IT SUPPORT RESOURCES AND RETAIL SERVICES ON CAMPUS

Division of IT
University of Maryland

www.it.umd.edu
Overview of Information Technology on Campus

• Email | terpmail.umd.edu
• Wireless Internet | it.umd.edu/wireless
• Cloud Storage | it.umd.edu/box
• Online Training | lyndatraining.umd.edu
• IT Support | helpdesk.umd.edu
• Terrapin Technology Store | it.umd.edu/techstore
SOFTWARE DOWNLOADS

www.terpware.umd.edu

Microsoft Products (Office, Windows upgrades, etc.)
Adobe (Acrobat Pro, Photoshop, etc.)
MATLAB
Mathematica
The university provides 50 GB of cloud storage space to students, faculty, and staff.
An online library of instructional videos covering the latest software, creative, and business skills.
IT Support

The IT Help Desk and Terrapin Technology Store are located on the first floor of McKeldin Library for sales, service, and support.

[www.ter.ps/mcklibrary](http://www.ter.ps/mcklibrary)

Support and Sales: 8:30 a.m. to 8 p.m. during the school year (8:30 a.m. to 4:30 p.m. during the summer)
IT Support

What do we help with?

Accounts | Internet | Email | Using IT

Live Chat and Remote Phone Support

Regular Hours: Monday – Friday
8 a.m. to 6 p.m.

301.405.1500
What do we help with?

**Hardware Support**
- Apple and Dell Warranty Repairs-
- Apple Non-Warranty Repairs-
- Operating System Reinstallation-
- Software Installation-
- Virus and Malware Removal-
- General Hardware Diagnosis and Recommendations-
Information Technology Support on Campus

“What if I don’t have a Dell or Apple?”

We support all IT resources to the best of our ability.

Many software problems can be resolved easily. Simple hardware problems, such as failed hard drives, can usually be resolved if the customer provides the parts. For complex hardware problems, we will recommend the device be taken to a repair shop or manufacturer.
Three Essential Items to Bring (and USE!):

- **External hard drive** for backups.
- **Flash drives** for moving smaller files between devices.
- **Ethernet cable** (at least 10 ft) for a dedicated connection in your dorm room rather than relying solely on the shared wireless network.

All items are available for purchase at the Terrapin Technology Store.
Terrapin Technology Store

Two Convenient Locations!

**McKeldin Library**
Regular hours: 8:30 a.m. to 8 p.m.

**Stamp Student Union**
Regular hours: 10 a.m. to 4 p.m.

[www.it.umd.edu/techstore](http://www.it.umd.edu/techstore)
Why Buy From Us?

- Educational discounts on the latest Apple and Dell computers.
- Exclusive protection plans for computers sold through the store.
- Loaner laptop while we service your computer.
- Personal setup to help you get the most out of your new computer and our IT services.
Popular Choices

13-inch Apple MacBook Air
- 1.6 GHz Dual-core Intel Core i5 Processor
- 4 GB Memory
- 128 GB Flash Storage

$949

13-inch Apple MacBook Pro Retina
- 2.7 GHz Dual-core Intel Core i5 Processor
- 8 GB Memory
- 128 GB Flash Storage

$1,199
Contact Information Summary

DIT Help Desk Location:

First Floor of McKeldin Library

Help Desk Phone Number: 301.405.1500
Help Desk Email Address: itsc@umd.edu

Terrapin Technology Store Phone Number: 301.314.7000
Terrapin Technology Store Email Address: terpstore@umd.edu

www.it.umd.edu/techstore
www.it.umd.edu
www.helpdesk.umd.edu
Facebook: facebook.com/ITHelpUMD
Twitter: @ithelpumd