NAVIGATING BROWN

A GUIDE TO YOUR FIRST 72 HOURS ON CAMPUS

PARKING
College Hill is enscrossed by narrow New England streets, which are not conducive to parking large numbers of vehicles. Many families find it most convenient to unload students’ belongings onto the sidewalk and to have one family member remain with them while another finds a parking spot. Parking in campus lots is permitted from Saturday, August 31, through Monday, September 2. While ticketing tends to be relaxed during move in, it is important to heed signs pertaining to handicapped spaces and tow zones. If handicapped parking is needed, street spaces may be available in Brown lots. For additional information, please contact Student and Employee Accessibility Services (SEAS) at seas@brown.edu or 401-863-9588.

STUDENT CHECK-IN
SATURDAY, AUGUST 31, 2013
8:30 am – 6:00 pm

Key, ID, & Orientation Packet Pick-Up
(Photo ID required)

New students are welcomed to Brown on Saturday, August 31st, between 8:30 am and 6:00 pm. Do not feel it is imperative to arrive at 8:30 am. The line at check-in can be lengthy first thing in the morning but virtually non-existent later on.

Check-in locations
If you live in:
- Archibald, Bronson, Everett, Jameson, Mead, Poland, North and South Wayland – Go to Arnold Lounge in Keeney Quad, at the corner of Benevolent and Brown Streets (mapping address is 11 Benevolent Street, Providence, RI 02906)
- Andrews, Champlin, Emerge, Morriss, Miller, Metcalf, Woolley – Go to Morriss Lounge, in Morriss-Champlin Arch where Cushing Street ends just west of Thayer Street (mapping address is 294 Thayer Street, Providence, RI 02906)
- All transfer & visiting students – Go to the Residential Life Office located in Graduate Center E (mapping address is 42 Charlesfield St., Providence, RI 02906). Students arriving after 8:00 p.m. on Saturday should contact Brown Public Safety at (401) 863-5322 to be admitted to their rooms. Students arriving on Sunday, September 1, between 8:30 a.m. and 10:00 p.m. may pick up their key, ID, and Orientation packet at the Office of Residential Life, located in Graduate Center E (mapping address is 42 Charlesfield St., Providence, RI 02906).

The Residential Life telephone number is (401) 863-5300.

RESIDENCE HALLS

ROOM CONDITION REPORT
Each resident student must complete and submit a Room Condition Report (RCR) within 72 hours of moving into a room. Reporting any pre-existing damage in the residence hall room and/or common area is the only way to avoid being held financially accountable for damage found at the end of occupancy. Charges for residence hall room damage may not be appealed if residents do not submit Room Condition Reports at the beginning of occupancy. Complete the RCR form on-line at http://reslife.brown.edu.

PHONE SERVICE AND VOICEMAIL

All Brown students living in the residence halls may apply for a voicemail box at no charge. To activate voicemail, email a request to voicemail@brown.edu and include your name, residence hall, room number, and campus phone number. Your voicemail box number, password and instructions will be emailed to you. Information on Brown’s long distance calling plan and your individual Personal Billing Number (PNB), which is required for long distance calls from residence hall rooms, may be obtained by contacting Paetec Communications at 800-962-4772. For problems with on-campus and local calling, please call the Brown University Telecommunications Office at (401) 863-7001. Wireless phones and service may be purchased at the Providence Place Mall downtown and on Thayer St. AT&T is Brown’s preferred wireless service provider.

TELEVISION – IPTV

Residence hall rooms are equipped with IPTV (Internet protocol television), which allows students to watch television via personal computer. Many residence hall lounges are equipped with large screen televisions. Students who wish to bring a television to campus will need an Roku box.

PICTURE HANGING

Students are prohibited from using nails, screws, etc. to hang wall decorations and are encouraged to make use of the picture molding in each room. Picture molding hooks and wire are available in the Brown Bookstore at the corner of Angell and Thayer Streets.

REPAIRS

The Department of Facilities Management maintains all University buildings. Any room or building problems (e.g., electrical, plumbing, heat, window shades, leaks, or cleanliness) should be reported to Facilities Management. Service requests may be submitted online via http://www.brown.edu/Facilities/Facilities_Management/. The Service Response Center, which manages service requests and assigns them to the appropriate trades, is staffed 24 hours every day of the year, and can be reached at (401) 863-7800.

LAUNDRY

All residence halls have laundry facilities. Laundry machines accept Bear Bucks as a form of payment. As an alternative, Brown Student Agencies (BSA) offers several laundry service plans for students, including dry cleaning service to save time and effort. Students who have signed up for the program may pick up laundry bags at the BSA table during the Orientation Resource Fair. For more information or to purchase laundry service, visit the BSA website at http://brownbsa.com.

LINENS

Brown Student Agencies (BSA) offers students the option to purchase linens before their arrival to be shipped to campus. To order from the Brown preferred provider, please visit the BSA website at http://brownbsa.com. The website will also provide up to date information on when and where linens will be available for pick up, including special early arrival arrangements.

FRIDGES AND MICROWAVES

Students can rent or purchase refrigerators or microwaves from Brown Student Agencies. Pre-rented units will be delivered directly to student rooms. For more information or to place an order, visit the BSA website at http://brownbsa.com.

ROOM AMENITIES

The Brown Bookstore carries many items that students need for their rooms. In addition to lamps, storage bins, and posters, the Bookstore also carries mirrors, fans, and other commonly needed items. From mid-August to mid-September Bed Bath & Beyond operates a “pop up store” in the Bookstore with a broad assortment of items needed to outfit your room.

COMPUTING, COMMUNICATION, AND INFORMATION TECHNOLOGY

BUYING A COMPUTER

The Brown Bookstore Technology Center is home to all the technology needs of Brown students. It provides Apple and Windows computers at academic pricing, deeply discounted software especially for Brown students and an array of computer peripherals and supplies. It also is equipped with a full service and repair center and is certified as an Apple, Dell and Lenovo authorized service center. For more information, see Buying a Computer at http://www.brownbookstoretechcenter.com or visit http://www.brown.edu/cis/support/buying_a_computer

BROWN ELECTRONIC SERVICES

To use electronic services and email at Brown, students need an active computing account, which is set up at http://activate.brown.edu. Students should have already completed this process before arriving on campus.

During the activation process, students activate two accounts, each with its own username and password:

1. Brown electronic services account, used to access most electronic services, like course registration and Banner. Example usernames: jcarber, jcb123.
2. GoogleApps@Brown email account. Example username: josiah_carberry.

Passwords for both accounts can be reset at http://www.brown.edu/myaccount. Students who are unable to remember their electronic service password which is used to log into http://www.brown.edu/myaccount can be assisted in person at the Computing Accounts and Passwords office at 224 Thayer Street, 2nd floor.
EMAIL AND MORE

With Google Apps for Education, students receive over 25GB mail quota, access to mail from anywhere, and a host of features such as Google Docs and Google Calendar.

Email can be accessed at http://gmail.brown.edu from any computer using your GoogleApps@Brown username (e.g. Josiah_Carberry).

Email is an official form of University communication. The University sends official and important messages to students’ Brown email accounts and expects students to read them. Morning Mail (sent to students daily) contains official University communications.

NETWORKING IN THE RESIDENCE HALLS

Every residence hall room is wired to the Brown network. Wired connections require a network (a.k.a. ethernet) cable, registration, and a scan of the machine. Ethernet cables for use in residence hall rooms, along with CIS’ guide for computing services, will be provided during Orientation.

Students register their computers by plugging into the network tap and opening a web browser. The computer will be directed automatically to http://myconnection.brown.edu. Follow the instructions on the screen to register and scan the computer. The scan verifies that the computer has some required security patches and working antivirus software.

Routers: Personal wireless routers are NOT permitted in residence halls. Students needing more ports can use a registered router/switch (such as a Linksys’); instructions for registering that type of device are available at http://brown.edu/cis/. If the router/switch has a wireless transmitter, this must be disabled.

Wireless: All residence halls are wireless. When connecting to the wireless network, it is best to use our secure connection named “Brown-Secure.” To connect to Brown-Secure, first connect to our unsecured wireless connection, named “Brown_EZ.” Then proceed to http://cloudpath.brown.edu and follow the prompts.

IPTV is not available over the wireless network.

ANTI-VIRUS AND SECURITY

Students are strongly encouraged to secure their computers by running a personal firewall and by having anti-virus and -spyware installed. Download and install antivirus software as soon as you connect to the network to protect your computer and Brown’s computing environment from viruses.

Brown’s recommended solutions are Microsoft Security Essentials for PC and Sophos Home Edition for Mac, both of which can be downloaded for free on the web.

A quick primer on information security can be found at http://www.brown.edu/cis/guide/#security, while complete information can be found at http://www.brown.edu/cis/security. The Brown Bookstore Technology Center also carries computer locks and theft tracking software. Suggestions and free downloads are available at http://www.brown.edu/cis.

SOFTWARE

Brown students have access to a range of software at http://software.brown.edu. Other software such as Microsoft Office and Adobe products are available at the Bookstore Tech Center at a substantial discount for Brown Students.

MUSIC & MOVIES

Computers provide access to a multitude of entertainment as well as educational media. However, some distribution methods break copyright laws and violate Brown policy. For example, while peer-to-peer file-sharing programs such as Kazaa, Vuze, and BitTorrent are used legitimately, much of the file-trading that occurs when people use these programs constitutes copyright infringement. As a result, major copyright-holders, such as the recording and movie industries, are aggressively monitoring the Internet for infringing activity and are taking legal action (including lawsuits) against those who violate copyright. A significant percentage of those being sued are college students. In addition, Brown applies its own sanctions (loss of internet access) when students violate the copyright policy. We want students to be aware of these costly proceedings, to know about Brown’s computing policy, and to remember their obligation to do the right thing. Please use legal media sources such as iTunes. A list of legal alternatives can be found at http://www.brown.edu/cis/policy/legal_online_media.php.

The CIS website, http://brown.edu/cis/policy/, has critical information for students about acceptable use of computing resources at Brown, as well as copyright infringement, email policies, etc.

INTERNET KIOSKS

Several public kiosks located across campus allow students and visitors to check their email or browse the web. Locations include the Sciences Library, the Stephen Robert ’62 Campus Center, J. Walter Wilson, outside of the dining area in Verney-Woolsey, Pizzitola, and the Olney-Margolis Athletic Center (OMAC).

BROWN COMPUTING CLUSTERS

Computing clusters are located in each of the two main libraries (Sciences and Rockefeller) and in the CIT building. Both Windows and Mac computers are available. Laptop users can plug their computers into the taps of two dozen workstations located in CIT 165, when the room is not in use as a classroom. Lab consultants are available most hours during the academic year to provide technical assistance to those working in the clusters.

PRINTING

Computers that are connected to the Brown network can print to the printers in the public clusters around campus. For further information, please visit our website at http://cis.brown.edu/guide/printing.

ADDITIONAL INFORMATION

If after reading the above or browsing our websites, you still have questions about electronic services or computing at Brown, contact our Help Desk at (401) 863-4537 or help@brown.edu. You can also visit our Help Desk website at http://www.brown.edu/cis/support/help_desk.

MAIL AND PACKAGES

STUDENT MAILBOXES

The University Mail Services is located on the first floor of J. Walter Wilson, at the corner of Waterman and Brown Streets. Students are emailed their mailbox number and combination code in early August. If you do not have the information necessary to access your mailbox, you can obtain assistance at the Mail Services’ Student Window.

MAIL ROOM HOURS

During Orientation
• Saturday, August 31, 8:00 a.m. – 3:00 p.m.
• Sunday, September 1, 10:00 a.m. – 2:00 p.m.
• Monday, September 2, 10:00 a.m. – 2:00 p.m.

With the exception of Orientation weekend, the Mail Services is closed on Sundays and holidays. Regular business hours are 8:00 a.m. – 5:00 p.m. Monday-Friday and 8:00 a.m. – 3:00 p.m. Saturday.

SENDING MAIL TO BROWN

Brown Mail Services will accept U.S. mail as well as packages received from the following common carriers only: UPS, FedEx, and DHL. To ensure that students receive all mail and packages, please use the following address format:

Proper Name
Brown University
69 Brown Street, Box <Your Box Number>
Providence, RI 02912

Students will receive an e-mail notice of arrival when receiving items requiring a signature, including US mail and common carrier packages. To collect these items, go to the University Mail Services Window and inform the clerk that you received an e-mail notice of arrival. You will be required to show your ID and sign for your mail or package. Blue slips will be placed into mailboxes for arrival notification of packages not requiring signatures; present blue cards at the Student Service Window at Mail Services to collect non-signature required packages.

BEGINNING-OF-YEAR PACKAGES

Because of the heavy volume of incoming packages received during the beginning of the academic year, Mail Services operates a temporary pick-up site in the lower level of the Graduate Center, on Power Street just before tower C (see map and look for signs). E-mail notices of arrival will indicate the UPS pick-up location.

FINAL EXAM AND SPECIAL OCCASION CARE PACKAGES

BSA offers a service to families who would like to send care packages to their students on special occasions (e.g. Halloween, Valentine’s Day, etc.) and during final exams. To browse the selection and order packages, visit the BSA website at http://brownbsa.com.
HEALTH AND SAFETY

FOOD
New student meals begin with breakfast Saturday, August 31, and are served in the Sharpe Refectory (aka “the Ratty”). Families receive a discounted meal rate. You can also grab a sandwich and coffee at the Blue Room, located on the main floor of the Stephen Robert ’62 Campus Center. See http://www.brown.edu/food for more information.

HEALTH CARE
Health Services is located in Andrews House at the corner of Brown and Charlesfield Streets. For any health emergency, call Brown EMS at (401) 863-4111.

To schedule an urgent or routine appointment or for medical advice, call (401) 863-3933.

Health Services hours are:
- Saturday, August 31, Sunday, September 1 and Monday, September 2: 9:00 am – 4:00 pm.
- Pharmacy, Lab and X-ray are also available.
- Starting Tuesday, September 3, Health Services is open Monday through Thursday, 8:30 am – 7:00 pm and Fridays until 5:00 pm. Weekend hours are 9:00 am – 4:00 pm. Pharmacy, lab, and X-ray are available when Health Services is open. Medical advice is available 24 hours per day.

To learn more about Brown Health Services, see www.brown.edu/health.

TRANSPORTATION
Beginning Saturday, August 31, Brown sponsors SafeRIDE services that include fixed-route evening shuttles around campus (Brown ID required), an evening on-call ride service for those who live off campus within the On-Call zone (registration required), and a daytime downtown shuttle (Brown ID required). For more information call (401) 863-2322. For an On-Call ride call (401) 863-1778, or visit the SafeRIDE web site at www.brown.edu/saf eride.

EMERGENCIES
Brown University emergency services (police, medical, and fire) are available 24 hours a day to students and campus visitors.

154 emergency phones – also known as “blue light phones” – are on or near all residence halls and most academic and administrative buildings and in 56 elevators. For emergencies involving fire, health, or safety, press the red “Brown Police/ Emergency” button to be connected directly to Public Safety. Register online for Brown Guardian to communicate directly with Public Safety in an emergency via your cell phone: https://www.getrave.com/login/brown

Brown Department of Public Safety Emergency: (401) 863-4111
Sexual Assault Response Line: (401) 863-6000
Office of Student Life: (401) 863-3145
Dean of the Day (during business hours)
Administrator-on-Call: (401) 863-3322 (after hour and weekend emergencies)

MONEY MATTERS

BROWN CARD
You will obtain your Brown Card at the same location you pick up your room key. It is important to carry it with you at all times when you are on campus. Features and uses include photo identification, access to University services and buildings (including residence halls), RIPTA UPass and meal plan administration. Optional features include:

The Bear Bucks Account: This account is a University maintained debit account that allows you to make on-campus purchases without cash at the Brown Bookstore, Campus Shop, the College Hill Café, any Dining Service operation and to pay fees at the Rockefeller Library, the Brown Card Office and Health Services. Bear Bucks may also be used to pay for printing, copying, laundry and vending machines.

Opening a Bear Bucks Account: Brown Card holders may open a Bear Bucks account at any time by adding funds using a ValuePort machine, mailing in a deposit or by visiting the Cashier’s Office in person.

For more information on opening a Bear Bucks Account or Brown Card related services, please visit the Brown Card Office website at: http://brown.edu/about/administration/brown-card/

** The Brown Card Office will be open to accept check deposits for Bear Bucks on Saturday, August 31, 2013 from 9am-5pm. Cash deposits may be done at any ValuePort machine.

BOOKSTORE CREDIT LINE
The Brown Bookstore, located at the corner of Thayer and Angell Streets, carries required and optional books – both new and used – for Brown courses. All Brown students automatically have a $2000 Bookstore Credit Line for use during the 2013-2014 academic year. Textbooks and school supplies purchased in the Brown Bookstore with a Brown ID are exempt from Rhode Island’s 7% sales tax.

FINANCES-BANKING
Representatives of three local banks will hold a “Bank Fair” Saturday, August 31, from 9:00 am to 5:00 pm and Sunday, September 1, from 9:00 am to 1:30 pm on the second floor of J. Walter Wilson Building at 69 Brown Street. If you wish to open an account at a local bank, you may do so at the Bank Fair.

FINANCES-ATM
Nearby Automated Teller Machines (ATM)

Off Campus: Bank Rhode Island
137 Pitman Street
Citizens Bank
120 Waterman Street
Sovereign Bank
212 Thayer Street
Sovereign Bank
272 Thayer Street
Sovereign Bank
CVS
291 Thayer Street

Welcome to Brown!