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***Recommended Items  
to take with you...***

- Copies of your Operating System Disk and Drivers, and Software Keys/Licenses
- Copies of your important program disks (Microsoft Office Suite, etc.)
- External Storage Media (CDs, USB drives, etc.)
- Power prong, Power adaptor, power converter and extra batteries as needed
- Card Reader for Flash or SD memory
- Ethernet cable



**Want to confirm your  
computer is ready to go**  
for wireless access on campus  
or around the world?

- Complete the ***Protect and Clean your Computer*** checklist at <http://www.udel.edu/security>.
- Schedule an appointment to verify computer setup by contacting the IT Help Center at:  
**(302) 831-6000**  
or e-mail  
**[consult@udel.edu](mailto:consult@udel.edu)**

**Please make your  
appointment  
at least 1-2 weeks  
before your  
departure date.**

***Technology  
Support  
for  
Study Abroad  
Participants***

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**University of Delaware  
Information Technologies**



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***Stay SAFE, Stay Connected!***

**IT Help Center**

Phone: 302-831-6000  
[consult@udel.edu](mailto:consult@udel.edu)

## Data Communications

*What technology tools are needed for course requirements at your study-abroad location?*

Technology accommodations vary from location to location. Depending on your program, you might use computers at your program site, at your hotel or home-stay location, in public Cybercafes or take your own laptop.

*Keep in mind:*

- **Internet Availability and Consistency**  
can vary greatly from location to location. Some destinations may **ONLY** have dial-up access. Hotel wireless access may be limited, slow and expensive.
- **Cybercafes** may be expensive. Ask locally to find out where Cybercafes are located or search for them before you leave.
- **Keyboards in foreign locations**  
use the local language keyboard arrangement, which is different than a US keyboard layout. Ask if there is a US keyboard available.
- **Don't assume removable media (CDs, USB keys) will work on all computers.**  
Cybercafes or school labs may be configured to prohibit its use to prevent viruses.

## Voice Communications

**What are your voice communication needs for staying in touch with those in the U.S. ?**

*Explore your Options:*

- Add an international roaming package to your GSM, tri or quad-band phone
- Use an "unlocked" phone and a SIM card for your destination country
- Obtain a local phone at your destination
- Calling cards
- Skype

*For more details, see:*

<http://www.udel.edu/help/intl.html>

## Security Tips

- **Protect your PRIVACY!**  
Use UD webmail at [mail.udel.edu](mailto:mail.udel.edu) and LOG OUT from e-mail sessions and all pages requiring authentication. Close the browser completely!
  - **Don't do online banking on public PCs or in Cybercafes.**  
Malicious key-logging software may be present allowing hackers to capture your login info.
  - **NEVER reveal your password...**  
even if someone is trying to help you. Ask them to turn away as you type it.
- UD will **NEVER** ask you to confirm UDeNet account information / passwords by e-mail.  
*Don't fall for Phishing schemes!*
- **Place a contact label on removable media**  
to facilitate its return if lost.
  - **Before you leave, e-mail yourself critical files** like contact info, files needed for the program, and a scanned copy of your Passport picture page as a backup.

## If taking your own computer...

- **Make sure it is set up securely and current** with updates. See <http://www.udel.edu/security>.
- **VPN:** If you need UD-secured file access or e-mail session encryption or if UDSIS is blocked at your location, install and use UD's VPN. See <http://udeploy.udel.edu>.
- **When using wireless, connect to an Access Point, not a peer-to-peer or adhoc network.**  
An access point is often more secure, whereas adhoc networks may have been set up to steal your data.

*If unsure about any of these steps, schedule a free appointment to review these items!*

## Wireless Basics

### WINDOWS

*To connect wirelessly, you need:*

- Access to a wireless network.
- A wireless network adapter and associated driver software successfully installed. See details at <http://www.udel.edu/wireless>.
- The wireless card must be ON.
- The wireless card must be ENABLED.

**TURN your wireless card ON**

- Some laptops use a key combination (Function keys FN+F2) to do this. Other laptops have a slider switch on the front or side with a status light. Check your computer documentation to discover how yours works.

**ENABLE your wireless card (..if it is disabled).**

- *Win XP:* Start-Control Panel-Network Connections. Open the Wireless connection and click **Enable**.
- *Win Vista:* Start-Control Panel-Network and Sharing Center. Click **Manage network connections** in the left column. Open the Wireless connection and click **Enable**.

**Know how to do a System Restore.**

- See "System Restore" in your computer's **Help and Support Center**.

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### MACINTOSH

- Click the AirPort icon (upper-right). AirPort should be ON.
- Wait a moment for the system to find all advertised networks.
- Choose the appropriate network from the AirPort menu.
- If the location doesn't advertise its network, ask for the network name. Enter it by choosing "Join Other Network...". See the "Help" menu in the Finder for details.