



Technology & Communications

BACK TO CAMPUS EDITION

Andrew C. Lawlor, Ph. D
Associate Vice President
lawlor@edinboro.edu



FROM THE DESK OF ANDREW LAWLOR

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Greetings!

A major change is underway in Technology and Communications! The Technology Help Center is to open this fall in the main lobby of Ross Hall. This next generation help desk provides technical support to students, faculty, and staff via telephone, walk-in service, and by web access. Students can bring in their laptops or desktop computers and learn how to remediate viruses and other software "nasties", and get help with residence hall or wireless connectivity. Students and employees can obtain warranty service on a variety of PCs through our computer vendor, Computer Showcase, as well as receive information on purchasing a new system. Faculty will have a self-help test scanner for scanning while you wait. All can receive help with computer lab applications, computer accounts, and more. Look for the double doors in the Ross Hall main lobby and check it out! Our official day of opening will be announced separately, so stay tuned for more information.

SECURITY NOTICE

Here are some tips for keeping your data safe.

Make sure to lock your workstation when you walk away by holding down the Windows key and the "L" simultaneously. Unlocking will require your password. Your screen saver should also be configured to require your password to unlock as added protection. Laws such as FERPA and HIPPA require that student and employee information not be disclosed to those that do not have a "need to know." Be mindful of how your computer screen is positioned so that others are not able to view it.



Finally, you have probably read about laptops being stolen and institutional data along with it. It is best not to keep student or employee personal information (such as employee IDs or SSNs) on your laptop computers. If they need to be in a file, store it on your S: drive, where you will have access to it but it will not be stored on the local hard drive. Don't be the security breach!

MICROSOFT WORK-AT-HOME MEDIA

As of June 1st, 2006 a new Microsoft Campus Agreement has been awarded to the PA State System of Higher Education. Under this new 3 year agreement the Microsoft products remain free of charge to our employees, however, the media must be provided by Microsoft. As a result, there is now a small cost for the Microsoft products.

The software distribution is now handled by the Campus Bookstore. The bookstore does not stock all of the applications which we are permitted to offer to our employees, but they do stock the MS Office Professional and Front Page (current versions) CDs. The following products, with their associated costs, are available:

IN STOCK

- Office Windows Pro 2003 (\$9.50)
- FrontPage 2003 for Windows (\$5.30)

MUST BE ORDERED

- Office Macintosh Pro 2004 (\$11.90)
- Office Macintosh Pro version 10.0 (\$11.90)
- OneNote 2003 for Windows (\$7.50)
- Project Pro 2003 for Windows (\$7.80)
- Visual Studio.Net Pro 2005 for Windows (\$25.60)
- Windows XP Pro SP2 (\$8.80)

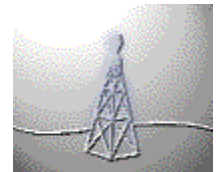
Please request these products through the following web page - <http://aspen.edinboro.edu/mca/> - which includes contractual agreements and acceptance text that each employee is required to read and accept before being permitted to obtain these products.

HYBEAM ME UP FOR \$9.95 DIAL UP



An arrangement between Hybeam, Inc. and Edinboro University allows EUP students and faculty to purchase dialup Internet access for only \$9.95 a month. For more information, interested persons can contact Hybeam at 1-888-449-2326 or at sales@hybeam.com. Informational brochures are also available at the Technology Help Center in Ross Hall.

CAN YOU HEAR ME NOW??



For some local Cellular One users, hopefully the answer is, 'yes'.

Cambridge Springs now has a new Cellular One tower on air and it covers approximately a 3 mile radius around the Cambridge Springs area. A new Mill Village tower is slated to go on air in the fall.

CALL RECORDING AT THE TECHNOLOGY HELP CENTER

We are testing, and will be implementing in the near future, a call recording system at the Technology Help Center utilizing software from VRS Recording Systems Enterprise. Once the system is implemented, you will hear a recording when you first call the Technology Help Center that informs you the call may be monitored for customer service purposes.

This system will enable us to record and retrieve recorded calls to the Technology Help Center to ensure better customer service.

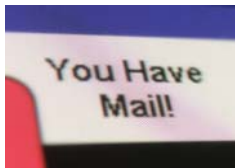
HARDWARE /SOFTWARE SUPPORT

Technology & Communications periodically reviews the availability of service and support on University hardware and software. The current list can be viewed at:

<http://departments.edinboro.edu/tac/dslt/supporteditems2006.htm>

If an item is not on this list, it suggests that the item is no longer supported by the vendor, does not have spare parts available or they are inordinately expensive, requires specialized expertise that is not available, or has security issues. Contact Mr. Dennis Bradley at

bradley@edinboro.edu or x1030 with ques-



NEW E-MAIL SYSTEM TIP #1

By: Jon Blaine

On the old e-mail system, if you retrieved your e-mail using Outlook or similar mail client, your messages were permanently deleted from the mail server. In the event that you had problems on your PC prior to being able to back up that new information, it was very difficult if not impossible to recover those recently received messages.

The new e-mail system helps protect against this scenario. When you delete an e-mail—whether via a client like Outlook or by using Webmail—or even when you move messages from the server to a local storage file using Outlook, Outlook Express or a similar package, the server moves those messages to your “Deleted Items” folder rather than erasing them forever. Unfortunately, the default setting for your Deleted Items folder is to hold on to messages for 30 days. This may result in you reaching or exceeding your quota, even though you’ve moved or deleted nearly all your messages.

To avoid this situation, please consider logging into Webmail, clicking on the “Options” button, and selecting a smaller number of days for messages to be retained in your Deleted Items folder. Technology & Communications recommends 7-15 days, depending on your ability to back up the data on your PC within that timeframe. If you encounter the scenario described above anyway, you can always log into Webmail and either delete messages from your Deleted Items folder (which permanently deletes them) or use the offline reader to archive them. (More information on the Offline Reader will be published in the future.)



**BLACKBOARD
HELP**

Having trouble logging into Blackboard? The Blackboard Helpdesk can assist you. The toll free number is 1-866-434-8884 or simply dial Blackboard Tech Support at X2121.

For content building questions, faculty should contact Cori Dunagan at X1033.

BANNER 7 UPGRADE

Over the summer Banner was upgraded to version 7. For instructions on how to implement this, see the link at the top right of the Edinboro home page. If you are interested in Banner 7 training, please contact Tim Pilewski at pilewski@edinboro.edu.

THE FASTEST WAY TO SERVICE -

Contact the **Technology Help Center** at **X2111** or at EUP website type in **KEYWORD: TAC Help Desk** and then choose *request support*.

For new employees, employee changes/relocation or separating employees, please use our **ECOR** (Employee Changes & Office Relocation) wizard. Type in **KEYWORD: "ECOR"**



TRAINING IS ON THE WAY!

Technology and Communications is planning 3 fall events that will include:

- Student Technology Buffet—September 28th
- Faculty/Staff Tech Buffet—October 4th
- Technology Training Day—October 18th

A variety of sessions will be held on topics related to wireless, Banner 7, e-mail/Webmail, web page changes, the Web Presence System, and a technical forum Q&A.

Stay tuned for more information!

RESIDENCE HALL TECHNOLOGY

By: Karen Murdzak

All residence hall rooms are wired with two high speed internet ports, one cable television jack, and one telephone jack. Internet access is included in the residence hall room fee. Cable television is offered for free for the first 2 weeks of the semester and thereafter on a subscription basis. Subscriptions can now be ordered online at www.edinboro.edu keyword “get connected”. Local telephone service is provided in each residence hall room. Basic telephone service which includes unlimited local calling, call waiting, 3-way calling, caller ID and voice mail is included in the residence hall room rate. Students need only supply their own telephone to use the service.

Much preparation has been done over the summer to ensure efficient internet bandwidth utilization for students. To ensure the safest computing experience for all residence hall users changes have been made to the network access control device which scans all computers requesting network access. All student computers must be up-to-date on all windows patches and have antivirus software running with up-to-date antivirus definitions in order to obtain access. If students do not already have a subscription for one of the approved antivirus packages, they may obtain Sophos antivirus software which is provided free of cost to all students.

Students living in the Residence Halls receive 24 hour/7 day Help Desk support for connectivity issues. Problems that cannot be resolved over the phone that require a site visit will be entered as a ticket into the University’s Help Desk system. These tickets are monitored by StudentNet Technicians who are trained and qualified to assist students with connectivity issues. Appointments will be scheduled by the StudentNet Technicians to come to the student room and resolve the problem.

Although Technology & Communications does not have the resources to clean up every student computer, we do provide tools to help students deal with common problems and information that students may use to manage their systems and keep them safe. These tools are provided to Residence Hall students on the StudentNet Resource CD received by all students upon move-in and they may also be downloaded from the University’s web pages by going to keyword “get connected”. StudentNet Techs are available in the Technology Help Center to provide assistance and answer questions regarding such common problems as Spyware, Adware, Popups, Viruses and Security issues.

TECH TIP by: Ralph Boyles

Please log off your computers at night but leave them powered on. Security and Critical updates are normally pushed to systems in early morning hours so as not to interfere with your work.

When updates have been applied, there is a little yellow shield with an exclamation point or what appears to be a little green world in the system tray by your time/date. Place your mouse over it to see if updates are ready to be installed on your system. If there are, please allow the updates to be installed and reboot your computer if needed. **It is best not to postpone the reboot!**