

## HELPDESK SERVICES

### Services We Offer

- Virus Removal
- Reformatting
- Spyware Removal
- Computer Optimization
- Troubleshooting Liberty Owned Software
- Microsoft Forefront
- Aruba Wireless
- Backup Services
- Limited Linux Support
- Hardware Support for Apple, Dell, & Lenovo

### Have you asked LUKE?

AskLUKE is the Liberty University Knowledge Expert. Here you'll find answers to all of our frequently asked questions. Using AskLUKE is easy. Just go to [www.liberty.edu/askluke](http://www.liberty.edu/askluke) and type in your question.

## HELPDESK CONTACT US

### Remote Support

[www.liberty.edu/customersupport](http://www.liberty.edu/customersupport)  
434.592.7800  
1.866.447.2869

### Semester Hours

Monday - Friday	7am - Midnight
Saturday	10am - 6pm
Sunday	1pm - Midnight

### Walk-In Support

Location                      Campus North, Room 1529

### Follow us on Twitter

[www.twitter.com/LU\\_HelpDesk](http://www.twitter.com/LU_HelpDesk)

### Blogs & Podcasts

[www.liberty.edu/customersupport](http://www.liberty.edu/customersupport)

## IT HELPDESK

# GETTING STARTED GUIDE



**LIBERTY**  
UNIVERSITY™

*HelpDesk*

[WWW.LIBERTY.EDU/CUSTOMERSUPPORT](http://WWW.LIBERTY.EDU/CUSTOMERSUPPORT)

## HOW TO

# CONNECT YOUR COMPUTER

**1** If you are accessing the network wirelessly, go to the “Control Panel” then “Network Connections” or “Network and Sharing Center” depending on your version of Windows. Then click on “Connect to a network”.

OR

Using a standard network cable, plug your computer into the network port on your wall. If you decide to use this method skip step 2.

**2** Connect to the “Liberty” or “LU\_Highspeed” wireless network (LU\_Highspeed will only work if you have an N Wireless Card).

NOTE: If you are a guest at the University, you should connect to the LU\_Guest network and skip to the “Get Temporary Access” section.



**3** Open up your internet browser and try to visit any website other than Liberty’s. You will be directed to a webpage asking you to install the Aruba Persistent client on your computer.



## QUESTIONS?

Give us a call at 434.592.7800.

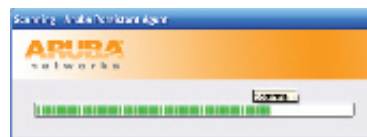
**4** Download Aruba by typing in your Liberty Username and Password and then clicking “Download & Install”.



**5** After downloading and installing Aruba, you will be asked to login to Aruba using your Liberty username and password.



**6** After you login, Aruba will scan your computer and make sure you have necessary updates and anti-virus software installed.



**7** If the scan says you’ve met the requirements, you will automatically be allowed into the network.

NOTE: It will take about 60-90 seconds to automatically move your computer onto the network.

**8** If you fail to meet the requirements, open up your internet browser again and try to visit any website other than Liberty’s. You will be directed to a webpage that will contain directions for how to correct the problems that caused your computer to fail the checks.



## HOW TO

# GET TEMPORARY ACCESS

After connecting to LU\_Guest, open your internet browser. A page should pop up asking you to accept the terms and conditions. Once you have read the terms and conditions, click “I Agree” and you will be able to use the network.

NOTE: If the terms and conditions page does not come up automatically, try going to any website other than Liberty’s.

## HOW TO

# REGISTER A GAMING DEVICE

To register a gaming device, go to [www.liberty.edu/askluke](http://www.liberty.edu/askluke) and search for “Gaming Devices”.

# IT Marketplace

[www.liberty.edu/itmarketplace](http://www.liberty.edu/itmarketplace)

## Where should I buy a computer?

The **IT Marketplace** offers discounts on a variety of computers from several different manufacturers. You can order Dell, Apple or Lenovo computers preconfigured by Liberty.

## Where should I buy software?

The **IT Marketplace** offers discounts on a variety of software including the Microsoft Office Suite, Adobe Suite, Windows Vista and more. Be sure to browse the store to see all that we offer.



## Where can I get my computer serviced?

All recommended computers sold through the **IT Marketplace** come with a 3 or 4 year manufacturer's warranty so you can have hardware and software problems fixed right here on campus for free by bringing in your computer to the IT HelpDesk.