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

Browserless Devices
Connect your game consoles, wireless printers, Apple TVs, and other devices to wifi. For instructions, see brown.edu/go/browserless

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

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

Dropbox
Use large-quota Dropbox accounts for storage and sharing. brown.edu/go/dropboxhelp

Video Conferencing
Try Zoom for prescheduled meetings or quick conversations brown.edu/go/zoomhelp

Get Help
The IT Service Center provides support for Brown technology services as well as general tech help.

📞 (401) 863-4357
✉️ help@brown.edu
💬 helpchat.brown.edu
👤 J Walter Wilson, 5th floor

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

Need a repair? The Brown Bookstore Technology Center (244 Thayer St.) is an authorized Dell / Apple 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).
Stay Safe
Check out the Information Security Group's (ISG) website for some great tips on how to keep you and your computer safe and secure at brown.edu/go/isg

Secure Your Account
Every year, many students are victims of phishing, attempts by hackers to steal identities or take over computers. Learn to protect your identity, bank account, and more at brown.edu/go/phishing

Two-Step Verification protects your Brown account. Tips and how-tos are online at brown.edu/go/twostephelp

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 at brown.edu/go/brownguardian

Printing
With MyPrint, you can print to printers across campus from a lab, your computer, or a mobile device. brown.edu/go/printing

PHILo TV
Watch and DVR over 60 TV channels on your computer, smartphone, or tablet. brown.edu/go/tv

BECome an EXPERT
Find technical documentation at brown.edu/go/kb and learn about training opportunities at brown.edu/go/techtraining

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

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

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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. There's a Canvas app, too!

Mobile
Brown students get discounts from some cell phone carriers. brown.edu/go/buyingaphone

Popular Brown apps, including the shuttle tracker, Canvas, and LaundryView are listed at brown.edu/go/apps

UNDERGRADUATE CIS REFERENCE GUIDE

Academic Year 2018-2019

Online version: http://brown.edu/go/studentIT