

BAYLOR UNIVERSITY

**Information Technology Services
Faculty and Staff Technology Guide
2003-2004**



Connecting People to Information

By the dawn of the 21st century Baylor had already enjoyed recognition as a truly “wired” campus. Now we are moving past the “wired” status and employing “wireless” access to a world of institutional information systems and a wider world of information through the Internet. We have deployed and will continue to deploy the leading edge technologies and systems to gather, store, manage and provide access to information. In short we are dedicated to the service of Connecting People to Information...

Whether it is a student checking e-mail in the Student Life Center, a faculty member providing information to students via the web, Baylor employees looking for systems to facilitate their jobs, or prospective students or friends of Baylor looking for information on the Baylor website: The Baylor ITS organizations are committed to providing world-class service.

Mission and Goals

The mission of the Information Technology Services is to identify, develop and support the University information technology infrastructure to provide both direct and indirect services for the larger University mission of educating students in an atmosphere of academic and Christian commitment.

The following goals are in support of this mission and relate to all ITS Sections.

1. Provide information technology planning, development and leadership to the University community.
2. Investigate new technologies; identify those that will benefit the University; implement them in the most appropriate and effective manner; provide ongoing support throughout the useful lifetime of each technology.
3. Disseminate information to the University community about the systems and services provided to maximize the effectiveness to the University.
4. Maintain a well-trained and professional staff by providing appropriate professional growth and educational opportunities and interaction with other IT professionals through organization and meeting participation.

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Computing

Bear ID

Each member of the Baylor community is assigned a Bear ID for accessing various resources such as e-mail and the general access computing laboratories. The Bear ID is automatically assigned according to a standard naming convention and, for most individuals, is of the form FirstName_LastName. For example, John Doe's Bear ID would most likely be John_Doe. In some cases, the Bear ID may contain the middle initial, middle name, preferred name or other modification to ensure that each person's Bear ID is unique. Bear IDs are intended to be permanent as long as the individual is a member of the Baylor community. For example, a student is assigned a Bear ID once rather than obtaining a new one each semester.

Resources that require a Bear ID for access also require a password. Passwords provide a level of security against unauthorized use of resources. Passwords are assigned to an individual and are not to be shared with anyone. While an individual's Bear ID can easily be obtained by the public, the user's password remains confidential and provides security to both the individual and the system as a whole.

Most faculty and staff already have a BEAR ID that matches their e-mail address. If there is any doubt about whether or not one has a BEAR ID, please call the HELP line at extension 4357.

Computing

BearID Password Change Policies

Password change is an important part of keeping any password secure. The following policies relate to approved methods of changing or resetting a BearID password.

The preferred method of changing a BearID password is through the Change BearID password page. If the user does not remember his/her password, there are three ways to reset the password:

1. The main change password page will allow a user to reset their password if the user can provide alternate credential information.
2. If this method does not work, or the user cannot provide alternate credential information, students can go in person to the Moody Lab during advanced Help hours and produce a state-issued picture ID or Baylor ID card. Faculty/Staff members must go to ITS in the Dutton Street Parking Garage with a state-issued picture ID or Baylor ID card.
3. In the event that options 1 and 2 are unavailable or unsuccessful, users can call the HELP (4357) line for more information. ITS has designated two positions to handle exceptions: the Coordinator of IT Security and the Technology Support Manager.

For the protection of all users, ITS will not change passwords over the phone unless the following are true:

- Options 1 and 2 above have failed, and
- Either the Coordinator of IT Security or the Manager of Client Support Services approve the change.

You can change your BearID Password on the web at:
<https://www3.baylor.edu/cgi-bin/setauthpwd2>

Computing

Baylor Password Policies

Passwords are an important means of protecting users' privacy from unauthorized access. With minimal effort, users can greatly increase the effort required by an unauthorized user to compromise information or privacy. The following policies relate to password selection and use on all University Information Systems.

A password is defined as a secret series of alpha-numeric characters that allow a user to access a computer, program, file or other IT resource.

1. Passwords should not be shared. Users may receive phone calls from people claiming to be ITS employees asking for a users' password. Users should never give their password to anyone under any circumstances. Users are responsible for all activity on their account.
2. Users should logout or lock computers or other resources when leaving the room or when finished using them.
3. Passwords should be at least eight characters long and contain at least one non-letter (a-z, A-Z) character. While passwords should be easy to remember, passwords should not be easy for an unauthorized user to guess. Passwords should not be the same as a users' BearID, and should not be a word found in a dictionary.
4. Passwords should not be written down in insecure locations. Insecure locations include, but are not limited to under the system keyboard, monitor or desk. If a password must be written down, it should be kept in a secure location.
5. Passwords should be changed at least once every year.

Most incidents of computer "hacking" or other forms of uninvited intrusions are the result of poor password selection or protection. ITS personnel will occasionally audit passwords. If a password is found that does not meet requirements for complexity and length, the user will be notified and asked to change their password to meet the requirements.

Computing

Networking Support by ITS

Network support is provided for University owned equipment on campus. In order to obtain a network line or reactivation of an unused network line, a request must be initiated by the department chair and approved by the appropriate academic dean or vice president. If the equipment attached to the network line is supported by ITS, then ITS will troubleshoot any problems having to do with that equipment or network line. If ITS does not support the equipment attached to the network line, then the only support given will be to insure that the network line is active up to the network plug on the wall. The department is responsible for all other support. If a new network line is required, ITS Networking Services will contact the Physical Plant for environmental safety testing before the wall surface is penetrated. The department may be responsible for charges related to this testing.

Support falls into three categories:

1. Computers purchased with Baylor funds through the Baylor Computer Store - full support will be provided to the extent of our resources and in accordance with existing policy.
2. Computers purchased with Baylor funds through an outside retailer - connectivity to the campus network and Internet will be provided through a wired Ethernet connection. Additional support is the responsibility of the client. These are usually computers purchased with grant money or specialized computer systems for a specific application.
3. Personal computers - connectivity to the campus network and Internet is provided on campus through AirBear and, for faculty and staff, off campus through the Baylor dial-in service. The HELP line, at extension 4357, provides support.

The Baylor network usage policy and AirBear Policy can be found at: <http://its.baylor.edu/policies>

Computing

Faculty/Staff Dial-In

Windows 95/98/ME/2000/XP Requirements

- 14.4 bps modem or higher - we can support up to v.90 or ISDN.
- Valid BearID and password - call ITS at ext 4357 to obtain a BearID

Macintosh Recommendations

- 48MB RAM
- System Software version 9.0 or higher
- 14.4 bps modem or higher - we can support up to v.90 or ISDN.
- Valid BearID and password - call ITS at ext. 4357 to obtain a BearID

Long Distance Access to Baylor Dial-up

Baylor provides a toll-free telephone number, 1-877-445-0103, for employees to connect to the Internet while traveling on Baylor business. In the past the Baylor Telephone Services department has absorbed the costs of this service. Since December 2002, these costs have been allocated to the departmental budgets of the employees using the line. Connection information will be retrieved from log files and the department will then be charged for the cost of the call.

It is recommended that users configure two separate connection documents—one for toll-free access and one for local access. The only difference between these two documents will be the phone number information. Instructions for setting up these documents can be found at <http://its.baylor.edu/services>

When faculty or staff travel outside Waco on University business, they may check out a laptop from ITS, x 1522. These laptops have been configured for dial-in access. Ask at the facility where you will be dialing from to get any special instructions. You may need to configure the computer to dial a “9” or an “8” before the long distance access number. Hotels often have a special outlet for you to connect your laptop’s modem. The number for local access is 710-9000 and the number for long distance access is 1-877-445-0103. Your department will be charged for the minutes using the long distance access number. The charge is 3 cents per minute.

Computing

Wireless Network

AIRBEAR is the wireless network at Baylor University, based on 802.1x technology. AIRBEAR is free to anyone with a valid Bear ID and password. With AIRBEAR you can connect to the internet from your computer without being tied to your office.

First, you will need a wireless LAN card which can be purchased at the computer store. Install the card according to the documentation included with the card.

Once the card is installed and working properly, you must configure your computer so that the card understands how to communicate with AIRBEAR.

Detailed instructions for wireless setup through Windows 2000, Windows XP, MacOS X, and Pocket PC can be found at:

<http://www3.baylor.edu/airbear/setup/8021x.html>

Unfortunately, Windows 95/98/ME or Mac OS 9.x or lower are not compatible with the AIRBEAR network. If your computer meets the minimum requirements you may want to consider upgrading. Please contact the HELP Line at x4357 to request an upgrade.

If you need help or have a problem with your wireless connection, call the HELP line at extension 4357.

Computing

E-Mail Access

Baylor University's campus standard for e-mail and calendaring is Microsoft Outlook with Exchange Server. Upon employment all faculty and staff members receive an e-mail account. Your Baylor e-mail account is accessible via the full Outlook client software on your harddrive, or via the Web at <http://mail.baylor.edu>. All faculty and staff e-mail accounts have a 500MB size limit. The client will receive a warning if they exceed 450MB. At minimum, to ensure that you do not exceed this size limit, be sure to delete unneeded messages, file/save large attachments on your harddrive, and clean out your Sent Items folder on a regular basis. Visit: <http://its.baylor.edu/index.php?id=4020> for specific information and step by step instructions on using Outlook with Exchange.

If you need training for Outlook, or any other campus supported software please visit: www.baylor.edu/itstraining to enroll in a seminar.

E-Mail Access via the Web

Baylor University faculty and staff can also access their e-mail accounts with an Internet connection and a web browser (i.e. Internet Explorer 5.0 + or Netscape 4.7 +). The web e-mail interface is known as Outlook Web Access (OWA), however it does not support every available feature that the full Outlook client does. With OWA you can easily logon to your Baylor e-mail account to read, send, create, reply, and forward e-mail messages. You can also access and schedule calendar appointments, look up contacts, and use other various features of your e-mail account. To access your Baylor e-mail account via the web logon at <http://mail.baylor.edu>. When prompted type in your Bear ID (Ex: Lisa_Steed) and your current e-mail password.

Detailed instructions for using OWA can be found at <http://its.baylor.edu/index.php?id=4020>. Click on the "Outlook Web Access (OWA)" link to download detailed OWA instructions.

If you need help setting up your e-mail, or if you're having a problem sending or receiving messages on campus, please call the HELP line at extension 4357.

Computing

Public Folders

Public folders are an easy and effective way to collect, organize, and share information with others in your department or organization. You can use public folders to store any type of file or Outlook item.

Use public folders to:

- **Post information** on an electronic bulletin board. People who use the bulletin board can participate in on-line discussions. For example, a workgroup can review and provide feedback on new team projects.
- **Screen the contents of messages** before publishing with moderated public folders. This is useful when you want to enforce certain guidelines or policies.
- **Share Outlook items** in a calendar, contact list, or task list. People can review information that is constantly updated. For example, you might use a departmental calendar folder to publicize meetings, a group contacts folder to make information about the people who work on a project available to everyone, and a team tasks folder to help everyone keep track of work on a project.
- **Share files.** People have fast access to files created in other programs, such as Microsoft Excel or Word. For example, you might use a departmental information folder to find/post information about the departments policies, events, and get information out to everyone who needs it regarding a certain subject.
- **Mail enabled folders** allow for incoming and outgoing e-mail. Here at Baylor University we use the Public Folders section for our “support accounts” (Ex: Vision_2012@baylor.edu). Permissions granted on mail enabled public folders allow multiple users to access the account, read, create, forward, and reply to e-mail messages.

Public folders are created and designed by administrators in ITS. If you have “Owner” permission, you can set up your own public folders and give other people permission to use them. To use public folders, you must have at least “read” permissions. Please see “Procedures for Requesting a Public Folder” for further information.

Computing

Procedures for requesting a Public Folder

You must be a current Outlook/Exchange client to take advantage of Public Folders. After some departmental planning, please visit our Faculty/Staff web page at <http://its.baylor.edu/services> to fill out and submit the “Public Folder Request Form” online. A copy of your submission is electronically sent to Ray_Nazarrio@baylor.edu and Lisa_Steed@baylor.edu. Phone numbers are provided on the form for further assistance in completing it. Once the form is submitted you will receive a confirmation e-mail, ITS will then review the form and begin processing the request. ITS will notify you when the request is complete. Details will follow concerning how to use the Public Folder.

If you have further questions about Outlook/Exchange Public Folders please contact the Help Desk at 4357.

Computing

E-mail List Policies

An e-mail list that supports discussions through electronic means may be provided for University related professional organizations, student organizations and classes. E-mail lists, also called mailing lists and discussion groups, provide an effective means of communication for small groups who have an interest in a specific topic. E-mail access is required to utilize this service.

The Baylor organization's sponsor, faculty adviser or class instructor must request the e-mail list using the appropriate application form. The application can be found at: **<http://its.baylor.edu/policies>**

An e-mail list is available to chartered or departmental student organizations that are registered with the Department of Student Activities. The student organization's application form must be signed by a faculty adviser and approved by the Dean of Student Life. The faculty adviser is responsible for monitoring the contents distributed by the e-mail list. Student contributors within each organization are accountable for ensuring the appropriate use of the organization's e-mail list.

The e-mail list usage must conform to Baylor policies including the Policies for Information Systems Usage and the Facilities Use Policies. The e-mail list must be for University related purposes and must be in line with the Baylor Mission Statement.

Approval of an e-mail list may be denied based on the lack of necessary resources.

Violation of these policies may result in the organization losing its privilege to have an Electronic Mail List and will be dealt with in the same manner as violations of other university policies, possibly resulting in a disciplinary review.

Computing

Newsgroup Policies

A newsgroup that supports discussions electronically may be provided for University-related faculty, staff, professionals and student organizations. Newsgroups provide an effective means of communication for groups who have an interest in a specific topic. Access to Baylor newsgroups and a newsreader are required to utilize this service.

The newsgroup will be issued according to the following policies:

- 1) Faculty or staff members or Baylor sponsored professional organizations must request the newsgroup using the appropriate application form. The Baylor sponsor of the professional organization is responsible for reviewing, approving, and moderating the contents of the organization's newsgroup.
- 2) A student organization's newsgroup is available to chartered or departmental organizations that are registered with the Department of Student Activities. The application for the newsgroup must be signed by a faculty adviser and approved by the Dean of Student Life. The faculty adviser is responsible for reviewing and approving the contents of the organization's newsgroup and supervising the moderator of the newsgroup. Student contributors within each organization are accountable for ensuring the appropriate use of the organization's newsgroup. (Newsgroups are not available to individuals.) Applications can be found at: <http://its.baylor.edu/policies>
- 3) All usage of an organization's newsgroup is to be in accordance with Baylor policies including the Policies for Information Systems Usage and the Facilities Use Policies. In addition, the usage must be for University-related purposes and in line with the Baylor Mission Statement.
- 4) Approval of a newsgroup may be denied based on the lack of necessary resources.

Violation of these policies may result in the organization losing its privilege to have a newsgroup, and will be dealt with in the same manner as violations of other University policies and may result in a disciplinary review.

Computing

ClassRoll:

- 1) Provides faculty with access to their class rosters in the following forms: formatted for printing, file for importing into MicroGrade or Excel.
- 2) Provides academic department chairs, administrative assistants and/or selected faculty, who have been given appropriate security approvals, with access to all class rosters within an entire course prefix.
- 3) Requires entry of the user's Bear ID and password;
- 4) Accesses current University data files and therefore always has up-to-date information.
- 5) Can be reached from the "Faculty & Staff" link on Baylor home page or at <http://www3.baylor.edu/classroll>
- 6) Can be accessed from both Netscape and Internet Explorer (not supported from other browsers).

All teaching faculty have access to their courses through ClassRoll without any approval process. Access to all classes for a prefix can be obtained with required approvals through appropriate ITS staff. Call the HELP line at extension 4357 for more information.

NOTE: This file will only include enrolled students.

REMEMBER! ClassRoll information is "live" and updated directly from the University's Student Information Systems; therefore, the information you receive is always current.

For problems with ClassRoll...

If you are a faculty member and one or more of your classes are not available to you in ClassRoll for a particular term, contact the Office of the Registrar first to insure that your ID has been correctly associated with the class

For other problems, call the HELP line at extension 4357.

Computing

ChairSIS

- 1) Provides academic department chairs and/or their administrative assistants with access to information about their department's classes for a term, to general student information and to grades for their department's students.
- 2) Allows for the updating of maximum seats and the assigned instructor for classes within the department(s) for which the user is cleared.
- 3) Requires entry of the user's Bear ID and password;
- 4) Accesses current University data files and therefore is always up-to-date.
- 5) Can be reached from the "Faculty & Staff" link on Baylor home page or at direct location **<http://www3.baylor.edu/chairsis>**
- 6) Can be accessed from both Netscape and Internet Explorer (not supported from other browsers).

For access to ChairSIS for specific major codes and course prefixes, call the HELP line at extension 4357.

Computing

BearAdvice

A Web-based Student Advisement System

BearAdvice...

- 1) Provides faculty with access to student degree audits and unofficial transcripts.
- 2) Requires entry of the user's Bear ID and password;
- 3) Is secured by the student's major or school/college (maintained in a database by ITS).
- 4) Accesses regularly updated off-loaded student information (i.e., not "live" data).
- 5) Can be reached from the "Faculty & Staff" link on the Baylor home page or at
<https://www6.baylor.edu/bid/Advise/bearadvice.taf>
- 6) Can be accessed from both Netscape and Internet Explorer (not supported from other browsers).

Access to BearAdvice requires department chair or dean approval and can be obtained by contacting appropriate ITS staff. Call the HELP line at extension 4357 for direction to the responsible person(s).

Computing

AlumniSearch

A Web-based Alumni Information System

AlumniSearch...

- 1) Is available to all faculty and staff for internal University use only.
- 2) Requires entry of the user's Bear ID and password.
- 3) Accesses the University's current Alumni Development System (up-to date, "live" information).
- 4) Can be reached from Faculty and Staff link on Baylor home page or at direct location **<http://www3.baylor.edu/alumnisearch>**.
- 5) Can be accessed from both Netscape and Internet Explorer (not supported from other browsers).

Access to AlumniSearch requires a valid Bear ID and password and current employee status.

Computing

Blackboard

Blackboard is a course management system that allows instructors to make course materials and resources readily available to students via the web and to engage students in online collaboration projects. All Baylor classes have a corresponding Blackboard course and students are automatically loaded into these courses prior to the beginning of each semester. Blackboard features include:

- Discussion boards
- Classroom chats
- Class E-mail
- Online journaling
- Online attendance
- Online gradebook
- Online quizzes and surveys

One can access Blackboard from the Baylor home page in two ways:

1. Click on “Faculty & Staff” and look under the services section
2. Click on QuickLinks in the bottom right corner of the home page and choose Blackboard. Login using your Bear_ID and email password.

Blackboard training is held several times throughout the year. You can register online at www.baylor.edu/itstraining or through a Desktop Coaching session. For additional information, please call 710-4127.

Computing

Banner

BannerSIS is the University-wide Student Information Systems. BannerSIS allows for a seamless integration between Banner Human Resources and Alumni/Development Systems, while improving the quality of the information available. Banner consists of various functional modules:

- Recruitment
- Admissions
- Billing
- Financial Aid
- Housing
- Registrations
- Advisement
- Graduation
- Academic Records

Only current employees with a valid Bear ID and password may access Banner.

Banner SIS is available 24 hours a day, seven days a week.

Banner Training is available. Please visit www.baylor.edu/itstraining for a schedule of training seminars offered.

Computing

PeopleSoft

PeopleSoft is Baylor University's Financial Transactions System. The University uses the "General Ledger", "Accounts Payable", "Purchasing", and "Fixed Assets" modules. All financial transactions for departments must be generated and processed through PeopleSoft.

Please visit www3.baylor.edu/trax for updated information. A training schedule is available on the site. In addition, a chart of deadlines is highlighted for the current fiscal year.

Computing

Computer Support

Software Support

ITS offers varying degrees of software support to faculty and staff at Baylor University. Definitions of each level can be found at <http://its.baylor.edu/services> under **Computer Support**.

Software Directory

This directory provides a complete description of the software available to members of the Baylor community and its level of support. Please refer to this list to determine what software is available for your use. The directory can be found by clicking on **Computer Support** at <http://its.baylor.edu/services>

Hardware Support

ITS offers varying degrees of hardware support to faculty and staff. All hardware has a level of support provided by ITS. For a description of each level and what hardware is assigned to each level, please visit <http://its.baylor.edu/services> and select **computer support**.

Support for PDA's

Baylor provides support for all Palm and Compaq iPaq handheld devices. Pocket PC software is available on the university's web site. This software allows handhelds to synchronize with the campus e-mail system. "Support for devices" covers installing handhelds, setting-up mail preferences, and troubleshooting non-functioning devices. Although these are not the only models allowed on the campus, support for other handhelds will be limited. Please keep in mind when purchasing a handheld that the device should function with Outlook and the operating system of your office computer (e.g. Windows 2000 or XP). No support for handhelds for the home use is provided. It is recommended that "for Department use" handhelds be purchased through the Baylor Computer Store. Information Technology Services works closely with the computer store to make sure we are up to date on support of the models they sell.

Note: Models using the 802.1x platform work best with Airbear.

For help with computer related problems call the HELP line at extension 4357.

Computing

The Digital Media Studio (DMS)

Through the DMS, the faculty and staff may utilize equipment and software that may not be available on the network within departments, including software for digital video, audio editing and multimedia development tools. The DMS is available for use by any faculty or staff member. Graduate and undergraduate students are not permitted to use the DMS unless they are working on a project for a Baylor faculty or staff member. If you would like for a student to be able to use the DMS in order to assist you with a project, call ext. 2718.

Location:

Moody Memorial Library
Garden Level G27

Hours of operation:

Monday through Friday, 8:00 a.m. to 5:00 p.m.

Available Services:

- Black & white and color printing on media up to 11" x 17" with duplexing capabilities.
- Large-format printing on matt or glossy paper up to 60" wide
- Scanning graphics or text
- Slide printing
- Digital video capturing and editing from CD, DVD or videotape
- CD writing for Mac and PC platforms
- Scantron scoring via optical mark readers

Computing

Instructional Technology Assistants (ITAs)

Instructional Technology Assistants are undergraduate student workers in Electronic Library Client Services (ELCS). ITAs have the specialized skills necessary for assisting faculty members with technology-based projects.

ITAs assist Baylor faculty members with projects that relate directly to the faculty members' courses. We understand that time is a precious commodity, and we want to do what we can to assist Baylor faculty with technology-based projects. If you have been kept from completing projects because of a lack of time or a lack of specialized technology skills, we want to help. No project is too small.

Location:

Moody Memorial Library
Garden Level G26

Available Services:

- Website development for faculty and/or courses
- Conversion of current website in Dreamweaver
- Blackboard course creation
- Scanning of pictures, slides, and text
- Creation of PowerPoint presentations
- Other course-related projects not mentioned above

If you would like ITA assistance with a technology-based project, please

Computing

Classroom Technology

Classroom Technologies and Facilities Unit

When academic or administrative departments want to create technology rich classrooms and conference rooms to use video and computer projection systems, the Electronic Library offers the following services:

- Consultation, design and development for classrooms and conference rooms.
- Individual and group training on the use of these rooms.
- Support and preventive maintenance for classrooms and conference rooms.

For design and development, contact Anthony_Lapes@baylor.edu

For training and support, contact Kathryn_Coleman@baylor.edu

Computing

Video Streaming

The Electronic Library provides a video streaming service for academic and instructional purposes. Currently, we use a “Real server”, but may expand to QuickTime or Windows Media Server in the future. This service includes “video on demand” as well as live broadcasts. It does not include video production; however, if in digital format, the staff can help distribute it. In the future, video digitization may also be available.

Video Hosting

We provide storage and server space to stream video (and audio) for “on-demand video.” As mentioned above, this is a Real server. The Real server can stream its own proprietary format (.rm) media as well as QuickTime (streaming-capable) movies and .MP3 audio files. The file must be uploaded into the individual’s/department’s folder located on the real server. Contact Carl Bell to set up a folder at extension.

Video “Webcasts”

The Electronic Library also provides a live “webcast” service where we can broadcast live (or taped) programs with Real Video. Typically, these are programs that are available on Baylor’s video (cable TV) network. We can also broadcast a VHS video tape at a certain date and time. Note that there are copyright and licensing issues that must be considered when re-transmitting many programs. When not broadcasting an event, we are usually broadcasting the Baylor Information Channel and Local Waco Weather.

We cannot go “on site” to broadcast live events, e.g., classroom lectures, meetings, conferences, etc., because that requires video production expertise and resources that we don’t have. However, if you can provide the video production part, we can assist you in setting up a video encoder that uses our server to stream the event. An excellent example of this is the Baylor University Chapel webcast.

Contact Info

For more information contact Carl_Bell@baylor.edu

Computing

Other Video Services

The Electronic Library provides several types of video services, including:

- Video Conferencing Classrooms
- Reception of broadcast channels
- Satellite downlink

If you would like additional information about Baylor's Video Services call extension 6662.

Computing

Academic Technology Center web applications

Listed here are various web applications developed by the Academic Technology Center and now maintained by the ITS Internet Services group.

- Asynchronous Case Study - Allows students to read/critique case studies on-line
- Automatic Thumbnail Creator - a.k.a. Shrinkomatic - Image resizing application
- Clover - Student evaluation system
- CVA - A searchable database of vases
- MyLeave - Application for Employees to track their PTO
- Navigator - Distance and Bearing calculator between two points
- On-line Attendance - A system for Faculty to keep attendance records on-line
- On-line Journal - Allows students to keep journal entries on-line
- Print Server Log - Student Worker interface for reporting printer problems
- Technology Classroom Database - On-line Database of the Equipment and Services to Technology Classrooms
- Timecard - Student worker on-line timecard system

Links to these applications can be found at:

<http://elib08.baylor.edu/eLibrary/OtherServices.html>

Computing

Data Backup - Retrospect

Baylor provides regular backup services through Retrospect software administered within ITS. With this service, your files within the “My Documents” folder will be saved on a back-up disk. If your hard-drive crashes, is destroyed by water or fire, or gets “hacked” into, your files will be safe via the back-up services.

Attention Windows 2000 and Windows XP clients only:

When your Windows 2000 or Windows XP operating system was installed, a folder with the name “My Documents” should have been created. Any documents that you want to have backed up, must be saved to or moved to this folder. You may have sub-folders within the My Documents folder to organize your work. It is recommended, but not required, that the My Documents folder reside on the computer desktop. If you don't know where your My Documents folder is, please call the Help Line at extension 4357 for assistance in locating it.

IMPORTANT:

- Save only your created work, files and documents, to the My Documents folder. Do not place files such as applications or tutorials in My Documents.
- Do not keep files that you want backed up in any other location than the My Documents folder.
- Any files and documents open when the backup process runs will not be backed up. This includes database files such as those created by Filemaker Pro or MS Access.
- The spelling of My Documents folder , including upper/lower case, must be exactly as shown above.
- It is preferable to have only one folder named My Documents on your computer.

Computing

Data Backup - Retrospect

How Do Backups Work?

The first time a backup session is performed on your computer Retrospect saves a full backup of your hard drive (excluding installed applications and some system files). Subsequent backups are done incrementally. In other words only those files that have changed or are new are saved to the backup server. We can restore your computer to the state it was in at the time of any successful backup. Individual files or whole volumes can be restored back directly to your computer.

How Often?

In the past, most of the computers on campus had their backups scheduled at a strict time and day. This is now the exception rather than the rule. The latest version of Retrospect is capable of performing a backup whenever your computer is available (powered on and connected to the network). On most clients' computers the backups are merely set to occur once every seven days. Some clients are set to backup only during the evening hours.

Which Files?

We have scripted Retrospect to backup only documents, preferences, and files that cannot be easily reinstalled from another source, such as a CD ROM. At this time, digital audio files are excluded from the backups, but individuals who need their digital audio files saved to backup may call Ken Sullivan at ext. 1085.

If You Need a File Restored

Occasionally everyone loses a document or file. If a computer's files have been on regular backups, chances for recovering a lost file are very good.

Three pieces of information are needed in order to recover the file:

- The exact file name, preferably the folder where it is located.
- The name of the computer (usually the client's name).
- The date the file was last known to be in existence and in good shape. Just e-mail the information to Kenneth_Sullivan@baylor.edu.

All file recoveries will be performed between 8:00 am and 10:30 am each weekday.

Computing

Data Backup - Retrospect

Messages from Retrospect

When the server performs a backup on your computer, your Retrospect Client software records the date, script and any errors. If your backup is past due, Retrospect Client will begin to give you the message, "You have not been backed up since (the date). Please contact your Retrospect Administrator." Below are several reasons that you may have missed your scheduled backup:

- Your computer has been turned off for 24 hours or longer. If this is the case just leave your computer on for at least eight hours.
- Your computer was moved to a new location or you have a new computer. It can take several days for this information about your computer to be logged, delivered to the Retrospect Administrator, and then for your computer to be activated for backups.
- There is a software/hardware problem on your computer. Occasionally we need the help of Workstation Systems or the Computer Techs to resolve your problem.

If you continually get messages that backups are not taking place, or if you never get any messages at all please call the HELP LINE at extension 4357.

About once a week you should see a message on your computer similar to, " From Retrospect: 09/11/2000 1:54PM: Script 'Group 1' (Kenneth Sullivan) PM4400." The Retrospect Client in your control panels generates these messages (you may have an older version called Remote Client). Both Macintosh and Windows computers should have this control panel in order to back up files to one of the Retrospect Servers located in ITS.

After a backup is completed clients will often see a message similar to "Backup complete.22 execution errors." Execution errors usually occur when there are files open at the time of your backup. Retrospect cannot backup files that are in use by another application or program. panels.

Computing

Data Backup - Tivoli

New computers installed on campus after May 2003 will include Tivoli software for data backup. When your Windows 2000 or Windows XP operating system was installed, a folder with the name "My Documents" should have been created. Any documents that you want to have backed up, must be saved to or moved to this folder. You may have sub-folders within the My Documents folder to organize your work. It is recommended, but not required, that the My Documents folder reside on the computer desktop. If you don't know where your My Documents folder is, please call the Help Line at extension 4357 for assistance in locating it.

IMPORTANT:

- Save only your created work, files and documents, to the My Documents folder. Do not place files such as applications or tutorials in My Documents.
- Do not keep files that you want backed up in any other location than the My Documents folder.
- Any files and documents open when the backup process runs will not be backed up. This includes database files such as those created by Filemaker Pro or MS Access.
- The spelling of My Documents folder, including upper/lower case, must be exactly as shown above.
- It is preferable to have only one folder named My Documents on your computer.

How Do Backups Work?

The first time a backup session is performed on your computer Tivoli saves a full backup of your hard drive (excluding installed applications and some system files). Subsequent backups are done incrementally. In other words only those files that have changed or are new are saved to the backup server. If a file has been changed or edited since your last successful backup then Tivoli saves the changed file as a "version" of the original. We currently allow up to 14 versions of the original file to be saved to the Tivoli Server. Each saved version of a file will remain on the Tivoli Server for 90 days and is then deleted from the system. If a 15th version of a file is saved to the Tivoli Server before the 1st version has expired then the server will remove the oldest (1st) version before saving the latest version in order to maintain the 14 version limit. If the client deletes the a file from their computer the Tivoli Server will retain at least one copy of the file on the Server for 90 days.

Computing

Data Backup - Tivoli

How Often?

The Tivoli Backup System runs automatic backups each weekday. However, it is possible to run an immediate backup from the client's computer anytime except between the hours of 5:00 pm and 9:00 pm. Please call the HELP LINE for assistance in perform manual backups and file restores.

Which Files?

Not everything on your hard drive is backed up. We make every effort to back up all files and documents that cannot be easily retrieved from an original source such as a CD. We do not backup Applications or system files other than preferences and Internet Browser bookmarks. At this time, digital multimedia files such as MP3's are excluded from the backups. If you have multimedia files that are your own created content, please e-mail Kenneth Sullivan at Kenneth_Sullivan@baylor.edu.

If You Need a File Restored

Occasionally everyone loses a document or file. If a computer's files have been on regular backups, chances for recovering a lost file are very good. Three pieces of information are needed in order to recover the file:

- The exact file name, preferably the folder where it is located.
- The name of the computer (usually the client's name).
- The date the file was last known to be in existence and in good shape. Just e-mail the information to Kenneth_Sullivan@baylor.edu.

All file recoveries will be performed between 8:00 am and 10:30 am each weekday.

Telephone

Voice Mail Instructions

Message Retrieval

On a single line telephone, an interrupted dial tone (similar to a busy signal) will be heard from the receiver when there is a message waiting. To retrieve the message, dial 3000. An automated attendant will prompt you through the message retrieval process.

On an SL1, a message waiting key will be designated and the light will come on when there is a message waiting. To retrieve the message, press the line that has voice mail installed on it and then press the message waiting key. The automated attendant will come on the line.

Telephones are equipped with a message waiting light that will come on when there is a message. To retrieve the message, dial 3000.

Retrieving Messages From Another Phone

To retrieve your messages from a phone other than your own, dial 3000. If the phone you are calling from has voice mail on it, press '81' when the automated attendant answers. You will be prompted for your mailbox number (your extension) and your password.

If the phone you are dialing from does not have voice mail, you will be prompted immediately for your mailbox number and password.

To retrieve messages from home (off-campus), dial 710-3000. You will be prompted for your mailbox number and password.

Password

A password is assigned upon installation. The password is necessary for message retrieval from home or from another phone on campus other than your phone. **The password expires every 60 days and it is necessary to know the old password in order to enter a new password.** The password can be 4 to 6 digits in length. If you would like to change your password, dial into voice mail (3000) and press '84'. The automated attendant will ask for a new password twice and then the old password.

Telephone

Greetings

A default greeting is automatically installed with your voice mail. If you would like to put your own greeting on your mailbox, dial into voice mail (3000) and press '82'. You will be prompted for an external greeting (Option 1) and an internal greeting (Option 2). These can be different if you want to tell callers from off-campus something different from the on-campus callers. If the greeting can be the same, only an external greeting is necessary.

If you want to hear what is currently recorded, press 2.

To record a greeting, press 5. Wait for the tone before speaking. Press # to end the recording. After recording, you can play, change or delete the greeting, as desired. To delete a greeting, press 76. To exit the greeting mode, press 4.

A sample greeting is given below:

"Hello. You've reached _____ (your name) at Baylor University. I am unable to take your call at this time, but if you will leave your name and number at the tone, I will return your call as soon as possible."

Additional Features

Voice mail has many features that can be utilized. Any of the functions, such as retrieving messages or recording greetings, and any of the following features can all be performed from both on campus or from a remote location with a touch tone phone. To access voice mail from a remote location, dial 710-3000. You will be prompted for your mailbox (extension number) and your password. All commands will then be the same. Below are some additional features of voice mail:

Revert — This feature allows callers who received your voice mail greeting to either leave a message or press '0' to speak to another person. This is set up within the system and can be any on campus number. Most commonly, the number reverted to is the main office number, where a receptionist can be reached. Callers need to be told of this option in your greeting. If you would like this option activated, call the HELP line at extension 4357. Here is a sample greeting with revert option:

"Hello. You've reached _____ (your name) at Baylor University. I am unable to take your call at this time, but if you will leave your name and number at the sound of the tone, I will return your call as soon as possible. If you would like to speak to a receptionist, please press '0'."

Telephone

Forwarding Messages — If you receive a message that can be better handled by someone else, you can forward this message to another mailbox. To do this:

- 1) After hearing the message, press '73'.
- 2) Enter the mailbox of the person you are forwarding the message to followed by #. You may enter more than one mailbox at this time. When you have finished entering mailbox numbers, press #.
- 3) You can record a message to the person you are forwarding the message to by pressing 5 at this time. Wait for the tone and then record your introduction. When finished, press #. If you do not wish to record anything, press #.
- 4) To send the message, press '79'.

Personal Verification — This feature allows you to record your name and other information such as your title, extension number, etc. that will be heard by callers before your greeting. If you do not use this feature, your extension number will be heard by callers. To record a personal verification:

- 1) Dial 3000. When you hear the automated attendant, press '89'.
- 2) To begin recording, press 5. To end recording, press #.

Deleting and Restoring Messages — To delete a message, press '76'. If you discover that you really didn't mean to delete the message, you may restore the message by pressing '76' one more time. This must be done before you hang up. Once you delete a message and hang up, the message cannot be restored.

Automatic Delete — Messages that have been retrieved that are older than 10 days will be automatically deleted by the voice mail system. Any vital information should be recorded elsewhere to avoid losing it.

Help — Meridian Help is available from any mode by pressing *.

Questions

If you have any questions or need additional information or have trouble with your password, please call the HELP line at extension 4357.

Telephone

Telephone Training and Information

Baylor's **Telephone Training Workshop** is an interactive training CD-ROM created to train staff and faculty on the proper use of the phone and voice mail systems here at Baylor. It should be available for check-out from your departmental secretary. If not, please contact the ITS HELPLine at extension 4357 to obtain a copy for your department.

Portions of the Telephone Training Workshop are available at **<http://its.baylor.edu/itstraining>**

Also available with the CD-ROM tutorial is a laminated **Reference Card**, which will help you remember the many functions introduced in the Telephone Training Workshop. Contact your department's administrative assistant for your copy of this reference card. This reference card is also available as a PDF document, viewable on-line at **<http://its.baylor.edu/itstraining>**

If you have any problems with the Baylor Telephone system, and if the above aids have not answered your questions, then please contact the HELP line at extension 4357.

Resources

Library Technology Resources

The Baylor University Libraries' home page, <http://www3.baylor.edu/Library> serves as a gateway to a wide variety of technology-based resources and services including:

- **ADA Accessible Computer Workstations** – Four workstations with access to Wynn, OpenBook, Magic, Jaws, and WindowEyes software are available on the 1st and 2nd floor of Jones Library, the Baylor Collections of Political Materials, and the Garden Level of Moody Library. One adjustable workstation is located on the 1st floor of Moody Library.
- **Ask A Librarian** - <http://www3.baylor.edu/Library/ElecRefService/ersservice.htm> – Use this service to connect directly with library personnel for an interactive session to help with research or to send a research question, via e-mail, to the appropriate reference area.
- **Baylor Dissertations and Theses** - <http://wwwlib.umi.com/cr/baylor/main/> – Access to the full text of all Baylor dissertations and a few Baylor masters theses (those submitted to University Microfilm).
- **BearCat** - <http://bearcat.baylor.edu> – Use the Libraries' online catalog to identify books, journals, audiovisual materials, electronic resources, and more that are available from any of the Baylor University Libraries. Through BearCat <http://bearcat.baylor.edu/patroninfo> view lists of checked-out materials, renew materials online, track requests made through Interlibrary Services, create and save searches, and be notified when new materials of interest have been added.
- **Copyright Information** - <http://www3.baylor.edu/Library/BeyondLib/copyright.html> – Use this resource to address questions about copyright. For more assistance with copyright issues, contact Billie Peterson-Lugo, Billie_Peterson@baylor.edu or 254.710.2344.
- **Electronic Journals** - <http://www3.baylor.edu/Library/SerialsSolutions/> – Search this database to see if the full text of articles from specific magazine, journal, and newspaper titles is available.

Resources

Library Technology Resources

Electronic Reserve -

http://www3.baylor.edu/Library/LibDepts/MMLandJones/Reserve/Reserve_info.html – Place books and copies of articles on Reserve in the Moody Memorial Library. Copies of articles can be made available electronically so students can access those items without going to the library.

Electronic Resources -

<http://www6.baylor.edu/Library/libeleceref.taf> – Access hundreds of electronic resources (databases of references to articles, full text journal articles, etc.) to which the Baylor Libraries subscribe. With a valid Bear ID, these resources are also available from off-campus
<http://www3.baylor.edu/Library/Baylis/dialup.html>.

Electronic Resources Seminars -

<http://www3.baylor.edu/Library/WhatsNew/seminar.html> – Attend one-hour seminars that focus on specific major electronic resources including: BearCat (online catalog), EBSCO (20+ databases), FirstSearch (20+ databases), ingenta (document delivery service), Lexis/Nexis, netLibrary (e-book collection), and Web of Knowledge (“Who’s Citing Me?”).

Interlibrary Services -

<http://www3.baylor.edu/Library/ILL/> – Use Interlibrary Services online forms to request materials not owned by or available in the Baylor University Libraries.

Plagiarism Prevention/Detection Service -

https://www3.baylor.edu/Library/Bear_ID_Access/plagiarism/
– Use the TurnItIn plagiarism detection/prevention service to both prevent and detect plagiarism in students’ papers.

Resources

Technology Training

Baylor staff and faculty have several options for increasing their computer skills.

Instructor Led Training Seminars

If you are just getting started or need to know how to use all those advanced commands your software provides, take one of our seminars. We offer seminars for the beginner, intermediate and advanced user.

<http://www.baylor.edu/itstraining>

Electronic Resources Seminars

Attend one-hour seminars that focus on specific major electronic resources including: BearCat (online catalog), EBSCO (20+ databases), FirstSearch (20+ databases), ingenta (document delivery service), Lexis/Nexis, netLibrary (e-book collection), and Web of Knowledge ("Who's Citing Me?").

<http://www3.baylor.edu/Library/WhatsNew/seminar.html>

Other Resources

Training materials are made available for checkout through the Distributed Systems & Services group in the Information Technology Services.

Training materials may be requested for a two-week period. A list of the material that is available for checkout can be found at:

<http://www.baylor.edu/itstraining>

Resources

Infobits

InfoBits is the ITS newsletter which is used as a communication tool to inform faculty and staff about new services, facilities, technology and software, as well as hints, advice and computer virus alerts. The most recent issue is available online at:

<http://its.baylor.edu>

Resources

Help Desk

Contact Information

The Help Desk is located in the Dutton Street Parking Garage

On Campus: extension 4357 (HELP)

Off Campus: (254) 710-4357

E-mail: helpdesk@baylor.edu

Help Desk hours:

Monday through Thursday 8:00am - Midnight

Friday 8:00am - 10:00pm

Sunday 5:00pm - Midnight

System Status

To receive updated information regarding the status of systems or networks, call the Baylor Services Information Line: extension 3696 (DOWN)

The Baylor Computer Store is committed to provide computer products and support for the Baylor Community as tools for instruction, education, research, and administrative duties and to provide quality customer service in a Christian environment.

Eligibility

Higher Education faculty members, full-time staff, and students taking 6 or more credit hours are eligible to purchase products from the Baylor Computer Store. Purchasers may buy for their own personal use only - not for gift, resale, transfer, or for use in a business.

Payment

- The Baylor Computer Store accepts cash, personal checks, MasterCard and Visa.
- Cash over \$200 may be paid at the Cashier's office.
- Apple Computer, Inc. offers student loans for computer purchases through their Apple Loans for Education program*.
- 1st University Credit Union provides loans for both PCs and Apple/MAC systems*.
- Educators Credit Union provides loans for both PCs and Apple/MAC systems*.
- All purchases must be paid in full before merchandise will be released.

Resources

Computer Store

Your Academic Reseller

- The Baylor Computer Store receives Academic Pricing; therefore, you receive lower pricing through our store on almost every product.
- Only campus resellers offer the Apple Loan Program. This program allows you to obtain a loan from Apple with the option to make payments only on the interest while in school.
- Your campus reseller provides software such as: Adobe, Adaptec, Symantec, Microsoft, Macromedia, and many other manufacturers that are compatible with the on-campus labs.
- Your campus reseller provides hardware including: modems, networking, cabling, memory, drives and many other products that are compatible with the on-campus labs.
- Limited support for your purchase is available through the Computer Services Help-Line at extension 4357.
- Baylor's on-site service center has Dell and Apple-certified technicians to service your purchases.

Location

The Baylor Computer Store is located on the first floor of the 5th street Parking Garage across from Penland Hall.

Sales Team

Sales Floor (254) 710-7868

Adrian Huh- Personal Sales Coordinator (254) 710-6997

Jennifer Telfer-Departmental Sales Coordinator (254) 710-4992

Doris Wagner- Purchasing Coordinator , (254) 710-4882

Omar Pachecano- Store Manager (254) 710-2715

Resources

Computer Store

Departmental Purchases

Order Toner On-line

Departments can now order select printer toner cartridges on-line from the Computer Store. Follow the link below to order your toners today!

<http://www3.baylor.edu/computerstore/>

Purchasing Policy

Departments can now purchase products up to \$2,000 without a requisition through the Baylor Computer Store. All purchases made without a requisition will be charged to your supply account and must be signed for by an authorized individual from the department. All Purchase Orders are required for computer and printer purchases, regardless of price. For more information, please contact Jennifer Telfer at 710-4992.

Departmental Orders

Departmental computer orders up to \$2,000 may be ordered by phone (without a requisition) or by requisition. To call in an order, contact our Departmental Sales Coordinator at 710-4992. Orders over \$2,000 must be ordered by requisition and approved by the appropriate department head and the Budget office.

Departmental computer and standard printer orders include installation and delivery to the department.

Products are subject to discontinuation or price change without notice. Product availability and shipping time are dependent upon vendor availability and shipping terms.

To place a Departmental order by phone call Jennifer Telfer at extension 4992.

Resources

Computer Store

Computer Purchasing & Related Policies

The following policies relate to adding network lines, adding additional computers and printers, and computer installations. These policies are necessary in order to control the total University costs related to the support and replacement of the computers and related items and to provide a more timely installation of new computers. Each computer or printer network line incurs costs related to installation, upgrading, support, software licensing, Internet connection, etc. The following policies have been adopted to help control the total University cost for this computer support.

Replacing a computer or printer. A new computer/printer purchase is considered a replacement when an older computer or printer is returned to the Computer Store. The replacement of a computer or printer must be initiated by the Department Chair and have appropriate budget funds allocated. It does not require the approval of the Academic Dean or Administrative Vice President, unless that approval is part of the School or Division's approval process.

Adding a computer or printer. A new computer/printer purchase is considered an additional computer or printer when an older unit is not returned to the Computer Store. The addition of a computer or printer must be initiated by the Department Chair and approved by the Academic Dean (academic departments) or the CIO (administrative departments).

Moves. When a replacement or additional computer is installed, no "cascading" computer moves will be allowed, i.e. moving an old computer to another location to replace another computer being moved to another location etc. When a replacement or additional printer is installed, printer moves will be allowed if the unit being moved is not obsolete.

Network lines. A request for a new network line or for the reactivation of an unused network line should be initiated by the Department Chair and must be approved by the Academic Dean or Administrative Vice President. If a new network line is required, ITS Networking Services will contact the Physical Plant for environmental safety testing before the wall surface is penetrated. The department may be responsible for charges related to this testing.

Resources

Computer Store

One computer per employee. Only one computer is allowed for each Baylor employee, i.e. an employee cannot have both a laptop computer and a desktop computer.

Laptops. Because laptop computers cost much more than a desktop unit, the purchase of a laptop computer must be approved by the Academic Dean (academic departments) or the CIO (administrative departments) before a Purchase Order will be issued.

Palm Devices. Baylor departments may now purchase Palm devices at the Computer Store. Purchases will be authorized for university employees holding the title of vice president, dean, associate/assistant vice president, associate/assistant dean, directors of administrative department, and chair of an academic department. Other employees needing a Palm device must have approval in the form of a signed letter from their Academic Dean, or Administrative Vice President requesting that a Palm device be purchased.

Macintosh computers. The campus computer standard is the Dell OptiPlex line of computers. The purchase of a Macintosh is an exception and requires approval from the Academic Dean (academic departments) or the CIO (administrative departments).

Printers. The standard printer for departments is a high-end laser printer as listed on the Computer Store web site. All printers should be connected to the campus network; every printer should provide printing services for several computers. Non-networked printers will not be installed without approval from the Academic Dean (academic departments) or the CIO (administrative departments) .

Resources

Hardware

Computer Hardware Support Levels and Maintenance Policy

Any computer on campus receiving hardware or software support must be included in the University microcomputer inventory database. Hardware support is subject to the following policies.

Level 1: Dell, Apple, and select Hewlett-Packard brand hardware products, if purchased through the Baylor Computer Store, are fully supported, regardless of warranty period, for the first five years of the product's life.

Level 2: All other products, if purchased through the Baylor Computer Store, may receive limited support. The department that purchased the product may be responsible for certain charges associated with this limited support, as described below:

In-Warranty: All products in warranty, if purchased through the Computer Store, will receive limited support.

- a) The Store will facilitate warranty returns to the vendor for defective products. Departments are responsible for determining if the product is defective. Neither the ITS Maintenance Shop nor the Computer Store will make this determination. The department that purchased the product will be responsible for the full amount of any shipping charges.
- b) If the product cannot be returned through vendor channels, the department will be responsible for the return, repair or replacement of the product.

Out-Of-Warranty: No support will be provided for products that are outside of their warranty period.

Miscellaneous Maintenance Issues

Hardware Support of special order items purchased through the Computer Store will be determined at the time of purchase. Items not purchased through the Computer Store are not covered by hardware support. Software support for special order items and items not purchased through the Computer Store will need to be determined prior to purchase. (See separate software support documents.)

Computing Security

Handling of Confidential Information

During the course of their employment, employees may encounter confidential information, particularly through the use of University computing facilities. Such confidential information may include, for example, academic records, compensation and other financial information. The policy for handling of confidential information can be found at: <http://its.baylor.edu/policies/index.htm>

Information Systems Usage Policies

Baylor University information systems (including computers, computer accounts, microcomputers, printers, networks, network devices, dial-in systems, ResNet, software, electronic mail, Web home pages, video systems, telephones, and telephone long distance and voice mail accounts) are provided for the use of Baylor students, faculty and staff, as approved, in support of the programs of the University. All students, faculty and staff are responsible for seeing that these information systems are used in an effective, efficient, ethical and lawful manner. The use of information systems is a privilege, not a right, which may be revoked at any time for misuse. The policies relate to their use can be found at: <http://its.baylor.edu/policies/index.htm>

Computing Security

Information Use Guidelines Compliance Guides For Employees

Introduction

As technology has advanced, both the need and demand for access to timely information have increased. It is vital that all employees treat university information properly by observing Baylor University's information policies.

Take Personal Responsibility

As a Baylor University employee, you are personally responsible for the proper use of information available to you. Failure to comply with University policies could:

- Subject an employee to disciplinary action or even termination.
- Result in the loss of state and federal financial aid to students.

Prevent Unauthorized Access

Access to University information must be limited to authorized persons. Observe the following guidelines to ensure security:

Computer Password Security

- Do not reveal your password to anyone: students, coworkers or supervisors.
- Select your password carefully.
- Wrong: Your name, a family member's name or "Baylor".
- Right: Unusual word or combination of letters and numbers.
- Do not write your password down.
- Do not post your password on or near your computer workstation.

Information Systems

- Log out of the computer when leaving your work area.
- Sensitive Information
- Retrieve printed copies immediately from the printer.
- Transmit electronically or in a sealed/signed envelope.
- Shred or destroy paper copies when ready for disposition.

Computing Security

Protect Confidentiality

The Need To Know

Before accessing or releasing any University information, ask:

- As part of my assigned job duties, do I have a legitimate need to know the particular information?
- Does the person requesting the information have a legitimate need to know the information as part of his or her assigned duties, and am I authorized to release the requested information?

If the answer is “no” to either question, you may be violating University policy by accessing or releasing information.

The information use guidelines for employees can be found at:
<http://its.baylor.edu/policies/BU-quickrefguide.htm>

When In Doubt - Don't

If you feel unsure about whether it is appropriate to release information, refer the person making the request to the office authorized for overseeing the information in question.

Computing Security

Incident Response Policy

Due to a variety of issues, including the safety and privacy of Baylor University students, faculty and staff, it is imperative that a formal reporting and response policy be followed when responding to security incidents.

These are policies and procedures for Baylor University faculty, staff and students to report any potential security incidents. The policy will also outline the anticipated response by ITS CERT (Information Technology Systems-Computer Emergency Response Team). The policy can be found at **<http://its.baylor.edu/policies/index.htm>**.

Network Usage Policies

The following policies address the proper use of Baylor University's network including but not limited to AIRBEAR, Resnet and Faculty/Staff VPN connections. These policies are a supplement to the Baylor University Policy for Information Systems Use (BUPISU). The BUPISU is available online at **<http://its.baylor.edu/policies>**.

Laptop Computers

Battery

The performance of a laptop battery depends on how you use and take care of it. Keep the battery clean, especially the connector that plugs into the laptop. If it gets dirty you can clean it with a cotton swab and alcohol. If the battery will not be used for a long time, keep it somewhere dry and cool and away from metal objects. Remember that the battery will lose power when not in use for a long period of time so it will be necessary to recharge it before using it again.

If you plan to use your laptop, make sure your main and back up batteries have been fully charged recently. With the laptop powered off, it takes anywhere between two to six hours to fully charge the battery. It is always a good idea to carry a backup battery. Battery power can drain fast when using your hard drive often and using the CD/DVD drive.

Hot Swapping Drives

Since laptops have only one drive bay, and you can have many different drives (floppy, zip, CD/DVD), you may want to be able to swap them while the computer is running, without having to shut down first. It is important that you tell the computer you are about to remove a device so it can be safely removed from the system and it can prepare for a new device. This also holds true for devices attached by cables including printers, floppy drives and scanners and PCMCIA devices such as a wireless networking card.

Look for the safe removal icon in the system tray (next to the time display on the task bar). Double click to open up a window showing the devices that you can remove. Select the device you want to remove, and click the stop button to stop the computer from using it. Then it is safe to remove the device and insert the new one. If this step is not performed, the computer may lose power and working files.

PCMCIA Cards

PCMCIA cards allow you to expand the capabilities of a laptop. These credit-card sized devices slide into one of the two PCMCIA slots on the left hand side of your laptop. While there are two slots on most Latitude laptops, some PCMCIA cards are big enough to take up the space for both cards limiting you to using one card at a time. The types of PCMCIA cards most commonly used are for networking purposes: modem, ethernet, and wireless network.

Laptop Computers

When installing a PCMCIA card, make sure the laptop is turned off. Place the end of the card with the connector inside the slot and gently slide it in. Make sure the card is secured firmly in the slot before turning on the laptop. If it is the first time you have used the card in the computer you may need to provide drivers that allow the card to communicate with the laptop.

Wireless Network (AIRBEAR)

In order to access the Internet from your laptop's wireless connection you must have a built-in wireless network card or use a PCMCIA wireless card. The wireless connection should be used as at times when you do not have access to a wired connection. The wireless connection runs slower and it not available everywhere on campus. You can find detailed instructions for setting up AIRBEAR at:

<http://www3.baylor.edu/airbear/setup/8021x.html>

Back of Laptop

The back panel of a laptop has many different connections that can be used to attach external devices:

- Serial/Com Port
- Parallel Port – most commonly used for printers
- Docking Port – connects to a docking station
- PS/2 – connect a keyboard or mouse
- USB – connect a mouse, printer, scanner, etc.
- Video adapter – for an external monitor

Docking Station

A docking station can be used to enhance the capabilities of a laptop. It provides additional connections that are not on your laptop itself or multiple connectors of the same type. It also allows you to use a PCI expansion card. Some models of docking stations have a media bay on one side. This allows you to have two different drives active at the same time, for example a floppy and CD drive, without the use of cables.

Before you can insert a drive in the media bay the computer must be turned off and the docking lever must be in the unlocked (middle) position. You will know the drive is securely inserted when it clicks.

Laptop Computers

To dock the computer, slide the laptop along the alignment grooves and insert the docking connector on the laptop into the docking station, ensuring a secure fit. You should be careful and dock the laptop slowly in order to prevent damage to the docking connector. When the laptop is docked, the eject level (located on the front left side of the docking station) should be in the middle position. You can slide the lever into the full-back position to lock the laptop in the docking station.

If the laptop is turned off, all you need to do is pull the eject lever forward to remove the laptop. If the laptop is on, you must first press the undock button on the docking station (the small button located right next to the power button and the locking lever). Undocking a computer that is turned on without preparing it (pressing the undock button) could result in data loss and problems with the operating system. Make sure that the battery has power before undocking it to avoid it from being shut off and losing data.

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Installing software

Macintosh Software is available from the Campus Software Server. To get to this software:

1. Select the Chooser from under the Apple Menu.
2. Click on AppleShare in the top left section of the Chooser window.
3. On the right, where it says Server IP Address, type:
busoft.baylor.edu or
wolverine.baylor.edu or
129.62.1.151
4. When the window that appears next, click Guest
5. Choose Campus Software from the next list. A server named Campus Software will appear on your desktop.
From here, choose the application you want to install, read the Read Me file for serial numbers and other information. When you are through installing software, put the Campus Software Server in the trash.

Note: After you have done this once, you will find Campus Software listed under Recent Servers under the Apple Menu. Choosing this option will take you directly to the Campus Software Server without opening the Chooser.

Removing a Corrupted Print Job (and also Starting with Extensions Off)

If your computer crashes during a print job, you might have trouble restarting your computer due to a corrupted print job. Symptoms of this event could be starting up almost all the way and stopping just short of showing all your icons and disks. Alternatively, perhaps, your computer begins to restart and the screen just goes blank. Here is a way to clear out that print job and get your computer to restart.

1. First, start with extensions off. Holding the shift key down while your computer starts up. You can let go when the notice reads, "starting with extensions off," or just keep holding it until the computer is finished starting up. Note: this is a good thing to know for other

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situations. For instance, if you cannot start up normally, but can start up with extensions off, that is a clue that one of your extensions or control panels is causing the problem. This is a good place for the troubleshooters to start. Also, note that when starting with extensions off will disable all network services (e-mail, internet, printing). However, just because you can start with extensions off, does not mean you can work that way.

2. Find your printer on the desktop. Do not be alarmed because there are Xs on all the printers. That only means that you have started with extensions off, your printer drivers were not loaded at startup, and the network services that allow you to print are not active.
3. Open the printer by double-clicking its icon.
4. If there is a print job in the printer, drag it to the recycle bin or right click and delete.
5. Restart. If a corrupted print job was the cause of your computer is not being able to start up, you should now start up as usual.

Force Quitting an Application

Sometimes, when an application “locks up” you can force it to quit without having to restart your computer. It is a good idea to restart your computer anyway, but at least you will have a chance to save documents in other open applications. To Force Quit an application:

1. Hold down the Option and Apple (command) keys at the same time. While holding them, press the Escape key (esc). A dialog box should come up asking if you are sure you want to force quit.
2. Click OK and you are out of the application. Note: sometimes, even if you get the dialog box, you are unable to click it or, even if you do, nothing happens. If this is the case, you must restart your computer.

Restarting your computer

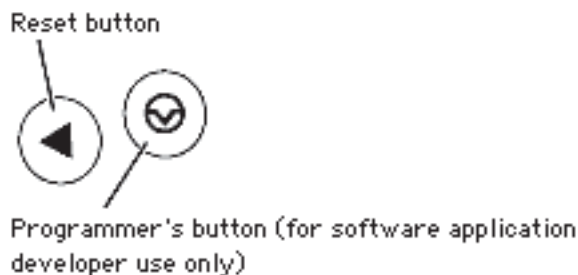
In the best case scenario, you can restart your computer using the Restart command from the Special menu. In other cases, you will have to do something else.

1. If your keyboard has a power button, hold the Control and Apple (command) keys at the same time and press the power key.

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2. If your keyboard does not have a power button, find the reset button and press it. On some computers, (mini-towers) it is located on the front of the mini-tower. On some computers, (early iMacs) it is located on the side, sometimes under the door where the wires come out, sometimes near the ports on the side of the computer.



3. On eMacs, there is no reset button. In this case, press the Power button on the side for a few seconds (5–10) until the computer turns off. Wait a few seconds. Then press it again. This will restart your computer.
4. Moreover, if it seems like we *always* tell you to restart, that is because that is the first thing we would do and this sometimes fixes a one-time glitch.

Allocating More Memory to an Application

Many computers get “out of memory” errors and messages. This does not mean that your computer does not have enough memory. It simply means that enough memory has not been allocated to the application you are using. Here is how to allocate more memory to an application:

1. Find the application that needs more memory. Note: Not the alias. It must be the application itself. If you have an alias to the application, click it once to choose it (not open it) and type Apple (Command) and R. This will find the original for that alias.
2. With the original application selected, type Apple (Command)+I for Get Info. In the dialog box that appears, click the popup menu next to where it says Show and choose Memory.
3. In the Preferred Size box, type a larger number than what is there.
Note: Do not make it too big. If you use more memory than your computer has, for instance, it can cause problems later. Some examples

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of memory sizes for applications are as follows:

- Microsoft Word and Microsoft PowerPoint both require at least 20000 (that's 20 Megabytes) of memory. Excel does not require as much.
- Adobe Photoshop expects to have free hard drive space available in the amount you specify in the Preferred Size box. (This is referred to as the Scratch Disk) In other words, you not only need to have 50 Megabytes of memory available if that is what you specify in the Preferred Size box, but you must also have 50 Megabytes of free space on your hard drive.

4. To see how much memory your computer has, Choose About this Computer under the Apple Menu. Note: You must be in the finder (Desktop) to see this command. Another note: Memory and Hard Drive Space are not interchangeable. Memory is computer memory found on a chip. Hard Drive space is storage space, and, while hard drive space may be used as memory in a pinch, it is the memory that is only on when the computer is on.

Navigating in a window

1. While working in a window or directory, type the first letter of the document you are looking for. This will bring you to the first document that starts with that letter. If you are a list, you should just be able to scroll down to your document. If you are in icon view, pressing Tab will take you to the next item that starts with that number and so on. Incidentally, the tilde key (~) will take you to the last entry in a directory.