



ResNet Usage Guidelines

UCSC's ResNet network is designed to facilitate the sharing of knowledge and information. This enhances and supports your education and research. Access is a privilege and requires that you act responsibly. Services and facilities are designed to provide reliable access to the electronic resources of UCSC as well as the Internet. They are not designed for experimentation with network protocols, running experimental networks or providing such services to outside entities or individuals or other functions that might compromise the quality and integrity of services. ResNet is different than a commercial ISP service in that there are a number of policies that you are expected to comply with. One such policy is attached, and others can be located via the ResNet web site, <http://resnet.ucsc.edu/policy>



Activate your UCSC student email account

All currently enrolled UCSC students are assigned a campus email account (CruzID). You use this account to access the campus network, your campus email, central file storage, and some online course materials. Even if you already have an email address elsewhere you will need to monitor mail sent to your UCSC account. Your password for e-mail is the same as you will use to access other network services. To activate your campus email account go to the campus student portal at <http://my.ucsc.edu>



Keep your operating system current and virus-free

Microsoft and Apple provide updates for their operating systems fairly often. These updates are important in making sure your computer is safe from network attacks and similar problems. Please make sure you turn on the automatic update feature for your machine and your anti-virus software or you may not be allowed access to the network.

E-mail, Instant Messenger and even certain web sites can be used to propagate viruses, spyware and worms, which can cause a significant problem for you and others. Therefore we require that you have current anti-virus software on your computer, and we highly recommend that you have anti-spyware software installed. ResNet machines found to be infected with a virus or worm will generally be blocked from connecting to the network until the machine is certified as being clean. If you need assistance you can contact the **ResNet Help Desk (459-4357)**.



What's the story on bandwidth?

The bandwidth or network capacity of ResNet is paid for and shared by all campus residents in University housing. In order to promote a fair distribution of this resource a policy has been created regarding the amount of bandwidth any given machine may use.

For the latest details on bandwidth policies please visit the ResNet web site.



Be extremely careful with file sharing software

Peer-to-peer file-sharing software like Limewire and BitTorrent can get you into serious trouble if not carefully monitored. Filesharing software is usually configured to share with others what you have downloaded yourself. This can result in an unintentional violation of ResNet bandwidth rules and result in a temporary reduction of network performance or loss of network access.

In addition, if you upload or distribute copies of copyrighted works, or download or acquire unlicensed copies of copyrighted works, you may be infringing someone else's rights. It is up to you to ensure that your use of copyrighted materials is legal. Although file-sharing is not in itself illegal, if you share or download copyrighted material without permission – even unwittingly – you are breaking both the law and UC policy and could be subject to University, civil, and/or criminal penalties. If the University receives a letter that identifies your machine as sharing copyrighted materials you will lose network access for up to two weeks and be required to complete a copyright education quiz to regain access. If you have a second violation, your network connection will be disabled for 30 days, you will be required to complete the quiz again and you will be required to meet with the Director of Student Judicial Affairs. Sanctions increase for additional violations.

See the ResNet web site for legal alternatives and additional information about copyright, including civil and criminal penalties for violation of copyright laws.



What about wireless?

Wireless network service is available in many places on campus, but may not be available in your room depending on where you live. If the service doesn't say "CruzNet" it is not provided by the University and it could be a security risk to use it. If you must use your own wireless access device you should take security precautions to make sure unauthorized users don't use it, or you could be subject to policy violation issues that they caused.



How to get help

You can visit the ResNet web site at <http://resnet.ucsc.edu>

If that doesn't answer your question or you don't have network access please call our **Help Desk at 831-459-HELP (x9-4357 on campus)**. If someone isn't available to take your call please leave a clear, detailed message including your name and phone number and we'll get back to you shortly.