

Important Information from the School of Social Work Computer and Information Technology Unit (CITU)

For First-Year Distance Education Triangle Students

- The Computer Information and Technology Unit (**CITU**) is located in the School of Social Work next to the computer lab in suite 503 of the Tate-Turner-Kuralt building. These are the staff who help you when you are having computer problems. There is usually someone available between 8:00 am and 5:00 pm, Monday-Friday.
- It is important to obtain and put money on your **ONE card** for a variety of reasons. Your ONE card is your student identification card and you will use it to check out library books, prove you are a student when you are attending athletic events, and to pay for printing. The PID number located on your one card is your Personal Identification Number and it is an important number to remember. To obtain a ONE card, you will need to go to the ONE card office, which is located on main campus in the basement of the Student Stores in the center of campus near Davis Library. It is open M-F 7:30am to 5:30 pm (5:00 pm in the summer). Bring a valid form of identification. When you first receive your ONE card you can put money on it. If you need to add additional money you can do it by credit card online, or at ONE card stations located in a variety of locations. The closest is the Health Science Library (HSL) across the street from the School of Public Health on Columbia St. More information on how to acquire and add money can be found at: <http://www.onecard.unc.edu/>
- The **student computer lab** in the School of Social Work is located on the fifth floor (when you get off the elevator it will be to your right). The lab is open Monday through Thursday from 8:00am-9:00pm, on Friday from 8:00am-5:00pm, and on Sunday from 1:00pm-9:00pm. You can use the computers without logging on to the network. If this lab is full, there is also another computer lab on the second floor, to the left and around the corner from the elevator in Room 227 (you may have to ask someone in CITU to unlock it for you).

If you would like to print you will need to obtain and put money on a “ONE card” (see above). To print, simply select the print option. A screen will pop up asking for your name and the name of your print job. After you have entered this information, the print job will be placed in the queue. Next to the printer there is a computer where you will swipe your ONE card, highlight your print job with the mouse, and then select print. Your print job will remain in the queue for 90 minutes, and if you change your mind about printing you can also delete your print job from the queue (PLEASE do not delete other people’s print jobs). Printing costs 8 cents a page, and the balance you have on your ONE card will appear at the bottom of the screen. If you have a problem with the printer you can ask someone in CITU for help, or you can call 962-2539 until 11:00 pm.

- In order to assign your UNC email account and access it, you need to get your user ID (what UNC calls an **ONYEN**) and a **password**. You will also use both of these whenever you log on to a computer anywhere on campus and when you log on to other important programs like blackboard and student central. To get your ONYEN and password, go to the UNC home page (www.unc.edu), click on “For Students” link. This is a very useful site, where you can access information on services which the university offers (ex: free legal services, career services, and health services) When the new screen appears, on the right column scroll down to the “Student Services” section and click on “email accounts.” It will bring you to the ONYEN services page (https://onyen.unc.edu/cgi-bin/unc_id/services). Everything you need to create your ONYEN,

and change your password is on this page. **Once you get your ONYEN, be sure to let Student Services Manager Linda Wilson know what your ONYEN is (not the password). Her email is LWilson@unc.edu.** You can also forward the email that is sent to your personal email account to your UNC account by clicking on the “Forward Email” button and following the directions. (You should write down your ONYEN and your password in a safe place. It may also be a good idea to write down the original ONYEN and password that they give you – even if you decide to change it – because sometimes computers around campus may require that original information). You will be required to change your ONYEN password every 90 days. An email will be sent to you notifying you how to change it when it is time (again, keep the old one written in a safe place in case you need it at certain computers).

- You will be able to access space on the campus drive by using your ONYEN. By saving to this drive, you can access the saved information at any computer on campus.
- If you do not want to pay for printing you can use any of the ATN labs located on campus. The two which you will probably use the most are the one on the second floor of the Public Health building next door in room 2308 (the McGavran-Greenberg Lab), and the one on the third floor of Davis Library (on Main Campus). Both labs are open until 8:00am-12:00am M-TH. The School of Public Health Lab is open, Friday 8:00am-5:00pm, 9:00am-5:00 pm Saturday and 11:00am-12:00am Sunday. Davis is open 8:00am-10:00pm Friday, 10:00am-10:00pm Saturday, and 11:00am-12:00am Sunday.
- Two important websites that you will be using during your time at UNC are the **Blackboard and Student Central** websites. Many professors use blackboard as a way to provide information to you about their classes. Usually they will post their syllabus and any important assignments, relevant websites and other useful documents on this page. To access blackboard, go to <http://blackboard.unc.edu> (do not type www or it will not work). It will ask you for your user name and password (your ONYEN and password). On the next screen, all of the classes you are enrolled in that have a blackboard website will appear. Student central is another important website which you will use to register for classes on line and to check your grades. To access student central, go to studentcentral.unc.edu (once again, do not type www). It will ask you for your ONYEN and password (this is the easiest way to log on).
- In order to down load **free software** that is available to students, go to <http://shareware.unc.edu>.
- There are **job openings** available to students as computer lab and building monitors 5-9:00 pm M-Th and 1-9 pm Sundays. This is a great opportunity to earn some spending money while still leaving plenty of time to get assignments done for class. If you are interested in working on any of these nights at either position, please come by CITU (Suite 503) and let Vanessa Mitchell know, or email her at vanessa@unc.edu.

Contact information for School of Social Work Computer Information Technology Unit (CITU):

Manuel Garcia Network Administrator	919-962-6416 megarcia@email.unc.edu	Jimmy Griffith Computer Consultant	919-962-6521 griffit2@email.unc.edu
Vanessa Mitchell Computer Support Analyst	919-962-4304 vanessa@unc.edu		

The School of Social Work computer lab is equipped with IBM-compatible computers. You are expected to be proficient at using an IBM-compatible computer once you are enrolled. Being computer literate means that you can turn on a computer, create a three-page document complete with headings, page numbers, and appropriate formatting, save this file, find it again, and print it.