

# TECH SUPPORT

## QUICK REFERENCE



### Wireless (eduroam)

eduroam is the secure wireless network used by Clemson and many other campuses. Log in with (your) username@clemson.edu and your Clemson password. Don't forget to put @clemson.edu on the end of your username or you will not connect!



### Install Software

If you have not already installed Software Center for Windows, you can download it at <http://download.clemson.edu>. Once installed, adding software is as easy as selecting the program you want and clicking 'install.' Mac software can be downloaded at <http://ccit.clemson.edu/mac>



You can utilize the entire Adobe Creative suite at no cost by visiting [Adobe.com](http://Adobe.com) and signing in using your username@clemson.edu (No 'g.') and password. Install the Creative Cloud app to manage the applications.



Scan to download Adobe!



Microsoft Office 365 is available for free to Clemson students. Visit [365.clemson.edu](http://365.clemson.edu) for more information.



### Password Resets

#### Clemson Login Password:

Whether you're looking to change your Clemson password or you forgot and need to reset it, you can do either by visiting <https://idp.clemson.edu/password>.

#### Google Apps Password:

You can reset your Google Apps password by visiting [clemson.edu/emailforwarding](http://clemson.edu/emailforwarding) and clicking the link near the bottom of the page. The page will reload with a temporary password at the top.



### TigerFlix

Did you know you have free access to hundreds of streaming movies? To watch while on campus or connected to the VPN, visit TigerFlix at [Tigerflix.clemson.edu](http://Tigerflix.clemson.edu)!

**FOR ASSISTANCE:** [ITHELP@clemson.edu](mailto:ITHELP@clemson.edu) // 864-656-3494



### **PawPrints**

PawPrints allows students to print to any of our 30+ PawPrints printers located around campus. Each semester undergrads are given a quota of \$25.50 in printing funds which is charged at \$0.05/page for black & white and \$0.10/page for color. You can even print from your mobile device. Find instructions, required software, locations, and more at [clemsontech.edu/pawprints](http://clemsontech.edu/pawprints).



### **Text, Web Chat and Social Support**

Text, web chat and social support is now available for when a phone call isn't convenient and you don't want to wait on an email. You can text (864) 656-3494, start a chat session at [ccit.clemson.edu](http://ccit.clemson.edu), send a direct message to @ClemsonIT on Twitter or message @ClemsonIT on Facebook.



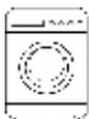
### **Resmedianet**

Unfortunately, most streaming devices like TVs and gaming consoles don't support the WPA2-Enterprise security used by eduroam. Instead, you can use the resmedianet wireless network to connect your TVs, gaming consoles, Roku, AppleTVs, etc. to wireless. Find out more at [ccit.clemson.edu/wireless](http://ccit.clemson.edu/wireless).



### **Dead Ethernet Jacks**

If you are having issues with the Ethernet ports in your residence hall room, please send an email to [ithelp@clemson.edu](mailto:ithelp@clemson.edu). If the jack is physically damaged, please state that in the email. If it's not damaged, please try another device or try a new Ethernet cable. In your email please be sure to include your dorm building, room number, a phone number, times you will be available, and the results of any troubleshooting you have done.



### **Laundry Alerts**

Did you know you can view the availability status of your community laundry machines without visiting the laundry room in-person? Or, that the machines can send you a text message alert when your laundry is finished? Just visit [housing.clemson.edu/laundry](http://housing.clemson.edu/laundry) for more information on Machine Status and to sign up for the Notify Me! Program.

#### **FOR ASSISTANCE:**

[ITHelp@clemson.edu](mailto:ITHelp@clemson.edu)  
864-656-3494  
[@ClemsonIT](https://twitter.com/ClemsonIT) (Twitter/Facebook)  
or visit 201 Cooper Library



For more information,  
open Snapchat and  
scan this code to  
access the CCIT site.

