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# Information Technology Services Newsletter

November 2005

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## Anti-Spam Scanning Service

In order to help members of the Lawrence community reduce the amount of junk e-mail they receive, ITS offers an anti-spam scanning service covering all e-mail messages originating from outside the Lawrence network. If you have been receiving many unsolicited or unwanted e-mail messages and wish to filter out most of them, all you need is a mail folder named "**Junk**." Any message classified as spam when scanned will automatically be routed to this folder. No message classified as spam will ever be deleted automatically, so you can monitor your **Junk** folder to retrieve messages that may have been routed there by mistake, deleting the rest.

If you do not wish to have your e-mail filtered for spam, simply do not create this folder.

NOTE: Capitalization on the name of the Junk folder matters. The first letter only should be capitalized -- "Junk."

To create a Junk folder in *Thunderbird*:

1. Choose **File-New-Folder**. The New Folder dialog box will appear.
2. Type the name of the folder, **Junk** (remember capital J).
3. Click **OK**. Your new folder appears in your folder list for mailhub.lawrence.edu.

To create a Junk folder in *Macintosh Mail*:

1. Choose **Mailbox-New Mailbox**.
2. Under **Locations** select your e-mail address.
3. Type the name of the folder, **Junk** (remember capital J).
4. Click **OK**.

To create a Junk folder in *Webmail*:

1. From Webmail, click the **Folders** menu.
2. Type in the folder name, **Junk** (remember capital J) in the **Create Mailbox** field.
3. Click the **Create Mailbox** button.



## Word Tip

## Move a selection without getting lost in the shuffle

You can move a selection from one place to another by dragging it or by using the cut-and-paste method. However, here's a little trick you may not know:

1. Select the text you want to move.
2. Press **F2** (function key F2).
3. In the status bar, note the message, "**Move To Where?**"
4. Position the insertion point where you want the selection to appear, or select the text you want it to replace.
5. Press **Enter**.



## Phishing Got You... Again?

We ran this article in the spring but some of us are still being plagued by these scammers so we are rerunning the article. Hopefully our new users on campus won't get bit by one of these scams!

Don't be fooled by the act of someone sending an e-mail to you falsely claiming to be an established, legitimate enterprise in an attempt to scam you into surrendering your private information that will be used for identity theft.

These e-mails direct users to visit a website where they are asked to update personal information such as passwords and credit card, social security, and bank account numbers. The website, however, is bogus and set up only to steal the user's information.

In 2003, for example, users received e-mails supposedly from eBay claiming that the user's account was about to be suspended unless he clicked on the link provided and updated the credit card information that the genuine eBay already had. Because it is relatively simple to make a website look like a legitimate organization's site by mimicking the HTML code, the scam counted on people being tricked into thinking they were actually being contacted by eBay and were subsequently going to eBay's site to update their account information. By spamming large groups of people, the "phisher" counted on the e-mail being read by a percentage of people who actually had listed credit card numbers with eBay legitimately.

Phishing, also referred to as brand spoofing or carding, is a variation on "fishing", the idea being that bait is thrown out with the hope that, while most will ignore the bait, some will be tempted and bite.

### How to Spot a Phishing Scam

At first glance, it may not be obvious to the recipients that what is in their INBOX is not a legitimate e-mail from a company

with whom they do business. The "From" field of the e-mail may have the .com address of the company mentioned in the e-mail, and the clickable link may also appear to be taking you to the company's website, but will in fact take you to a spoof website. Looks can be deceiving, but with phishing scams the e-mail is never from who it appears to be!

### Phishing e-mails will contain some of these common elements:

The "From Field" appears to be from the legitimate company mentioned in the e-mail. It is important to note, however, that it is very simple to change the "From" information in any e-mail client.

The e-mail will usually contain logos or images that have been taken from the website of the company mentioned in the scam e-mail.

The e-mail will contain a clickable link and text which suggests that you use the link to validate your information. Check it out. Highlight the link. Note the real website address that is shown in the bottom left corner of the screen. *Note that the link does NOT point to the legitimate website URL.*

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## ITC Training Schedule



The November ITC training schedule can be found on the last page or at: [http://www.lawrence.edu/dept/ITS/services/itc\\_schedule.shtml](http://www.lawrence.edu/dept/ITS/services/itc_schedule.shtml). Session descriptions are available at [http://www.lawrence.edu/dept/ITS/services/session\\_descriptions.shtml](http://www.lawrence.edu/dept/ITS/services/session_descriptions.shtml). In addition, a paper copy has been posted in each computer lab and in various public areas around campus.

If you have questions, or wish to sign up for a workshop in the ITC, you can register on-line at:

[http://www.lawrence.edu/dept/ITS/services/instruction\\_led\\_sessions\\_reg\\_form.shtml](http://www.lawrence.edu/dept/ITS/services/instruction_led_sessions_reg_form.shtml) or contact our Helpdesk by [e-mail](#), phone at ext. 6570, or in person in room 201 of the Library.

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## Running a PowerPoint Presentation efficiently

Try these few shortcuts for your next presentation. They'll save you time!

- Press **Ctrl-M** to insert a new slide.
- Press **Page Up** and **Page Down**, moves to the next or previous slide respectively, when the Slides tab or slide pane has the focus.
- Press **F5 (Control-Shift-S** on a Mac) to open the slide show from the beginning.
- Press **Shift-F5 (Control-Shift-B** on a Mac) to open the slide show from the current slide.
- Press **ESC** to return to Normal view and close the slide show.
- Press **B** to go to a black screen while in a presentation.



## Dreamweaver Users – Add your own shortcuts

That's right, use the **Keyboard Shortcut Editor** to create your own shortcut keys, edit existing shortcuts, or use a predetermined set of shortcuts.

### Choose **Edit-Keyboard Shortcuts**

The Keyboard Shortcuts dialog box appears. You can add or modify shortcuts from here.

Here are some common shortcuts that you may find useful:

**Ctrl-S** to save a file  
**Ctrl-Enter** to add a line break  
**Ctrl-G** to go to a specific position in the code

**Ctrl-`** to switch between Design view and Code view

**Shift-F7** to check spelling

**F12** to preview the file in your primary browser

**Shift+F6** to validate a file

To see a complete list of Dreamweaver shortcuts see:

[http://www.macromedia.com/support/dreamweaver/documentation/dwmx\\_shortcuts/](http://www.macromedia.com/support/dreamweaver/documentation/dwmx_shortcuts/)

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## Telephone Corner Special Delivery for Voicemail Messages

Voicemail messages can be marked confidential, urgent, tagged with a receipt or set up for future delivery. When you access your mailbox, you are prompted to press M or the 6 key to make a message. Enter the mailbox or distribution list to receive your message. Press # and record your message. When you are finished recording press # again. Then if you would like to:

- **Mark a message Confidential: Press 2**  
The person you are making the message for is unable to give the message.
- **Request a receipt: Press 7**  
By using this you are telling the system to notify you when a user has heard message you have sent. It will give you time and date.
- **Mark a message Urgent: Press 8**  
When you make a message urgent, it has priority over messages with normal delivery.
- **Set a future delivery date: Press 3**  
This means you can record a message for a deliver at any day and time up to 60 days into the future.

# November, 2005

	Monday	Tuesday	Wednesday	Thursday	Friday
		<p><b>1</b></p> <p>Learning the Basics of Excel 9:00 - 10:00 a.m.</p> <p>Shortcutting in Word and Excel 1:30 - 2:30 p.m.</p>	<p><b>2</b></p> <p>Scanning and Working with Images 8:00 - 9:00 a.m.</p>	<p><b>3</b></p> <p>Introduction to Dreamweaver 1:00 - 2:00 p.m.</p>	<p><b>4</b></p> <p>The ABC's of Mail Merging in Word 10:00 - 11:00 a.m.</p>
	<p><b>7</b></p> <p>Creating E-mail Lists from Voyager Class Lists 8:30 - 9:30 a.m.</p>	<b>8</b>	<p><b>9</b></p> <p>Shorting cutting in Word and Excel 10:00 - 11:00 a.m.</p>	<p><b>10</b></p> <p>Creating Flyers and Newsletters in Word 9:30 - 10:30 a.m.</p>	<b>11</b>
	<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>
	<b>21</b>	<b>22</b>	<b>23</b>	<p><b>24</b></p> <p>Thanksgiving</p> 	<p><b>25</b></p> <p>Staff Holiday</p>
	<p><b>28</b></p> <p>Working with graphics in Word 10:00 - 11:00 a.m.</p>	<p><b>29</b></p> <p>Creating a Presentation in PowerPoint 9:00 - 10:00 a.m.</p>	<b>30</b>		