The Office of Information Technology presents

CAMP WAR EAGLE 2007 SPECIAL EDITION

SURVIVAL GUIDE

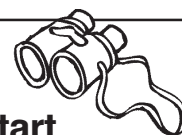## A STUDENT'S GUIDE TO COMPUTING AT AUBURN UNIVERSITY

WELCOME TO AUBURN!

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

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

Inside This Issue:

Help Yourself - It's on the Web!

Most of the AU student services you will need during your time here in the Loveliest Village are available to you via the Web. Many are available 24 x 7 from anywhere in the whole world. You should know that AU is in the process of making the transition from one student information system (OASIS) to another (tiger*i*). OASIS is serving up student information and services through August 2007, and tiger*i* will be taking over for fall and beyond. During this transition, you may find information you need in both places. Once fall rolls around, it's tiger*i* all the way.

AU Access, the campus portal, offers one-stop student services. New channels and services will be added through the fall. Right now, from AU Access you can reach

- **TigerMail** – Auburn's student e-mail
- **tiger*i*** – student information system where you can register for classes, adjust and view your schedule, view grades, and more.
- **WebCT** – a link to summer online courses.
- **Blackboard** – fall online courses, *coming soon*
- **Football tickets** and **parking permit** online ordering
- **E-bill** – see your AU bill, make automatic payments, set up authorized users (Mom & Dad) and pay your fees online - *coming to the portal in July*
- **Groups** – online presence for chartered student organization and special interest groups
- **Campus Connection,** general information, and news feeds
- Fun and games

You can reach most of these services through the Students link off the AU home page for a while longer as well. If you access these services from the Current Students page, you won't have single-sign on like you do from the portal. Instead, you'll have to log onto each individual application. The Current Students page will be changing in the fall as most online student services move into their new home in AU Access.

YOUR AU USER NAME AND PASSWORD

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

The new AU Access portal system provides single signon for most of the password protected web services for students. This makes it even more important to guard your password.

Activating Your AU User Name

When you come to Camp War Eagle, you will be given your AU User Name and shown how to activate it. If you are given a card with your User Name and an initial password, go to the web page at **www.auburn.edu/passwords** and reset your password. This password reset personalizes your login and "synchronizes" your password on all AU's computing systems. Try to choose a new password that's easy for you to remember but hard for other people to guess. Once you get to the password reset page, follow these simple steps:

1. **Enter your AU User Name.** Your User Name is the seven character identifier. For new students, it's typically your three initials followed by a four digit number, for example "aab0001".

2. **Enter your current password.** You were given a card with your user name and an initial password

when you arrived at Camp War Eagle. That password is your current password until you change it.

3. **Type your new password twice.** Because the password is not displayed on the screen as you type, the system asks you to enter it twice to be sure that you typed it correctly.

4. **Click the "Set Password" button.** If you entered your User Name and initial password correctly, and if your new password met the system requirements, you'll see a "SUCCESS" message. If you mistyped something, you'll be given an opportunity to try again.

Password changes take five to fifteen minutes become active on all the campus systems.

Choosing a good Password

Because your password is so important to your life at AU, you need to make sure it's protected. The best way to protect your password and your student records is to choose a strong password, and to change your password every few months.

Your new password must be at least six characters and no more than eight characters long. You must mix numbers and letters in the password, but no other "special characters" like # or ? or &. Passwords are case sensitive, so "1Tiger" is not the same as "1tiger" (hey, don't use that as a password - it's too obvious). Here are some general rules for choosing a good password:

- **Never use personal information** like your login name, the name of a family member, license plate numbers, phone numbers, or 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!

Remembering Your AU User Name

Your AU User Name will be printed on your student ID card. If you forget your AU User Name and lose your AU student ID card, you may be able to look yourself up in the People Finder on the AU home page. If that fails, contact the Registrar's Office. Do yourself a favor and memorize your AU User Name. It's an important part of your AU experience.

Your AU User Name stays active as long as you are an enrolled student. It expires and is deleted after two consecutive terms when you are not actively registered for classes at AU.

Resetting a Forgotten Password

If you are on campus, bring a picture ID to the OIT HelpDesk on the first floor of RBD Library, and the HelpDesk can reset your password for you.

You can also reset a forgotten password via the web at **www.auburn.edu/activate**. This site also works for those students who want to activate their account before they get to Camp War Eagle.

The site at **www.auburn.edu/activate** asks you to prove your identity by entering your AU User Name and providing three pieces of personal information. These are chosen from this list of items:

1. **Your Banner ID** - in many cultures, this would be known as your student ID. It's a nine-digit number unique to you and is used by AU to identify you to the system. This number was mailed to you by the Registrar's Office back when you were accepted as a student. They'll never show it to you again, so don't forget or misplace it.

2. **Date of birth**

3. **Last 4 digits of your Social Security number**

4. **The area code of your home phone** (where your parents live)

5. **Your home zip code** (your parent's address or your permanent mailing address)

Once you pass the identity test by providing the personal information, the system gives you an opportunity to reset your password, and then you are good to go.

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

Please keep in mind that students are afforded the privilege of using AU's technology resources for the express purpose of supporting the University's mission of Instruction, Research, and Outreach. 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.

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**. (resumes are permitted).
- **Don't mess with other people's files** or knowingly let loose any destructive viruses, worms, etc.
- **Use personal courtesy** and exercise professional judgement in e-mail and chat/forum applications.

Students who seriously violate network security or otherwise misuse the computing facilities will have their accounts terminated, and 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.

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 AU Access) that require a login.

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).

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tiger i — Online Registration and Student Records

On Your Mark…

- **tiger i** is in the campus portal, **AU Access**
- Know your **AU User Name** and your **password**

Get Set….

- Know When Registration Opens for You
  - Check Your Registration Status
  - Find Your Time Ticket
- Be Ready To Go When It's Your Turn
  - Remove Holds
  - Plan Your Schedule and
    Gather Course Numbers

Go…

- Register for classes with **tiger i**
- Know where to go for help

Figure 1: The **tiger i** Tab in AU Access

Once you are in AU Access, click on the **tiger i** tab to select it. You'll see several "channels" containing information about student services. The **tiger i** channel for registration is near the top left.

Camp War Eagle participants register the last day of camp, but next time you register (for Spring 2008), you'll need to know your time ticket assignment. Click here for information about time tickets.

View your class schedule.

Click on the + or - symbols to expand and or shrink the menus.

Register for classes, or build your schedule, here.

Look up course sections (CRNs - course record numbers) to add to your schedule.

Check for holds that may prevent you from registering.

How to log in to AU Access

tiger i is housed in **AU Access**, the campus portal. The web address for AU Access is **auaccess.auburn.edu**. You can also get to the **AU Access** login page from the portal icon on the Current Student's page at **www.auburn.edu/students**, or from the link at the top right of the AU Web at **www.auburn.edu**.

Log into AU Access with your AU User Name and password, which you will receive at Camp War Eagle. Keep your password safe—it is your key to AU Access and your student record. AU Access offers you single signon—that means once you've entered

your User Name and password to log into AU Access, you'll be able to use other applications housed in the portal (like TigerMail e-mail) without having to log in again. It's a great feature, but it makes it all the more important that you don't share your password with other people and don't leave it lying about. (For more information about your AU User Name and password, see page 2.)

Once you are in AU Access, select the **tiger i** tab (see Figure 1). The **tiger i** menu channel contains the links you'll need to

- check your registration status
- view holds on registration
- add and drop classes
- look up classes to add
- view and print your schedule

tiger i Tips

Available 24x7 - **tiger i** is available at all hours. The only exceptions might be early Sunday mornings, the time reserved for any necessary maintenance. For the most part, you can access **tiger i** all day and night.

Automatic Logout - Be advised that **tiger i** will log you out if the system remains idle for 90 minutes. Work in progress is not saved.

Use the Navigation Links - Don't use your web browser's "Back" button to navigate in AU Access or **tiger i**. Instead, use the tabs and internal links to navigate back and forth. You can also right click and select "Back" from the pop-up menu to return to the previous page.

If You Need Help figuring out how to use **tiger i**, please review the web site at **www.auburn.edu/oit/account_info/tigeri**. If you are not sure what classes to choose, or if you have trouble getting a class that you need, contact your advisor.

When can I register for classes?

This very first time you will register for classes on the last day of your Camp War Eagle session. From this term on, you will have to know when registration becomes available for you. There are specific days and specific times at which each student may begin registration.

How can I tell when registration opens for me?

The individual time when registration opens for you is called your "**Time Ticket**." Every student has one based on classification and number of earned hours. Time Tickets will be assigned approximately one week before registration for the term begins. Once your Time Ticket begins, you may register up until the first class day—when registration is turned off for everyone. You can find your registration Time Ticket by checking your registration status in **tiger i**.

What is my Registration Status?

1. Log into AU Access.
2. Click on the **tiger i** tab.
3. In the **tiger i** menu channel, click on "Check Your Registration Status"
4. Select the desired term and click on Submit
5. **If you have a hold, follow the steps to clear the hold** (see the next section). You will not be able to register until the hold is removed.
6. Your Time Ticket and registration status are displayed, along with information on holds and your academic standing.

How do I remove holds?

A **hold** is a tool to exclude a student from a specific function for a specified reason. A hold on your student record can prevent you from registering for classes or getting a copy of your transcript (among other things). A hold means there is some kind of problem that requires your attention. To see if you have a hold, follow the instructions to view your Registration Status (see page 3).

Some departments require that their students meet with an academic advisor before registering each term. If you are in one of those departments, a hold is placed on your record until you meet with your advisor. A hold might also be placed for incomplete health center forms or financial aid documents, unpaid fees, or the like. The Registrar's Office, the Student Financial Services Office, and the Medical Clinic are the three offices that most commonly attach holds to student records. Only the department that placed the hold can remove it, so you must contact the department that placed the hold. If you are unsure which office to contact regarding a hold, please contact the Registrar's Office.

What is an alternate registration PIN?

If you are in one of those departments that require academic advising prior to registration, you have a registration hold. That means you must see your advisor before you can register. Your advisor will give you an "alternate registration PIN" or "hold PIN" once the visit is complete, effectively removing the hold. **tiger*i*** will ask you for that alternate registration PIN when you register. If you have seen your advisor, and he or she has updated the hold record for you, the alternate registration PIN provided (usually 111111) will let you register. If things still don't work, get back in touch with your academic advisor.

Plan your schedule

You'll save yourself some time on registration day if you plan your schedule in advance. Be sure to include alternatives, for the most popular classes because your first choices might be full. Check the Schedule of Courses online and note the CRNs (course record number) of each class you'd like to take (see Figures 2 and 3). If you have the CRN in advance, registration will be quick and easy—just click on "Add or Drop Classes" in the **tiger*i*** registration menu, type in the CRNs, and click on Submit. If you need to search for classes as you are registering, follow these steps:

1. Log into AU Access and click on the **tiger*i*** tab.
2. Select "Look Up Classes" from the Registration section of the **tiger*i*** menu channel (see Figure 1).
3. Select a term from the drop-down menu and click Submit once.
4. Narrow your search (see Figure 2).

Figure 2: Class Schedule Search in **tiger*i***

You must select a subject area from this drop down menu. Type a letter to jump ahead to that part of the alphabetical list. You can select more than one subject by holding down the CTRL key.

Type a word or phrase from the title of a specific course.

View only classes taught by specific instructors. Enter the first letter of the instructor's last name to jump ahead to that part of the list.

If you have a specific block of time to fill, you can search for courses in your area offered at that time.

Figure 3: Class Sections Found

Course Record Number   Day and Time   Remaining Seats Available   Classroom Location

If there are open seats, click the checkbox at the left, and then click "Register" button for immediate registration, or click "Add to Worksheet" for the CRN to be automatically added to your "Add or Drop Classes" screen.

5. If it's your time to register and there are open seats in a class that interests you, click the box to select the class, and click Register for immediate registration (see Figure 3) or click Add to WorkSheet to compile a list of classes for you to compare. If it's not your time to register, and you are just browsing, make a note of the CRN to add later on the Add Classes menu.

Can't Add a Class You Need?

Sometimes, because of a time conflict, missing prerequisites, registration hold, or full enrollment, **tiger*i*** won't let you add a class you need. If this happens, don't dispair. If the class you need is full, keep checking back in **tiger*i***. Remember, you can add classes online up until the first class day. Students are constantly dropping and adding, so a seat might open up later. Some departments offer a waiting list too, so it doesn't hurt to ask. If you think you are

experiencing "technical difficulties", contact the OIT HelpDesk.

How to Drop a Class

1. Log into AU Access and click on the **tiger*i*** tab.
2. Select "Add or Drop Classes" from the Registration section of the **tiger*i*** menu channel.
3. Use the action pull-down list to select the "Web Drop" option for the classes that you'd like to remove from your schedule. You can remove more than one at a time.
4. Be sure you want to drop the class before you click the "Submit Changes" button. Once you drop a class, you may not be able to add it back.

NOTE: If classes have already started, check the withdrawal dates published by the Registrar's Office at **www.auburn.edu/registrar/calendars**. 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 **tiger i** after classes have begun.

How to Replace One Class with Another

You can replace one class with another in a single step.

1. Log into AU Access and click on the **tiger i** tab.
2. Click on Drop or Add Classes. You'll see the classes for which you are currently registered.
3. Select "Web Drop" from the drop-down menu beside the class you would like to drop.
4. Enter the CRN of the course you want to add in place of the old class in the "Add Classes Worksheet" area of the screen (scroll down).
5. Click the Submit Changes button.

How to View Your Schedule

The "Add or Drop Classes" menu lists the courses you've enrolled in for any given term. To see a traditional list of your classes, including times and locations, click on "Student Detail Schedule" from the **tiger i** tab. The "Week at a Glance" option displays times in a time matrix format. Enter the date in mm/dd/yyyy format to display that specific week.

Review AU Bills and Make Payments

AU does not mail paper copies of tuition and fee bills to students or parents. Instead, you will receive a bill notice via e-mail (to your @auburn.edu address—see page 6).

The E-Bill account balance and payment gateway are available from the Student Financial Services channel on the **tiger i** tab in AU Access. **E-bill will not be available to you until you receive your first electronic notice via e-mail, sometime in July.**

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 that person. *After you receive your first bill,* open E-Bill and click "**Authorized Users**", and then the "**Add Authorized User**" button. 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 Bills 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.

If you have questions about your AU Bills, please contact the **Student Financial Services Office** in Mary Martin Hall or at **(334) 844-4634**. If you have questions about Tiger Card charges, 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.

AU Access: *Online Portal for Student Services*

AU Access, the campus portal, offers one-stop shopping for student services. The single sign on feature allows you to connect to almost all student resources that require a login. You can get to AU Access from the "AU Access" link at the top of AU home page at **www.auburn.edu** or by entering **auaccess.auburn.edu** in the web browser address bar.

Navigate through AU Access by clicking on the Tabs (see Figure 1). The tabs you can see are dependent on your role at AU. Each tab displays a collection of boxes called channels. Some channels are maintained by AU and some are imported from external sources. A channel might be a collection of links to Financial Aid information or a news feed from CNN.

AU Access is relatively new to AU, so new channels and features are being added every week. Check the list of new channels periodically to see this work-in-progress grow.

Customizing Your View

Some tabs can be customized to display the information that you find most useful or interesting. You can also create brand new tabs to meet specific needs.
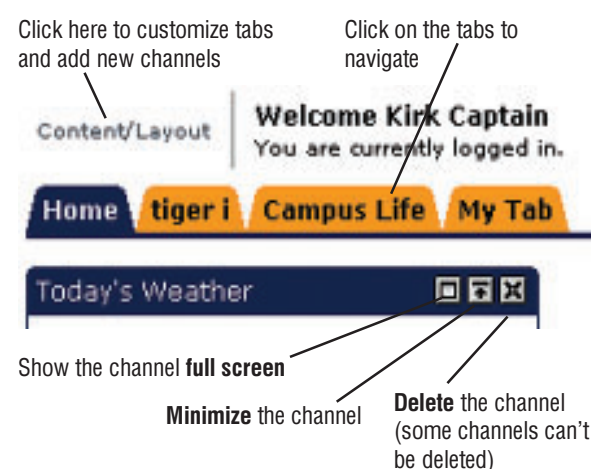
Notice that each channel has a title and a toolbar. The toolbar on each channel contains three buttons: full screen, minimize-maximize, and remove. Some channels, like the Campus News channel, cannot be removed. If you accidently delete a channel and decide that you want it back, or if you want to look for new channels, follow these steps:

1. Click on the "Content/Layout" link near the top left corner of the AU Access screen.
2. Select the tab to which you want to add a channel.
3. Click the "Add New Channel" button in the column and location where you want to add the channel.
4. Select a channel category, or highlight "Select All" and click "Go" to see all the available channels.
5. Select a channel from the list that appears.
6. Click the Add Channel button.
7. Click the Back to Home Tab link to exit the Manage Content/Layout page and return to you AU Access home page. Click on the tab to see your changes.

Recommended browsers for use with AU Access

Microsoft Internet Explorer 6.x
Netscape 7.1
Mozilla 1.7 (Firefox 1.0)
Safari 1.2 (Sun plug-in 1.4.2)

Figure 1: AU Access Tabs and Channels

Click here to customize tabs and add new channels

Click on the tabs to navigate

Content/Layout

Welcome Kirk Captain
You are currently logged in.

Home | tiger i | Campus Life | My Tab

Today's Weather

Show the channel **full screen**

Minimize the channel

Delete the channel (some channels can't be deleted)

TigerMail

For more information about TigerMail, see page 6.

Groups

The AU Access Groups feature provides an easy way for student organizations and class workgroups to communicate. Groups can be Public (open to any subscriber) or Restricted (open to subscribers only).

AU Access groups have homepages or group space as well channels, chat, threaded discussions, photo archives, news, targeted announcements and more.

Calendar

You can create and share calendars with friends and group members. The Calendar Sets feature allows you group several calendars, such as the calendars for each of your classes. You can also print a hard copy of the day, week, month, or year view.
NOTE: the AU Access calendar and the TigerMail calendar are not the same.

Log Out

Remember to Log Out of AU Access when you are finished. AU Access will log you out after 90 minutes of inactivity.

Help

Click on the AU Access help icon for more information about specific features in AU Access. For more information on customizing AU Access and on AU Access features, go to the OIT web at **www.auburn.edu/oit**, click on the "Account Info" tab, and then choose "AU Access", or send e-mail to **auaccess@auburn.edu**.

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 2). 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.

TigerMail in AU Access

AU Access, the campus web portal, provides a connection to TigerMail. Once you login to AU Access, look for the TigerMail icon near the top right of the portal screen. A double-click on the TigerMail icon opens your inbox in a new browser window. You can check AU Access and TigerMail from anywhere in the world. All you need is a computer connected to the Internet and a web browser.

AU 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. If you have a particularly slow connection, you may prefer to use the faster, text-only URL **tm.auburn.edu/pda**.

TigerMail via Your Cell Phone

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), you may prefer to use the GroupWise client to read TigerMail. AU students can download and install this software from the **www.auburn.edu/download** site. Most notably, the
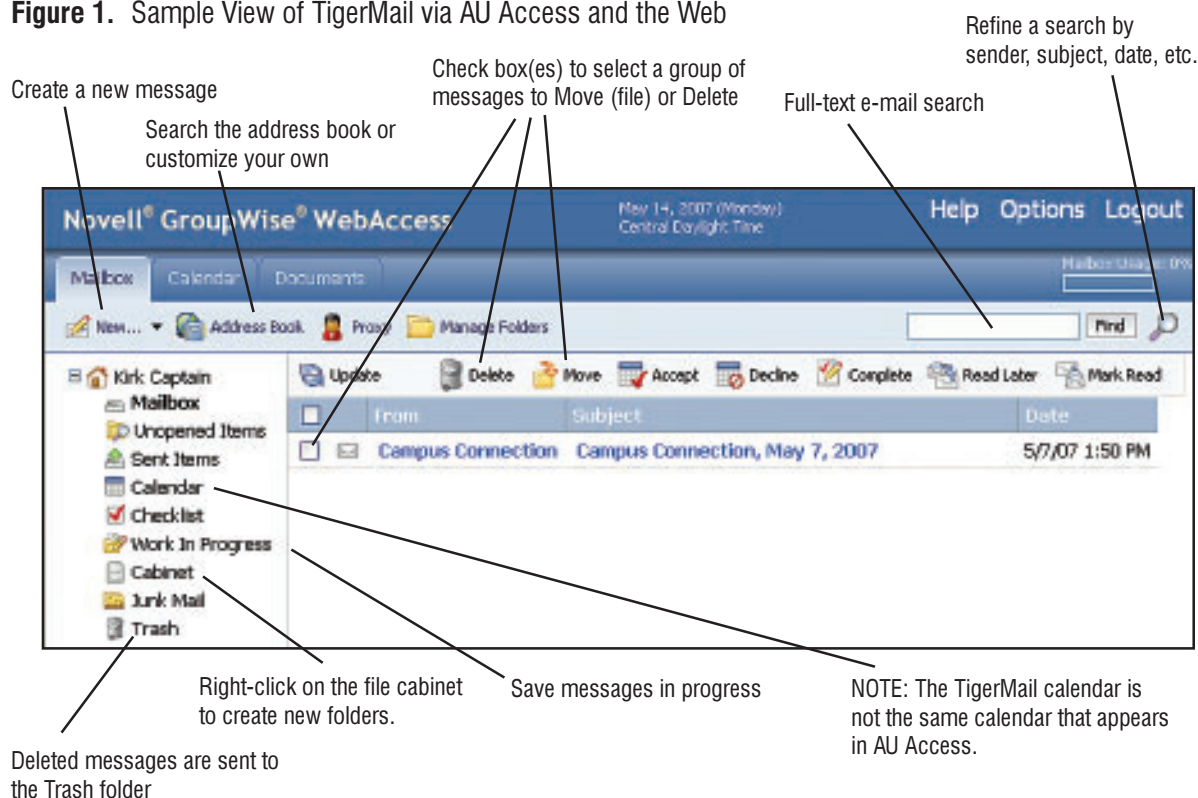
Features

- 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!

GroupWise client allows you to set up "rules" to filter out spam. For more information, please see the web at **www.auburn.edu/oit/account_info/groupwise**.

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, see the OIT site at **www.auburn.edu/oit/account_info/tigermail** and look for "Dealing with Spam" under General Troubleshooting.

DON'T BE AN E-MAIL SCAM VICTIM

Unscrupulous people frequently send bogus "phishing" or "fishing" e-mails designed to get you to divulge your personal information and account passwords. These messages are designed to look official, and it's often very difficult to tell by looks alone if a message is a fake. **In general, don't click on links in e-mail messages.** Be aware that banks, credit unions, and credit card companies will not ask you to provide account numbers and "verify your account information" via a link from an e-mail message. If you are in doubt, contact your banking institution by a more traditional method, such as the phone. Visit the OIT web site at **www.auburn.edu/oit/security_center/spam/** and the U.S. government site at **onguardonline.gov/phishing.html** for more information on how to avoid being a victim.

Figure 1. Sample View of TigerMail via AU Access and the Web

Create a new message
Search the address book or customize your own
Check box(es) to select a group of messages to Move (file) or Delete
Full-text e-mail search
Refine a search by sender, subject, date, etc.

Right-click on the file cabinet to create new folders.
Save messages in progress
NOTE: The TigerMail calendar is not the same calendar that appears in AU Access.
Deleted messages are sent to the Trash folder

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 free 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.

Blackboard
Course Materials Online

Many instructors use course management tools provided by Blackboard or WebCT to make information available online to the students in their classes. Depending on the Blackboard or WebCT features your instructor employs, you'll 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 courses in Blackboard or WebCT are password-protected. Starting this fall, these course tools will be integrated into AU Access, providing single-signon access to your schedule and class materials. Plans are to add a "My Courses" channel on the **tiger i** tab in AU Access, and also links to Blackboard and WebCT in the AU Access toolbar (see page 5).

Preview Blackboard

If you took the Math Placement Test, you may have already seen a little bit of Blackboard. To preview Blackboard, go to **blackboard.auburn.edu**, and click on "Open Blackboard at Auburn University". Once classes begin, you'll be using the interface to Blackboard provided through AU Access .

Adjust Your Browser Settings

Before you go further, it's a good idea to click on the "Browser Checker" link at the top right of the Blackboard login screen. The browser check ensures that your browser is configured so that you can use Blackboard or WebCT without encountering a problem. Scroll through the browser check results to see if there are warning messages or recommended changes. There are links to explanations and help at the bottom of the browser check document.

Login With Your User Name

Login to Blackboard with your AU User Name and Password (see page 2). If you connect to Blackboard from AU Access, you won't need to login again. The Blackboard interface is customized for your User Name. Courses to which you have access appear here under "Courses List". Just click on the course name from this list to enter the course.

Not every class has a Blackboard course. If your instructor links a Blackboard course to your class, it will automatically appear on the Blackboard tab in AU Access. You cannot add or remove a class yourself. If you don't see a class you were expecting to see in the list, your instructor might be using WebCT.

If you think you should have a Blackboard or WebCT course but do not, please contact your class instructor or the HelpDesk for assistance at (334) 844-4944.

WHAT TO BUY?

The most common technology questions are whether an 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 your major. Some areas may have specific hardware and software requirements.

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 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.

Anti-Theft

Always take precautions to secure your valuables on and off-campus: lock doors, and don't leave your books, backpacks or laptops unattended. If you plan to purchase a new computer, you might consider including an anti-theft option such as Lojack or Computrace by Absolute. Most laptop manufacturers offer an anti-theft option with multi-year subscriptions.

Software

If you are purchasing a Windows machine, then Windows XP Professional, Windows Vista Business, or Windows Vista Ultimate is recommended for use on the AU Campus network. Microsoft Office is preferred over Microsoft Works.

Hardware Discounts

If you plan to purchase a new machine, you may want to check out the student 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

Automate Windows Security Patches and Install Anti-Virus Software before you come to campus

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. Current anti-virus software is required on AU ResNet and the campus wireless network. You can get a copy of the anti-virus software provided by the University 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 & Discounts

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

AU Install

www.auburn.edu/download

AU Install 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 connecting to AU Install from off-campus, you will be required to log in with your AU User Name (auburn*username*) and password (see page 2).

At the time this publication went to press, the software available at no charge included the products below.

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

For more information about AU Install, go to **www.auburn.edu/download** 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 many Microsoft products from the AU Bookstore at a significant discount. The Bookstore offers academic pricing on other software as well.

WIRELESS AT AU

Wireless connectivity is available in most public areas and academic buildings on campus. For a list of specific wireless locations please see the OIT website at **www.auburn.edu/oit/connectivity** and click on the "wireless" link under Data Connections.

Wireless Network Login

To log into 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 2).

Clean Access Agent

If you plan to connect to the AU wireless network with a Windows machine, you'll be required to download and run the Clean Access Agent. This software checks your machine to make sure it is up to date on Windows security patches and has current anti-virus software. The Clean Access Agent protects the network so we can all have a better computing experience.

Services requiring the Cisco VPN

Once you are connected to the wireless network, you can browse the web, check your AU e-mail, and use applications such as SecureCRT and WinSCP to connect to AU host computers. If you have a Windows machine and you plan to connect to a service using an unsecured protocol, you'll need to install the VPN client. The Cisco VPN client is available via the web at **www.auburn.edu/software**.

Services that require the VPN client include:

- WS_FTP (unencrypted file transfer)
- Connection to Student H: drives (OIT Network)
- AU Library databases
- Checking e-mail accounts via POP/IMAP

Handheld Devices

Handheld devices running Microsoft Windows CE, Microsoft Windows PocketPC and Palm OS should be able to connect to the AU Wireless network while the devices are within the wireless zones around campus.

Before accessing the network, you will be required to log in using your AU User Name and computing password. After logging in, you can access the Web, e-mail and other Internet-based services. To begin this process, open the web browser on your device. If you are in range of the AU Wireless network, you will see the AU Wireless login page. Log in with your AU User Name and password (see page 2).

If you need help configuring your handheld device, contact the OIT HelpDesk at 844-4944.

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** 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**

AU does not provide a network connection to students living off-campus. Some appartment complexes do provide Internet services to residents, so make sure that you check before you sign up for connection services from a commercial provider.

If you are living off-campus, you may need to install the VPN client (Virtual Private Network) on your computer to connect to certain AU resources, such as some of the AU Libraries databases. The VPN client will also protect your transmissions from sniffers on rogue wireless networks. You can download a copy of the VPN client at no charge from the site at **www.auburn.edu/download**.

No Free Lunch

If you live off-campus and plan to connect via a wireless connection, be aware that there might be rogue networks in the neighborhood. If it appears that you are able to connect to the Internet on a wireless network for free, you may have found your neighbor's unsecured wireless network, or possibly a network set up by someone who is trying to capture sensitive information such as passwords and credit card numbers. The City of Auburn does not currently provide a city-wide wireless zone.

Ask the apartment complex management if a wireless connection is provided as a service, and be sure that you are connecting to the right network. If there is such a service available, and no login is required, it is still safer to run the Cisco VPN client to encrypt your transmissions.

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. Operating at speeds up to 10 Megabits per second, Resnet is faster than most cable modems or DSL connections and is included as part of on-campus housing.

What equipment do I need?

Your computer needs a Network Card installed and 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). 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 with your AU User Name and password (see page 5).

1. **Set up your computer.** ResNet requires your computer to have **current anti-virus software** and **Windows security patches** on machines running Windows. The site at **www.auburn.edu/resnet** provides more information and links to download McAfee anti-virus software (provided by AU), and information on enabling the Windows Update feature on your computer. Unsecured computers are a risk to all users on the network and will be put in network quarantine (see page 7) any time 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)	Sys 8 w/ 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 your **AU User Name** (see page 5) and **password**.

   Be sure to carefully read the **ResNet and Computer Usage Policies** that are accessible from the Authentication page. University network computing policies (see page 5) also apply to AU ResNet.

6. Y**ou will be prompted to download and install a client agent**. The client will prompt you to log in 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), which gives only limited access to the network, until it 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.

Software from AU Install

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

AU ResNet Shop
Hours: 8 a.m. - 5 p.m., Monday - Friday
Phone: (334) 844-9313
103 Hemlock Ave.

(see the campus map on page 12)

The OIT ResNet Shop is a service provided by the Auburn University Office of Information Technology for Students whether they live on or off campus. The mission of the ResNet Shop is to help students with computer technical problems, virus removal, software installations, and other general computer repairs often needed due to hardware, software, and or virus created failures. This service is provided for a flat fee of $65.00 per visit, which is charged to your AU Bill, plus cost of parts.

*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). See the OIT site at **www.auburn.edu/oit/connectivity** for 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. Log in as "AUBURN*username*" 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 2) in order to use the OIT Computing Labs. Lab login not only reserves the labs for AU students, but it also provides access to 100 megabytes of space on the 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 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 or USB drive when you insert it in the machine and access the drive. If the program detects a virus, you can use the anti-virus software in the lab to remove it, or bring the diskette or USB to the HelpDesk for assistance.

Sometimes, it is impossible to recover information from writeable media 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 get it from the AU Install site at **www.auburn.edu/download** (see page 8).

Lab Login

1. Enter your **AU User Name** (see page 5).

2. Enter your **password** (see page 5)

User name:	
Password:	
Log on to:	AUBURN

   OK   Cancel   Shutdown...   Options <<

3. Make sure the "**AUBURN**" domain is selected.

4. Click OK.

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 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.

The **TECHSTART** page at **www.auburn.edu/techstart** provides answers to the most frequently asked student computing questions including TigerMail, AU Access, 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

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 2.)

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.

Log Off   Shut Down

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.

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

Semester Break Hours:
Monday - Friday 7:30 a.m. til 5:00 p.m.
Closed Saturday and Sunday

Location: 1st Floor RBD Library

Telephone: (334) 844-4944

E-mail: helpdesk@auburn.edu

OIT Web Page: www.auburn.edu/oit

orange and blue **TECHSTART** link that appears on the right of the OIT home page. Very likely you will 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)

AU Access Web Portal

Blackboard Course Management

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
  SecureCRT *(host login)*
  WS_FTP *(file transfer)*
Web Browsing
  Internet Explorer
Web Browsing Plugins
  Acrobat Reader
  Flash
  Haptek
  Quick Time
  Real Media Player
  Shockwave
McAfee VirusScan
  McAfee Virus Scan
Maple
  Mathematics software

MS Office
  Microsoft Access
  Microsoft Excel
  Microsoft FrontPage
  Microsoft Power Point
  Microsoft Word
Research Applications
  MDL Crossfire Comm.
  Scifinder Scholar
Statistical Applications
  MiniTab
  SAS
  SPSS *(Haley lab only)*

Save Files to the Network or Removable Media

You have 100 MB of disk space on the OIT network associated with your User Name. When you log into an OIT Computing Lab machine, you log into this network. You can use your OIT network space to write and store programs, build your personal web page, or store documents.

When you log into 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 (if available)
D: the Zip drive (removable disk - if available)
E: the CD ROM drive
F: USB portable storage (provided by user)
H: your home directory on the OIT network
P: your web directory on the OIT network *(Your web directory is a subdirectory of your home directory called "public_html".)*

Make it a habit to save your work on the H: drive of the lab computer or to removable storage, such as a USB device. 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, 100 MB isn't a lot of storage. 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 100 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 100 MB.

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 6ᶜ 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.

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.

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.

Where to Go for Help

A **OIT HelpDesk**
1st Floor RBD Library

B **OIT Lab Lost & Found**
0316A Haley Center

C **AU ResNet Shop** *(see page 9)*
103 Hemlock Ave.

OIT Computing Labs

1 **011 Business**
20 machines

2 **206 Comer**
20 machines

3 **145 Foy**
40 machines

4 **3350/3362 Haley***
38 machines

5 **105 Life Sciences**
19 machines

6 **252 Parker*** - 18 machines
254 Parker - 24 machines
256 Parker - 17 machines

7 **RBD Library****
85 machines

8 **Terrell Hall** - 8 machines
(not available during CWE)

* The networked printer for 3350/3362 Haley is located in 3350 Haley. The printers for 252 and 254 Parker are located in 256 Parker.

** There are machines in room 3101A and near the central elevator on each floor. A networked printer is provided on each floor. The Library Internet Cafe machines and the 2nd Floor Reference desk are owned by the Library and managed by OIT.

OIT Lab computers have sound cards, but no external speakers. Students should provide their own ear phones. All labs have networked laser printers available.

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

AUBURN UNIVERSITY CENTRAL CAMPUS

OIT Computing Lab Setup

The OIT Computing Labs 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 (see page 10).

For current information about OIT Computing Lab setup, please see the OIT web site at **www.auburn.edu/oit**. Click on the "Connectivity" tab, and then click on "Computing Labs" in the first column.
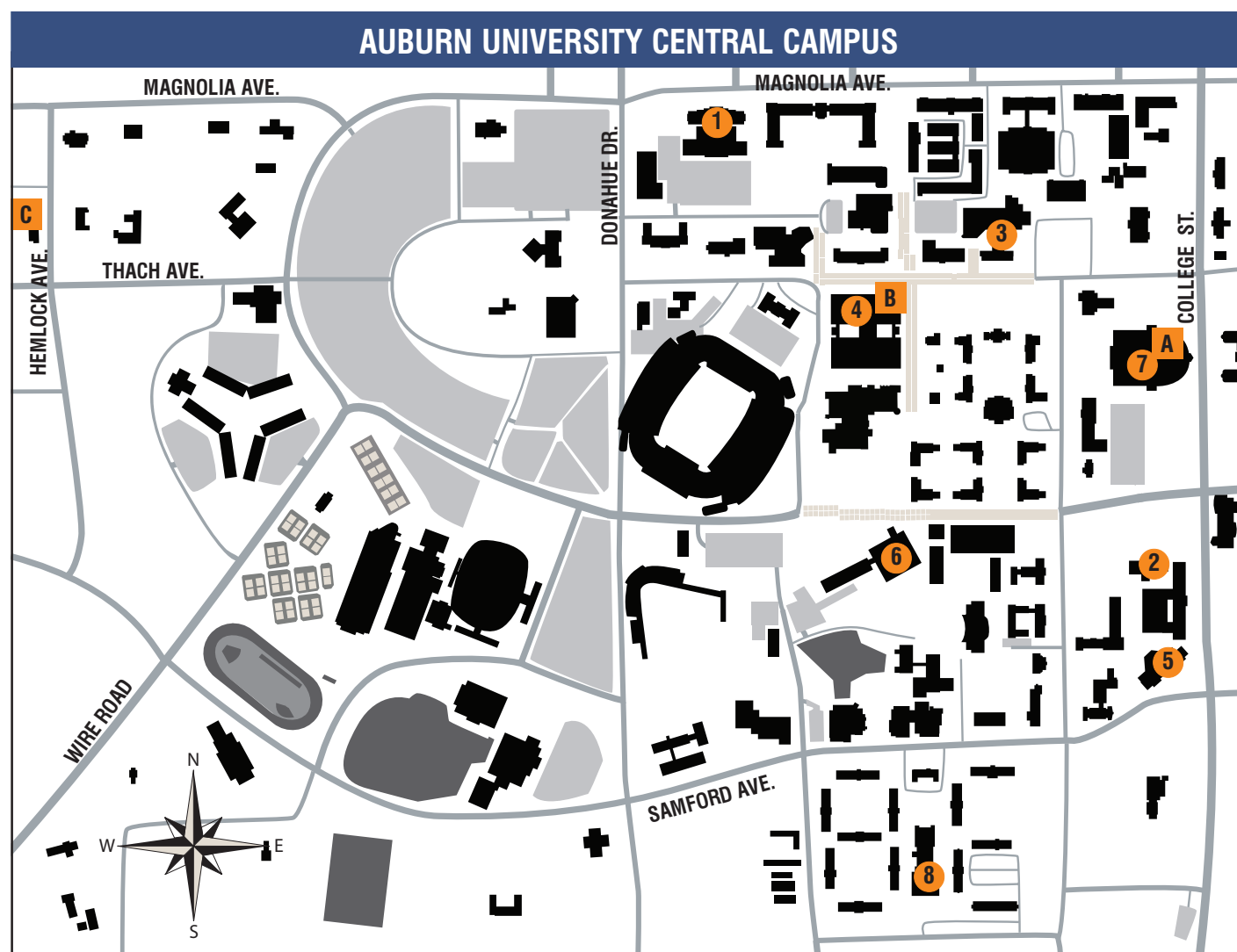
Laser Printing

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 with the computing lab information on the OIT web site. 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.

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.

CWE Survival Guide is published by the Office of Information Technology User Services
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