



McINTIRE SCHOOL of COMMERCE

McIntire Help Desk
(434) 924-7988, RRH 219
helpdesk@comm.virginia.edu

Grad Student Tech Guide

The McIntire Help Desk

The Help Desk should always be your first stop or call when you're not sure where else to go. We provide a range of services for McIntire students:

- Technical support for the computer lab and classroom PCs.
- Network access issues: wired, wireless, VPN.
- Rouss and Robertson Halls building access: we troubleshoot swipe card issues.
- Advice on downloading / installing software to your personal laptop.
- Room Reservations: while you can reserve Group Study Rooms on your own, we assist as needed. We also assist with any equipment problems in the GSRs.
- Lost and found: if you lose or find an item, come see us!
- Loaner equipment: students can borrow adapters, calculators, flipcams, and conference telephones.
- Directory assistance: We help students find a faculty member's office, or provide contact info as needed.

When you're not sure where to go or who to ask, ask us!



McIntireHelpDesk
@McIntireHelp

Fall / Spring Hours:
Mon-Fri, 8AM-9PM
Saturday, 10AM-6PM
Sunday, 12-9PM

Academic Breaks:
Mon-Fri, 8AM-5PM

Building Access and Room Reservations

McIntire students generally have 24/7 access to the building, labs, and group study rooms. Home football games, Final Exercises, and other special events may cause changes to this schedule, which will be communicated via email.

If your card doesn't work, or if you get a new card, please visit the Help Desk.

You can reserve Group Study Rooms at commerce.virginia.edu/ems. You can also use the EMS room scheduling app to scan the QR code found on the room sign of all group study rooms.



McIntire graduate students automatically have the following facility access:

- Rouss/Robertson Halls: open 7:30 AM - 8:00PM (Mon-Thurs), 7:30AM - 6:00PM (Friday).
Locked but card-swipe accessible at all other times
- Grad Lounge (RRH 113): Locked but swipe card accessible at all times.
- Group Study Rooms: 24/7 access, but must be reserved in advance.
- Computer Labs (RRH 300, 317A, 317B, and 395):
Unlocked Monday-Friday, 7:30 AM - 8:00 PM; locked at all other times but card-swipe accessible
- Classrooms:
Unlocked Monday-Friday, 7:30 AM - 8:00 PM
Classrooms 223, 246, 254, and 256 are swipe card-accessible Monday-Friday, 8PM - midnight
Classrooms are locked and inaccessible to students at all other times.

For all Tech Guides, log on to: blackboard.com.virginia.edu



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“UVa account” vs. “McIntire account”

The McIntire School of Commerce maintains many internal systems and servers -- this includes file storage, virtual private network (VPN), and Blackboard. However, McIntire students also need to use UVa central IT department (ITS) services, such as the Student Information System (SIS), the wireless system on Grounds, etc.

Use your McIntire account for school-specific resources such as:	Use your UVa account for University-wide systems such as:
Blackboard (blackboard.comm.virginia.edu)	Student Information System (SIS)
Logging on to McIntire PCs in the labs/classrooms	Accessing your UVA Gmail account
Using EMS, Qualtrics, Zoom	Access to wifi via the Network Setup Tool
McIntire VPN (remote secure access)	Access to UVa Box cloud storage
McIntire file storage (“R” and “S” drives)	Anytime you see a “NetBadge” or “eServices” box, or anytime you are using a University-wide system
At any service/site ending with “comm.virginia.edu”	

Your McIntire username **will be the same as your UVa computingID**. It is up to you whether or not the passwords on your McIntire and UVa accounts are identical. **They can be, but aren’t required to be.**

Changing Passwords

To change your **McIntire password** (please note: you cannot change it from within Blackboard):

- From any Windows PC in RRH (lab, classroom): log on, press Ctrl-Alt-Del, click *Change Password*;
- Or, visit commerce.virginia.edu/password and follow the instructions.
- If you have forgotten your McIntire password, please contact the Help Desk for a reset.

To change your **UVa password**: go to whois.virginia.edu/password/ and follow the instructions.

Printing & Copying Services

Students print via the University’s Printing & Copying Services (PCS), using the “PrintMe” system, paying on a per-page basis. You can pick up print jobs at any of the PCS stations located across Grounds. At McIntire, PCS printers/copiers are located in the 300A computer lab, and on the 100 level outside of Group Study Room 105.

All McIntire lab computers are configured to print to the PCS printers. Directions for printing from your personal computer are posted near each print station and may also be found at: uvaprint.virginia.edu/self-serve-printercopiers.



The Help Desk does not have access to the PCS system, and cannot process refunds. Contact PCS directly at 924-3785 for assistance.

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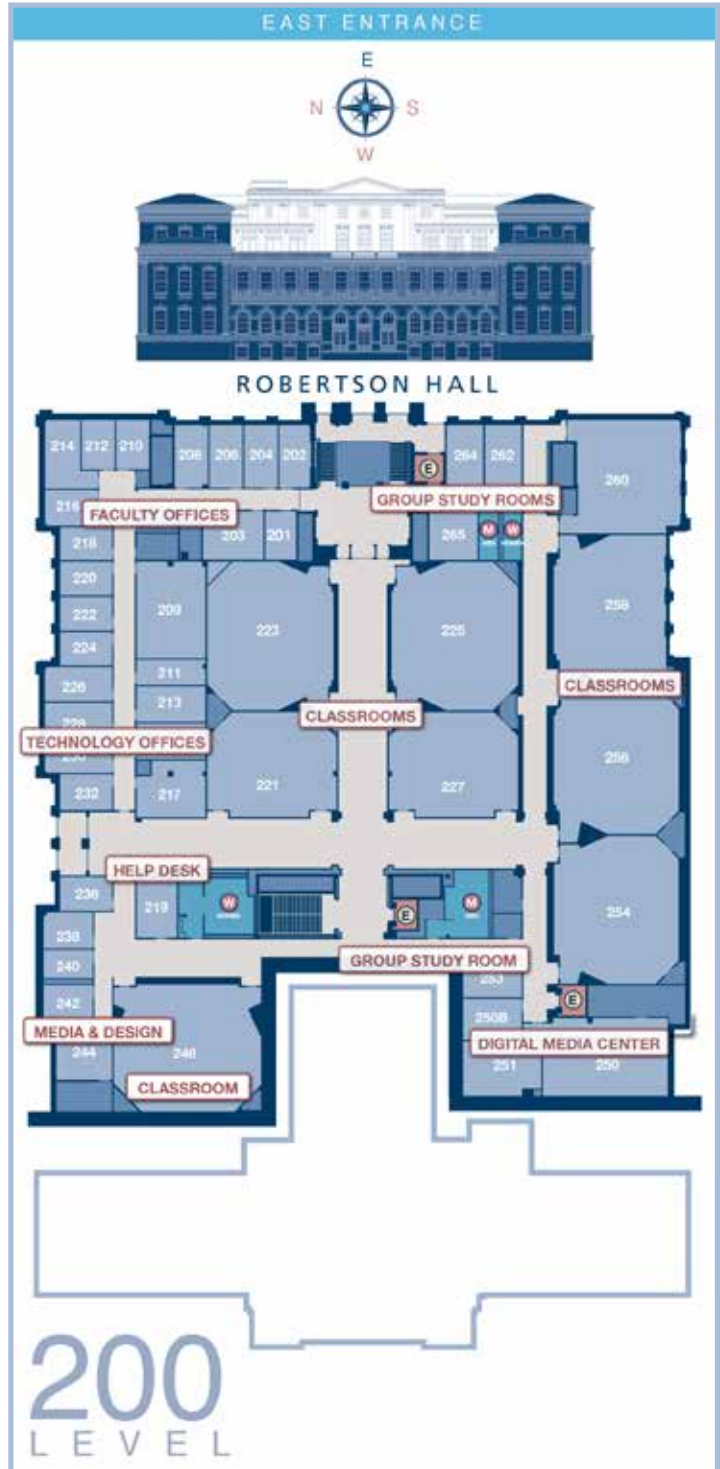


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Building Floorplans





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