11. How do I print on campus?
Mocs Print stations are used on campus to print. At the beginning of fall and spring semesters you will be given a $10 print credit (non refundable credit) on your Mocs card. The print credit is valid through the last day of final exams. After the $10 print credit is used all prints will be paid from Campus Points. For more information visit: http://itd.utc.edu/mocsprint

12. How do I register my game system so I can play online in my dorm room?
To register all game systems, log into: http://portal.utc.edu/registration

13. Does my dorm room have a phone?
Each suite has a shared phone line with local calls and a shared voice mailbox. For more information about phones, long distance, voicemail please visit: http://itd.utc.edu/phone

14. Where can I find low-priced software?
You can purchase software by mail through the University of Tennessee at prices far below retail. Visit: http://itd.utc.edu/software for details.

15. Do I receive a discount on computers?
Yes, students receive educational pricing on Dell and Apple Computers. Visit: http://itd.utc.edu/hardware for more information.

Quick List

**Computer and Network Help:**
http://itd.utc.edu

**UTCID:**
http://www.utc.edu

**Mocsnet:**
http://www.utc.edu

**UTC Online:**
http://utconline.utc.edu

**Pre-registration**
http://prereg.utc.edu

**Registration for Dorm and wireless networks:**
http://portal.utc.edu

**Anti-virus:**
http://itd.utc.edu/resnet

**Acceptable Use Practices:**
http://www.utc.edu/aup

**Wireless Hotspot locations:**
http://itd.utc.edu/wireless

**Computer lab:**
124 University Center
www.utc.edu/stc
(423)425-4492

**Printing on campus:**
http://itd.utc.edu/mocsprint

**Registering game systems:**
http://portal.utc.edu/registration

**Phones:**
http://itd.utc.edu/phone

**Discounted Software:**
http://itd.utc.edu/software

**Discounted Computers:**
http://itd.utc.edu/hardware
Information Technology FAQs

1. What is my UTCID?
Your UTCID is a universal “username” for many services. Every UTCID has an associated password. To set your password, click on MocsNet on the UTC homepage. Then, click “forgot password.” Your UTCID is located on your acceptance letter and printed on your Mocs Card.

2. What is MocsNet?
Every student has a MocsNet account. It can be accessed by connecting to MocsNet located at http://www.utc.edu and logging in with your UTCID and password.
From here you can access:
- UTC Email
- Student Information – Class Schedule, grades, account balance
The UTC email address is an official channel of communication, so you should check your account regularly.

3. What is UTC Online?
Many faculty post class materials, syllabi, grades and other useful information online. Once your instructor has registered you for access, enter your UTCID and password at: http://utconline.utc.edu. You can also access this link from the UTC homepage.

4. What training opportunities are available to me?
As a student, you have access to several training resources relating to information technology. Here are a few examples:
- Microsoft’s online IT Academy
- Information Sessions from the STC
You may get more information about the IT Academy at: http://itd.utc.edu/training/itacademy.php.

5. How do I prepare my computer for the Dorm and wireless networks before I come to school?
To prepare your computer, you must obtain all Windows or Apple updates and install approved Anti-virus software.
Once updates and Anti-virus software are current, visit: http://prereg.utc.edu and follow the directions on the website.

6. Do I need to register my computer on the Dorm or wireless networks?
Yes, all users on the Dorm or wireless networks are required to register their computer on the network. You will need your UTCID and password.
Windows Update or Mac Software Updates must be up-to-date.
Computers with Microsoft windows must have an approved antivirus product installed with up-to-date definitions.
To register your computer, go to: http://portal.utc.edu and follow the directions on the website.

7. Do I need to use an Anti-virus product while on the university’s network?
Yes! Everyone must protect the network and their computers from viruses. There are several options available to choose from.
For a complete list of approved anti-virus products, visit: http://netaccess.utc.edu/

8. Can I lose network access?
Yes, the following will result in losing network access until the issue is resolved:
- Infected Computer with spyware or virus
- Peer to Peer file sharing
- Using a router in the dorm
- Using a wireless router or access point
For more on the AUP go to: http://www.utc.edu/aup

9. Where are wireless hotspots located on campus?
For up-to-date information about wireless hotspot locations visit: http://itd.utc.edu/wireless

10. Where is the main Computer lab on campus?
UTC’s central computer lab is located at 124 University Center near the west entrance (across from McClellan Gym). For more information, call (423)425-4492 or visit: www.utc.edu/stc

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