



Information Technology Services

Bits 'n Bytes

Fall 2005

In This Issue

[The Mcard Arrives](#)

[Personal Web Pages](#)

[What is VoIP?](#)

[Behind the Scenes - User Services](#)

[IT Security Tip](#)

[Linux in the Lab](#)

[Expert Advice ...from the ITS HelpDesk](#)
- [Keep your Computer Safe](#)

[Community Outreach](#)

[Holiday Schedule](#)

The Mcard Arrives on Campus

ITS staff have been working throughout 2005 to implement the use of the Mcard Photo ID card at the UM-Flint campus. Faculty and staff obtained their Mcards in Fall 2005. Student Mcards are coming in Winter 2006 semester. Mcards can be used in the Library for checking out books and printing and in the Recreation Center for use of the facilities.

UM-Flint faculty and staff can obtain a new or replacement Photo ID card (Mcard) by going to one of the UM-Flint Mcard Stations located in the 206 MSB computer lab, or the 3174 WSW computer lab during normal lab hours. Picture identification is required to obtain an Mcard.

For more information about the Mcard policies and procedures, please consult <http://ww2.umflint.edu/its/projects/mcard.htm>.

[Table of Contents](#)

Personal Web Pages at UM-Flint

Starting in the Winter 2006 semester, students as well as faculty and staff will have the option to create and publish their own web pages directly from their Homedrive (H drive) personal directory. Faculty, staff, and student organizations have been able, for many years, to request server space to create personal and club web sites. Now student, faculty, and staff can simply use the folder called "homepage" within their Homedrive (H:) personal directory.

ITS is also creating an online gallery where the personal web pages can be registered for public viewing, and University Relations is developing a policy to define the proper use of the personal sites. In addition, the size of student home drives will be increased to accommodate this added resource without negatively impacting how students currently use their home drives.

Watch your email for your personal invitation to become a web site publisher!

Voice Over IP (VoIP) is Here!

The main purpose of this Voice Over IP (VoIP) initiative is to provide campus telephone access in the classrooms at little or no cost to the University. The goal is to place VoIP phones in all general classrooms by Fall semester, 2006. For a definition of VoIP, please visit <http://en.wikipedia.org/wiki/Voip>.

During Fall 2005, several phones were installed in general classrooms in the William S. White Building. The phones are located on the wall in the front of the room and are wired into the campus network.

For more information about the VoIP project, please visit <http://ww2.umflint.edu/its/projects/voip.htm>

[Table of Contents](#)

Go Behind-the-Scenes with User Services Group

Fall 2005 Semester brought many changes to the Information Technology Department's User Services Group (USG). Gail Gibson, our former Administrative Assistant, retired as of the end of September, and Tracy Smith took her place as the ruler of the front desk.

Another major change is that the USG now accepts credit cards for payments and software purchases. Therefore, we now accept checks and credit cards in the main office, but cash still has to be paid at the Cashier (2nd floor University Pavilion) before picking up your software at the ITS main office. We sell a variety of Microsoft products at discounted rates for Faculty, Staff, and Students. They include: Office 2003, Windows XP, Office 2004 for Mac, FrontPage 2000, 2002, and 2003, Visual Studio.NET 2002 and 2003, ITS QuickDisc, and a very limited amount of Office XP. For more information about software sales, please visit <http://ww2.umflint.edu/its/sales/>. The entire UM-Flint community is also eligible for up to a 12% discount on the purchase of a new Dell PC or accessories. For more information about the Dell University Purchase Program, please visit <http://ww2.umflint.edu/dell/>.

Students begin the semester with a \$16.00 balance on their UniPrint accounts, but if funds run low, students can visit either office (207 MSB or 3102 WSW) to add money. The new balance must then be paid at the Cashier's Office within seven days. For more information about UniPrint policies and a link to an online form, please visit <http://ww2.umflint.edu/its/policies.htm#printing>.

For those of you who are lucky enough to be graduating soon, alumni accounts can be purchased and renewed in the main office (207 MSB) as well. Feel free to stop by either office with any questions. For more information about alumni accounts, please visit <http://ww2.umflint.edu/its/helpdesk/student.htm#Alumni>.

The ITS HelpDesk and open lab consultants are also part of USG, along with other USG staff who perform various customer service functions such as creating accounts and assisting with access, and providing training to faculty and staff. Visitors to the Video Production and Faculty/Staff Technology Centers are also assisted by USG staff. Another program where USG staff provide outstanding customer service is at the Certification Testing Center. For more information about USG and these services, please visit <http://ww2.umflint.edu/its/units/userv.htm>.

All of the staff of USG hope you had a great Fall semester, and we look forward to assisting you again in Winter semester!

[Table of Contents](#)

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IT Security Tip: Passwords are like Underwear. . .Be Mysterious!

Beginning in February 2005, ITS implemented a process of requiring UM-Flint employees to change their passwords (LAN and Banner) every 90 days.

When creating your password, don't use anything that would be easy for someone to guess. For example, never use any part of your username or legal name. Don't use your phone number, birth date, or license plate number.

Consult the Prohibited Password List at http://ww2.umflint.edu/its/helpdesk/security/passwords/dictionary_list.htm before attempting to change your password.

Your password is the only thing that ensures privacy of your account. It is also your obligation to see that only you use your account. You are responsible for how your account is used, so do not let other people have access to it.

Please review the Proper Use of Information Technology at the University of Michigan – Flint and Access & Compliance Statements <http://ww2.umflint.edu/its/policies.htm#access> to see your responsibilities.

For more information about changing your passwords, please consult <http://ww2.umflint.edu/its/security/passwords>

[Table of Contents](#)

Linux in the Lab

During Fall 2005 semester, four (4) Linux computer stations using the Fedora Core 4 operating system were configured in the open computing lab located at 206 MSB. These stations are available to students studying Computer Science as well as other students who enjoy using an alternative operating system. For more information about the three computing platforms available in 206 MSB, please consult <http://ww2.umflint.edu/its/labs/206MSB.htm>.

[Table of Contents](#)

Expert Advice from the ITS HelpDesk

Keep your computer safe, update your virus scanning software regularly!

Everyday new viruses are created by malicious programmers. According to www.mcafee.com there are almost **60, 000 computer viruses** currently in existence. Simply having virus scanning software installed isn't enough to ensure that the average user is protected from this ever increasing amount of viruses. It is extremely important that all users update their virus scanning software on a regular basis, and that they run scans regularly.

McAfee virus scanning software is available to all U of M - Flint faculty, staff, and students free of charge. For information on how to obtain McAfee please refer to QuickNote #26 which is available at: <http://ww2.umflint.edu/its/helpdesk/qnindex.htm> . Once you have installed the software please make sure to update and run scans on a regular basis!

In addition to viruses, spyware is an ever increasing problem for computer users. Spyware is a type of malicious software that acquires personal information from your computer and reports it to another computer system or user without your knowledge or permission. Computer users should run [Spybot](#) and/or [AdAware](#) to help get rid of spyware in conjunction with a virus scanning software to prevent viruses.

If you ever have any questions about virus scanning or spyware feel free to call the HelpDesk at (810) 766-6804. We want to help you to keep your computer and personal information safe!

[Table of Contents](#)

Community Outreach News

Camp Imagination

During Summer 2005, ITS staff supported Camp Imagination by assisting with planning, teaching computer building, and assisting with robot building and video production. To view pictures and video of camp activities, please visit <http://campimagination.net/2005/>.

Freedom to Learn

In October 2005, ITS staff continued their commitment to the Flint Community Schools and the laptop/wireless learning initiative known as Freedom to Learn (FTL) by collecting over 3,000 batteries and scanning the UPC code so that they could be checked during a recall. For more information about ITS staff involvement in FTL, please consult <http://ww2.umflint.edu/its/projects/ftl.htm>.

Announcing Project Stream!

Furthering its commitment to help strengthen nonprofits that serve people of all backgrounds and needs, the SBC Foundation - the philanthropic arm of SBC Communications Inc. announced it has awarded a \$44,250 SBC Excelerator technology grant to the University of Michigan-Flint.

The grant title is "Project Stream" and the funding will support the development of instructional streaming videos for parents, teachers, faculty, and students. The videos will be on the Internet and will be available 24/7. For more information about how ITS staff will be involved in this project during 2006, please visit <http://ww2.umflint.edu/its/projects/sbc.htm>.

[Table of Contents](#)

Holiday Lab Closing Schedule and HelpDesk Hours

In addition, for Winter 2006 semester the HelpDesk will be open for after hours (5:00 p.m. - 6:30 p.m.) assistance on **Tuesday** and **Thursday**. Remember that the HelpDesk also has extended hours for the first two weeks of the semester.

For more information about HelpDesk hours, please visit <http://ww2.umflint.edu/its/contact.htm#HelpDesk>.

[Table of Contents](#)