



SPECIAL EDITION



The Office of Information Technology presents



CAMP WAR EAGLE 2006 SPECIAL EDITION

SURVIVAL GUIDE


A STUDENT'S GUIDE TO COMPUTING AT AUBURN UNIVERSITY

WELCOME TO AUBURN!

The Office of Information Technology (OIT) provides computing resources and support to all faculty, employees, and students at AU. We hope that you have a great experience here at Auburn, and we hope that we can help!

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Check out the **TECHSTART** web page at www.auburn.edu/oit/techstart  **TECHSTART** answers all your questions about computing at AU and provides links to even more information!

Student Services on the Web

A number of student services are available online via the Web. Go to the AU Web at www.auburn.edu and click on the **STUDENTS** link from the navigation bar at the top of the page. This page provides links to the most frequently used student resources on campus.



- **OASIS** (student records) allows you to
 - Register for classes online
 - Activate your AU User Name
 - Review your grades and schedule
 - Update your personal address
 - View holds (on registration and graduation)
 - View registration status
 - Obtain proof of enrollment
 - Check on the status of your Federal Financial Aid
 - **E-Bill** - view your account balances and pay your AU bill online
 - **Athletic ticket** sales
 - **TigerMail** (e-mail access from the Web)
 - **WebCT** (course materials online)
 - **Password Update**
 - **OIT Support and OIT HelpDesk**
 - **Lab printing fees** balance information
 - **Parking permit** order
 - The **University Bulletin** (catalog)
 - The **Tiger Cub** (student handbook)
 - **AU Install** (download and install selected University licensed software for free!)
 - **AU Libraries** (online catalog and e-gateway)
 - **Course Offerings**
 - **Advisement, Registration, and Final Exam Schedules**
 - **Financial Aid** information
 - **Study Partners**
 - **Career Services**
 - **Student Employment** on and off-campus job search
 - **Student Government Association**
 - **University Program Council**
 - **Tiger Transit** bus routes
 - **Online surveys**
- and many more...*



The Difference Between PIN and Password

Each AU student has two sets of information that provide access to online services: The **student ID and PIN** work together as one set; the **AU User Name and password** work together as the other.

Student ID and PIN

Your student ID is your Social Security Number in most cases. You will receive your initial PIN here at Camp War Eagle. You will use your **student ID** and **PIN** to access all services in **OASIS** and **E-Bill**. This includes

- **OASIS**
 - Registering for Classes
 - Updating Addresses and Personal Information
 - Viewing Grades
 - Tracking Financial Aid
 - Activating your AU User Name the first time
- **E-Bill**
 - Viewing AU Bill Balances
 - Paying AU Bills
- **Athletic Ticket Purchase**

Be sure to keep your student ID and PIN secure. It is the key to your student records here at AU. It's a good practice to reset your initial PIN in OASIS after you register for the first time. Instructions on resetting your PIN are in this publication on page 4 and on the OIT Support website at www.auburn.edu/oit.

If You Forget Your PIN

The OASIS Personal Information Menu has a feature called "PIN Question and Answer". Filling out this option allows you to reset your PIN yourself if you forget it. Otherwise, you will have to go to Admissions and Records in Martin Hall to have your PIN reset. For more information about setting your PIN and the PIN Question and Answer option, see page 4.

AU User Name and Password

Your AU User Name has seven characters and is usually made from the first five letters of your last name and your first and second name initial. If you have a common last name, your User Name may include a number at the end. You will use your AU User Name and password to log in to these services:

- **TigerMail** (e-mail)
- **OIT Computer Labs**
- **WebCT** (course materials online)
- **AU ResNet** (Internet Connection in the Residence Halls)

Two business days after you've registered for classes the first time, you can activate your AU User Name. Instructions on how to activate your User Name and get your initial password are on page 5.

If You Forget Your Password

If you forget your password, bring a picture ID to the OIT HelpDesk, 1st Floor, RBD Library, to have it reset. Student passwords are not set over the phone or via e-mail.

ONLINE REGISTRATION USING OASIS

Online Auburn Student Information System



See the Registering for Classes tutorial on the web at www.auburn.edu/oit/account_info/oasis/students. Look for the "Registering for Classes" link in the **Registration and Schedule How-To** section. The interactive presentation requires Flash.

THINGS TO KNOW BEFORE YOU BEGIN

The Student ID

For most students, your student ID is your Social Security Number.

The PIN

You will receive a PIN (Personal Identification Number) at Camp War Eagle. Keep it safe – it is your key to OASIS and your student record. Don't share your PIN with other people and don't leave it lying about.

OASIS gives you the option to enter a question and answer to verify your identity so that you can reset your PIN yourself if you forget it. We will talk about resetting PINs online on page 4. If you haven't set the OASIS PIN prompt and you forget your PIN, you will have to go to Admissions and Records in Martin Hall to have your PIN reset.

Course Call Numbers

Every course section at Auburn has a five-digit Course Call Number. Your registration session will go much faster if you already have a list of the Course Call Numbers of the classes that you want to take.

You can see the list of classes organized by subject via the web from the Course Offerings link on the Current Students menu. From the AU Web (www.auburn.edu) click **STUDENTS**, or enter the URL for the Current Students page (www.auburn.edu/students). Click the Course Offerings icon. Select the Term, select the Subject, and then select the Course Name from the drop-down lists provided. OASIS displays a table that lists the sections of the course with seats available—including the time, location, and instructor. The Course Call Number is the five-digit number in the second column of this table. The Course Call Number is NOT the course identifier that looks like AAAA-1234.



NOTE: To speed things up during Freshman and Sophomore registration periods, only classes with seats available are displayed in OASIS. To see the complete list of classes, check a copy of the printed Schedule of Courses.

TIP: Students can add courses online until the first day of class. If a section of a class is full, you might want to check back later (but before classes start) to see if anyone has dropped the class and seats are available. **To add a course after classes have started, you must see the department offering the class.**

LOG IN TO OASIS

From the AU Web (www.auburn.edu) click **STUDENTS**, or enter the URL for the Current Students page (www.auburn.edu/students). Click the OASIS icon to go to the OASIS login page.

1. Enter your **Student ID** (Social Security Number) with no dashes.
2. Enter your **six-digit PIN**.
3. Click *only once* on the **Login** button.



REGISTRATION

Once you are logged in to OASIS

1. Click **Registration** in the blue bar, and then on **Drop and Add Classes** from the drop down menu.
2. **Select a term** from the drop-down menu, click the **Select** button *only once*.
3. Enter a **Course Call Number** in the **Add Class** box. You can enter up to 10 Call Numbers.
4. Click **Submit** once (see Figure 1).

Looking up Call Numbers in OASIS

It is a good idea to start the registration session with a list of Course Call Numbers for the classes that you want to take. If some of your choices are unavailable, you may need to look up more numbers from within OASIS. If you are browsing the course offerings from within OASIS (while logged in), you can add a course by clicking on the Call Number in the course listing table (see Figure 5).

From the **Drop and Add Classes** screen in OASIS, follow these steps:

1. Click on the blue **Course Sections** link (see Figure 1).
2. Select the **Course** from the menu (see Figures 3 and 4).
3. From the table of class sections (see Figure 5), check to see which sections are still available. Click on the **Call Number** of the desired class to add the class and return to the **Currently Registered Classes** table (see Figure 2).

The **Course Section Search** feature of the Registration and Schedule menu is turned off during Camp War Eagle in order to speed the system, but you may find it useful when you register for spring semester. This feature allows you to search for all courses within a specific subject area that are offered on a specific day of the week or at a specific time.

Figure 1. Add Class Table in OASIS

Enter the 5-digit Course Call Numbers in these boxes. Add up to 10 classes at a time if you already know the Call Numbers.

Click Submit

Fall 2004

[Enter the Course Call Numbers below as listed in Course Sections | Course Section Search](#)

Add Class

--	--	--	--	--	--	--	--	--	--

Submit

If you don't know the Course Call Number, or if the class you originally chose was unavailable, click here to look up new Course Call Numbers (See Figures 3 and 4).

Figure 2. The Currently Registered Classes Table

This table shows that you are enrolled in the class.

Fall 2004

Currently Registered Classes							
Course Title	Course	Call Number	Action	Status	Credits	Grade Type	Session
ENGLISH COMPOSITION I	ENGL-1100-020	12674	None	Enrolled	3.00	Normal grade rules	Normal Academic Term
Total Registered Hours:					3.00		

To drop a class, select "DROP" from the drop-down menu, then click the **Submit** button.

Figure 3. Select Subject Menu

Fall 2004

Select Subject

- Educational Leadership
- Educational Media
- Medical and Computer Engineering
- Elementary Education
- Engineering
- English
- Entomology
- Environmental Science

Submit

Scroll through the list and click on an item to make a selection.

Figure 4. Select Course Menu

Fall 2004

English

Select Course

- ENGL-1100 ENGLISH COMPOSITION I
- ENGL-1101 HUMANITIES WRITING SEMINAR I
- ENGL-1120 ENGLISH COMPOSITION II
- ENGL-1121 READERS WRITING SEMINAR II
- ENGL-1100 ORAL PROF. CHAL. FOR INTERM. STUD.
- ENGL-1120 CLASSICAL COM. SKILLS FOR INT. TAD
- ENGL-2120 UNDERSTANDING POETRY

Submit

Click the Submit once.

Figure 5. Adding Classes from the Course Sections Table

Click on the Course Call Number link to register for the class.

Fall 2004

[Select Another Subject](#) | [Select Another Course](#)

Section Title	Call Number	Seats Available	Status	Activity	Days Time	Location	Instructor	Session and Dates	Credits
ENGL-1100-019 ENGLISH COMPOSITION I	12673	Closed	Lecture	MWF 08:00-09:50AM	Main Campus	STAFF	Normal Academic Term	08-17-06 to 12-14-06	3.00
<p>ENGL-1100-020 ENGLISH COMPOSITION I</p>									
	12674	Open - 11 of 20	Lecture	MWF 08:00-09:50AM	Main Campus	STAFF	Normal Academic Term	08-17-06 to 12-14-06	3.00

OASIS HOURS



OASIS is generally available from

7 a.m. - 10 p.m. Monday through Saturday
12 noon - 10 p.m. on Sunday

The system requires nightly maintenance in order to keep it running in sync with the OASIS mainframe application which shares the same data.

PLEASE BE PATIENT: OASIS is always very busy during the first day or two of a registration period, especially during the early morning. Because of network traffic, it may be difficult for you to connect to the server. Please be patient and keep trying. Think of it as waiting in line for your turn or getting a busy signal on the phone.

AUTOMATIC LOG OUT: Be advised that OASIS will log you out if the system remains idle for 15 minutes. Any work in progress is not saved.

LOGIN EXPIRED: In some web browsers, a double-click on the gray buttons in OASIS causes your OASIS session to expire.

CAN'T ADD A CLASS?: Sometimes, because of a time conflict, missing prerequisites, registration hold or full enrollment, OASIS won't let you add a class you need. If this happens, go to the department that offers the course to get the situation resolved. If you think you are experiencing "technical difficulties," call the HelpDesk at **844-4944** or send e-mail to helpdesk@auburn.edu.

MORE INFO: For more information on using OASIS, including troubleshooting tips, see the web at www.auburn.edu/oit/account_info/oasis/students/

To Drop Classes

On the **Currently Registered Classes** table, click on the arrow beside the drop-down box in the Action field to display options. Choose **Drop**, and click **Submit**. If no options are listed in the Action field, then the class may not be dropped—see your advisor for details (see Figure 2).

TIP: Don't drop a class until you are sure that you have secured a replacement. You may not be able to add back the dropped class. Class openings are much harder to find after everyone has registered.

If you plan to drop all of your courses for a term, please see your Dean's Office to complete a resignation request form. You cannot completely resign using OASIS after classes have begun. Financial Aid recipients are advised that any drops to below full-time status may result in financial consequences. Students can drop classes online until midterm.

To VIEW YOUR SCHEDULE

The **Detailed Schedule** from the Registration menu displays a list of your currently registered classes along with the instructors name and the location. A click on the building name opens a new window with the online

OASIS continued on page 4

OASIS continued from page 3

campus map to show you the location of the building. This may be helpful if you are new to campus and feeling lost.

The **Student Schedule** option on the Registration menu displays your schedule in a time matrix format, but it does not provide the instructors name or links to building information.

TO VIEW GRADES

The Office of Admissions and Records does NOT mail out grade reports. You can check your end of term and mid-term grades via OASIS from the Student Records Menu. If your instructor submits end-of-term grades electronically, then your grade in that course will be accessible in OASIS immediately. Otherwise, end of term grades are usually available online the day after graduation.

Instructors have the option of posting midterm grades. This grade is only an indicator of your current status in the course and has no impact on your GPA.

TO RESTRICT OR RELEASE AND UPDATE DIRECTORY INFORMATION

Student directory information, including name, classification, phone number, address, and e-mail address, may be published in the University's online directory (People Finder), the TigerMail address book, and in the University's phonebook. You can indicate which parts of your directory information you want restricted using **Information Release Restrictions** under the **Personal Info** menu in OASIS. Selecting "Yes" beside the options on the Information Release screen means you want that information restricted, or *not* released (see Figure 6).

Selecting "Yes" by the first entry, Student Directory, keeps you from being listed in the online directory, the

TigerMail address book, and the phone book. If you want a partial release, name but no phone number for example, you can select "No" by Student Directory and "Yes" by the various items in the list. Set your restriction flag early in order to miss the printed copy of the campus directory which goes to press early in the fall of each year.

Update Address and Phone Numbers

You may view and update your local, mailing, and permanent address and phone number using the Personal Information menu items. Changes to these directory items appear in the online directory (People Finder on the AU Web) the next business day.

A few Personal Information listings cannot be changed using OASIS on the web. Some OASIS screens may display "Update" options on the menu for these items, but it does not actually change the data used by the system and seen by other people. You must contact the appropriate offices in order to make changes to these entries:

- **Billing Information** - Student Financial Services
- **Name** - Office of Admissions and Records
- **Social Security Number** - Office of Admissions and Records (If you are a student employee, you must bring your updated Social Security card to the Human Resources office.)

E-mail Addresses and Personal Web Page

AU's official student e-mail policy is available online at www.auburn.edu/oit/policies/student_email.php. That policy states that your e-mail address at Auburn is **username@auburn.edu** where **username** is your **AU User Name**. That is your TigerMail address (see page 6). All official notices and announcements are sent to that e-mail address. It is also the address your instructor will use to contact you. So despite the fact that you can enter up to five different e-mail addresses in OASIS, don't be deceived. Those additional e-mail addresses are not used.

The University's online directory (People Finder) checks to see if you are making use of your "public_html" directory on the OIT Sun Network to create a personal web page. It does not use the web address information entered in OASIS. Please see the OIT Support website for more information on how to create a personal web page on the AU Web server.

RESETTING YOUR OASIS PIN

You receive your initial PIN when you attend Camp War Eagle. We recommend that you reset your PIN to something you can easily remember, but is hard for other people to guess. You can reset your PIN in OASIS from the **Personal Info** menu.

The OASIS Personal Info menu also has a feature called "**PIN Question and Answer**". This option allows you to enter a question and answer that will confirm your identity. If you forget your PIN later, and you have previously entered a PIN question and answer, you can click on the "I forgot my PIN" link on the OASIS login screen. If you are able to correctly answer the question you entered earlier, you will have the option to reset your PIN yourself. Otherwise, you will have to go to Admissions and Records in Martin Hall to have your PIN reset.

REVIEW AU BILL BALANCE AND MAKE PAYMENTS



Paper copies of your AU Bill will be sent the first month of each term billing cycle (July, November, April). You will receive a bill notice via e-mail (to your @auburn.edu address) and in E-Bill for all other months.

More information, including the annual billing schedule, is available from the Student Financial Services Office web at www.auburn.edu/sfs.

To check your AU Bill (including Tiger Club and Telephone details) by term, choose **Account Summary by Term** from the OASIS Student Records Menu. Select the most recent term or the term for which the charges were accrued.

To pay by credit card (MasterCard or Visa), click the E-Bill logo. You will need to log in again with your student ID and PIN to use E-Bill. You will not be able to log in to E-Bill until you have received your first AU Bill.

If you are fortunate enough to have a friend or relative who makes bill payments for you, please take steps to make E-Bill statements available to those people. Once you've logged in to E-Bill, click "**Authorized Users**" from the top menu, and then click the "**Add Authorized User**" button near the bottom of the page. Enter the e-mail address of the person who needs to see a copy of the billing, then click **Add User**. Review the additional user agreement, and click "**I Agree**" to confirm that you still want to grant access to your account. Adding a user gives that person access to view your AU Bill balance due, to make payments, and to set up automatic payments. E-Bill sends an e-mail message containing login instructions and an initial password to the authorized user.

To see detailed billing information related to Tiger Card charges or telephone charges, log in to OASIS and select "**Account Summary by Term**" from the **Student Records** menu. Select the term in question from the drop down box and click "Submit". Click on the orange and blue "details" button. The telephone charges screen will require you to log in again with your telephone account number and calling code.

If you have questions about your AU Bill, please contact the **Student Financial Services Office** in Mary Martin Hall or at (334) 844-4634. If you have questions about Tiger Card, e-mail tigercard@auburn.edu or call (334) 844-4507. If you have questions about the telephone portion of your bill, contact the **OIT HelpDesk** at (334) 844-4944 within 60 days of the date of the charge.

Figure 6. OASIS Information Release Screen

"YES" means the information will be restricted or not public

Your Current Information Restrictions Are:	
Value	Information Type
No	Student Directory (Phone Book)
No	Student Name
Yes	Local Address
Yes	Mailing Address
Yes	Local Telephone Number
Yes	Place of Birth
Yes	Parent or Spouse Name
Yes	Parent or Spouse Address
Yes	Parent or Spouse Phone Number
No	Dates of Attendance
No	Degrees and Awards Received
No	Previous Education Institutions Attended
No	Official University Email Address
No	Participation in Sports/Activities
No	Athletic Info (Height/Weight)
No	Photographs, Video, Electronic Images
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	

ATHLETIC TICKET SALES

Athletic tickets are sold at certain times of the year. The dates are posted on the Athletic Ticket Sales menu. Click on Athletic Tickets from www.auburn.edu/students. You can pay for tickets with your Visa or MasterCard, or you can have the tickets billed on our AU billing statement. You can e-mail any questions about the Ticket Sales system to stutick@auburn.edu.

HOW TO GET YOUR AU USER NAME AND PASSWORD

Your AU User Name and password control access to your **TigerMail**, your **OIT Network directory space** (including your **website**), your **WebCT**, and your access to the **OIT Labs** and **network printing (and billing)**. It's important to keep it secure. **Don't share your User Name and password with anyone** and don't lose or forget them.

If you haven't done so already, follow the steps below to activate your AU User Name.

The AU Computing Activation Key

Two business days after you register for the first time, you may follow the steps below to set your password. Pre-registered CWE attendees can set their password immediately.

1. Log in to OASIS with your student ID and PIN. (For more information about OASIS, see page 2.)
2. Click on **"AU Computing Activation Key"**. Note: It's near the bottom of the first OASIS screen you see after login, just under the tiger eyes. You may have to scroll down the screen to find it.
3. The screen displays your AU User Name, your AU E-mail address, and your activation key. (*Make a note of your User Name and activation key - you'll need it for the next screen.*) Click on the **"Activate Your AU User Name"** button.
4. The **"Activate Your AU User Name"** button takes you to the **Password Page** (see Figure 1). In the boxes provided, enter your User Name (from the previous screen), activation key, and a new password of your choosing. You will need to retype the new password to confirm that you typed it correctly. Be sure to pick a password that is easy for you to remember, but hard for others to guess. The password rules are in a box at the bottom of the screen.

5. Click the **Set Password** button.

In about 5 minutes, your password will be active and you can log in to TigerMail, the OIT Computing Lab machines, WebCT, and various other campus computing resources that require a login.

Password Change

It's good computing practice to change your password every few months. You can reset your password via the web at www.auburn.edu/password. Your account activation key only works the first time you change your password. Thereafter you log in to the password change page with your most recent password.

The Password Page at www.auburn.edu/password will not update passwords for departmental computing accounts. Check with your academic department for information about departmental computing resources.

User Name Expiration

Your AU User Name stays active as long as you are an enrolled student. It will expire and be deleted after two consecutive terms when you are not actively registered to take classes at AU.

Figure 1. Password Page at www.auburn.edu/password

Enter your AU User Name.

Enter your account activation key from OASIS or your current password.
Your account activation key only works the first time you change your password.

Enter your new password and then re-enter it to confirm that you've typed it correctly.

Your new password must conform to these rules in order for the reset to work.

In addition to these requirements, please consider the following recommendations on choosing a good password:

- **Never use your name**, the name of a family member, a nickname, or your login name—or any variations of these.
- **Never use personal information.** Examples include license plate numbers, phone numbers, and Social Security Numbers.
- **Never use a real word** as your password. Most programs designed to break passwords start by going through all the words in standard English and foreign language dictionaries; then they might try books like the *Bible*.
- **Come up with your own scheme for passwords** so you'll always remember them even when you change them!



Forgotten Passwords

Your account activation key only works to set your password one time. If you forget your password, you will need to come by the OIT HelpDesk on the 1st Floor of RBD Library to have it reset. See page 10 for information on when the HelpDesk is open. Be sure to bring a picture ID with you for password reset requests.

Playing By the Rules

Rules and Policies You Should be Aware of as the Owner of an AU User Name

AU students are privileged with access to the University's computing systems. As with almost any privilege, there are associated responsibilities. Help us keep your access available and keep these resources open to other students by following the rules.

For starters, keep in mind that User Names on AU computing systems are provided to students for the purpose of academic research and instruction, e-mail, and Internet access. OIT administrators monitor access for appropriate use. Each User Name is assigned for the sole use of a single person. **Sharing User Names is prohibited.** The person for whom the User Name was created is responsible for the security of the User Name and all actions associated with its use. Your User Name may be revoked if it is found to have been used for activities that violate any portion of the OIT Network Policy.

Protect yourself and your User Name by remembering to log out of shared systems and the OIT Computing Labs. Close web browsing windows when you are finished with resources (such as OASIS) that require a login. See page 10 for more information about OIT Lab login and logout.

Virus protection on personal computers is required. If you connect a computer with a virus to the campus network, you will be connected to the Quarantine Network. For more information see page 7.

The **OIT Network Policy** and other computing policies can be found on the AU Web at www.auburn.edu/oit/policies. Here we've listed a few of the highlights.

- **Don't share your password.**
- **Don't play games** in the labs. It all goes back to that "appropriate use" thing.
- **Don't install software on the OIT Lab computers.**
- **Don't send unauthorized mass e-mail (spam) or participate in chain letters.**
- **Don't use your AU web space for monetary gain.**
- **Don't mess with other people's data** or files or knowingly let loose any destructive viruses, worms, etc.
- **Use personal courtesy** and exercise professional judgment in e-mail and chat/forum applications.

Students who seriously violate network security or otherwise misuse the computing facilities will not only have their accounts terminated, but may find themselves facing the AU Student Discipline Committee (see Section II-A-2-f of the University's Code of Student Discipline) and be held responsible under State and Federal laws.

If you need to report a network policy violation, please call either the OIT HelpDesk at **844-4944** or **911** (depending on the severity and urgency of the violation and whether or not you are in personal danger).

TIGERMAIL: AU's E-MAIL SYSTEM

Your official e-mail address at Auburn is

username@auburn.edu

where *username* is your **AU User Name** (see page 5). This e-mail address is the address that your instructors, your academic department, and the University administration will use to send you important announcements. You are responsible for checking this e-mail regularly.

LOGGING IN TO TIGERMAIL

You can activate your AU User Name two business days after you register for classes at Camp War Eagle. Instructions on how to activate your account are on page 5. Once you have your User Name and password, you can read TigerMail via a web browser or via the GroupWise client software installed on your PC.

TIGERMAIL VIA THE WEB

You can check your TigerMail from anywhere in the world. All you need is a computer connected to the Internet and a web browser such as Internet Explorer. Go to URL **tigermail.auburn.edu** or **tm.auburn.edu**. You'll log in with your AU User Name and password (see page 5). Web access doesn't require you to install any special software, so it's just the thing if you are traveling and checking your e-mail from a friend's house or an Internet cafe.

TigerMail via the Web is the recommended method for students who use regular "dialup" to connect to the Internet from home. If you have a particularly slow connection, you may prefer to use the faster, text-only URL **tm.auburn.edu/pda**.

You can also check your TigerMail via your Internet-enabled PDA or cell phone. For more information, see the site at **www.auburn.edu/oit/account_info/tigermail** and look in the Common Topics section for "TigerMail for handheld devices and cell phones".

GROUPWISE CLIENT FOR TIGERMAIL

TigerMail is powered by Novell GroupWise. If you are in one of the OIT Computing Labs, in the dorm using ResNet, or have a high-speed Internet connection (DSL or cable modem), we recommend you use the GroupWise client to read TigerMail. AU students can download and install this software from the **www.auburn.edu/download** site.

GroupWise allows you to use more of TigerMail's features such as rules, Palm sync, and instant messaging.

Features

- A 100 MB Inbox
- Large size limit for attachments - up to 10 MB
- Full-featured address book
- Spell Checking
- Robust virus checking and spam control with rules and a new "Junk" folder
- Calendar feature as well as a Checklist "To-do" folder
- Secure, encrypted connections
- Powerful find feature, delivery notification, mobile device support, and much more!

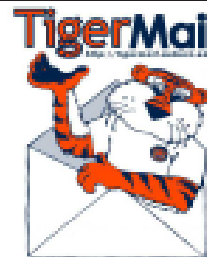


Figure 1. Sample View of TigerMail (tigermail.auburn.edu)

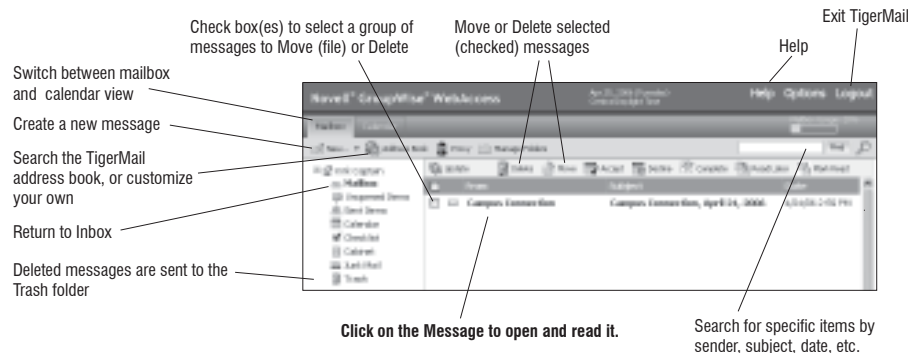
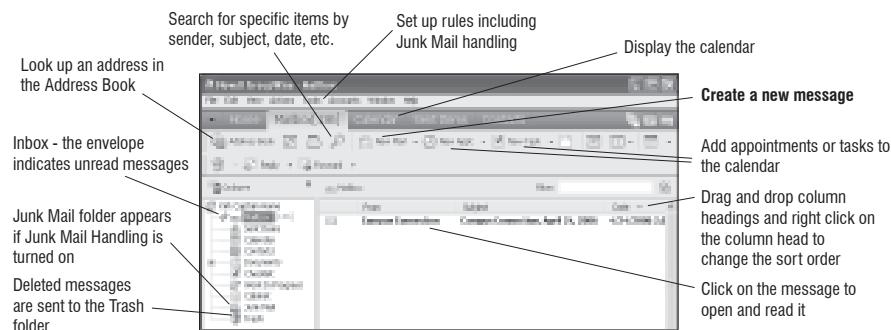


Figure 2. Sample View of the GroupWise Client for TigerMail



SPAM FILTERING

Spam is unsolicited bulk e-mail. AU's IronMail system scans for potential spam based on a formula (your mail is not read by an administrator) and marks potential junk with a "SPAM" tag in the subject line. The GroupWise client for TigerMail provides junk mail handling and rules features to automatically delete marked spam or route it to a junk mail folder. Rules you set in the GroupWise client work in the TigerMail web view. For more information on using rules to sort out or delete spam, see the OIT site at **www.auburn.edu/oit/account_info/tigermail** and look for "Dealing with Spam" under General Troubleshooting. Other spam fighting tips include the following:

- **Consider setting up an alternative address** on a free site (like Yahoo or Hotmail) to use when subscribing to web sites and services.
- **Never reply to spam**, not even to messages containing "click here to unsubscribe" links. Most often the "unsubscribe" only tells the sender that you are alive and reading, and they'll send you more junk!
- **Do not click web links in e-mail messages** because they may take you to fraudulent copies of well-known web sites set up to collect your e-mail address.

Fighting Infection - Virus Scanning and TigerMail

Incoming TigerMail is scanned for viruses. If the system finds an infected attachment, it deletes the attachment and sends you the message without the attachment—and a short explanation as to why the attachment was deleted. Even so, you still need to have anti-virus software on your computer. AU Students are provided anti-virus software at no charge. See page 8 for more information on how to get a copy.

TigerMail is scanned for viruses, but nothing is foolproof. Don't open attachments to messages that you were not expecting. In addition, make sure your operating system has the most recent security patches and your virus protection software is updated regularly with the latest virus definition files. See *Protecting Your Computer* on page 7 for more information.

WebCT

Course Materials Online

Many instructors use WebCT (Web Course Tools) to make information and technology tools available online to the students in their classes. Depending on the WebCT features your instructor employs, you may be able to access course material at your convenience, participate in course discussion boards and chat rooms, take quizzes online, see posted grades online throughout the term, and submit assignments electronically. Your WebCT courses are password-protected through myWebCT, which is your personalized page for all your courses, bookmarks, calendar, and announcements.

Log In to WebCT

Follow the link to WebCT from the Current Students page on the AU Web (www.auburn.edu/students), and click on the "Secure Log-in" link. You will use your AU User Name and password to log in to WebCT. (See page 5 for information on how to get your User Name and password.) Synchronize or reset your password via the password page (www.auburn.edu/passwords) before you try to log in.

Once you've logged in, your personalized myWebCT page is displayed. All courses to which you have access are listed here under "Courses" on the left side of the page. Just click on the course name from this list to enter its WebCT course.

Not every class has a WebCT course. If your instructor links a WebCT course to your class, it will automatically appear on your myWebCT page. You cannot add or remove a class yourself. If you don't see a class you were expecting to see in the list, contact your class instructor or the HelpDesk for assistance at (334) 844-4944 or e-mail webct@auburn.edu.

Adjust Your Browser Settings

WebCT has a browser checker feature that looks at the version of the web browser you are using and determines if it will work well with WebCT. From your myWebCT page, click Check Browser in the upper right corner. If you need to adjust browser settings, there's a help screen available.

Help Using WebCT

In addition to the Help feature provided within WebCT, the OIT site has a list of common topics and how-to information at www.auburn.edu/oit/teaching_learning/webct/students. Help with WebCT is available by phone at 844-4944 (OIT HelpDesk) or by e-mail to webct@auburn.edu.

NOTE: If one or more of your classes doesn't appear in WebCT, it does not necessarily mean that the instructor doesn't have class material online—it only means he or she didn't link the online material to WebCT. Play it safe and ask the instructor for the URL.

WHAT TO BUY?

The most common technology questions are whether a AU student is better off with (1) a laptop computer or a desktop computer, and (2) a Macintosh or a Windows computer. It's usually a matter of personal preference. Consider your study habits and your level experience using a given platform. You should choose what works best for you.

Before you make a purchase, it's a good idea to check with your academic department to see if there are system recommendations for you major. Some areas may have specific hardware and software requirements.

Laptop vs. Desktop

Laptop computers are good for non-structured studiers who frequently find themselves parked on the floor, the bed, or in a comfy chair or bean bag. In recent years, laptops have decreased in total weight and in overall cost. Most instructors still frown on laptops in the classroom, however, so don't plan to take notes on your laptop during class.

If you are living on campus, be aware that wireless access is not available in the residence halls. Wireless service is available in the Library, on the concourse, and in many academic buildings on campus. Laptops do take up less room, and space is an issue in a dorm room.

Laptop computers are traditionally a little more expensive for the computing power they provide, and they are not as easily expandable.

Newer desktop models with flat-panel monitors are much smaller and easier to transport than they used to be, but

Desktop models are still best used by students who prefer a more structured and controlled study environment.

Desktop models are generally less expensive and provide more computing power for the dollar. Desktops are easier to upgrade if you decide to expand rather than replace a machine.

Printers

The OIT Computing Labs provide laser printing at 6¢ per page (see page 11). It's way more convenient to have your own printer, but since laser printing is available in the labs, you may want to consider using a lower-end printer in your apartment.

USB Storage Devices

We recommend that you purchase a 512MB USB flash drive. Students have 40 MB network storage on the lab computers, but that should be used for temporary storage when using the labs, or for building a personal web. Never store data on the hard drive of the lab computer. The flash drive makes it easy to transport documents to the labs for printing, too. Be aware that 1.44 MB floppy disks and Zip drives are on the way out and won't be available in the labs much longer.

Hardware Discounts

AU students are eligible for hardware discounts from many popular computer manufacturers. Please see the OIT web at www.auburn.edu/oit/hardware_software/ for the most current information.

Protecting Your Computer

Easier access to fast Internet connections and more reliance on a networked computer environment have enabled us to collaborate easily with people around the world, access data from remote locations and share documents with others. However, the Internet also makes it much easier for malicious individuals around the world to gain access to your sensitive data, transmit destructive viruses, and misuse and damage desktop and server computers from remote locations. Preventing these "cyber attacks" is an ongoing process, which involves network administrators, application support people, and everyone who has access to a computer.

Anti-Virus Software

AU provides anti-virus software to all enrolled students. AU ResNet subscribers are required to install and run it. You can get a copy of this software online at www.auburn.edu/software

Windows Updates

In addition to anti-virus software, it is very important to keep your Windows operating system current with the latest patches. The OIT **TECHSTART** web site at www.auburn.edu/oit/techstart

provides information on how to set up your computer to download and install Windows patches and fixes automatically, and provides a security checklist to help you determine if your computer is reasonably secure.

Quarantine Network

If your machine has a virus and you try to connect to the AU ResNet or AU Wireless Network, your computer will be connected to the AU Quarantine Network. You could also be placed in quarantine if you are committing copyright violations, or if your computer's security has been compromised.

While you are in quarantine, you will not be able to view the internal or external Internet, check your e-mail, or transfer information from your computer to the network. The Quarantine Network screen displays your IP address and MAC (machine) address on the screen. Jot that information down and contact the OIT HelpDesk for information on how to solve the problem and move your system back on to the Auburn University Network.

Free Stuff and Discounts

The OIT site at www.auburn.edu/oit/hardware_software/ provides links to information about free or discounted software and discounts on hardware. Most software discounts for students are handled through the University Bookstore. Be prepared to show your student ID.

AU Software

AU Software is a web-based resource by which you can download, install, upgrade, and configure a variety of software products on your PC. Some of these products, like virus scanning software, are available to you at no charge.

If you are on ResNet in the dorms or have a fast internet connection at home, you can use AU Software via the web. Go to www.auburn.edu/software. If you are connecting from off-campus, you will be required to log in with your AU User Name (auburn@username) and password.

If you connect to the Internet via dialup, it is strongly recommended that you check out the AU Software CD from the Library rather than try to download the software via the web. Inquire about the AU Software CD at the RBD Library Circulation Desk, 1st Floor.

At the time this publication went to press, free AU Software included the products below.

- **GroupWise** (TigerMail Client recommended for use with ResNet, DSL, or cable modem connection)
- **GroupWise Messenger**
- **Virus Protection (McAfee)**
- **WS_FTP** (File Transfer)
- **SecureCRT** (login to the OIT Network)
- **VPN Client** (Wireless Connection)
- **WinSCP** (secure FTP)

For more information about AU Software, go to www.auburn.edu/software or contact the OIT HelpDesk.

Microsoft Office Software Available at a Significant Savings

AU participates in the Microsoft Campus Agreement. This means that AU students can purchase products like Microsoft Office from the AU Bookstore at a significant discount. A valid AU student ID card is required.

WIRELESS AT AU

Wireless connectivity is available in these public locations around campus

- AU Concourse
- Foy Union Building (Cafeteria, Lounge, Patio)
- Haley Center (1st floor common areas)
- RBD Library (most areas)

and in many academic buildings. For a more complete list of wireless locations for specific academic areas, please see the OIT website at www.auburn.edu/oit/connectivity and click on the "wireless" link under Data Connections.

Wireless Network Login

To login to the wireless network, take your wireless enabled computer to one of the wireless locations and open a web browser. If you are within range of one of the wireless access points, you'll see the AU Wireless login screen in the web browser window. Log in using your AU User Name and password (see page 5).

Once you are connected to the wireless network, you can browse the web, check your AU e-mail (TigerMail or GroupWise), and use applications such as SecureCRT, WinSCP, and Secure FTP to connect to AU host computers. If you need an encrypted connection, you'll need to install the Cisco VPN client.

Services requiring the Cisco VPN

If you need an encrypted connection to the AU Wireless network, the Cisco VPN is available to AU students via AU Software (www.auburn.edu/software). The Cisco VPN (Virtual Private Network) provides 168-bit encryption to ensure that all data sent is protected.

Of course, even if you are not using the Cisco VPN client, you can still establish secure data connections when visiting web sites and e-mail portals that offer SSL connections, such as Amazon.com and other popular commerce sites.

Services that require the VPN client include:

- WS-FTP (unencrypted)
- Accessing shared AU networks
- Connection to Student H: drives
- Checking non-AU e-mail accounts via POP/IMAP

Connecting From Off-Campus

NOTE: If you live in a residence hall on-campus and have a computer there, you have a high-speed **Ethernet** (faster than modem or cable modem or DSL) connection that won't tie up your phone line. For more information, see page 9.

For off-campus connectivity to the Internet, there are three options for local residents:

- **cable modem**
- **DSL** (Digital Subscriber Line)
- **dialup modem**

DSL and cable modems are fast and "always on", but may not be available in all areas. The dialup option is slower, but it is more widely available and, for a single computer connection, usually costs less. Examine your web surfing habits to determine which type of connection and Internet Service Provider (ISP) are right for you.

If the speed of the connection is important to you, a cable modem or an DSL modem is much faster than dialup. If you plan to split the cost of the connection with your roommates, cable or DSL may not be that much more expensive than dialup, and it won't tie up

your phone line. You can talk on the phone while you surf. Most people who use DSL or cable connections say that the speed is definitely worth the extra cost, and they would never consider going back to dialup.

Some local apartment complexes provide Internet connections, so it is a good idea to ask about these services as you are apartment hunting. Keep in mind that as an AU student, you are provided e-mail and 40 MB web/network space as long as you are enrolled. The questions you need to ask in choosing an ISP are about reliability, service, speed, and cost.

There are several ISPs that provide dialup or DSL connections to the Auburn/Opelika area. The commercial website at

thelist.internet.com/areacode/334/

provides a list of these companies, the services they offer, and links to more information. If you plan to use a conventional dialup modem, be sure that the local access number (the number your computer will dial to connect) is a local number. You don't want to pay additional charges in long distance fees.

To find out about the availability of cable modem, contact your local cable television company.

AU ResNet: Broadband Internet Connectivity On-Campus

Students who live in Auburn University residence halls can have their computer directly connected to the Internet and Auburn Intranet via a high-speed connection located in their room. This "always-on" connection means no dialing, no modems, and no busy signals.

What equipment do I need?

Your computer needs a Network Card installed and you also need a data cable, with one end plugged into the Network Card and the other end plugged into the ResNet network wall outlet. *(The more technical term for the data cable is an RJ-45 Category 5 cable. It looks like a telephone cord, but the cord is thicker and the connector is wider.)*

If you do not have a Network Card or a data cable, you can purchase and install this equipment on your own, or you can contact the AU ResNet Shop (see the box at the right). The AU ResNet shop will be happy to provide you a network card and cable at a competitive price and will install it for you. Plan to leave your computer there while the friendly AU ResNet Shop folks install the card. They will give you a time estimate on when to come back for the machine. The purchase and installation charges will be included on your AU bill (see page 4).

How do I sign up?

If you already have a Network Card in your computer, simply plug the data cable from your computer into the data jack in your dorm room. AU ResNet requires you to log in, so you must have already activated your AU User Name and password (see page 5).

- 1. Set up your computer.** ResNet requires that your computer have **current anti-virus software** and **Microsoft Windows security patches** on machines running Windows. The OIT website at www.auburn.edu/oit/connectivity/resnet provides more information and links to download a free copy of McAfee anti-virus software that is provided by AU. There is also information on installing MicroSoft Windows service packs and setting up the Windows Update feature on your computer. Unsecured computers are a risk to all users on the network and may be put in network quarantine (see page 7) in the event the machine is found to be inadequately protected.

Turn off your computer before you proceed to step 2.

System Requirements for AU ResNet

Your computer must meet or exceed these requirements:

Windows	Macintosh
Windows2000 (or later)	System 8 with Open Transport
32 MB of RAM	16 MB of RAM
	45 MB of free hard disk space

We regret that the resources to support all systems on all machines aren't available. If your machine does not meet these requirements, please consider upgrading.

- 2. With your computer turned OFF, Connect the data cable** to the Network Card and the ResNet data outlet located on the wall of your residence hall, next to the telephone connection.

- 3. Turn on your computer.**

- 4. Open up your web browser.**

- 5. Log in to AU ResNet.** You will be prompted for the following information:

- **Your AU User Name** - see page 5.
- **Your password** - This is the password you set to activate your AU User Name.

Be sure to read the **ResNet and Computer Usage Policies** that are accessible from the Authentication page carefully. University network computing policies also apply to AU ResNet. To check out the network computing policies, go to www.auburn.edu/it_policies.

- 6. You will be prompted to download and install a client agent.** The client will prompt you to login again with your **AU User Name** and **password**.

The client agent checks your machine for security vulnerabilities and reports them to you. If your machine is found to be vulnerable to attack or infection, it will be connected to the **Quarantine Network** (see page 7), or given only limited access to the network, until you have had opportunity to make sure that your PC is running appropriate Anti-Virus software, is appropriately patched, and is not infected with viruses or spyware. The HelpDesk may be able to help you determine what needs to be done to get out of Quarantine.

- 7. Once your machine is found to be "clean"** you will be able to authenticate and browse the web and access network resources as you normally would. Next time you connect to the network, you will log in with your AU User Name and password through the client agent.

What are the Rules?

A link to the ResNet computing policy is available online at www.auburn.edu/resnet. It is important that you secure your computer (see page 7) and that you keep current virus protection on your computer. AU provides virus prevention software to students (see page 7). ResNet subscribers who don't follow the rules are a risk to other users on the network. If the system detects that your computer has contracted a virus or is a risk to the network, your machine will be quarantined until you contact the HelpDesk and solve the problem.

AU Software

Once you've logged in to AU ResNet, you can use the AU Software web facility to download GroupWise client software (TigerMail e-mail), virus protection, and other software licensed for use by AU students, faculty, and staff. Go to URL www.auburn.edu/software to see what's available.



AU ResNet Shop
Hours: 8 a.m. - 5 p.m., Monday - Friday
Phone: (334) 844-9313
214 Psychology Lab Building
(see the campus map on page 12)

For the latest information about AU ResNet, check out the web page at www.auburn.edu/resnet

Other OIT Services for On-Campus Residents

Students who live on campus also have basic telephone and cable services included as part of the housing fee. Students can sign up for additional services online. These additional services are added to the AU bill (see page 4). The OIT site at www.auburn.edu/oit/connectivity provides links to more information.

Telephone

Basic service includes:

- Unlimited local calls
- Caller ID
- Call Waiting
- Last number dialed
- Customer-originated trace

For an additional charge, students can sign up for a second line, long-distance, and voice mail. More information, including the Student Telephone User Guide, is available from the OIT Connectivity page at www.auburn.edu/oit/connectivity. Look for "Dorm Phone Options" in the Telecommunications section.

Online telephone service forms require a login. Login as "AUBURNusername" where username is your AU user name.

Cable TV

Full cable television is included as a part of the housing fee. More information, including a list of channels, is available from the OIT Connectivity page at www.auburn.edu/oit/connectivity. Click on "Cable TV" in the Telecommunications section.

LOG INTO A LAB MACHINE

You must have an AU User Name and password (see page 5) in order to use the OIT Computing Labs. Lab login not only reserves the labs for AU students, but it also provides access to 40 megabytes of space on the central network for file storage and web page development and allows you to print to the networked laser printers.

There is a 6¢ charge per page for laser printing in the OIT Labs. **Printing charges are billed to the User Name that sent the print job from the lab machine.** This is one good reason why you should get used to logging out as well as logging in. We talk about some other good reasons to log out in the box below.

Lab Login Troubleshooting

If you are having trouble logging into an OIT Lab machine, try the tips listed below. If you've tried these suggestions and still can't log in, call the OIT HelpDesk from the phone in the lab at 4-4944 (no off-campus calls allowed from the lab phones).

- **Make sure you are in an OIT Computing Lab.** Computing labs run by other AU departments may require a login other than your AU User Name. You'll have to contact that department for login information. OIT Computing Labs are listed on the back of *Survival Guide*.
- **Keep in mind that passwords are Case Sensitive.** Check to make sure the "Caps Lock" feature on the keyboard is not turned on. If it is on, just press the Caps Lock key to turn it off.
- **See that the domain name reads "Auburn".** The Win2000 and WinXP machines on OIT Labs require the domain name (last box in login window, see example at the right) to be set to "AUBURN".
- **If you don't see the login dialog box** on the lab machine screen, it may be that the last person to use the machine forgot to log out. Please be nice and log out for them. See *Remember to Log Out*.
- **If you can't remember your password,** come to the HelpDesk on the 1st floor of RBD Library to request a password reset. Bring a picture ID.

A Word About Viruses

If you are working in one of the OIT Computing Labs, the virus scanning software should scan for viruses on a diskette when you insert it in the machine and access (look at) drive A:. If the program detects a virus, you can clean the diskette in the lab with the McAfee VirusScan software or bring the diskette to the HelpDesk for assistance.

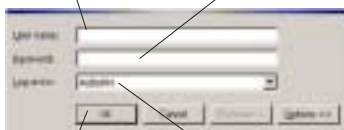
Sometimes, it is impossible to recover information from a diskette destroyed by a virus. Get in the habit of keeping a backup of any files that are important to you.

If you would like a copy of the virus scanning software for your PC, you can check out the AU Software CD from the Circulation Desk of the RBD Library or get it from www.auburn.edu/download (see page 8).

Read more about viruses and how to protect your computer on page 7.

Lab Login

1. Enter your **AU User Name** (see page 5).
2. Enter your password (see page 5)
3. Make sure the "AUBURN" domain is selected.
4. Click OK.



Remember to Log Out

When you have finished with the lab machine, it's very *important* that you remember to log out. So, what's the worst that could happen if you don't?

- Someone could print *War and Peace* and you'd be stuck with the bill.
- Someone could erase all the files in your network directory space.
- Someone could do something really rude using your User Name and get you kicked off the network. (See *Playing by the Rules*, page 5.)

Logging out from the OIT Lab machine is simple:

1. **Close the programs you have opened** (log out of your Web browser, or close MSWord)
2. From the **Start** menu, select **Shut Down** or **Log Off**.



3. Select "Restart" from the Shut Down drop list.

NOTE: Be sure the machine has cleared your User Name from the system before you leave the lab. If you are in doubt, restart the machine.

CONTACTING THE OIT HELPDESK

Overwhelmed? Confused? Just plain curious? The **OIT HelpDesk** is here to help. The HelpDesk is staffed by student consultants who are trained on a wide variety of Windows PC applications and campus computing services. These consultants act as the front line for all basic computing questions.

The HelpDesk serves AU's faculty, staff, and students and receives about 400 questions each day by telephone, e-mail, and from walk-in clients. If our front line consultant receives a question that is very involved or that is outside his experience, the call is transferred to a full-time specialist with expertise in that particular area. This routing process allows us to do our best to answer all computing questions from the simple to the very complex.

Because the HelpDesk is so busy, you may have to wait in the queue when you call. To minimize your hold time, please consider these tips:

- **Check out our Web page**
TECHSTART gets you started
The **TECHSTART** page at www.auburn.edu/techstart provides answers to the most frequently asked student computing questions including TigerMail, OASIS, WebCT, ResNet, password resets, and virus protection. Go to the URL above, or from the **AU Home** page, click **Information Technology** and then click the orange and

Hours of operation:

Monday -Thursday 7:30 a.m. til 10:00 p.m.
Friday 7:30 a.m. til 5:00 p.m.
Sunday 5:00 p.m. til 10:00 p.m.
Closed Saturday

Location: 1st Floor RBD Library

Telephone: (334) 844-4944

E-mail: helpdesk@auburn.edu

OIT Web Page: www.auburn.edu/oit

blue **TECHSTART** link that appears on the right of the OIT home page. You will very likely find the answer to your question without the need for a call.

- **Send us e-mail.**
Incoming e-mail is monitored and answered during our business hours. You may find it easier and less stressful to send a message to helpdesk@auburn.edu. Messages sent after hours are answered the next business day.

THE “LOGGED IN” CROWD

OIT Computing Lab Software

The OIT Lab computers are Windows multimedia machines. Lab machines have sound cards but no speakers. If you need to listen to a sound file on a lab PC, please bring your own set of earphones to plug into the jack provided on the lab PC.

At the time this publication went to press, the following software was available in the OIT Labs. Please refer to the web at www.auburn.edu/oit/connectivity (and click on Computing Labs) for the most current information about lab setup.

Lab Computer Desktop

These icons on the Lab computer desktop provide shortcuts to various popular services and applications.



Internet Explorer - web browser
(Home set to www.auburn.edu)



OASIS: Web Resources for Students



WebCT Course Materials



GroupWise Desktop Client for TigerMail



TigerMail via the Web - tigermail.auburn.edu



GroupWise/TigerMail Messenger



OIT Support/HelpDesk - www.auburn.edu/oit

From the Start Menu

AU Net Software

IBM Mainframe (tn3270)
SecureCRT (host login)
WS_FTP (file transfer utility)

Web Browsing

Internet Explorer

Web Browsing Plugins

Acrobat Reader
Flash
Haptek
Quick Time Movie Player
Real Media Player
Shockwave

McAfee VirusScan

McAfee VirusScan

Maple

Mathematics software

MS Office

Microsoft Access
Microsoft Excel
Microsoft FrontPage
Microsoft Power Point
Microsoft Word

Research Applications

MDL Crossfire Commander
Scifinder Scholar

Statistical Applications

MiniTab
SAS
SPSS (Haley lab only)

Save Files to the Network or a Diskette

You have 40 MB of disk space on the OIT network associated with your User Name. When you login to an OIT Computing Lab machine, you login to this network. You can use your OIT network space to write and store programs, build your personal web page, or store documents.

When you login to the lab computer and click on the “My Computer” icon (in the WinXP machines, choose My Computer from the Start menu), you’ll see the following drives:

- C:** the hard drive of the computer
- A:** a diskette inserted into the computer
- D:** the Zip drive (removable disk)
- E:** the CD ROM drive
- F:** USB portable storage (provided by user)
- H:** your home directory on the OIT network, “Homes on Samba 1”
- P:** your web directory on the OIT network, “public_html on Samba 1” (Your web directory is a subdirectory of your home directory called “public_html”.)



My Computer

Make it a habit to save your work on the **H:** drive of the lab computer or to removable storage, such as a diskette or a USB drive. The lab machines are reformatted regularly, and anything you save on the hard drive (drive C:) of the computer will be erased.

Saving files to drive H: is simple. If you are working in an application such as Microsoft Word, save the document by selecting **Save** from the **File** menu. In the **Save dialog box**, enter the file name as **H:\filename** (where *filename* is whatever you’ve decided to name the file).

In the grand scheme of things, 40 MB isn’t a lot of storage. One graphically intense PowerPoint presentation could easily be larger than 40 MB. Your OIT network space is designed to hold your public web material and to give you quick temporary storage from the labs. Plan to purchase and use a USB storage device if you need to store lots of material from the lab machines.

If you exceed the 40 MB quota in your home directory, you will not be able to save any more files until you remove some material from your network space. You can use the My Computer window to delete old files or move them to your portable storage device. Don’t be confused when the My Computer window shows several gigabytes of storage still free... that’s the storage shared by all the users on that disk volume: your part is only 40 MB.



NOTE: Your home directory space, drive H:, resides on a UNIX host computer (host name: mallard.auburn.edu). The UNIX operating system allows you to have up to 30 characters in a file name and is case sensitive. Windows lets you use spaces in file names, but doing so is generally not a good idea on a UNIX machine. If you are likely to be transferring files between different systems or opening files in older programs, you may want to stick with the old lowercase “eight characters—dot (period)—three character file type” naming convention. For example: *filename.ext*

Network Laser Printing

While you are logged in, you can print to the network laser printers. This is as simple as selecting **Print** from the **File** menu in whatever application you are using.

The network laser printer prints a divider page at the beginning of each print job. The divider page includes the User Name of the person sending the print job and the date and time the job was sent. Please be considerate of other people’s printouts—keep the pages together, etc.

There is a 6¢ charge per page for laser printing in the labs. This charge is applied to the AU bill of the User Name that sent the print job—so be sure to log out when you leave the lab computer (see page 10). To see a list of the printing charges you’ve accumulated, view www.auburn.edu/printchgs (this page is also available from the Current Students page (www.auburn.edu/students) under “Lab Printing Fees”). You must enter your User Name and the last four digits of your Social Security Number to see the list of charges.

PRINT PREVIEW:

Printing Selected Pages From the Web

If you need to print part of a large Web document but don’t want to print the whole thing (remember, there is a charge for lab printing), pull down the **File** menu in the web browser and select **Print Preview**. Print Preview displays the pages on screen as they will be printed on paper. Move from page to page by clicking arrow buttons at the top of the page.

If the page you want to print doesn’t fit on the 8.5 x 11 paper, you may want to select “page setup” and change the printing option to landscape.

When you’ve made a note of which page numbers you need, click the **Print** button in the viewer and enter those numbers in the “page range” field of the dialog box. The Print Preview feature may save you some money.

Portable Storage in the OIT Computing Labs

OIT recommends that you invest in a USB portable storage device such as a Flash Drive or a ThumbDrive. These devices are relatively inexpensive for the amount of data they store and very easy to use. USB ports are available on the OIT Lab machines to connect the storage device.

OIT Lab computers do have 1.44MB floppy drives, and a few sites have zip drives. Zip drives are being phased out of the OIT Computing labs and will not be available in the labs the next few months.

See the map on page 12 or the OIT website at www.auburn.edu/oit/connectivity (and click on Computing Labs) for a list of hardware currently available in the OIT labs.

No Software Downloads on OIT Lab Machines

OIT Lab policy does not allow users to install additional software on the OIT lab machines. This includes web browser plugins, messaging systems, and so forth.

If your instructor has asked you to view a website that requires a specific web browsing plugin not already available in the labs, please contact the OIT HelpDesk.

OIT Computing Lab Setup

The section below describes the OIT Computing Lab setup at the time this publication went to press. Please see the web site at www.auburn.edu/oit/connectivity (and click on Computing Labs) for information about recent changes and machine upgrades.

The OIT Computing Labs are located conveniently throughout campus and are available to all students on a first come, first served basis. All OIT Computing Labs run Windows XP and require you to log in with your AU User Name and password. Please see page 10 for more information about login procedure.

These multimedia machines have a sound card, but no external speakers. Students should provide their own ear phones.

- | | |
|---|---|
| <p>1 011 Business Building
20 machines - CD/DVD
2 Networked Laser Printers</p> <p>2 206 Comer
20 machines - Zip250, CD/DVD
Networked Laser Printer</p> <p>3 145 Foy
40 machines - CD/DVD
2 Networked Laser Printers</p> <p>4 3350/3362 Haley
38 machines - CD/DVD
2 Networked Laser Printers</p> <p>5 105 Life Sciences
19 machines - Zip250, CD/DVD
Networked Laser Printer</p> | <p>6 252 Parker *
18 - CD/DVD
254 Parker
24 - CD/DVD
256 Parker
17 - CD/DVD
Networked Laser Printer</p> <p>7 RBD Library **
85 machines - Zip 250, CD
Networked Laser Printer per floor</p> <p>8 Terrell Hall
8 - CD/DVD
Networked Laser Printer</p> |
|---|---|

* The networked laser printer for 3350/3362 Haley is located in 3350 Haley.

The networked laser printers for 252 and 254 Parker are located in 256 Parker.

** There are 18 machines in room 3101A and 17 additional machines per floor near the central elevator. In addition, the Library Internet Cafe (24 machines) and the 2nd Floor Reference desk (31 machines) are owned by the Library and managed by OIT.

Lab Rules & Regulations

- No eating or drinking or use of tobacco or controlled substances
- No game playing
- No children allowed in the labs
- Do not install software on the lab computers
- Please work quietly so as not to disturb other lab patrons

Laser Printing

There is a 6¢ per page printing charge in the labs. The charge is billed on the AU bill of the User Name sending the print job. Paper is provided for the networked laser printers. You can check the balance of your lab printing charges by following the "Lab Printing Fees" link under Information Technology Resources on the Current Students page at www.auburn.edu/students.

Lab Hours, Class Closings & Reservations

Generally, OIT Labs are open whenever the buildings are open during the semester. Some OIT Labs may be reserved for classes, closed during special campus events (such as home football games), or closed a few hours at a time for routine maintenance. Notice should be posted on the door in advance, and a lab calendar is available on the web at www.auburn.edu/oit/computing_labs.html. If a lab is reserved, you will not be able to use the lab during that time. OIT Policy is that labs are not scheduled for more than five hours of classes during a 24 hour period.

AUBURN UNIVERSITY CENTRAL CAMPUS



A OIT Administrative Offices
Telecom/ETV

B OIT Lab Support
111 Tichenor Hall
Lab Lost and Found

C AU ResNet Shop (see page 9)
(334) 844-9313
214 Psychology Lab Building

D OIT User Services
26 L Building
www.auburn.edu/oit

E OIT HelpDesk
1st Floor RBD Library
(334) 844-4944
www.auburn.edu/oit

F OIT Machine Room/Test Scoring
144 Parker Hall

OIT Computing Lab Software

For the most part, you will find the same software in all of the OIT labs (see page 11). You may find a few special applications that have been requested by departments in some locations and not others, but each facility is equipped with the major software applications. These include word processing, database, and networking applications.

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