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

Students generally have 24/7 access to the building and our computer labs and Group Study Rooms. Home football games, Final Exercises, and other special events may cause disruption to the normal access procedures. Any changes to the normal access procedure will be communicated via email.

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

You can reserve Group Study Rooms at mcintire.indoorfinders.com (or use the IndoorFinders app).

Commerce students (and non-Commerce students taking Comm classes) automatically have the following facility access. Help Desk staff are not allowed to let you in at other times -- please don’t ask.

- Group study rooms: 24/7 access, but must be reserved in advance, for a maximum of 2 hours at a time.
- 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
  - The Media Lab (250) is locked at all times but swipe card-accessible to marketing students
- 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.
“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>
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<tbody>
<tr>
<td>Logging on to McIntire PCs in the labs/classrooms</td>
<td>Student Information System (SIS)</td>
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<tr>
<td>Reserving Group Study Rooms</td>
<td>Accessing your UVA Gmail account</td>
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<td>McIntire VPN (remote secure access)</td>
<td>Access to wifi via the Network Setup Tool</td>
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<tr>
<td>Blackboard</td>
<td>Collab</td>
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<tr>
<td>McIntire file storage (“R” and “S” drives)</td>
<td>Access to UVa Box cloud storage</td>
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<tr>
<td>At any service/site ending with “comm.virginia.edu”</td>
<td>Anytime you see a “NetBadge“ or “eServices” box</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:
• From any Windows PC in RRH (office, 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.

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 your eServices credentials, 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. (Black and white and color printers are located in both locations.)

All McIntire lab computers are configured to print to the PCS printers. Directions for printing from your personal laptop may be found at: uvaprint.virginia.edu/laptop-printing.

The Help Desk does not have access to the PCS system, and cannot process refunds. Contact PCS directly at 924-3785 for assistance.
For more “how-to guides” visit: [www.commerce.virginia.edu/technology](http://www.commerce.virginia.edu/technology)