IT Support Overview for SOM Students – updated Aug 2021

--OME Curriculum Support Services (CSS) – **css@som.umaryland.edu** or 410–706–3325 or 410–706–7848; BRB 1–012 (adjacent to the Taylor Lecture Hall) – This office is your primary IT support office. For any laptop related issue, please see CSS first.

- --- **Laptop Connectivity** (while on Campus in SOM buildings only)
- --- **Audio-Visual** Support
- --- **Computer Lab** support
- --- **Student Printer** Support
- --- **Small Group** support
- --- **Audience response System** (Turning Point app)
- --- **Exam Support**
- --- **Email Support**

Laptop Support [SOM25, SOM24, SOM23]: hardware support is the student's responsibility. CSS will assist with supporting school provided software (O365; and connectivity)
Loaner laptops are issued only when available.
Laptop connectivity: While in SOM buildings on Campus – please use SOMStudent wireless. (If you are not in a SOM building, but still on Campus, please seek out the IT Support for that building. If you are at home please seek out your building management or your home Internet Service Provider.)
Audio Visual Support: Students and student organizations are able to get assistance and instructions related to room that have audio-visual equipment in them, microphones, and other traditional audio-visual equipment.
Computer Lab support: Computer lab is open 24/7. Students are able to use the lab when it is not reserved for curriculum use.
Student Printer Support: Students have access to 7 designated printers. Each 1st year student will receive 3000 pages of printing. Unused pages or printing will rollover to the next school year. Additional allotments are given at the beginning of each school year.
Small Group Support: Assistance with connecting your laptop to the projectors in the Howard Hall PODS.
Audience Response System (Turning Point app): Ability to test the functionality of your app or clicker device (SOM21,20) and provide assistance with Turning Point software.
Exam Support [SOM25, SOM24, SOM23] – Students will use their own devices on exam days.
Email Support: Problems with email connectivity or SOM email password issues? Please see CSS first.

--Campus Helpdesk (CITS) – help@umaryland.edu or 410–706–4357 – Located in the HS/HSL building

- -SURFS, SIMS, HS/HSL technical issues

1. **Logging into the Print Server (SOM25, SOM24, SOM23)** – **Windows laptops** – open This PC and in the address bar enter \\ome-printing.meded.umaryland.edu - **Macbook**s – use a web browser and log into https://ome-printing.meded.umaryland.edu.

2. **Printing (all SOM classes)** – to be able to print you must log into the Print Server as stated in step 1.   The printers located in the Howard Hall Multi-labs are 242c, 244d, 245b, LNGE1 and LNGE2. There are also 2 printers located in the BRB M-017 PC Lab and are named CLC2 and CLC4. As a first year medical student you have 3000 printing pages. If you run out of pages you may purchase additional pages from Curriculum Support Services (Bressler 1-012). At the beginning of the 2nd year of medical school you will receive another allotment of 3000 pages. Printing pages are non-transferrable.

3. **Exams (SOM25, SOM24)** - exams are delivered electronically using ExamSoft. Specific instructions will be emailed prior to each exam. **Exams (SOM23) –** exams are delivered electronically via the NBME (National Board of Medical Examiners) exam portal. Specific instructions will be emailed prior to each exam.

4. **Student PC Lab (all SOM classes)** – currently, the student PC lab is located in BRB M-017. The PC Lab has 19 PCs and 2 printers and is generally available to medical students 24/7. PC Lab availability is subject to change due to exam schedules, classes, maintenance, and security issues.

5. **Wireless access (all SOM classes)** –

   SSID: SOMStudent – username=firstname.lastname@som.umaryland.edu and pw is the same as your SOM email.
   SSID: eduroam – username=firstname.lastname@som.umaryland.edu and pw is the same as your SOM email.

7. **Laptop Support and Service (varies by Class)** - If you need laptop assistance, please email us at css@som.umaryland.edu or stop by the Office of Medical Education Curriculum Support Services (CSS) office; 410.706.3325; Bressler 1-012. **The CSS office is your primary support location**. **SOM25, SOM24, SOM23** – laptop hardware support is your responsibility.

8. **Email Support (all SOM classes) –** your student email is supported by CSS in conjunction with SOM Information Services. Please contact CSS first (see #7 above) for email issues.

9. **Various School of Medicine accounts –**
   SOM email; SOMStudent wireless: u=firstname.lastname@som.umaryland.edu
   Printing: u=firstname.lastname@som.umaryland.edu(refer to 1 above)

NOTE: IT upgrades may cause this information to change. This page will be updated accordingly.