



Information Technology Services

Bits 'n Bytes

Fall 2004

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Free Storage Space

Within the past year, ITS has been able to increase the amount of email and document storage space available to students, faculty, and staff. The table below summarizes the size of email accounts and personal or departmental storage.

Free Storage Space			
	Email	Home Drive (H:)	Department Drive (I:)
Students	25 MB	100 MB	Not Applicable
Faculty/Staff	100 MB	150 MB	1 GB

The complete server storage policy is available at <http://ww2.umflint.edu/its/policies.htm#server>.

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ITS Annual Report

The ITS Annual Report is posted online in PDF format for your review. Please visit <http://ww2.umflint.edu/its/annrept/annreport04.pdf> to examine ITS activities for 2003/2004.

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Summer Projects

This summer, ITS staff had the opportunity to assist with some very special projects that involved supporting technology needs for summer campers, training K-12 teachers in Web design, and assisting a local school district with their technology needs. Please click on the project links below for more information.

- [Camp Imagination](#)
- [Freedom to Learn](#)
- [SBC training](#)



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New Electronic Communications Policy

Effective Fall 2004, the University of Michigan-Flint authorizes the use of the University email address as an appropriate mechanism for official communication between members of the campus community. All members of the campus community are expected to comply with established guidelines and procedures, which define the proper use of electronic communications.

The complete Electronic Communication Policy, guidelines, and procedures are available online at <http://ww2.umflint.edu/its/policies.htm#email>.

Forwarding Email is Not Recommended

ITS needs the assistance of faculty and staff in helping to spread the word to students that forwarding University email may be problematic.

Information Technology Services (ITS) highly recommends that students, faculty, and staff use their UM-Flint email account to view campus-related messages and to communicate with the campus community. University email is available through any web browser at <http://mail.umflint.edu>. Some benefits of using Outlook as opposed to autoforwarding include calendar, task lists, student public folders, and updated UM-Flint faculty, staff, and student address books. For instructions on how to use Outlook Web Access, please see [Quicknote #88](#).

The University assumes no responsibility for email that is forwarded off the campus network. Please be warned that forwarding has caused problems for many users. Users have lost important email after forwarding. Users who elect to redirect (forward) messages sent to their official uniquename@umflint.edu email address to another address do so **at their own risk**. Having email lost or delayed as a result of redirection does not absolve users from the responsibilities associated with communications sent to their official email address. Please consult the new [Electronic Communication Policy](#) (see preceding article) to learn more about the importance of checking your official University email account.

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Appropriate Use of University Email Lists

Have you ever wondered if you should send an email announcing a special event or the sale of a specific item to the entire campus? Did you know that there are specific email lists set up for a variety of purposes such as a Classifieds List, a Happenings List, and a Sad News List? For a complete description of these lists, please consult <http://ww2.umflint.edu/its/helpdesk/list.htm>

If you feel that University faculty or staff are sending inappropriate emails to specific lists such as the "University of Michigan - Flint Faculty and Staff" email list, you have the right to voice your opinions to the User Advocate Committee.

The User Advocate Committee does not "police" email messages and inappropriate usages of the system. However, the UM-Flint **User Advocate Committee** ([more information](#)) is an ad-hoc committee charged with reviewing alleged violations of University policies concerning information technology and determining appropriate penalties. To report suspected violations of University information technology policies, please use the User Advocate form located at <http://ww2.umflint.edu/advocate>.

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CONTACT ITS:

Information Technology
Services
UM-Flint
207 Murchie Science Bldg.
303 East Kearsley St.
Flint, MI 48502-1950

Phone:
762-3123 207 MSB
766-6804 HelpDesk
237-6647 3102 WSW

Fax:
(810) 766-6804

Email:
ITSHelpDesk@umflint.edu

<http://www.umflint.edu/its/>

IT Security Tip - Lock Your Computer

When you need to step away from your Windows XP computer for a few minutes, it is a good idea, for security reasons, to lock your computer to prevent anyone from seeing your screen, using your computer or accessing your data. Of course you could logoff off your computer every time you leave your desk, but that is way too time consuming to save your work and shut down your programs. Instead, you can leave all your programs as is and just lock your computer.

To lock your Windows XP computer, just hold down the *Windows key* on your keyboard and press "L". Then you will see a *Windows Security Window* on the screen telling you the computer is locked.



When you return to your computer, press the CTRL+ALT+DELETE keys at the same time to bring up the Windows Security Window. Then enter your LAN password and press ENTER to re-access your computer.

**This tip is only applicable for Windows XP operating system. Previous Windows operating systems do not have this feature.

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Go Behind-the-Scenes *with* ITS HelpDesk

Did you know that you have a team of knowledgeable technicians available to assist you with your campus computing problems? The ITS HelpDesk consultants assist staff, faculty, and students with navigating the sometimes confusing world of computers. For a list of HelpDesk staff, please consult <http://ww2.umflint.edu/its/units/userv.htm>.



The ITS HelpDesk fields phone calls from staff, faculty, and students as well as assisting anyone who walks into the office. A good portion of daily calls come from those who are experiencing difficulties accessing UM-Flint's Dial-up, Outlook Webmail, logging into Blackboard, accessing their H: drive, and Progdata. There are also many calls from faculty and staff on campus who require assistance. The ITS HelpDesk does their best to make sure that everyone receives an answer; so if you can't get through, please leave a message, and the HelpDesk staff will return your call.

Currently, the ITS HelpDesk is involved in the distribution of Windows XP Service Pack 2. The Service Pack 2 CDs are available for checkout in the Helpdesk. Since there is a limited supply for the entire campus, the HelpDesk does ask that you only keep the CD for one week. To check out a copy, stop by the Helpdesk during [business hours](#).

At the start of every semester, the ITS HelpDesk goes into overdrive mode. To better assist staff, faculty, and students with their beginning of the semester problems, the ITS HelpDesk offers extended hours. For the first two weeks of every major semester and the first week during Spring/Summer semesters you can reach the ITS Helpdesk by phone from 8:00 am - 10:00 pm Monday-Friday, 10:00 am - 6:00 pm on Saturdays and 10:00 am to 2:00 pm on Sundays! These special hours are for phone support only. If you require in-office assistance, you will still have to stop by during normal business hours (Monday/Wednesday/Friday 8:00 am - 5:00 pm and Tuesday/Thursday 8:00 am - 6:30 pm).

The ITS HelpDesk provides students, faculty, and staff with support for all computer-related questions. Learn more about the ITS HelpDesk and how they can assist you at <http://www.umflint.edu/helpdesk/>.

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Technology Training

Computer Building Class

A Computer Building Class will be held **Saturday, October 23rd from 9am-5pm**. Offer good for UM-Flint students, faculty, and staff only. The \$400 cost includes all CPU parts, Windows License, lunch and training. Class size is limited to 15, so register early to guarantee your spot! Also, there are two classes scheduled in November.

If you would like to upgrade the specified system in any way, please ask for details. Payment is due by Thursday, October 21st. Cash, Checks and Credit Cards (Visa\Mastercard) are accepted. For more info call: 810-762-3091.

Brought to you by UM-Flint ITS and OEL Departments.

For more information and to register online, consult <http://ww2.umflint.edu/its/cbp/>

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Software Training for Faculty and Staff

In order to best utilize ITS staff resources, formal training sessions will not be scheduled for the Fall semester. Instead, individual and departmental training needs can be fulfilled by scheduling a personalized one-on-one or group consultation with an ITS technology instructor.

Training is currently available in Microsoft Office 2003 (Access, Excel, Outlook, PowerPoint, and Word), Adobe PDF, Dreamweaver, FrontPage, Flash, Microsoft Photo Editor, Photoshop, PowerPoint for Faculty, and Using the Smart Cart. More information is available at <http://ww2.umflint.edu/its/training>.

Specialized training sessions on other software can be developed for a small fee. Faculty and staff can also get hands-on assistance with their technology projects at the Faculty Technology Center, located at 3107 WSW. An appointment is suggested to guarantee staff availability.

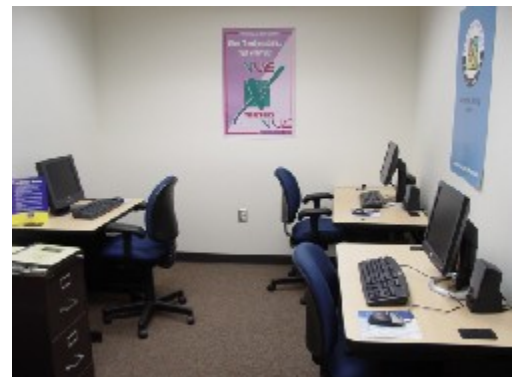
Appointments for training can be made by calling (810) 237-6647 or by emailing ITStraining@umflint.edu.

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New! Certification Testing with the Vue

The University of Michigan-Flint is now an Authorized Testing Center for Information Technology (IT) certifications and Professional Licensure examinations through Pearson Vue. Testing for certifications such as Cisco Certified Network Associate (CCNA), CompTIA A+, or Microsoft Certified Desktop Support Technician (MCDST), and many more types of exams are now administered by ITS in room 3105 of the William S. White Building.

The Testing Center also administers Microsoft Office Specialist (MOS) exams (Access, Excel, Outlook, PowerPoint, and Word) and Internet Core Computing Certification (IC³) exams (Computing Fundamentals, Key Applications, and Living Online).



<http://ww2.umflint.edu/cert>

The Testing Center also administers Microsoft Office Specialist (MOS) exams (Access, Excel, Outlook, PowerPoint, and Word) and Internet Core Computing Certification (IC³) exams

(Computing Fundamentals, Key Applications, and Living Online).

Visit <http://www.vue.com> for exam availability, cost, and scheduling. For more information, email certification@umflint.edu or call (810) 237-6647.

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Shopping Cart Bulletin

Software Sales

Students, faculty, and staff have the opportunity to purchase Microsoft software such as the Windows XP operating system for \$15 and Office 2003 for \$45. For Macintosh computers, Office 2004 is now available for \$45.

To purchase software, please visit the online shopping cart at <http://ww2.umflint.edu/its/sales/>. It's easy to print your order and pay at the cashier, then pick up your software at the ITS main office at 207 MSB.

Hardware Sales

The campus community is invited to shop early for the holidays! Now through October 22nd, special discounts of up to 12% are available through the Dell University Personal Purchase Program. For more information, please consult <http://ww2.umflint.edu/dell/>.

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Wireless Update

Have you tried to connect to our wireless network yet? Over 1000 students, faculty, and staff (includes the Smart Cart presentation equipment) are using the wireless network.

Wondering what wireless will do for you? You have the ability to utilize the Internet, email, Progdata, and your H: drive anytime and just about anywhere on the UM-Flint campus.

UM-Flint UnPlugged



[Wireless Network Support](#)

Wireless coverage is available in all student-populated areas of the buildings on campus, both inside and out!

If you have a laptop or tablet PC and a wireless access card and would like to utilize the services on our network, consult Quicknotes 15 and either 45, 55, or 65 online at <http://ww2.umflint.edu/its/helpdesk/qnindex.htm>. If you're having trouble getting your wireless device to access the network, feel free to stop in the HelpDesk at 207 MSB for assistance.

**Please note:* Due to recent changes in our firewall settings you will need to set up a proxy to be able to access the wireless network. If you used to be able to access the wireless network and have had trouble recently this change may be the cause! For more information on how to set the proxy up, please consult [Quicknote 15](#).

If you do not have a laptop and would like to obtain discount pricing, ITS at UM-Flint ONLY has set up a special discount for computer purchases through Dell. However, you must order through <http://ww2.umflint.edu/dell/> to take advantage of special promotions and discounts of up to twelve percent.

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