Welcome Students,

The Information Technology (IT) department would like to welcome you to UNM-Taos fall semester 2020. We continue to provide support for our student's technology needs during the COVID-19 pandemic. If you need computer, application or UNM Learn support please contact CASA.

Email at CASAatUNMTaos@unm.edu with your questions and they will assist you with the answer or connect you to other services. You can ask us about homework help, technology needs, and just about anything else. You may also contact Amber Gordon at gordona@unm.edu or 575-737-3773.

TECHNOLOGY LUNCH LABS: Zoom in with your tech questions Monday through Friday from 11am to 1pm. Drop in and ask any question about technology, or how to navigate Blackboard Learn. If they don't know the answer they will find someone who does. Our ZOOM personal ID number is: 513 143 2562- just type this is in to connect and use the password 039733.

Computer User Policy

UNM-Taos follows main campus policies and procedures. We have Dell desktops and MAC computers around campus for your use. UNM-Taos computers checked out from the library are expected to follow the same policies and procedures. Computers use is for educational purposes only. For detailed policy please visit; https://policy.unm.edu/university-polices/2000/2500.html

Protect your data! Please backup your data on campus or UNM-Taos checked out computers throughout the semester. The IT department is not responsible for lost data. We recommend using a USB external drive or OneDrive cloud storage.

UNM Main Campus IT

Main campus IT services department administer Lobomail email and Net ID's. They can assist you with your web Lobo mail and NET ID password changes. You can also reset your password by browsing to http://my.unm.edu/home and selecting "Log In" and follow instructions.
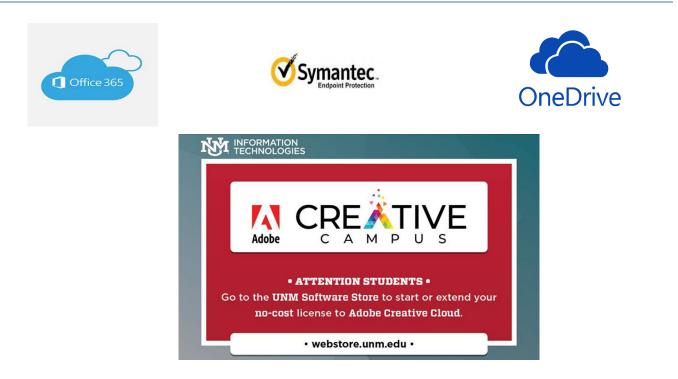
UNM IT Main campus – 505.277.5757

Check for IT outage or updates at https://italerts.unm.edu/

What do I do if I suspect Malware?

Malware comes in different forms and meant to cause destruction to your computer and applications. The most common malware are viruses, spyware, adware, email phishing and **SPAM**.
When in doubt of a suspicious email, don't open attachments or links. You may send suspicious emails to spamdrop@unm.edu as an *Attached Item*. If you suspect a security breach within your email or Net ID, please send email to security@unm.edu. Main campus will assist you with these issues.

Free Software for Students

How do I get the software?

Go to lobomail.unm.edu and sign in with your UNM Net ID, then click on Outlook. You now have access to **Office 365**. To download this on a personal device, click on "Install Office" drop down and click "Office 365 apps".

OneDrive cloud base data storage is located within the Office 365 applications.

Symantec End Point is an antivirus available for you by going to it.unm.edu/download and selecting your computer's Operating System. Click on Antivirus and login with your Net ID. Once you log in, click "Proceed to Antivirus Download All Versions". Follow the instructions on the screen, download and run the installer.

Adobe Creative Cloud offers a variety of digital media applications. Follow steps below to access.

- Browse to https://creativecloud.adobe.com/cc/en
- Select "Sign In" in the top right corner
- Enter your UNM email address, select continue
- Select "Company or School Account"
- Authenticate using your UNM email credentials
- Select "View All" to review the list of Apps available for download

Public WIFI availability around Taos County

UNM-Taos
Klauer Campus parking lots– 1157 County Rd. 110, Ranchos de Taos
Rio Grande Hall parking lot – 115 Civic Plaza dr.
SSID: UNM-PUB, no password

Kit Carson Internet community Wi-Fi – hot spots for students
Access is password protected:
SSID: Kit Carson Guest Wi-Fi
Password: Kitc@rson2020
Amalia - Community Center - 579 State Road 196 Router Wi-FI
Angel Fire - Ihub Building - 3365 Mountain View Boulevard
Eagle Nest - Eagle Nest Park - 151 Willow Creek Road
El Rito West - Library - 182 Placitas Road (State Road 215)
Costilla - Community Center - 35 State Road 196
Questa - Kit Carson Office - 2648 State Road 522
Peñasco - San Antonio de Padua Church Rectory - 14079 State Road 75
Red River - Library - 702 East Main Street
Taos – Kit Carson Park - 211 Paseo del Pueblo Norte
Taos - Fred Baca Park - 301 Camino del Medio
Taos - Eco Park - 940 Salazar Road
Taos - Kit Carson Electric parking lot - 118 Cruz Alta Road
Talpa - Community Center - 4 Archuleta Road
Vadito - Community Center - 5 Picuris Road

UNM-Taos, IT department thanks you for your patience and adapting to remote services. We want your education to be successful and hope to help with the changes and challenges during the pandemic.

Stay Local, Think Global, GO Lobos!