI: 8AM-8PM; SAT-SUN: 8AM-6PM

You must tell the RCN Representative that you are a student residing at a Colleges of the Fenway facility served by RCN.