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 Comm students:

- Technical support for the computer lab and classroom PCs.
- Network access issues: wired, wireless, VPN.
- RRH building access: we can troubleshoot swipe card issues.
- Assistance with downloading / installing software to your personal laptop.
- GSR Scheduling: while you can reserve Group Study Rooms on your own, we can 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!

Building Access and Room Reservations

In Northern Virginia:
Classes are held at the Waterview Conference Center, Cityview Classroom (24th floor). Validated parking on class days in the Le Meridien Hotel parking garage.

MSMIT Students have access with their CEB security badges.
- Generally, the facility is closed Saturday and Sunday when classes are not scheduled.
- Students may schedule conference rooms in the evenings subject to availability.

In Charlottesville:
MSMIT students have the following facility access (use your UVa ID to swipe in):
- Group Study Rooms: 24/7 access, but must be reserved in advance (mcintire.indoorfinders.com) -- often, Grad Programs staff will reserve the rooms for you.
- Computer Labs (RRH 300, 317A, 317B, and 395):
  Unlocked Monday-Friday, 7:30 AM - 8:00 PM; card-swipe accessible at other times.
- Classrooms:
  Generally unlocked Monday-Friday, 7:30 AM - 8:00 PM

**MSMIT classrooms will be unlocked and available on your scheduled evenings and weekends. Classrooms are locked and inaccessible to students at all other times.**
"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.

<table>
<thead>
<tr>
<th>Use your McIntire account for school-specific resources such as:</th>
<th>Use your UVa account for University-wide systems such as:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blackboard (blackboard.comm.virginia.edu)</td>
<td>Student Information System (SIS)</td>
</tr>
<tr>
<td>Logging on to McIntire PCs in the labs/classrooms</td>
<td>Accessing your UVa Gmail account</td>
</tr>
<tr>
<td>Reserving Group Study Rooms</td>
<td>Access to wifi via the Network Setup Tool</td>
</tr>
<tr>
<td>McIntire VPN (remote secure access)</td>
<td>Access to UVa Box cloud storage</td>
</tr>
<tr>
<td>McIntire file storage (&quot;R&quot; and &quot;S&quot; drives)</td>
<td>Anytime you see a &quot;NetBadge&quot; or &quot;eServices&quot; box, or anytime you are using a University-wide system</td>
</tr>
<tr>
<td>At any service/site ending with &quot;comm.virginia.edu&quot;</td>
<td></td>
</tr>
</tbody>
</table>

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, log on to webmail.comm.virginia.edu, click the gear icon at top right, and click Change Password.
- 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 Services (C’ville)

Printing is not available at the Northern Virginia location. While in Charlottesville, MSMIT students use printers located in the Grad Lounge (RRH 113). These printers are available during scheduled Mods (and on makeup days, as necessary). Detailed instructions on configuring and using these printers from your personal laptops are found in the Technology & Research Guide. For reference, the printer IP addresses are:

B/W Printer (Nova cohort): 172.16.41.214  
Color: 172.16.41.202  
(The color printer is available only on final presentation weekends; please don’t send jobs to it at other times!)

To print to the printer in lab RRH 317B from the lab PCs, follow these steps:
- Click Start, Run, and press Enter. In the Run box, type \print1 and click OK.
- In the list of printers, right-click MBI Printer and choose Connect.
- The process will complete silently, and you can print to “MBI Printer on print1” from any application.
For all MSMIT Tech Guides, log on to: blackboard.comm.virginia.edu
MSMIT Tech Overview
Help Desk: RRH 219, (434) 924-7988
helpdesk@comm.virginia.edu

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

Building Floorplans (C'ville)