

# School Opening

What every consultant needs to know...

## IT Help Center Hours:

**IT Help Center (179 Amory St):** 9AM-7PM Monday-Thursday, 9-6PM Friday (Closed Sat/Sun)

**IT Help Center @ Mugar:** 8AM-11PM Monday-Saturday, 10AM-11PM Sunday

## Important URLs:

<http://www.bu.edu/tech>

TechWeb – IS&T’s Client facing website, information, settings and more for the end-user

<http://www.bu.edu/google>

Login site for BU Google apps (Mail, Drive, Calendar)

<http://www.bu.edu/tech/safe>

BU Online Safety Site – Safety information and BU McAfee download links

<http://www.bu.edu/techinternal>

IT Help Center TechInternal – Internal site for IT Help Center Information

<http://bu.service-now.com>

BU ServiceNow – IS&T ticketing system

## Network Information:

0.0.0.0:	No IP Given
10.*.*:	Intranet IP, possibly behind a home router.
10.66.*.*:	Quarantined or needs to NetReg
128.197.*.*:	BU Office Network. Keep possibly infected computers off this network.
168.122.*.*:	Mostly BU Residential Network: blue ports. (See below for wireless portion)
168.122.0.0/20 168.122.17.0/24 168.122.18.0/23 168.122.20.0/24 155.41.0.0/18	BU wireless IP range
169.254.*.*:	No IP given from DHCP server. If plugged in and using properly configured DHCP Ethernet, try a TCP/IPreset (see above)
192.168.*.*:	Intranet IP, probably behind a home router.

### Additional Information:

Desktop services and pricing (Amory St ONLY):

Software install: \$15 (Bundle \$25)

**NOTE:** Assistance installing Microsoft Office is free, but we do charge a software install fee for a full-service installation (requires check-in).

OS Reload: Free (\$60 if premium install)

Backup Fee: \$95

Diagnostic fee: \$35 (if out of warranty)

Please note the supported brands on Techweb.

Microsoft Office for Students:

<http://www.bu.edu/tech/studentoffice>