

Domestic & International Travel:

Staying Connected

Related Tip Sheet: Getting Connected

Introduction

Traveling can present special connectivity challenges. This tip sheet outlines the steps you can take to stay connected and safe no matter where you are.

Your Computer Connection



Most business buildings and hotels in the United States provide some form of internet connection; however, it is always best to call ahead. Before traveling internationally we strongly recommend contacting any and all hotels, residences, or places of business where you will need an internet connection to ensure that you will have service.

Accessing UChicago Resources

Most UChicago resources you will need to access are available by simply visiting the site. However, if you need to use restricted fileshares or other more protected resources you will need to connect your computer to the University Network using the Virtual Private Network (VPN). Please see the *Getting Connected* tip sheet for detailed instructions.

Security Away From Home

Before connecting to a wireless network, take these steps to protect your data:

- Make sure your system's patches are up to date and your firewall is turned on.
- Never enter credit card, bank account, or other sensitive information over an insecure network.
- Hackers can easily "sniff" and read your email if your email provider does not use an encrypted connection. cMail and xMail are always encrypted, but for any site you visit make sure to check for the lock icon before entering a password or other personal information. If the site is secure, Firefox displays a lock icon  in the Location and Status Bars and Internet Explorer displays a lock icon  in the Status Bar.

If you decide to use a public machine (e.g., hotel lobby computer, library, etc), you should avoid entering sensitive information and make sure to use encrypted sites. Be sure to log out of any sites that you accessed, and remember to fully exit any browser. You may also want to clear your browser history. If you are at all suspicious of the security of the computer you are using, we strongly suggest that you change any passwords you entered the next time you are at a secure machine.

Let Others Know You're Away

When you're traveling, let others know that you're away by setting up "away" messages on your email and telephone. For your email, you should set up an auto reply; view our instructions at nsit.uchicago.edu/docs/email/autoreply. For your telephone, you should change your voicemail message; view our instructions for changing your University voicemail message at nsit.uchicago.edu/voicemail/greeting. For cell phones and other small devices, contact your service provider for instructions.



Get Help from the NSIT Solution Center

The Solution Center can help you to check your computer and phone connections before you travel. Visit the Solution Center on the 3rd floor of the Bookstore at 970 E. 58th St. The Solution Center also sells travel adapters for your computer that fit international plug styles.

Cell Phones

If you have a University cell phone, you most likely have a national plan that allows you to stay connected during domestic travel. Many cell phones are capable of roaming internationally, but you must set up this feature before you can use it. Before traveling internationally, please email 29100@uchicago.edu with your request to add international roaming to your phone. Your contract will be amended to add this feature, and you'll be given more detail on available plans and their costs.

For assistance while roaming internationally, call 0 + 1 + 916-843-4685 (Password is NSIT). Note: You must already have International dialing on your phone before you contact this group. Visit www.wireless.att.com/international, for more information and suggestions when traveling.

For additional assistance

Please email support@uchicago.edu or call 4-TECH



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