MIT’s computing environment consists of a rich array of technologies and information resources for academic, research, and administrative use. MIT Information Systems and Technology (IS&T) provides services to every member of the MIT community, including MITnet (https://ist.mit.edu/mitnet) (the campus network), centrally licensed and downloadable software, cloud-based offerings (http://kb.mit.edu/confluence/x/sGIBCQ), the Athena Computing Environment (https://ist.mit.edu/athena) (centrally provided hardware and software resources), the on-campus telephone system (https://ist.mit.edu/telephones), Xfinity On Campus (https://ist.mit.edu/xfinity-on-campus), co-location services for high-performance research computers, and a variety of support services.

MITnet connects tens of thousands of computers across campus and connects MIT to networks around the world. All buildings on the MIT campus offer high-speed wireless connectivity in addition to wired network connections.

Through its website (http://ist.mit.edu) and software grid (https://ist.mit.edu/software-hardware), IS&T provides the MIT community with a wide range of applications and cloud-based services. Software includes operating systems and software for math, graphics, programming, databases, research, and more. Training on software and technology is available through lynda.mit.edu.

Cloud-based services for file storage, sharing, and collaboration include Dropbox, G Suite for Education, and Office 365.

To protect your devices, IS&T recommends installing CrowdStrike anti-malware, Sophos anti-virus, and CrashPlan cloud backup, in addition to keeping your operating system patched. LastPass password manager can help you generate and keep track of unique, strong passwords for all of your accounts. IT security awareness training is available through the Atlas Learning Center.

Athena, used for academic computing, is available in computer labs (“the clusters”) and on departmental and personal machines throughout campus. Athena provides a large collection of third-party software, including popular scientific and engineering software such as MATLAB, Maple, and Mathematica.

The IS&T Service Desk (https://ist.mit.edu/help) provides 24/7 phone and email support for recommended hardware and software and guidance for computing activities such as connecting to and using the MIT network in the residence halls. The Service Desk also operates a walk-in computing support desk in the Atlas Service Center that is open Monday through Friday from 8 a.m. to 5 p.m.; certified warranty repair services for Apple, Dell, and Lenovo Think computers are available there.

The IS&T Service Desk provides free consultations to help students choose the right laptop based on anticipated coursework, personal needs, and price. IS&T also offers free laptop tagging (http://kb.mit.edu/confluence/x/e4CSAw) in the Atlas Service Center and supports a “first-come, first-served” student laptop loaner program (https://ist.mit.edu/laptop-loaner).

New students at MIT will find the guide to getting started with IT (https://ist.mit.edu/students) a helpful resource.