



International House

Information Technology

Location

C-Floor opposite HR Commons

Office Hours

Monday – Friday, 9:00 am - 5:00 pm

International House provides a wide variety of telecommunications services that facilitate interaction between community members, colleagues, family and friends. These include a secure wireless network, long distance telephone service and voicemail. We have two Information Technology staff members who offer assistance with your questions and problems arising from the use of our dedicated IT systems. **Unfortunately, they are not able to provide repair work on personal computers.**

Wireless Internet Access

Through our network, wireless internet is provided in public spaces and resident rooms within International House.

Support for the wireless network is available 24 hours a day/7 days a week by telephone at 949-265-7397 or by email at ihhelpdesk@gggroup.net.

To connect to the wireless internet service with your wireless device you need to obtain an appropriate wireless adapter card (if one is not built-in to your device). We support 802.11 b, 802.11 b/g, 802.11 b/g/n, 802.11 a/b/g or 802.11 a/b/g/n wireless adapters. Compatible adapters may be purchased through various local vendors or online.

Computer Lab

The computer lab, located on the C-Floor within the Study Center, is open 24 hours, seven days a week, and is available to I-House Residents only.

There are nine workstations with Microsoft Office installed and high-speed internet access. There are wired and wireless laser jet printers with unlimited printing (you supply the paper). There is also a color & B/W scanner. No personal software or hardware will be added to the computers.

When can I start using the Computer Lab?

Residents can begin to use the Computer Lab immediately upon receiving your Computer Lab account. This is provided to you at check-in.

What if I forgot/lost something in the Lab?

We are doing our best to keep the Computer Lab clean and presentable, so please do not leave any personal belongings after you are done using the Lab. Anything lost or left behind in the Lab will be turned in to the lost and found, located at the Claremont Reception Desk.

Why can't I eat or drink in the Lab?

The Lab's purpose is to serve Residents with their computer needs 24/7. Damage to equipment caused by food and drink spills may result in devices being out of service for prolonged periods of time.

I am having trouble logging on to the Computer.

Check that you've typed in your login credentials correctly. **If you are still experiencing trouble, contact the IT Office at it@ihouse-nyc.org or call X7888.** Or you can visit the IT Office during normal business hours (9:00 am – 5:00 pm) Monday – Friday. The IT office is located on the C-Level across H.R. Commons.

Cable and Internet Service (outside provider)

For those interested in having Cable TV or Cable Modem service in their rooms, please contact and make an appointment with Time-Warner Cable Television Company directly at (212) 358-0900. You are responsible for all payments, hook-up services calls, monthly bills and termination of service which includes returning the "converter box" to receive a refund. The address you will need to give to Time Warner Cable for service in I-House South is 500-527 Riverside Drive.

Service Problems

To report a problem after business hours, send an email to it@ihouse-nyc.org or call the IT Office at extension 7888 and leave a detailed message. Please include your name and room number.

Acceptable Use of IT Resources (Network and Computing) Policy

Policy Statement

International House requires that all individuals accessing International House electronic information resources to abide by the standards of acceptable usage indicated within this policy.

International House is not responsible for information or materials residing on non-I-House systems or available over publicly accessible networks even if accessed via the International House network. Such materials do not necessarily reflect the attitudes, opinions, or values of International House, its trustees, staff or resident members.

International House reserves the right to modify or amend this policy and to limit or restrict the use of its Reason for the policy.

The International House network and computing technology provides information, data, and communication services. Responsible use of electronic information resources is necessary to create and maintain an open community of responsible users based on mutual respect and cooperation, commitment to the integrity of resources and data, and compliance with all International House policies, and federal, state, and local statutes.

This policy defines acceptable usage of International House network and computing resources.

The International House Information Technology Office is responsible for the maintenance of this policy, and for responding to questions regarding this policy.

International House Network Security and Privacy Policies

Unauthorized attempts to gain privileged access or access to any account or system not belonging to you on any International House system are not permitted.

Computer and network accounts provide access to personal, confidential data. Therefore, individual accounts cannot be transferred to or used by another individual. Sharing accounts or passwords is not permitted. Each user is responsible for the proper use of his or her account and any activity conducted with it. This includes choosing safe passwords, protecting them, and ensuring that file protections are set correctly.

Each system owner is responsible for the security of any system he/she connects to the network. A system seen to be attacking other systems, e.g. having fallen victim to viruses/worms, will be taken off the network, generally without notice, until it has been made secure.

No International House system or network may be used as a vehicle to gain unauthorized access to other systems.

Any user who finds a possible security lapse on any International House system or network must report it to the Information Technology Office. To protect your files and the system, don't attempt to use a system under these conditions until the IT Office has investigated the problem.

All users should be aware that the Technology Office conducts periodic security checks of systems and networks, including password checks. Any user found to have an easily guessed password, will be required to choose a secure password during his or her next login process.

International House Network and Computing Usage Policies

No International House system or network may be used for any purpose or in a manner that violates the organizations statutes or regulations or federal, state or local law.

Use of any International House system by outside individuals or organizations requires special permission from the IT Office.

Use of International House systems or networks for commercial purposes, except where explicitly approved, is strictly prohibited. Such prohibited uses include, but are not limited to, development of programs, data processing or computations for commercial use and preparation and presentation of advertising material.

Frivolous, disruptive, or inconsiderate conduct in computer labs is not permitted.

Copying, storing, displaying, or distributing copyrighted material using International House systems or networks without the express permission of the copyright owner, except as otherwise allowed under the copyright law, is prohibited. Under the Federal Digital Millennium Copyright Act of 1998, repeat infringements of copyright by a user can result in termination of the user's access to International House systems and networks.