Orientation for Information Technology Services
Essential technology info for newly arrived students

**How to Connect your Laptop to Wireless Internet**

1. Connect to the network called **AirPennNet-Help**.
2. Open a web browser and load any page. This will start the configuration process. Just follow the instructions as your laptop is configured.
3. When the configuration is complete, check which network you are on. If it is still **AirPennNet-Help**, connect to the one called **AirPennNet: this is the real Internet, so use this once your laptop is configured**. You may also want to “forget” the AirpenNet-Help network, especially on an iPad, so that it doesn’t prefer that one over AirPennNet.
4. Doesn’t work? Please see the next section for contacting the Computer Resource Center.

**How to Get Laptop Support**

The Computer Resource Center (CRC) is the walk-in help desk for laptops, as well as supported software, which can be found here: [http://www.upenn.edu/computing/product/](http://www.upenn.edu/computing/product/)

Contact: **215-573-4778** or help@isc.upenn.edu

Location: **Suite 202 of Sansom West**, 3650 Chestnut Street. The entrance is on Steve Murray's Way (mid-block between 36th and 37th on Chestnut).

Walk-in hours: **Monday – Friday, 2:00pm – 4:30pm**
Or by appointment: 9:00am – 1:30pm

**Printing, Copying, and Scanning**

There are ten multifunction stations and you already have “free” credit.

**Other Questions?**

Before August 29th you can reach ITS at itshelp@law.upenn.edu or **215-898-2679**.

Beginning August 29th we will also have walk-in support service in Tanenbaum 232.
It will be open Monday – Friday, noon – 4:00pm.

Find extensive information in the online Help Center: [http://itshelp.law.upenn.edu](http://itshelp.law.upenn.edu)