

Frequently Asked Questions

Q: How do I request support?

A: The best way is to go to the CaTS website and submit a support request.

Q: How do I connect to the wireless network?

A: You have two options; the **Mwireless** network which will require a valid unquname and UofM password and the **MGuest** network which will require you to enter your email address but, it open to anyone.

Q: How do a request that a poster be printed?

A: You will need a poster to print on a USB stick and a short code. After you have these, go to the CaTS website and fill out the poster request form at the bottom of the page.



Computing and Technology Services (CaTS)



COMPUTING AND TECHNICAL SUPPORT (CATS)

2428 Randall Lab
450 Church Street
Ann Arbor, MI

Web: <http://cats.lsa.umich.edu>
E-mail: cats-support@umich.edu

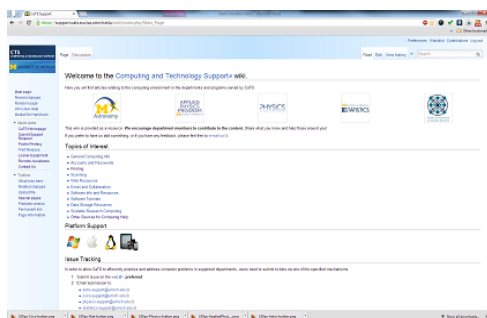
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LSA Information Technology - Computing and Technical Services

SUPPORT WIKI

The CaTS support wiki lets you look up information on how to use many university computing systems including printers and network access.

You can also easily add information about computing to be shared with your peers.



WEBSITE

Visit the CaTS website at <http://cats.lsa.umich.edu> for valuable computer support information.

From there you can submit a trouble ticket, look up computing policy, change your passwords and check the status of the university IT systems.



We provide computing support to faculty, staff, graduate students and visitors of the University of Michigan Astronomy, Applied Physics, Physics, Statistics, and Complex Systems departments.

We offer front line desktop and consulting support for major operating systems, a pool of black & white or color printers, access to site licensed software, network support services, a lab of desktop computers for authorized users and visitors, and help loaner equipment like projectors



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CaTS Website: cats.lsa.umich.edu
CaTS User Wiki: support.cats.ssu.lsa.umich.edu