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**Computing & Audio Visual
support
2020**

Making the Most of your Daniels
Experience!

IT Support

The Daniels Faculty's IT department provides support to Daniels students, faculty, and staff **Monday to Friday, between 9:00am and 5:00pm**. The team supports a variety of issues, including account activation, e-mail, wireless access, connecting to our network and printing.

Let us see how you can get started.

For more information on IT support visit- <https://www.daniels.utoronto.ca/info/current-students/undergraduate/it-support>

IT Support: A Ticket

- A good way to receive assistance from IT staff, is to first create a *ticket*. Tickets are tracked to ensure your questions are answered in a timely manner, and to monitor ongoing issues so that we can continue to improve our service.
- Create a ticket via one or the following methods:
- 1. E-mail: it.help@daniels.utoronto.ca

OR

- 2. Use our Online Ticket System: <https://daniels.help.utoronto.ca> (Requires Login)

Your Student Account

All Daniels Faculty students must have a UTORid, a U of T email address, and a Daniels account.

UTORID

Your UTORid (plus password) is your key to a number of services, including UTORemail, Campus Wireless, ACORN, Library Services, and more.

U of T Email Account

All students at the University of Toronto will be given a "firstname.lastname@mail.utoronto.ca" email address. All students must check this account or arrange for it to be forwarded to the email address that you check most frequently. New students should verify the creation of their U of T email.

Your Student Account

Your Daniels Faculty Account

Daniels students are required to have a Daniels Faculty account to access the computing resources at the Faculty, including printing and plotting, and the FTP and VPN networks. Student accounts are created automatically from ACORN registration information.

Note: **Your initial Daniels account password is your student number.**

Please [change it ASAP](#) by navigating to <https://password.daniels.utoronto.ca>

For more information on how to login to your student account visit - <https://www.daniels.utoronto.ca/info/current-students/undergraduate/computing-audio-visual-support/your-student-account>

Connecting to Daniels Network

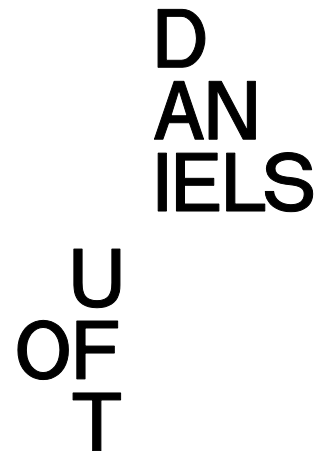
The Faculty runs and maintains the wireless and wired infrastructure in our building.

The two wireless networks are:

- **Daniels** wireless network (Daniels wireless network - only available to registered students, faculty, and staff)
- **UofT** wireless network (University of Toronto wireless network)

Some advantages of the Daniels wireless network over the University's UTORcwn (UofT) network are:

- Support and help are available within the Faculty
- Direct access (no VPN required) to resources offered by faculty, i.e. software licenses, printing, plotting, etc



Connecting to Daniels Network

FTP (File Transfer Protocol)

FTP (File Transfer Protocol) is a shared file storage hosted by the Faculty for use by students and staff. FTP is necessary for sending files to the plotters and 3D printers, or for receiving files from the scanners. Any software offered by the faculty is stored here for students or faculty to download and use.

Virtual Private Network (VPN)

A *Virtual Private Network (VPN)* connection is necessary to use some of the resources of the Daniels network from home or on the U of T wireless network.

For more information on how to connect to Daniels networks visit-
<https://www.daniels.utoronto.ca/info/current-students/undergraduate/computing-audio-visual-support/connecting-daniels-network>

Your Laptop and Software

Laptop Requirements

We recommend buying the best computer you can afford — but do not forget about servicing. Laptops are preferable because they allow you the greatest flexibility.

For more information on recommended laptop specifications visit-
<https://www.daniels.utoronto.ca/info/current-students/undergraduate/computing-audio-visual-support/laptop-requirements>

Your Laptop and Software

Available Software

The University of Toronto and Daniels Faculty, offer a wide range of software to students. Some basic software include Microsoft Office 365 Pro Plus, and Rhino + V-Ray.

For more information on what software are available to students, and how they can be installed visit- <https://www.daniels.utoronto.ca/info/current-students/undergraduate/computing-audio-visual-support/your-laptop-software#downloadablessoftware>

Quercus

Quercus is the University of Toronto's academic technology toolbox, powered by Canvas. Students can access course content, view their progress in the course, and submit assignment files.

Log in to Quercus with your UTORid at <https://q.utoronto.ca>

A quick start video on how to get started on Quercus -
<https://www.youtube.com/watch?v=qmUquZvF7wk>

For more information on Quercus visit- <https://onesearch.library.utoronto.ca/ic-faq-categories/quercus>

Microsoft Teams

Microsoft Teams is a chat-based collaborative workspace that brings together people, content and conversations. Office applications such as Word, Excel, PowerPoint and OneNote are connected to Teams.

A quick introduction on how to get started on Quercus -

<https://docs.microsoft.com/en-us/microsoftteams/deploy-chat-teams-channels-microsoft-teams-landing-page>

For more information on MS Teams visit- <https://onesearch.library.utoronto.ca/ic-faq-categories/teams>

Zoom

Your instructor may ask you to join a Zoom session for an online lecture, virtual office hours or for an assignment.

Log in to Zoom with your UTORid at <https://utoronto.zoom.us/>

A quick introduction on how to use Zoom-

https://www.youtube.com/watch?v=ygZ96J_z4AY

For more information on MS Teams visit-

<https://utm.library.utoronto.ca/students/canvas/zoom>

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Questions?!

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