



IT Support Overview for SOM Students – updated 2019

--**OME Curriculum Support Services (CSS)** – css@som.umaryland.edu or 410-706-7848 or 410-706-3325; BRB 1-012 (adjacent to the Taylor Lecture Hall) – This office is your primary IT support office. For any laptop related issue, please see CSS first.

- **Laptop Support** / repairs (SOM22 and prior year classes)
- **Laptop Connectivity** (while on Campus in SOM buildings only)
- **Audio-Visual** Support
- **Computer Lab** support
- **Student Printer** Support
- **Small Group** support
- **Audience response System** (clickers)
- **Exam Support**
- **Email Support**

Laptop Support [SOM23]: hardware support is the student's responsibility. CSS will assist with supporting school provided software (O365; anti-malware)

Laptop Support [SOM22 and prior]: Laptop repairs (hardware and software).

Loaner laptops are issued only when available.

Laptop connectivity: While in SOM buildings on Campus (If you are not in a SOM building, but still on Campus, please seek out the IT Support for that building. If you are at home please seek out your building management or your home Internet Service Provider.)

Audio Visual Support: Students and student organizations are able to get assistance and instructions related to use of projectors, microphones, and other traditional audio-visual equipment.

Computer Lab support: Computer lab is open 24/7. Students are able to use the lab when it is not reserved for curriculum use.

Student Printer Support: Students have access to 8 designated printers. Each 1st year student will receive 3000 pages of printing. Additional pages may be purchased for \$5.00 per 100 pages. Unused pages or printing will rollover to the next school year. Additional allotments are given at the beginning of each school year.

Small Group Support: Assistance with connecting your laptop to the projectors in the Howard Hall PODS.

Audience Response System (clickers): Ability to test the functionality of your clicker device and provide assistance with clicker software.

Exam Support [SOM23] – Students will use school provided devices on exam days.

Exam Support [SOM22 and prior] - Students are expected to use their laptop to take exams. Therefore, it is imperative that each student keep their laptop in good working condition. It is strongly encouraged that you not procrastinate in getting repairs completed.

Email Support: Problems with email connectivity or SOM email password issues? Please see CSS first.

--**Campus Helpdesk (CITS)** – help@umaryland.edu or 410-706-4357

– SURFS, SIMS, HS/HSL technical issues

IT Support Information - specific

- 1. Logging into the Print Server (all SOM classes)** - if you need to print or get to the Student_share folder you will have to re-authenticate to the SOM domain. To do so, double click the (Printing) Student shortcut (LOGIN – student server) icon on your Desktop. In the username box type: **your SOM email address** (ex: jonathan.smith@som.umaryland.edu); in the password box, type in your SOM email password. Attaching to the Print Server is only possible while you are on campus. You cannot print or get to the Student_share folder from home.
- 2. Printing (all SOM classes)** – to be able to print you must log into the Print Server as stated in step 1. The printers located in the Howard Hall Multi-labs are 242c, 244d, 245b, LNGE1 and LNGE2. There are also 2 printers located in the BRB M-017 PC Lab and are named CLC2 and CLC4. As a first year medical student you have 3000 printing pages. If you run out of pages you may purchase additional pages from Curriculum Support Services (Bressler 1-012) at the rate of \$5.00 per 100 pages. At the beginning of the 2nd year of medical school you will receive another allotment of 3000 pages. Printing pages are non-transferrable.
- 3. Exams (SOM23, SOM22)** - exams are delivered electronically using ExamSoft. Specific instructions will be emailed prior to each exam. **Exams (SOM21)** – exams are delivered electronically via the NBME (National Board of Medical Examiners) exam portal. Specific instructions will be emailed prior to each exam.
- 4. Student PC Lab (all SOM classes)** – currently, the student PC lab is located in BRB M-017. The PC Lab has 19 PCs and 2 printers and is generally available to medical students 24/7. PC Lab availability is subject to change due to exam schedules, classes, maintenance, and security issues.
- 5. Wireless access (all SOM classes)** –
SSID: SOMStudent – username=firstname.lastname@som.umaryland.edu and pw is the same as your SOM email.
SSID: eduroam – username=firstname.lastname@som.umaryland.edu and pw is the same as your SOM email.
- 6. Laptop Support and Service (varies by Class)** - If you need laptop assistance, please email us at css@som.umaryland.edu or stop by the Office of Medical Education Curriculum Support Services (CSS) office; 410.706.3325; Bressler 1-012. **The CSS office is your primary support location. A note about laptops – SOM22 and prior:** your laptop is covered by a complete care warranty for 4 years. If your laptop has any problem, please bring it ASAP to the CSS office for evaluation. CSS will facilitate any repairs on your behalf. CSS will do its best to provide a loaner laptop if your laptop requires some sort of repair. Loaners are only given out if available and at the discretion of the CSS technicians. **SOM23** – laptop hardware support is your responsibility.
- 7. Email Support (all SOM classes)** – your student email is supported by CSS in conjunction with SOM Information Services. Please contact CSS first (see #6 above) for email issues.
- 8. Various School of Medicine accounts** –
SOM email; SOMStudent wireless: u=firstname.lastname@som.umaryland.edu
Laptop: u=firstname.lastname
Printing: u=firstname.lastname@som.umaryland.edu
MedScope/myMedScope/Exams: u=FLLLL801 (first initial of firstname and up to first 4 initials of lastname)

NOTE: IT upgrades may cause this information to change. This page will be updated accordingly.