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 are here to help!

Check out the SURVIVAL GUIDE Online at **www.auburn.edu/oit/sg** for answers to all your questions about computing at AU and links to even more information!

Inside This Issue:
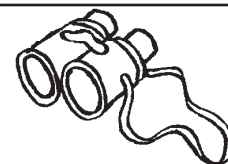
Help Yourself - It's on the Web!

Most of the AU student services you will need during your time here in the Loveliest Village are available to you via the Web 24 x 7 from anywhere in the whole world.

AU Access, (auaccess.auburn.edu) the campus portal, offers one-stop student services. The portal also offers "single sign-on", so once you are logged into the portal, you don't have to keep entering your username and password as you go from one application to another.

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.
- **Blackboard** – course materials online
- **Football tickets** and **parking permit** online ordering
- **This Week @ AU** – general information and news feeds

- **E-Bill** – see your AU bill, make automatic payments, set up authorized users (Mom & Dad) and pay your fees online
- **Groups** – online presence for chartered student organization and special interest groups
- **Campus Life** - channels for Facebook and Pandora, see what's going on around campus, and more!

You'll find links to AU Access and to offices and departments that provide services for students on the "Current Students" page at www.auburn.edu/students, available from the "Students" link in the orange bar near the top of the AU home page. If you access password-protected student services from the Current Students page, you won't have single sign-on like you do from AU Access. Instead, you'll have to log into each individual application.

SPECIAL EDITION

CAMP WAR EAGLE

YOUR AU USERNAME AND PASSWORD

When you were admitted to AU, you were sent a confirmation letter. It contained your **AU Student ID** or **Banner ID** (a nine digit number) and your **AU username** (seven characters - letters and numbers). The letter instructed you to go to **www.auburn.edu/activate** to activate your username. Hopefully, you've already done that. This **username** and **password** let you log into AU Access, TigerMail e-mail, computers in OIT Labs and more. You need it to access files in your OIT Network space (including your website) and your SkyDrive (see page 8). It's important to keep your login credentials safe. Don't share your username and password with anyone & don't lose or forget it!

Remembering Your AU Username

If you forget your username, you may be able to look yourself up in the People Finder on the AU home page. Your username is the first part of your Auburn e-mail address (**username@auburn.edu**) and follows the ~ in your web address (**www.auburn.edu/~username**). If that doesn't work for you, contact the Registrar's Office. Do yourself a favor and memorize your username. It's an important part of your AU experience. It stays active as long as you are an enrolled student. It becomes inactive after three consecutive terms when you are not actively registered for classes at AU. If you graduate from AU, you'll get to take your username@auburn.edu e-mail address with you!

Protect Your Password

Your password is an important part of your AU identity, so make sure it's protected. The best way to protect yourself is to choose a strong password and change it every few months. It's easy to change – just go to **www.auburn.edu/password**, login and click 'Update Password.'

• **Don't use personal info** like your username, family member's name, license plate number, phone number, or Social Security number.

• **Never use a real word as your password.** Password crackers start by going through all the words in 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

If you've set such an incredibly great password that even you can't guess it, and you don't remember what it is, all is not lost.

Reset it Yourself with MyAccount

You can reset a forgotten password via the web at **www.auburn.edu/password** if you plan ahead. You'll need to set up your security questions in **MyAccount** now (see below) so you can reset your own password later if you need it.

OIT HelpDesk To The Rescue

If you don't set up any security questions and do forget your password, you won't be able to use the self help password reset through MyAccount. You'll have to bring a picture ID to the OIT HelpDesk during regular business hours.

Aw, go ahead and set up your security questions now so you won't lose your way and you'll be able to reset your own password if you forget it anytime, day or night – no waiting!

MyAccount

Setting Up Your Security Questions

My Account is an account management tool on the Web where you can do things like update your password or reset it yourself if you forget it. To do that, you'll have to set up some security questions first. MyAccount is at **www.auburn.edu/password**. Login with your username and password.

Click on 'Update Security Questions & Answers'. Select at least 5 questions from the drop-down lists and answer in the appropriate fields. You can answer any way you like but remember, you will need to be able to recall exactly what you said. If you forget your password, these questions and your answers will be used to verify your identity.

Now, if you click on *Forgot Password?* from an OIT login page, MyAccount will use these security questions and info from your AU student record (like your birthday or home zip code) to verify your identity. If you answer correctly you can reset the password yourself! If not, you'll have to bring a photo ID to the OIT HelpDesk (see page 10) on campus to have them reset it. So, don't wait - set up your MyAccount security questions NOW!

Playing By the Rules OIT Rules and Policies You Need to Know About

We 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. IT resources are monitored for appropriate use.

Each username is assigned for the sole use of a single person. **Sharing usernames is prohibited.** And that's for your own protection – because the person for whom the username was created is responsible for all actions associated with its use. Your username may be revoked if it is used for activities that violate any portion of the AU Network Policy.

The AU Network Policy and other computing policies are on the Web at *www.auburn.edu/oit/policies*. You're responsible for being aware of them all, but this box contains a few of the highlights,

> **No password sharing!**
>
> **Don't download or share files (music, video, etc) that don't belong to you.**
>
> **No game playing in labs.**
>
> **Don't install software on the OIT Lab computers.**
>
> **Don't send mass e-mail (spam) or chain letters**
>
> **Don't use AU web space for monetary gain. (but resumes are okay).**
>
> **Don't mess with other people's files or knowingly let loose destructive viruses, worms, etc.**

things to avoid lest they get you in trouble! Students who seriously violate AU policies or otherwise misuse computing facilities may have their accounts terminated, and may find themselves facing the AU Student Discipline Committee (see Section II-A-2-f of AU's Code of Student Discipline) and be held responsible under State and Federal laws.

Protect yourself and your username by logging out of shared systems and the OIT Computing Labs. Close web windows when you are finished with resources (like 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).

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 (see below). Be prepared to show a student ID.

AU Install
www.auburn.edu/software

AU Install is a web-based resource by which you can download, install, upgrade, and configure a variety of FREE software on your Windows PC (some for Linux and Mac). These products are made available to you by your friends at OIT.

AU Install is provided just for AU students, faculty and staff so you will have to log in with your AU username and password (see page 2) for access.

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

- **Adobe Acrobat Reader**
- **AU Configuration file (netfw.inf)**
- **Cisco AnyConnect VPN Client**
- **Cisco Clean Access Agent**
- **CocoaMySQL** (MAC interface)
- **CutePDF**
- **MySQL Control Center** (Windows)
- **SecureCRT 6.01**
- **SharePoint Designer**
- **Sophos Anti-Virus**
- **WinSCP**
- **WS_FTP**

For more information about AU Install or to download software, go to **www.auburn.edu/software**.

AU Bookstore Software Discounts

The AU Bookstore sells Microsoft and Adobe products at a significant discount. Discounted pricing may be available through the Bookstore on other software titles as well - just ask. To receive the discounted academic pricing you have to show your AU ID and purchase the software on-campus in the AU Bookstore.

Check out the AU Bookstore's website at **www.aubookstore.com** or go by the Auburn Bookstore in the lobby of Haley Center.

AU_WiFi: Wireless at AU

Wireless connectivity is available in on-campus housing (see page 9) and in most public areas and academic buildings on campus. For a list of specific locations, see the OIT website at **www.auburn.edu/oit/connectivity** and click on the 'Wireless' link under 'Data Connections'.

Wireless Network Login
If you have Windows XP you'll need to configure your computer to connect to AU_WiFi, the first time. No need to do this if you have Windows 7. Instructions are available at **www.auburn.edu/oit/connectivity/wireless/ht_auWiFi_XP.php**.

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 an access point, you'll see the AU Wireless login screen in the web browser window. Log in using your AU username and password (see page 2).

Clean Access Agent
If you plan to connect to the AU Wireless network, 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 that your computer has current anti-virus software. If you're not up to date on these things, you won't be able to access AU_WiFi.

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 username and password. After logging in, you can access the Web, e-mail and other Internet-based services.

To log in, 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 username and password (see page 2). Additional assistance may be available through your handheld device provider.

Mom & Dad – You Can Use Our Wireless Network During Camp War Eagle!

Why should only students have all the fun? Parents can access our Wireless network during CWE if their laptop has a compatible wireless card. Contact the OIT HelpDesk, 334-844-4944, or notify a CWE counselor to request a guest account, which is required for non-students/employees to log into the AU Wireless network.
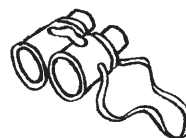
No Free Lunch
On-campus AU_WiFi access points are fully encrypted. If you use wireless off-campus, be sure you are connecting safely. If you use a "free" wireless connection, a word to the wise... you may have found your neighbor's unsecured wireless network, or possibly a network set up by someone trying to capture sensitive information such as passwords and credit card numbers.

The city of Auburn does not have a city-wide wireless zone. Ask your landlord if a "free" wireless connection is provided as a service. If not, and no login is required, it is safer to run the Cisco VPN client (free via AU Install - see page 3) to encrypt your transmissions on that network. You can always contact one of the local Internet Service providers and arrange for off-campus wireless service of your own.   If you have a wireless network of your own – secure it!

AU Alert Emergency Notification

As part of Auburn University's ongoing effort to safeguard students, faculty and staff, the University has implemented an emergency communications system known as AU ALERT. This system allows students, faculty and staff to receive time-sensitive emergency messages in the form of e-mail, voice and/or text messages.

Everyone with an AU e-mail address will get AU Alert emergency notifications. The campus community is strongly encouraged to sign up for text and voice alerts too by logging in to AU Access (**auaccess.auburn.edu**) and clicking on the AU ALERT link on the Campus Life tab. Details are available at **www.auburn.edu/aualert**.

Any information you supply is considered confidential and will not be shared or used for other purposes. *AU ALERT will only be used to distribute information regarding emergencies that dictate immediate action or to convey critical, time-sensitive information*.

Blackboard
Course Materials Online

Many instructors use the course management tools provided by Blackboard to make information available online to the students in their classes. Depending on the features your instructor uses, you'll be able to access course material, participate in course discussion boards and chat rooms, take quizzes online, see posted grades online, and submit assignments electronically.

Your courses in Blackboard are password protected. These course tools are integrated into AU Access, providing single-sign on access to your schedule and class materials. There is a "My Courses" channel on the **tiger*i*** tab in AU Access (see page 7), and also links to Blackboard from the Current Students page off the AU home page (www.auburn.edu/students).

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 accessing Blackboard through AU Access instead.

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. This checks to see if your browser is configured for use with Blackboard. Scroll through the browser check results to see if there are warning messages or recommended changes. with links to explanations and help at the bottom . You can also contact the OIT HelpDesk at **helpdesk@auburn.edu** or (334) 844-4944 if you need further assistance.

Log In With Your Username
For classes, log in to AU Access Blackboard with your Auburn username and password (see page 2). The Blackboard interface is customized for your username so 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, please contact your class instructor or the OIT HelpDesk for assistance at **helpdesk@auburn.edu** or (334) 844-4944.

WHAT TO BUY?

Because the central campus and residence halls have wireless access, we recommend a **Wi-Fi enabled laptop**. If you're living on-campus and already have a desktop machine, be sure it's Wi-Fi compatible. A Wi-Fi USB adapter can be purchased from BestBuy or Wal-Mart for under $50.

Mac or PC?
Both are good options but **before you make the Mac or PC decision, check with your AU department to see if there are system recommendations for your major.** Some areas have specific requirements and some like Macs or PCs better. We like 'em both!

Hardware Discounts
Regardless of whether you're a Mac or a PC, if you plan to purchase a new computer you'll want to check out the great discounts available to AU students - see **www.auburn.edu/oit/hardware_software/** for the most current information.

Printers
OIT Labs provide laser printing (in all) and color printing (in RBD Library 3101A). It's way more convenient to have your very own printer, but since printing is available in labs, you may want to save that printer money for other things. It's your call.

USB Storage Devices
We recommend that you purchase a USB flash drive. The flash drive makes your work portable and it's easy to transport documents to the labs for printing. Students also have 25 GB of storage on their SkyDrive (see page 8) and 100 MB of network storage on their H: drive (see page 11) but neither are as easily portable as a flash drive.

Anti-Theft
Theft isn't a big problem here at AU, but with any portable item of value, students need to use good old common sense. Always lock doors and don't leave books, backpacks or laptops unattended in public places. If you 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're purchasing a PC, Windows 7 (Home premium, Professional, or Ultimate) is the operating system recommended for use on the AU Campus network. Microsoft Office software is preferred over Microsoft Works. Don't forget students receive a sizable educational discount on some software through the Bookstore (see page 3) and some software is provided to students FREE through AU Install (see page 3).

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

Fast connections and abundant technology have enabled us to collaborate around the world and access data from remote locations. However, it's also much easier for malicious individuals to access sensitive data, transmit destructive viruses, and misuse computers from remote locations. Preventing these "cyber attacks" is an ongoing process, involving network administrators, application support people, and everyone who has access to a computer – and that means you!

Anti-Virus Software
AU provides FREE anti-virus software for all enrolled students. Current anti-virus software is required to connect to our campus wireless network and Clean Access checks to ensure compliance. Stduents can download and install the anti-virus software provided by the University online at www.auburn.edu/software (see page 3).

Windows Updates
In addition to anti-virus software, you can do a lot to protect yourself by keeping your Windows operating system current with the latest patches. This process is easily automated so it's a no-brainer! The Survival Guide Online at **www.auburn.edu/oit/sg** provides information on how to set up your computer to do this 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 Wireless network, you'll be connected to the AU Quarantine network instead. You could also be quarantined if you commit copyright violations or if your computer's security has been compromised.

While in quarantine, you can't access the AU Network or check e-mail. If this happens to you, the Quarantine screen displays your IP and MAC addresses. Jot those down and contact the OIT HelpDesk to find out how to fix your problem.

tiger*i*
Online Registration and Student Records

On Your Mark...
- **tiger*i*** is in the campus portal, AU Access
- Know your AU username 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 reference 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 the **tiger*i*** tab to select it. You'll see several "channels" containing information about student services.

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

Look up course sections by CRNs - course record numbers. You need those to add courses to your schedule.

Check for holds that may prevent you from registering (see page 6 for how to remove them).

| Home | tiger i | Campus Life | Libraries |

tiger*i*
student information system
+ All -
Student Main Menu
Parking Services (Hang Tags & Tickets)

- **Registration**
  - › Check Your Registration Status
  - › Add or Drop Classes
  - › Look Up Classes
  - › Week at a Glance
  - › Student Detail Schedule
  - › Registration Fee Assessment
  - › Withdrawal Information
  - › Active Registration
  - › View Holds
  - › Estimate the Cost of Text Books

How to log in to tiger *i*

tiger*i* is housed in AU Access, the campus portal. Just click on the link at the top right of the AU Web at www.auburn.edu or from the portal icon on the Student's page at www.auburn.edu/students. There's a link to Help with AU Access there as well. See page 7 for more about logging on to AU Access.

Once in AU Access, select the **tiger*i*** tab (see Figure 1). The **tiger*i*** channel contains 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

It's also where you will eventually find your grades.

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 when 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?

To view your Status, log into AU Access and click on the **tiger*i*** tab. In the **tiger*i*** channel, click on "Check Your Registration Status" and select the desired term. Click on Submit

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.

Your Time Ticket and registration status are displayed, along with information on holds and your academic standing.

How to View Your Schedule
The "Add or Drop Classes" menu lists your courses for any given term. To see a traditional list of your classes, including locations, click "Student Detail Schedule". "Week at a Glance" displays times in a time matrix format. Enter the date in mm/dd/yyyy format to display that specific week.

tiger*i* TIPS

Available 24x7 - **tiger*i*** is available anytime, day or night. The only exceptions might be early Sunday mornings, the time reserved for any necessary maintenance.

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

Use the Navigation Links - Don't use your browser's "Back" button to navigate in **tiger*i***. Instead, use the tabs and internal links to navigate back and forth.

If You Need Help figuring out how to use **tiger*i***, please review the website at www.auburn.edu/oit/account_info/tigeri. If you aren't sure what classes to choose, or if you have trouble getting a class you need, see your academic advisor.

How do I remove holds?

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, view your Registration Status (page 5).

There are lots of reasons you may have a hold. Some departments require that their students meet with an academic advisor before registering each term. 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 directly to have it removed. If you are unsure which office to contact, start with 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 must see your advisor before you can register. Your advisor will give you an "alternate registration PIN", similar to an ATM PIN, once the visit is complete. If things still don't work, get back in touch with your academic advisor.

Plan your schedule

You'll save time on registration day if you plan your schedule in advance. Be sure to include alternatives, because your first choices might be full. Check the Schedule of Courses online and note the CRN (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 a snap - click "Add or Drop Classes" in the registration menu, enter the CRNs, and click Submit.

To Search for Classes as you Register:

1. Log into AU Access and click the tiger*i* tab.

2. Select "Look Up Classes" from the Registration section of the tiger*i* menu channel (Figure 1).

3. Select a term from the drop-down menu and click Submit once.
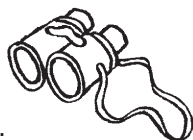
4. Narrow your search (see Figure 2).

Figure 2: Class Schedule Search in tiger*i*

Select Subject here. Type a letter to jump ahead to that part of the alphabetical list. You can select more than one by holding down the CTRL key.

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

To view only classes taught by specific instructor. Enter first letter of the instructor's last name here to jump 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

Sections Found
Anthropology

Select	CRN	Subj	Crse	Sec	Cmp	Cred	Title	Days	Time	Cap	Act	Rem	XL Cap	XL Act	XL Rem	Instructor	Date (MM/DD)	Location	Attribute
C	12358	ANTH	1000	001	A	3.000	INTRODUCTION TO ANTHROPOLOGY	MWF	10:00 am-10:50 am	70	70	0	0	0	0	TBA	08/16-12/13	HALEY 1203	Coll of Liberal Arts
C	12359	ANTH	1000	002	A	3.000	INTRODUCTION TO ANTHROPOLOGY	MWF	11:00 am-11:50 am	70	70	0	0	0	0	TBA	08/16-12/13	HALEY 1203	Coll of Liberal Arts
☐	12360	ANTH	1000	003	A	3.000	INTRODUCTION TO ANTHROPOLOGY	MWF	01:00 pm-01:50 pm	72	68	4	0	0	0	TBA	08/16-12/13	COMER 207	Coll of Liberal Arts

[Register]   [Add to WorkSheet]   [Class Search]

If there are open seats, click the checkbox 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, you can't add a class you need. If this happens, don't despair. If the class you need is full, keep checking back in tiger*i*. Remember, you can add classes online 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 Find Restrictions on a Class
Some classes have restrictions that might prevent you from enrolling in the class – things like prerequisites, co-requisites or enrollment limited to certain classifications (i.e. level or major). You can determine what restrictions, if any, are on a class you are interested in taking. There are a couple of ways to see restrictions on a class:

Go to the Schedule of Courses and select Class Schedule Search. Select the desired course and click on the course name. Scroll down to see if there are any restrictions.

Another way to tell if there is a restriction is to try to register for the class and see if you receive an error message. If you do, that error message will tell you which particular restriction you do not meet. If you get stuck, contact your Academic Adivsor for help.

How to Replace One Class with Another
In just one step!

1. Log into AU Access. 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 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.
3. Use the action pull-down list & select "Web Drop" option. 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 probably cannot add it back.

NOTE: If classes have already started, check the withdrawal dates published by the Registrar's Office. If you plan to drop all of your courses and resign for a term, you may use Web Drop (WD) to drop all class until midterm. After midterm, please see your Dean's Office to complete a resignation request form. Don't forget that dropping classes may impact your Financial Aid. You may want to contact the AU Financial Aid office before you drop a class or resign completely, just to be safe.

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 notice via e-mail (to your @auburn.edu address —see page 8) when your E-Bill is ready. You can view your E-Bill and make payments online. *E-Bill won't be available until you receive your first notice via e-mail, sometime in July.*

Students access E-Bill from the Student Financial Services channel on the **tiger *i*** tab in AU Access. Authorized users (like Parents) log on to E-Bill from the link off the Student Financial Services page on the Web at **www.auburn.edu/sfs**.

Adding An Authorized User
If you are fortunate enough to have someone who pays the bills for you, please make E-Bill statements available to that person by adding them as an "authorized user." *You won't be able to do this until after you receive your first bill.*

1. Open E-Bill and click "Authorized Users".
2. Click the "Add Authorized User" button.
3. Enter their e-mail address. Click Add User.
4. Review user agreement. Click "I Agree".

E-Bill will send an e-mail message with their login instructions and initial password to the address you provided. An authorized user can view your balance due, make online payments, and set up automatic payments. They will also get an e-mail notice when ane E-Bill is due.

If you have questions about your E-Bill, contact Student Financial Services in Martin Hall or at (334) 844-4634. For questions about Tiger Card charges send e-mail to **tigercard@auburn.edu** or call (334) 844-4507. For questions about OIT charges, contact the OIT HelpDesk at (334) 844-4944 or **helpdesk@auburn.edu**.

AU Access
Student Services Portal

AU Access, the campus portal, offers a single sign-on feature which 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. For an overview of AU Access, click the "Take A Tour of AU Access" link on the login page.

Navigate through AU Access by clicking 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.
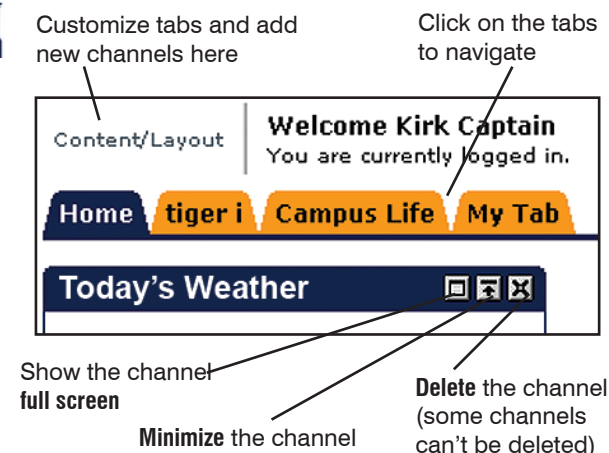
Customizing Your View
Some tabs can be customized to display the information that you find most useful or interesting. You can also create new tabs of your very own!

Notice that each channel has a title and a toolbar. The toolbar on each channel contains three buttons: full screen, minimize-maximize, and remove (see Figure 1). Some channels, like the Campus News channel, cannot be removed.

More channels are available. To add a channel, click on the "**Content/Layout**" link near the top left corner of the AU Access screen and select the tab to which you want to add a channel. Click the "**Add New Channel**" button in the column and location where you want to add it. Select a channel category, or highlight "Select All" and click "**Go**" to see all the available channels. Select a channel from the list that appears and click "**Add Channel**".

Figure 4: AU Access Tabs and Channels

Customize tabs and add new channels here

Click on the tabs to navigate

Show the channel **full screen**

Minimize the channel

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

Other AU Access Resources
At the top right of the screen, you'll see these icons for access other resources in AU Access:

TigerMail -AU's student e-mail. For more information about TigerMail, see page 6.

Groups - Public (open to anyone in AU Access) or Restricted (for subscribers only) space for organizations and workgroups to communicate and collaborate through chat, channels, photos, news, and announcements.

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

Help- Click on the AU Access icon for Help or send e-mail to **auaccess@auburn.edu**.

> ### Recommended browsers for use with AU Access
> Microsoft Internet Explorer 7.x
> Mozilla Firefox 3.0
> Safari 1.2 (Sun plug-in 1.4.2)

TigerMail Live: AU's Student E-Mail System

Your official e-mail address at Auburn is **username@auburn.edu** where username is your AU username (see page 2). This e-mail address is the one 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.

When you graduate from AU, not only will you be getting that sheepskin, you'll also get to take your AU e-mail address with you! 'War Eagle' forever!

Auburn University is partnering with Microsoft to bring you TigerMail Live – a new suite of e-mail services! We are transitioning to TigerMail Live now and you and all the other incoming students have it. All of your fellow Auburn Tigers will be enjoying the features of TigerMail Live by February 2011.

Features of TigerMail Live

	E-mail & Calendaring - 10 GB of storage and use of your @auburn.edu e-mail address after graduation.
	Groups - bring your team, club, or other group together with a webpage, calendar, live chat, voice and video on your computer and mobile device.
	SkyDrive – 25 GB of password protected online storage for personal files "in the cloud" - just Drag and Drop.
	Spaces - your own customized webpage - add a blog, photos, videos, and more. Share your space with the world or only with those you select.
	Photos- post your favorite pictures online in a slideshow that only the people you choose can see.

DON'T BE AN E-MAIL SCAM VICTIM

Unscrupulous people send bogus "phishing" e-mails designed to get you to divulge your personal information and account passwords. Don't take the bait! These messages are designed to look official, and it's often difficult to tell if a message is a fake. **In general, don't click on links in e-mail messages.** Be aware that AU, banks, credit unions, and credit card companies will NOT ask you to provide account numbers or "verify your account information" via a link from an e-mail message. When in doubt, contact your banking institution by a more traditional method, like by phone. For more info on how to avoid being a victim, visit **www.auburn.edu/oit/security_center/phishing.**

TigerMail is scanned for viruses, but nothing is foolproof. So, don't open attachments to messages you weren't expecting and be sure your OS has the most recent security patches and your virus protection software is updated regularly. See Protecting Your Computer (on page 4) for more tips.

TigerMail Live SkyDrive

Your SkyDrive is a file storage and sharing service that comes with your AU e-mail (TigerMail Live). You can upload files (up to 25 GB) to the computing "cloud". In very general terms, cloud computing refers to hosted services delivered over the Internet often via virtualized servers. It's just a different way of doing things and lets you access what you need anywhere, anytime through a web browser. You can share the files in your SkyDrive with others you choose or you can keep them private. It's easy to use too - just drag and drop into your SkyDrive folders.

Get Your Office Web Apps Here!

Upload, create, edit, and share Microsoft Office documents from a web browser. It includes lightweight versions of Word, Excel, PowerPoint and OneNote and you can collaborate with others on documents stored on your SkyDrive. Learn more at **http://SkyDrive.live.com/**.

Accessing TigerMail

You can get to TigerMail several ways.

AU Access - the campus web portal, provides a connection to TigerMail. Once you log into AU Access, look for the TigerMail icon near the top right (see page 7). A 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. And you username and password, of course.

AU TigerMail Login - go to **http://tigermail.auburn.edu** and log in with your Auburn username & password. Once logged in, there are links to all of the TigerMail Live services like your SkyDrive, Spaces, and Photos.

MS Outlook Login - you can access your TigerMail Live inbox through MS Outlook at **www.outlook.com**. Log in with your TigerMail Live ID.

If you prefer to use a desktop e-mail program or web enabled mobile device like a PDA or cell phone to access your e-mail, Microsoft has published a list of supported e-mail programs with links to configuration. See details at **www.auburn.edu/oit/account_info/tigermail_live/**.

AU_WiFi: Broadband Internet Connectivity in the Residence Halls

Students living in the residence halls have a WPA2 encrypted Wi-Fi connection available 24 hours a day. This wireless onnection is faster than most cable modems or DSL connections and is included as part of campus housing. Life is good here on the Plains!

What equipment do I need?
You will need a Wi-Fi enabled computer. See the "What to Buy" section on page 4 for more info.

How do I sign up?
The Wi-Fi connection is provided by the residence hall, so you don't have to sign up.

Getting Started
The method you use to connect depends on the operating system you are running. The Survival Guide online at **www.auburn.edu/oit/sg** gives details on how to set up your connection - look for the heading "If you're living in on-campus housing" near the bottom of the page. You can also take your computer to the Student PC Shop (see the box at the right), and they will set up the connection for you for a nominal fee.

Once you are connected to the network, you will be prompted for your AU username (see page 2) and password, and you will be prompted to download and install the Clean Access Agent. Clean Access checks your machine for security vulnerabilities and reports them to you. If your machine is found to be vulnerable, it will direct you to the appropriate resource. It will not allow you on the network until your machine is running the required anti-virus software and the latest Windows updates. That protects us all! Once your machine is up to date, you will be able to login and browse the web and access network resources.

System Requirements for AU_WiFi

Windows	Macintosh
WindowsXP SP2(or later)	OSX w/ Open Transport
256 MB of RAM	128 MB of RAM
1 GB of free hard disk space	

Even at a great place like Auburn, the resources to support all systems on all machines aren't available. If your machine does not meet these requirements, please consider upgrading.

Peer-to-Peer File Sharing

Due to the security vulnerabilities caused by applications such as LimeWire, Morpheus, Kazaa, and iMesh, as well as bandwidth availability and legality issues, peer-to-peer file sharing for students over AU_WiFi has been disabled. Other legal methods to download music on the Internet are accessible, and specifics are outlined at **www.auburn.edu/main/free_downloads.html.**

If you live off-campus and subscribe to a commercial Internet service, it is important to understand that many of the most destructive worms threatening computers gain illegal access through security holes that popular file sharing applications open in your system. This not only places your information at risk, it makes secure information such as Social Security numbers and credit information easily accessible.

AU has received a large number of complaints from the owners of copyrighted works (like music) that were being pirated by users in the AU campus network community. The reproduction and distribution of copyrighted intellectual property, including software, audio, video and still images is a criminal offense. The University as well as the students committing the violations could be held liable for damages. **The duplication of copyrighted material is explicitly prohibited in the Appropriate Use Policy (www.auburn.edu/it_policies), and all AU students are expected to comply with this policy.**

Quarantine Network
If your machine has a virus and you try to connect to the campus Wi-Fi, your computer will be placed in 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. See page 4 for details on what to do if this happens to you.

Gaming
AU_GameNet is Auburn University's broadband wireless network for gaming consoles, such as Tivo, Sony Playstation 3, XBOX 360, and Nintendo Wii. AU_GameNet has 802.11N access points and can produce shared speeds of up to 140 MB/sec. For more information about how to set up your console, please see the site at **www.auburn.edu/spcs**. (But your mother really wants you to study instead.)

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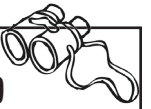
Hours: 8 a.m. - 5 p.m.
Monday - Friday
Phone: (334) 844-9313
103 Hemlock Ave.

(see the campus map on page 12)

The Student PC Shop is a service provided by the Office of Information Technology for students whether they live on or off campus. The mission of the Student PC Shop is to help students with computer technical problems, virus removal, software installations, and general computer repairs often needed due to hardware, software, or virus created failures. Fees for this service, plus cost of parts, are charged to your AU E-bill.

For the latest information about the Student PC Shop, check out the web page at www.auburn.edu/spcs

Cable TV Service for On-Campus Residents

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.

HELP in the Fall

When you move in this fall, we'll be there to help you get your wireless connection set up. Things are hectic and you have lots to do, so we try to make it easy - and come to you! We'll have kiosks set up in the residence halls staffed with "wireless whiz-kids." Just bring us your laptop and we'll help you get connected. Get more information about OIT help in the residence halls during "Move In Mania" from your Hall Director. Of course, the Student PC Shop and the OIT HelpDesk are always available to help you get connected any time throughout the semester too!
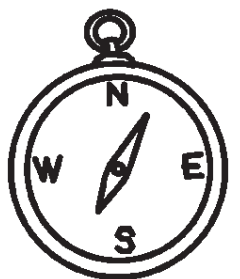
Log Into a Lab Machine

You must have an AU username and password (see page 2) to use the OIT Computing Labs. Lab login not only reserves the labs for AU students; 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 TigerPrint and the networked laser printers. Don't forget to log out when you are finished. If you don't, someone after you could do bad things with your username like printing "War & Peace" and you'd be responsible for the bill. To log out, from the Start menu select Shut Down or Log Off, then select Restart.

Lab Login Troubleshooting
If you are having trouble logging into an OIT Lab machine, try the tips. If you've tried and still can't log in, call the OIT HelpDesk from the phone in the lab at 4-4944 (on-campus calls only).

Are you in an OIT Computing Lab?
See the list on the back of Survival Guide. Labs run by other AU departments may require a login other than your AU username. You'll have to contact that department for login information.

Is "Caps Lock" on?
Passwords are Case Sensitive so if the "Caps Lock" feature on the keyboard is on, turn it off.

You're not in Kansas anymore, Toto.
The machines in OIT Labs require the domain name (last box in login window, see example at the right) 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 so you can login.

If you can't remember your password, come to the HelpDesk on the 3rd floor of RBD Library to request a password reset. Bring a picture ID. If you have access to a different computer you could also reset your own password using MyAccount (see page 2).

A Word About Viruses
In the OIT Computing Labs, the virus scanning software will scan for viruses on a 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 USB drive to the HelpDesk for help.Sometimes, it is impossible to recover information from writeable media destroyed by a virus. Get in the habit of keeping a backup of any important files on your networked space (H: drive) or on your SkyDrive (see page 8).

Want a copy of the virus scanning software for your PC? It's FREE to you from AU Install (see page 3) at **www.auburn.edu/software**.
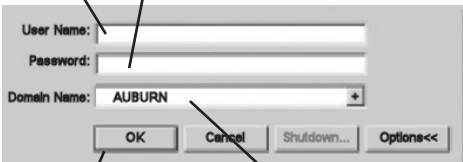
Figure 5

OIT Lab Login

1. Enter your AU **username** (see page 2)

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

User Name:	
Password:	
Domain Name:	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?

It's the OIT HelpDesk to the rescue - 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//her experience, the call is transferred to a full-time specialist with expertise in that 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. Instead, you may want to consider these tips:

Check the Web
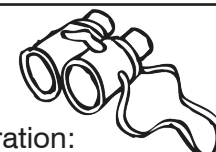The SURVIVAL GUIDE at **www.auburn.edu/oit/sg** provides answers to the most frequently

Students can print PDF or TXT files on the networked printers in OIT computing labs **from anywhere on campus!** It's easy and convenient - and all web-based so you don't need to install anything. Just log in and select the desired printer (black & white or color) from the drop-down menu. Standard printing fees will be applied to your E-Bill account (see page 7). Black & white printing is 6¢ per page and color printing is 50¢ per page.

Pick up your printing in the RBD Library from the Learning Commons, 2nd floor or the OIT Computer Lab, 3rd floor. More of these printers will be available soon but for now, these are the only ones you can print to from TigerPrint. There are black and white laser printers in all OIT labs and you can print to those from any lab machine now.

Go to **www.auburn.edu/tigerprint** to start printing from any place on campus or for more details.

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: 3rd Floor RBD Library

Telephone: (334) 844-4944

E-mail: helpdesk@auburn.edu

OIT Web Page: www.auburn.edu/oit

asked student computing questions so the answer to your question may be right there just waiting for you. Go to the URL above, or from the AU Home page, click 'Information Technology' and then click the orange and blue **SURVIVAL GUIDE** link.

Send us E-mail
It may be easier and less stressful to send e-mail 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. They 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.

Please see **www.auburn.edu/oit/connectivity** on the Web (and click on Computing Labs) for the most current information about lab setup.

Home Sweet Home Directory - Drive H

You have 100 MB of disk space on the OIT network associated with your username. When you log into an OIT Lab machine, click on "Your Home Directory" icon on the desktop to go right to your network space, or Drive H. You can use this OIT network space to build your personal web page, or store files, programs and 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

D: the Zip drive (removable disk - if available)

E: the CD ROM drive

F: USB portable storage (if 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, your SkyDrive (see page 8) 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. 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 or SkyDrive. 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 for a fee. For more details on lab printing see pages 12. For ways to print on-campus without being logged in to a lab machine see TigerPrint on page 10.

Any printing you do on-campus will be billed to your E-bill account. You can see a list of these charges in AU Access (see page 7) from the Student Financial Services (E-Bill) channel on the **tiger*i*** tab or by going directly to the print charge page at **www.auburn.edu/oit/labprint**.

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. Click the **Print** button and enter the desired numbers in the "page range" field of the dialog box. The Print Preview feature may save you some money - and a tree or two.

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.

The Auburn Family: Social Networking on The Plains

We are a friendly bunch at Auburn University and we were one of the first universities to have its own social networking site with the launch of "Auburn Family", designed to inform and connect current and prospective students, alumni, faculty, staff, parents and fans. You can check it out at *family.auburn.edu*.

Many of our colleges, schools and departments have their own social networking sites, Facebook pages, YouTube and Twitter accounts, and other ways to stay connected.

Official AU Social Media Accounts

www.twitter.com/AuburnOIT (that's us!)
www.twitter.com/AuburnU

www.facebook.com/AuburnU

www.youtube.com/AuburnUniversity

Be wise – and safeguard your personal information. The more personal stuff you share online, the more vulnerable you are to scams, spam, and identity theft. For tips and tricks on how to be wise and social you may want to visit *keepitsafe.auburn.edu/index3.html*.

Assistive Technology - Making Technology Accessible to All

The AU Program for Students with Disabilities operates a Technology Center in 1235 Haley Center and a Lab on the 2nd floor the library across from the coffee shop. They are available to help all students find innovative ways to address technology barriers that might exist. Alternate media and assistive technologies like voice recognition and screen reader software and alternative input/output devices like Braille displays are available.

Professional staff can assess individual needs and provide recommendations for appropriate assistive technology. Students are encouraged to make an appointment to check out the various adaptive technology tools and resources available. Please call the Program for Students with Disabilities at 844-2096 to make an appointment.

Where to Go for Help

A OIT HelpDesk
3rd Floor RBD Library

B OIT Lab Lost & Found
316B Haley Center

C Student PC 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
20 machines

6 252 Parker*- 25 machines
254 Parker - 24 machines
256 Parker - 17 machines

7 RBD Library**
145 machines

AUBURN UNIVERSITY CENTRAL CAMPUS

*   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.

TigerPrint (see page 10) printers are located in the Learning Commons on the 2nd floor and in the 3rd floor OIT computer lab. More TigerPrint locations will be added soon.

Lab Rules & Regulations

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

See more about OIT Rules & Policies on page 2 .
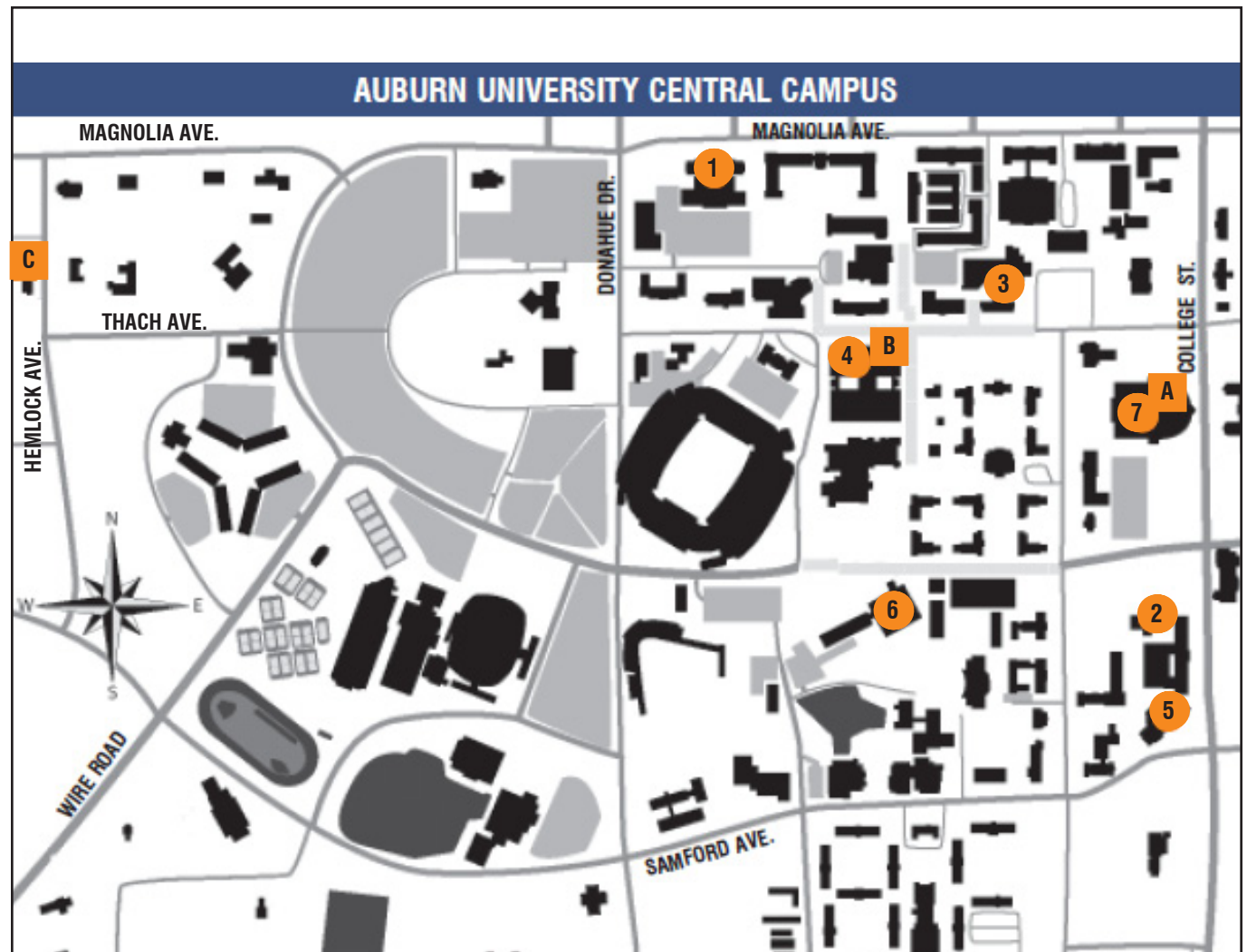
OIT Computing Lab Setup

The OIT Computing Labs are available to all students on a first come, first served basis. OIT labs run a Windows operating system and require an AU username and password (see page 10) to log in. For current information about what software is available in OIT Computing Labs, please visit **www.auburn.edu/oit**. Click on the "Connectivity" tab, and then on "Computing Labs" in the first column.

Laser Printing

Paper is provided for the networked laser printers in OIT Labs. Printing fees (see page 10) apply and are billed to the E-bill of the username who submitted the print request. That's one of the reasons we keep reminding you to logout when you are finishing using a lab machine! You can check your lab printing charges in AU Access (see page 7) from the Student Financial Services (E-Bill) channel on the **tiger _i_** tab or by going directly to the print charge page at **www.auburn.edu/oit/labprint**.

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 reserved for more than five hours of classes a day.

OIT Computing Lab Software

Generally, you will find the same software in all OIT labs. You may find a few special applications that have been requested by departments in some locations but each facility is equipped with general use software and networking applications.