



BROWN

CIS | Computing & Information Services GRADUATE STUDENT REFERENCE GUIDE

GET CONNECTED

Wifi

Set up your computer or mobile device to connect to Brown's secure wireless network, *Brown*. Most devices can follow these steps:

1. If you are not connected to the internet or a data network, temporarily connect to the Brown-Guest wireless network.
2. Visit wifi.brown.edu and follow the steps to configure your computer or device.
3. After setup, make sure you are connected to the network named Brown.

For more information about wireless, see brown.edu/go/securewireless

VPN (Virtual Private Network)

Install VPN software to connect to Brown's network off campus and access keyed software, library resources, and more. brown.edu/go/vpn

COLLABORATE

Google Apps at Brown

Brown Google accounts have unlimited quota, and your content follows you after graduation. Log in at gmail.com with your Brown email address and Google password. Learn more at brown.edu/go/googleapps

File Storage and Sharing

Options for general use and research brown.edu/go/filestorage

Video Conferencing


Use Zoom for prescheduled meetings or quick conversations brown.edu/go/zoomhelp

SOFTWARE

Access a variety of FREE software including Microsoft Office 365, Adobe Creative Cloud, and VPN at software.brown.edu

GET HELP

The IT Service Center provides support for Brown technology services and general computing, as well as repairs for Brown-owned equipment.

 (401) 863-4357

 help@brown.edu

 helpchat.brown.edu





 Page-Robinson Hall, 5th floor

For more information about support, visit brown.edu/go/itservicecenter

Need a personal repair? The Brown Bookstore Technology Center (244 Thayer St.) is an authorized Apple / Lenovo warranty service provider and repairs non-warranty equipment for a fee. brown.edu/go/bookstoretechnology

If you'd like a loaner during your repair, sign out a laptop at the IT Service Center (see info above).

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 it.brown.edu
 fb.com/ITatBrown
 twitter.com/ITatBrown
 instagram.com/ITatBrown

COURSE LINKS

Find course information online and register for courses at cab.brown.edu

For courses using Canvas, log in to canvas.brown.edu to participate in course activities and access materials such as readings, movies, and quizzes.

PRINTING

Department Printers

Print to a department printer
brown.edu/go/deptprinting

MyPrint

Print to shared print release stations on campus. For instructions and locations, see brown.edu/go/printing

STAY SAFE

Check out the Information Security Group's (ISG) website for tips on how to keep you and your computer safe and secure at brown.edu/go/isg

Secure Your Account

Many Brown accounts are victims of phishing, attempts by hackers to steal identities or take over computers. Protect yourself at brown.edu/go/phishing



Mandatory Two-Step Verification protects your Brown account even if someone steals your password. Tips and info at brown.edu/go/twostephelp
Get a new number or phone? Register it at brown.edu/myaccount

Protect Your Electronics

Keep your laptop or mobile device at hand or locked up to protect it. Install a free loss and recovery app at frontdoorsoftware.com/brown

If your laptop is stolen, immediately contact the Department of Public Safety at (401) 863-3322.
brown.edu/go/laptoptheft

Brown Guardian Mobile App

Turn your mobile phone into a personal safety device. More at brown.edu/go/brownguardian

PHONES

Campus Phones

To request voicemail for a campus phone, email voicemail@brown.edu. Find out more at brown.edu/go/voicemail

Cellular Phones

Brown students are eligible for cellular carrier discounts. brown.edu/go/buyingaphone

For recommended Brown-related apps and mobile resources, including Canvas and Workday apps, visit brown.edu/go/apps

BECOME AN EXPERT

Find CIS documentation at brown.edu/go/kb

Access thousands of creative, technical, and business courses at brown.edu/linkedinlearning

Practice 30 languages online with Rosetta Stone. brown.edu/go/rosettastonehelp

IT POLICIES

brown.edu/go/ITpolicy