

Lawrence University
Information Technology Services

FACULTY AND STAFF
INTRODUCTION TO ITS

Reference Guide

This Reference Guide is a publication of ITS.
Please contact the Helpdesk with questions:

920.832.6570

helpdesk@lawrence.edu

Seeley G. Mudd Library, Room 201

www.lawrence.edu/dept/its

Welcome to Lawrence University

The mission of Information Technology Services (ITS) is to provide the campus community with reliable, up-to-date computing and networking services in support of teaching, learning, living, and administrative activities at Lawrence.

This guide will provide you with general information about using technology on the Lawrence campus.

Computer Passwords

New faculty and staff members are issued a username and generic passwords to gain access to applicable Lawrence systems. The **Network Password** allows access to the Lawrence network (when logging in to a Lawrence computer) and to e-mail. This password is valid for 365 days.

The **online Account Center** allows users to manage their Network Password, to access Webmail (e-mail), and to access Lawrence Voyager. You can go to the online Account Center both on and off campus at the following address: <https://viking.lawrence.edu/>

Some employees may also use the following additional password-dependent software applications: Banner, Brio, Lawrence Voyager, LiveTime.

Personal Web site

Every student, faculty, and staff member is allocated space for a personal web site on the Lawrence server. Access your site at the following address:

www.lawrence.edu/fast/username
(substitute your LU username for "username")

To learn more about creating your personal web site, schedule a training session through the ITS Helpdesk or visit the ITS website and follow the **Faculty & Staff – Personal Web Sites** links.

Network Space

Personal Network Space: Faculty and staff members each have 100MB of storage space on the network. We strongly encourage the Lawrence community to use your personal network space, as files stored on the network are backed up each night. Your personal network space can be accessed from any network computer on campus.

- Windows or Mac: From the desktop, double click on the folder labeled My Documents.

Department Share space: In addition to your personal network space, each department has a group space where files may be shared.

- Windows: From the desktop, double click on My Computer, then on the **(X:)** drive.
- Mac: From the desktop, double click on the icon labeled Department Share.

Campus Share Space: Class and inter-department share spaces are also available.

- Windows: From the desktop, double click on My Computer, then on the **(U:)** drive.
- Mac: From the desktop, double click on the folder labeled Campus Share.

Supported Applications

ITS provides support for a standard set of software products on Lawrence Windows XP and Mac OS X computers. Some of these include:

Adobe Acrobat	Microsoft Outlook
Banner/Brio	Microsoft Word
Dreamweaver 8	Mozilla Thunderbird
Internet Explorer	Mozilla Firefox
Mac Mail	Photoshop Elements
Microsoft Entourage	Sophos Anti-Virus
Microsoft Excel	Voyager

Room Equipment List

For a list of classroom equipment and software by building and room, visit the ITS web site and follow the **Facilities** link.

ITC and Training Opportunities

The Instructional Technology Center (ITC) is a training facility with both Macintosh and Window computers, located in room 214 of the Library. Information Technology Services offers a variety of classes in the ITC. For more information on classes, visit the ITS website and follow the **Services - Training** links. The ITC may also be reserved by employees who require computers for department training sessions or meetings.

Campus Equipment for Use/Checkout

ITS has special equipment available on campus to meet the needs of faculty and staff. Following is a list of some of this equipment.

Color Printing: Available at the ITS Helpdesk during regular business hours and in the Instructional Technologies Lab (Library first floor) by appointment.

Laptops: A limited quantity of Macintosh and Windows laptops are available for faculty and staff check out from the ITS Helpdesk. Reservations are handled on a first-come, first-serve basis. Call the Helpdesk at 832-6570 to make a reservation.

Conference Phone: A teleconference phone is available from the ITS Helpdesk for large meetings which require excellent speaker capability. Reservations are handled on a first-come, first-serve basis. Call 832-6570 to make a reservation.

Scanners: Available in the Library on main floor and in the ITC (room 214), as well as in secretarial offices in Briggs, Main Hall, and the Conservatory. Most feature OmniPage Pro (optical character recognition software). If you need to scan a foreign language text, the Main Hall scanner has a version

of OmniPage Pro that will work well for you.

Writable CD Drives: Located on the computer/scanning stations in Briggs, Main Hall, and the Conservatory secretarial offices as well as at the ITS Helpdesk (Library room 201).

Please note: Equipment including projectors, digital cameras, televisions, dvd/vcr, etc. may be available through the Media Department. Call 832-6757 for more information.

Virtual Private Network

Virtual Private Network (VPN) software will allow a remote user to access the campus network via the internet. The internet connection between the remote location and Lawrence is encrypted to protect all information. With VPN software installed and running, you can access network share and web folders via FTP.

If you need access to these resources on a regular basis from home, contact the ITS Helpdesk to get setup with the software. Have the following information ready when you call: your current personal computer operating system (such as Windows XP) and the name of your high-speed internet service provider (such as Time Warner Cable).

Personal Software & Hardware Purchases

Lawrence faculty, staff, and students receive educational discounts on hardware, peripherals, and the academic version of select software for personal use. Navigate to the ITS web site and follow the **Additional Services – Technology-Related Purchasing** links.

If you are interested in purchasing Microsoft Office software for your personal Windows or Mac computer, Microsoft allows faculty and staff the right to use specific software (Office) for school-related purposes at home. The software is ordered online for a small shipping and handling fee only. Call the Helpdesk at 832-6570 to receive

applicable website and password information for such purchases.

Telecommunications

On-Campus Calling: From any campus phone, simply dial the extension or last four digits of the phone number. For example, dial 6570 to reach the ITS Helpdesk.

Local Calling: Lawrence covers local call charges. To make a local call: Dial **9 + the 7 digit phone number**

Emergency Calling:
Dial **9 + 911** or Call Campus Security at ext. **6999**

Long Distance Calling: Lawrence covers employees' business-related long distance calls. To make a long-distance call:
Dial **9 + 1 + area code + 7 digit phone number**

Lawrence Switchboard Operator:
Dial **0** on a campus phone or **832-7000** off campus

For additional information about Lawrence Telecommunications and Voicemail Services, see: **Faculty/Staff Telecommunications Guide**

Helpdesk

The ITS Helpdesk is a resource available to the entire Lawrence community to assist in resolving computer and telecommunications-related issues. If an incident or question cannot be resolved over the phone, it is the job of the Helpdesk to document the incident and to forward that description to an ITS staff member who will pursue a resolution.

The ITS Helpdesk is open Monday through Friday, 8:00 a.m. - 5:00 p.m. (during the academic year) and 8:00 a.m. - 12:00 p.m., 1:00 - 5:00 p.m. (during the summer and breaks).

This guide is also available online at:
www.lawrence.edu/dept/its/services/training.shtml