IT SUPPORT RESOURCES AND RETAIL SERVICES ON CAMPUS

Division of IT
University of Maryland

it.umd.edu
Overview of Information Technology on Campus

• Email
• Wireless Internet
• Cloud Storage
• Online Training
• IT Support
• Terrapin Tech
SOFTWARE DOWNLOADS

[terpware.umd.edu](terpware.umd.edu)

- Microsoft Products (Office, Windows 10, etc.)
- Adobe (Acrobat Pro, Photoshop, etc.)
- MATLAB
- Mathematica
UMD Cloud Storage and Syncing

www.box.umd.edu

• 50 GB
• Capable of sharing folders with students, faculty, and staff.

Google Drive

www.drive.google.com
An online library of instructional videos covering the latest software, creative, and business skills.
IT Support

What do we help with?

Accounts | Internet | Email | Using IT

Live Chat and Remote Phone Support

Regular Hours:
Monday – Thursday, 8 a.m. to 10 p.m.
Friday, 8 a.m. to 6 p.m.

301.405.1500
Terrapin Tech at McKeldin Library

What do we help with?

Hardware Support
- Apple and Dell Warranty Repairs-
- Apple Non-Warranty Repairs-
- Operating System Installation-
- Software Installation-
- Virus and Malware Removal-
- General Hardware Diagnosis and Recommendations-

McKeldin Library, Room 1221

Regular Hours:
Monday – Thursday: 8:30 a.m. to 10 p.m.
Friday: 8:30 a.m. to 6 p.m.
Sunday: noon to 10 p.m.
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 Terrapin Tech.
Why Buy From Us?

TERRAPIN TECH

• 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.
Contact Information Summary

Walk-in Support Location
Ground Floor of McKeldin Library, Room 1221

Support or Account Help
301.405.1500 | itsc@umd.edu | itsc.umd.edu

Terrapin Tech or Sales Questions
301.314.7000 | terpstore@umd.edu | it.umd.edu/terrapin-tech

Facebook: facebook.com/DivisionofIT.UMD
Twitter: @ithelpumd
Instagram: umdit