

INFORMATION RESOURCE MANAGEMENT



IRM Technology Guide

Fall 2008

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About IRM

IRM plans for and provides high-quality information technology resources in support of research, teaching, and learning across all campuses and to facilitate the efficient execution of administrative and public service functions of the University.

IRM is headed by the Associate Provost/CIO, Jeffrey Schilit, who reports to the University Provost and Chief Academic Officer. In addition to providing FAU vital general computing and telecommunications services, IRM serves as a consultant and coordinator for more specific information technology activities and projects carried on by the various University colleges, departments, administrative offices, and research groups. Each unit is assisted in accomplishing its own goals, and at the same time IRM ensures that overall institutional goals are met. IRM's Technology Policies can be found on the web at www.fau.edu/irm/about/files/techpolicies.pdf.

This guide briefly describes the services that IRM provides to ensure that faculty, students, staff, and administration receive the best possible technology resources. For more detailed information, please visit www.fau.edu/irm.

Organization of Technology Resources

CIO, Jeffrey Schilit, Ph.D.

Broward Computing Services (BCS) provides computing services for the Broward campuses (Davie, Fort Lauderdale, and Dania Beach)

Director: Alberto Fernandez

Communication Services Infrastructure (CSI) manages all aspects of the University voice/telephone system including installation of lines and circuits for voice, data, and video. It also maintains records and mapping of the campus networks.

Director: Elise Angiolillo

Enterprise Computing Services (ECS) manages computing systems/servers, student computing labs, PC consulting, business intelligence reporting, and database support.

Director: Mehran Basiratmand

Fiscal Management (FM) manages IRM accounts receivable, billing functions, and budget planning.

Director: Denise Payeur

Northern Computing Services (NCS) provides computing services for the Jupiter and Treasure Coast campuses.

Director: Joanne Julia

Online Client Services (OCS) supports client services such as MyFAU, Blackboard, web administration and development (CMS and WISE), and the IRM Help Desk.

Director: Molly Munro, Ph.D.

University Administrative Services (UAS) maintains the University's administrative systems (Banner and SIS).

Director: Kay Recktenwald

University Learning Resources (ULR) provides audiovisual, teleconferencing, and television services.

Director: Doug Trabert

System Maintenance and Status

IRM performs routine systems maintenance Thursdays from 3:00 to 7:00 a.m. During that time IRM-supported services may be unavailable. A list of systems and services that are routinely not available during that time is posted on the Systems Status page (www.fau.edu/irm/about/status.php). The network group reserves 5:00 to 7:00 a.m., Monday through Wednesday and Friday, for its maintenance.

IRM will make every effort to notify the University community of all planned service/network interruptions. All service/network interruptions (both planned and unplanned) are posted on both the Systems Status page and the IRM home page (www.fau.edu/irm) and updated as necessary.

FAUNet ID/Accounts

All students, faculty, and staff automatically get a computing/e-mail account, called the FAUNet ID, when they join the University. Faculty and staff accounts are created during orientation by Human Resources and may take up to a week. Student accounts are created automatically when students are admitted. New faculty may request an account sooner via the form included with the letter of offer or through their department. To find out what your FAUNet ID is go to MyFAU (myfau.fau.edu) and click on Lookup Username. Enter your Social Security number. This will display both your FAUNet ID and your Z number.

The FAUNet ID provides network access to the campus network and Internet, as well as the following services:

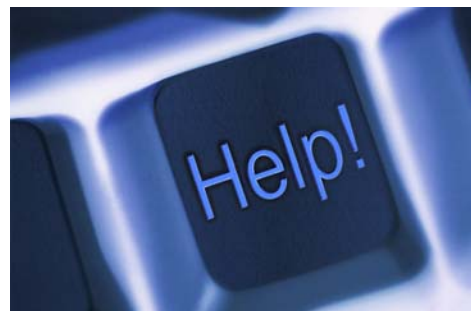
- MyFAU (myfau.fau.edu): E-mail, Calendar, University Announcements and Self-Service access
- Blackboard (blackboard.fau.edu): Online and web-assisted courses
- Computer Lab Authentication
- Network File Space
- Wireless Computing Authentication

Support

Computing support is available to FAU faculty, staff, and students 24/7 both online and via telephone.

How to Get Help

- Go to www.fau.edu/helpdesk.
- Click on the **SUBMIT A TICKET** link (or start by clicking on the **KNOWLEDGE BASE** to see if you can find an answer among our list of frequently asked questions).
- Enter your full FAU e-mail address in the "Official FAU E-mail" box.
- If you have not updated your password in this system previously, enter your first name in the "Password" box. Be sure to type it in **lowercase**.
- When you are done entering the ticket details, click "Finish."



Important Support Center Login Notes

- If you do not know what your FAU e-mail address is, go to MyFAU (myfau.fau.edu) and click on Lookup Username.
- Once you've successfully logged in, we highly recommend that you update your password in the new Support Center. To do so, after you login, click on the **MY SUPPORT** tab. Then click on the **MY PROFILE** link.

Phone Support

If you need to have your MyFAU or Network Access password reset, experience login problems, or wish to speak to a support representative, please call our 24/7 support line at (561) 297-3999 or toll-free at (866) 885-8325.

College Consultants

Many colleges have their own computing support, an on-site person dedicated to the college/department, familiar with local needs, and able to offer prompt assistance. The departments and colleges with local consultants are Dorothy F. Schmidt College of Arts and Letters; Barry Kaye College of Business; Office for Students With Disabilities; College of Education; College of Engineering; Christine E. Lynn College of Nursing; Charles E. Schmidt College of Science; Charles E. Schmidt College of Biomedical Science; the Wimberly Library; and the Athletics Department.

Please note that when you enter a help request through www.fau.edu/helpdesk it will be routed to the consultant as appropriate.

Desktop Support

IRM provides various levels of support for software and hardware, including the following:

- Test, troubleshoot, and diagnose computer problems
- Configure and install new computer systems
- Install and upgrade software
- Migrate and back up data

A committee reviews and recommends appropriate desktop hardware and operating system software standards for networked systems. New releases are reviewed and tested for compatibility and performance within the University computing environment. Based on the results, IRM may recommend the product for use at FAU.

Recommended Hardware

IRM recommends the following minimum configurations for the 2008–2009 year:

Windows XP	Windows Vista
<ul style="list-style-type: none">• 1 GHz Processor• 1 GB RAM• 20 GB Hard Drive	<ul style="list-style-type: none">• Any Dual-Core Processor• 2 GB RAM• 80 GB Hard Drive• 256 MB Video Card
MacIntosh OS X v10.4/10.3/10.2	MacIntosh OS X v10.5 Leopard
<ul style="list-style-type: none">• G4 (2003+) processor• 512 MB RAM• 20 GB Hard Drive	<ul style="list-style-type: none">• G4 (2003+), G5 or Intel Processor• 1 GB RAM• 80 GB Hard Drive

An up-to-date list of recommended hardware and operating system software can be found on the IRM website at www.fau.edu/irm/desktop/hardware.php.

Standard Desktop

In order to provide a universal operating environment, IRM has adopted a standard desktop for FAU. This makes it

easier for departments to share files and also allows IRM to provide better support. It is especially beneficial for the implementation of software upgrades and anti-virus updates. This standard does not restrict the choice of application software for individual users and departments.

The FAU standard desktop includes the following applications, the cost of which IRM has underwritten. If you need other software installed on your computer, you must have legal, licensed copies of the software in your possession.

FAU Applications for Windows	FAU Applications for MacIntosh
<ul style="list-style-type: none"> • Acrobat Reader • SSH Secure FTP Client • Office 2003 Professional* • Office 2007 Professional* • Internet Explorer <p><i>*Includes Outlook Professional e-mail client</i></p>	<ul style="list-style-type: none"> • Acrobat Reader • Fetch FTP Client • Office 2004** • Office 2008** • Safari <p><i>**Includes Entourage e-mail client</i></p>
FAU Services for Windows/MacIntosh	
<ul style="list-style-type: none"> • FAU Online Helpdesk • MyFAU • Banner Users • FAU Library Catalog • NWRDC/NWALT 	

Software Licensing and Support

Faculty and staff can obtain some commonly used software applications, such as Microsoft and Adobe products, for free or at a reduced price. A full list of packages and pricing is available online at www.fau.edu/irm/desktop/software.php. The contracts do not include an option for students to purchase these licenses.

Microsoft Office 2007 and Windows XP are available to faculty and staff for work at home. Use of the software at home requires licensing separate from that for on-campus use and also a small fee. To order online visit the software order page at www.fau.edu/irm/desktop/software.php. You must submit a signed Home Use Compliance form prior to receiving your order. Send your completed form to the Software Licensing Coordinator, Enterprise Computing Services, CM217 on the Boca Raton Campus.

Information about software that is supported by IRM can be found online at www.fau.edu/irm/desktop/software_chart.php.

Faculty/Staff Training

Free instructor-led training on microcomputer applications, Blackboard, and special programs specific to FAU's computer environment are available to FAU faculty and staff. The lectures are accompanied by hands-on training in a computer-equipped training lab, enabling participants to perform each function as it is taught. More information about available computer training can be found at www.fau.edu/irm/training.

E-Mail

FAU provides an e-mail account for all faculty, staff, and students. Your e-mail address is the same as your FAUNet ID, followed by “@fau.edu” (for example, “jsmith@fau.edu”). You can use e-mail via MyFAU or a stand-alone e-mail client such as Outlook. To set up your e-mail client to access your FAU e-mail, you will need to set the following parameters:

SMTP Server: smtp.fau.edu

POP Server: pop.fau.edu (faculty/staff)

POP Server: faumail.fau.edu (students)

You will need to enter your FAUNet ID and password to read your mail in Outlook. If you want to change your password you must first change it in MyFAU and then make the same password change directly in Outlook.

The content and maintenance of a user's electronic mailbox are among the user's responsibilities. Other responsibilities include the following:

- Protecting your password
- Downloading mail messages to your local computer rather than keeping them on the server
- Remaining within quota
- Backing up important e-mail messages
- Never assuming that your e-mail cannot be read by anyone else
- Never sending or keeping anything that you would mind seeing on the evening news

Student E-Mail Policy

Effective August 1, 2004, FAU adopted the following policy:

“When contacting students via e-mail, the University will use only the student’s FAU e-mail address. This will ensure that e-mail messages from FAU administration and faculty can be sent to all students via a valid address. E-mail accounts are provided automatically for all students from the point of application to the University. The account will be disabled one year post-graduation or after three consecutive semesters of non-enrollment.”

Faculty/Staff E-Mail Policy

All FAU faculty, staff, and administrators are asked to use their FAU e-mail account as their primary e-mail account for all work-related electronic communication. FAU-related messages can be forwarded to a personal account if so desired. However, the primary e-mail address for work-related activities must be the FAU e-mail address. The complete policy can be found at www.fau.edu/irm/about/policies/faculty_staff_email_policy.php.

Alias Requests

Faculty and staff at FAU can request an e-mail alias. The purpose of an e-mail alias is to allow you to have a more professional e-mail address in a firstname.lastname format. This is especially useful for anyone who has a number in his or her e-mail address. For example, if Jane Doe has an e-mail address of jdoe123@fau.edu she could get an alias of jane.doe@fau.edu. Your FAUNet ID would remain the same, so it would not affect how you log into various systems such as MyFAU, Blackboard, and network access. To request an e-mail alias, log into the Online Computing Support Center (www.fau.edu/helpdesk) and submit a Help Desk ticket.

Netiquette

What is “Netiquette”? Simply put, it is “Internet Etiquette” or the conventions of politeness pertaining to e-mail and technology use. As the Internet continues to evolve, so do the issues that impact the way we use it and interact with others. It is important to recognize that online communication is different from that of the face-to-face world, with its own unique customs and practices. For more information about Netiquette and some basic recommendations and guidelines for e-mail, discussion forums and chat, visit www.fau.edu/irm/about/netiquette.php.

Spam

FAU has implemented an anti-spam solution called IronPort. By protecting e-mail at the “gateway,” or point where it arrives at the FAU servers, messages are checked before they reach your inbox, which means that you no longer need to worry about setting up junk mail rules or filters in Outlook or MyFAU. Rather than relying on a “blacklist” of known spammers or spam keywords, IronPort uses advanced filtering to block unwanted messages. This process stops up to 80% of incoming spam by measuring the behavior and traffic patterns of mail servers to assess its trustworthiness. It can determine the reputation of any URL within a message body so that a more accurate analysis of the messages can be performed. IronPort also uses context-based scoring to examine the complete context of a message, making it more accurate than traditional spam filtering techniques. For more information on spam and how to avoid it, visit www.fau.edu/irm/email/spam.php.

Virus Blocking

FAU has installed an anti-virus gateway to scan all incoming mail messages to the fau.edu domain. E-mail messages are automatically scanned and disinfected. If an infected message is detected, the virus is removed and an automated message is sent to both sender and recipient of the e-mail indicating that the message had been cleaned.

Viruses are often sent through e-mail as attachments with a file extension similar or identical to those of common files and applications. Because these viruses can wreak immense havoc, the university blocks e-mails with attachments that have extensions most often associated with viruses.

The current virus scanner also looks in compressed (zipped) files and blocks those that contain attachments with the problematic extensions.

Below is a list of some of the file extensions currently being blocked:

.ad	.ade	.adp	.asp	.bas	.bat	.chm	.cmd	.com	.cpl	.crt	.exe	.hlp	.hta	.inf
.ins	.isp	.js	.jse	.lnk	.mdb	.mde	.msc	.msi	.msp	.mst	.pcd	.pif	.reg	.scr
.sct	.shb	.shs	.url	.vb	.vbe	.vbs	.vsd	.vss	.vst	.vsw	.ws	.wsc	.wsf	.wsh

There is a strong possibility that messages sent to departmental servers, thus bypassing the fau.edu domain, are not scanned by the virus gateway. For more information regarding departmental mail servers and viruses, please contact your college computing consultant or local technology administrator.

For more information about computer viruses and how to protect yourself from them, visit www.fau.edu/irm/network/viruses.php.

Distribution Lists

Distribution lists, or listservs, provide a way to maintain contact with a group of people, both within and outside the University, using e-mail. If all the people involved in the list are part of the University community (faculty, staff, and/or students) then you should use a MyFAU group. If you need the list to communicate with people outside FAU, then a listserv list is appropriate.

To create a list, go to wise.fau.edu/cgi-bin/majordomo and click the “Create” button near the top of the window. When you make the request for the mailing list, you will need to provide the following:

- Name for the list — at least 5 characters and ending with “-L”
- Description — 1 line describing focus of the group

Requests for new mailing lists require at least a 24-hour turnaround.

By virtue of creating the list, you will be the list owner (the person responsible for deciding the structure and use of the list) and will need to set the parameters of the group, which include:

- Type of list — open restricted, moderated or unmoderated
- Manager — person maintaining subscriber list
- Policy — acceptable use
- Reply option

Once the mailing list is created, be sure to check its configuration (go to wise.fau.edu/cgi-bin/majordomo) prior to subscribing users.

By default, replies to a listserv message go only to the sender of the message. If you wish to send a reply to all members of the distribution list, the name of the mailing lists (e.g., “list-l@fau.edu”) should be entered in the TO: field. More information on mailing lists and listservs is available at www.fau.edu/irm/email/listservs.php.

Announcements

Various offices at FAU have the authority to send e-mail or MyFAU announcements to defined groups on campus. Currently only a few administrative offices in addition to deans have the authority to send these announcements. If you have an announcement you want sent to FAU students, please send your request to Student Affairs. If you want to send an announcement to faculty and/or staff, send your request to Internal Communications at announcements@fau.edu.

MyFAU Portal

MyFAU (myfau.fau.edu) is the University’s web portal that provides centralized online access to e-mail, calendars, administrative services, and announcements. With a single username (your FAUNet ID) and password you will gain access to all these services and more.

E-Mail

Once you have logged into MyFAU through a web browser, you can send and receive e-mail. All you need is a web browser and Internet access.



Calendars

Each user has a personal calendar, which he or she can keep private or share with others. Each academic course also has a calendar to which all the students in the course have read access. For more information, visit www.fau.edu/irm/myfau/calendar.php.

Groups

Groups are analogous to an online club or other association of people with a common interest or purpose. Many FAU clubs have formed groups in MyFAU because it makes communication easy.

Customizable Information Channels

MyFAU contains many channels that contain not only FAU information, but also information from around the world on a wide range of subjects. You can add channels to your MyFAU pages that match your needs. For more information, visit www.fau.edu/irm/myfau/channels.php.

Self-Service Access

Once you have logged into MyFAU you will have direct access to Self-Service without having to log in separately.

Students: Access to registration, fee payment, class schedules, and grades

Faculty: Access to teaching schedules, class rolls, grade submission, and class permits and authorizations

Employees: Access to pay, benefits, deduction information, leave balances, etc.

Roles

MyFAU assigns its users a role of faculty, staff, and/or student depending on their role(s) in Self-Service (Banner). A person can have more than one role. These roles make it possible for information to be sent to you based on that role and the information relevant to it. If you are teaching and do not have the Faculty tab, it means most likely that you are not listed in Banner as the instructor so your department should contact the Registrar's Office. If you are an employee and do not see the Staff tab, please contact Processing and Records in Human Resources.

FAU's Network

Getting Connected

Access to the FAUNet can be obtained through a direct hardwire connection, as well as wireless connections from various areas on FAU campuses. In special cases, you can also connect through FAU's Virtual Private Network (VPN). To obtain a connection to FAUNet for a terminal, computer, or printer, please submit a request through Online Computing Support Center at www.fau.edu/helpdesk.

Students who live on campus can connect to the Internet in their residence hall through the Housing & Residential Life Network (www.fau.edu/housing/connect.html).



Network File Space

All faculty, staff, and students have access to various network drives according to their role in the University. Everyone in the University community has a personal drive (designated as the “M” drive) to which only he or she has access. Your M drive is set up so that one folder, which is labeled “web,” is accessible via the Internet. Any files you put in that folder can be accessed via the Internet, regardless if the files are html, image, or document file types. The “M” drive quota is 100 MB for faculty and staff and 20 MB for students.

You can access your M drive by logging into the FAU network (such as from a computer lab). From the Windows Explorer list of drives on your computer, you should see an “M” (network) drive. You can also access your M drive via the web through MyFAU (myfau.fau.edu) using the “User Home Directory Logon” channel on the “Home” tab. For more information about the M drive, visit www.fau.edu/irm/web/personal.php.

In addition, there are two publicly accessible (within the FAU network) drives: one to which anyone in the FAU community can read and write files and one that is read access only. Each college/division also has its own drive to which its members have access; likewise, each department/subdivision has its own drive. Academic or administrative units may request additional network drive space for special purposes. Below is a list of the drive names and who has access to them:

Drive Access:	
M	Personal drive
N	University-wide read and write access* <i>* Do not put sensitive or private material on this drive! Files and folders on this drive are deleted periodically.</i>
O	College/Division
P	Department/Subdivision
Q	University-wide, read only
R	Special purpose
S	Special purpose
T	Special purpose
L	Lab drives

Please delete old or unused files.

Virtual Private Network (VPN)

IRM protects its wide area network (WAN) with a firewall. Because of this firewall, you cannot connect to your office desktop machine or servers from off campus. However, for faculty and staff who must be able to connect to non-web-based campus servers and systems, IRM has implemented a Virtual Private Network (VPN) by which you can gain access to campus machines for which you have a login.

To use the VPN, you first need to submit a request through the online Computing Support Center (www.fau.edu/helpdesk); the request must come from a director or higher. Once the request is approved, you will receive a VPN client license agreement, a link to download the VPN software and instructions for installing the client on the computer from which you will want to connect.

Wireless

The FAU wireless network allows you to connect to the FAU network via a portable computing device, such as a laptop. That means that you not only have network access, but also access to those resources that are available only via the FAU network, such as network drives.

FAU's wireless network uses 2.4 GHz band. Access points directly connected to the wired network act as transceivers for these radio frequency signals. Currently, all FAU wireless equipment is in compliance with IEEE 802.11b specification for wireless Ethernet connectivity. New wireless zones are equipped with 802.11g specifications at 54Mbps. This, however, is subject to change for reasons of improving security.

Wireless locations across all FAU campuses and configuration instructions can be found online at www.fau.edu/irm/wireless/wireless_maps.php.

To use wireless computing on FAU campuses you must have the following:

- Laptop configured for DHCP addressing (for more information visit www.fau.edu/irm/wireless)
- Wireless card for your laptop
- FAUNetID and password that is activated for Active Directory (if you currently can log into a desktop computer on campus or to a computer in a lab, you've already activated the account; use that account when you set up your wireless on your laptop)

Wireless configuration instructions for both the Windows and Macintosh operating systems can be found online at www.fau.edu/irm/wireless. If you need additional assistance bring your laptop to one of the following locations during regular business hours: Boca Raton — Computer Center 138; Davie — Liberal Arts 303E; Fort Lauderdale — Higher Education Complex 611; Jupiter — Student Resources 284; Treasure Coast — Classroom and Office Facility 223.

Internet2

FAU is one of 202 universities in the U.S. that are Internet2 (www.internet2.edu) institutions. The Internet2 project facilitates and coordinates the development, deployment, operation, and technology transfer of advanced, network-based applications and services to further U.S. leadership in research and higher education. Internet2 will accelerate the availability of new online services and applications.

Safe Computing

Security is one of those things that we all hear about and think is a good thing, but then we tend to let someone else worry about it. Although FAU has taken many steps to make its data and network secure, you need to be aware that what you do can put yourself, or at least your computer, at risk. A little bit of forethought on your part can go a very long way.

First, a few **DON'Ts**

- Never give out personal information (Social Security number, birthday, driver's license, any account number or password, etc.) to anyone who asks for it online, especially via e-mail. It is very easy for people to send e-mail that appears to be from a bank or other institution as a means of getting sensitive information. This kind of activity is called *phishing*.
- Never put your personal information, even your birthday, on any online site, such as Facebook or MySpace.
- Never give your passwords to anyone or allow someone to log onto your account.



- Never write your password and leave it in a place where someone will find it (such as taped to the bottom of your keyboard, computer, or monitor).

Now some **DOs**

- Use anti-virus software to protect your computer from viruses and other harmful programs (known as *malware*).
- Use pop-up blockers in your web browser to help protect your computer from spyware (but be sure to allow pop-ups from the FAU domain because MyFAU and Blackboard both use them).

For more on keeping your information safe while you are on the Internet, visit www.fau.edu/irm/network/security.php.

Virus Protection

Computer viruses are programs that, like biological viruses, can replicate themselves, spread from one computer (or body) to another, and generally cause problems. The various types of programs that spread among computers are collectively called “malware” (**mal**icious soft **ware**). Depending on the form of malware, the damage can range from simply annoying (lots of pop-up ads or otherwise slowing the performance of your computer) to downright disastrous (requiring you to reformat a harddrive). If your computer starts acting “strangely,” then you might have a low-level virus. Regardless of the level of damage, it’s worth protecting your computer from viruses. One of the worst things about viruses is that if you have one you can unknowingly spread it to others. For more information about computer viruses and how to protect yourself from them, visit www.fau.edu/irm/network/viruses.php.

Adware and Spyware

Like viruses and other malware, spyware is at best annoying, and at worst malicious. It is software that you unknowingly install when you download and install other software. For example, if you install some kind of weather or news feed to your computer, it’s possible that the application has inside it some kind of spyware that isn’t mentioned in the license and use agreement. Spyware can cause serious problems, compromising your computer’s security and potentially sending sensitive information, such as passwords or credit card numbers, to the spyware’s creator.

One of the most common forms of spyware is adware, advertising software that will either run in the program window itself or in pop-up windows. These advertisements are usually for legitimate products, but they can still be annoying if not intrusive. They can track the web sites you visit and then send that info back to the advertiser. Some people might defend the practice as market research, but the activity can interfere with your computer’s performance, especially if it gets to the point that you have so many popup windows opening that you can’t effectively use your computer. The good news is that there are several software applications that detect and remove spyware and other malicious programs from your computer. You can safely download these from the Internet at no charge:

- Ad-Aware: www.lavasoftusa.com
- Spybot: www.safer-networking.org/en/download
- Windows Defender: www.microsoft.com/athome/security/spyware/software/default.mspx

File Sharing/Copyright

FAU blocks peer-to-peer file sharing services such as Gnutella, Bearshare, and Kazaa to prevent our users from illegally sharing copyrighted sound recordings. For more information please visit www.musicunited.org. The site contains valuable information about what’s legal and what’s not when it comes to copying music.



Legal Music Download

The University now provides its students a way to legally download virus-free digital songs, access movies and television shows, and share downloaded playlists. Ruckus multimedia service is currently offering its music download service at no cost to any current FAU student accessing Ruckus. Faculty and staff can access Ruckus for a nominal cost.

With this service students can legally share music, movies, and television shows; create playlists; send personal media recommendations to friends; and browse classmates' profiles and media libraries. For assistance with using Ruckus visit www.ruckus.com and click on the Help link at the top of the screen.

Blocking Pop-Ups

Pop-up windows are the new windows that open when you click on something on the web, and sometimes they seem just to open themselves. They have become a standard practice on the web, and some web applications use them legitimately. For example, MyFAU's e-mail and calendar clients open via pop-up windows. But pop-ups can also be a result of spyware or adware, and, perhaps most dangerously, can also be used by malware for gathering personal information. A good rule of thumb is never enter your personal information in a pop-up window.

The good news is that you can block pop-ups, but blocking all pop-ups can be dangerous because some web applications use pop-ups to provide information or functionality. Microsoft Internet Explorer, Mozilla Firefox, Safari, and AOL browsers have pop-up blocker options in their tools/preferences. (See information below on setting the popup blocker in these applications.) Microsoft has also included a pop-up blocking feature in the Windows XP operating system – it was released in Service Pack 2.

Blocking pop-ups can greatly reduce the annoyance and damage from spyware, but you need to be aware that it can also decrease the functionality of some programs. Turn the pop-ups off as needed. With most pop-up blockers, you can temporarily override the blocking by holding the control key when you click or you can identify sites whose pop-up you will accept (for example, accept pop-ups from MyFAU and Blackboard).

Also keep in mind that if a program isn't working as you would expect (especially if nothing happens when you click on an icon that should open a window) then you should review your pop-up settings.

For instructions on blocking pop-ups in Internet Explorer and Mozilla Firefox, visit www.fau.edu/irm/network/pop_up_blockers.php.

Passwords

FAU is committed to the highest integrity in securing its IT environment. Your FAU username or your FAU NetID and your password is the university's standard for authentication for most information systems.

FAU requirements for passwords

- Must be 5 to 20 characters in length
- Must contain a mix of letters and digits (at least one of each)

Recommendations for a secure password

- Use a combination of upper- and lowercase letters, numbers and symbols (e.g., ! @ # \$ % ^ & + -)
- Never use your username as your password

- Never use any form of your name, pet's name, or other name associated with you
- Never use a word found in the dictionary
- Change your password regularly, at least every 90 days

To keep your computer and accounts secure

- Use password-protected screen savers (on a PC, go to Start—> Control Panel—> Display; select the Screen Saver tab, and check the box for “On resume password protect”).
- When you leave your desk, lock your computer (ctrl-alt-del) or logoff so it is protected by your password when you are away
- Do not place your password on a sticky-note taped to your monitor, under your keyboard, or in your desk
- Do not share your password

Examples of good passwords
<p>%0m&Ber Variation of "bomber" that uses combination of punctuation and numbers for letters</p>
<p>T*x4\$M8n More than 6 characters; numbers, punctuation, and mix of upper- and lowercase letters</p>
<p>j@T&P!4Ne Two words, separated by punctuation, using upper- and lowercase letters, and numeric substitution</p>

Computing Facilities

Computer Labs

All computer systems in both the instructional and open student labs are connected to the campus network and have full access to the Internet. For more information about computer labs, including locations and hours of operation, visit www.fau.edu/irm/labs.

- **Open Labs** allow computer access to FAU students, faculty and staff, to perform class assignments, research, or any other University-related work.
- **Instructional Labs** are available to all faculty and staff wishing to teach courses or to hold seminars in computer-equipped facilities.

To reserve an Instructional Lab please call (561) 297-3291 or visit the Resource 25 WebViewer at r25.fau.edu.

Policies

A Computer Labs Guidebook is issued every term and is available as a handout in each IRM-managed open computer lab on the Boca Raton Campus. Further information about computer labs on all campuses and available software can be found by visiting www.fau.edu/irm/labs.

Pay-for-Print

FAU has a pay-for-print system that uses the FAU Owl Card. Printouts are \$0.05 per black-and-white page and \$0.65 per color page.

Vending machines where money can be added to the Owl Card are at the following locations:

Boca Raton	Most labs have a vending machine
Davie	Liberal Arts 303, Davie Student Union and FAU/BCC Library 103
Fort Lauderdale	Higher Education Complex 611 and Askew Tower Lobby
Jupiter	Student Resources 108
Treasure Coast	Classroom and Office Facility 222

Please note that color printing is available on the Boca Raton Campus in Library 216 and Business 109, on the Davie Campus in Liberal Arts 303, and on the Fort Lauderdale Campus in the Higher Education Complex 611. Large size color prints and special photo-grade papers are available at additional cost on the Davie and Fort Lauderdale campuses.

Problem Reporting

Hardware and/or software problems in FAU labs should be reported via the online Computing Support Center (www.fau.edu/helpdesk). Your ticket will be routed to appropriate FAU lab technical support personnel.

Lab Software Installations

Microsoft Office Suite is loaded on all lab systems. Other software varies depending upon the lab's geographic location and its proximity to specific academic areas of the campus. Instructors may request that course-related software be installed in an IRM-managed lab by submitting a ticket through the online Help Desk at www.fau.edu/helpdesk. The software must be compatible with the operating system on the lab computers. Software that requires hardware resources beyond system capabilities cannot be considered unless arrangements are made to upgrade the equipment. IRM reserves the right to decline requests for security and/or redundancy reasons. Copies of the software, installation manual, and license agreement to cover the computers in the labs must be delivered to the Lab Office at the time of the request.

To ensure timely installation, requests must be made 30 days prior to the first day of class. Five working days before the first class, instructors should visit the lab and ensure that the program works to specification. Installation requests made during the semester will be met as time permits, but such installations may be delayed because staff access to labs is limited once classes are in session.

E-Classrooms

The University has identified that each general classroom should have certain built-in features such as TVs, VCRs, and Internet access. The term E-Classroom is used for the electronic equipment and network capabilities that each classroom contains. To find out more about the types of E-Classrooms FAU offers visit www.fau.edu/irm/labs/eclassrooms.

To reserve an E-Classroom please call (561) 297-3291 or visit the Resource 25 WebViewer at r25.fau.edu.

Accessibility/Assistive Technology

IRM-managed labs are equipped to aid people with disabilities at FAU. Services include an enlarged screen (Zoomtext and Patriot, both available in the library), a CCTV enlarging system, screen readers (JAWS, available upon request in any IRM lab, and Expert Reader, available in the library), and adjustable workstations.

IRM also cosponsors the Assistive Technology Lab housed on the Boca Raton Campus in the Office for Students with Disabilities at Student Services 133. The lab hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. Other services

and information can be found at osd.fau.edu. Training for the equipment is also available to any student registered with the office. If you have any questions e-mail ferreira@fau.edu.

Audiovisual Services

A variety of audiovisual (AV) equipment can be delivered to locations on FAU’s campuses. Please allow three working days for completion of AV equipment requests. AV services are campus specific, therefore all requests should be made according to the campus where the equipment is needed:

Campus	Equipment List	Reservations	Problems/ Questions
Boca Raton	www.fau.edu/irm/instructional/av_services.php	www.fau.edu/irm/instructional/av_services.php	(561) 297-3707
Jupiter	www.fau.edu/irm/northern/av_services.php	(561) 339-2776	(561) 339-2776
Treasure Coast	www.fau.edu/irm/northern/av_services.php	(772) 418-1190	(772) 418-1190
Davie	www.fau.edu/irm/broward/BCS-AV-Rates.php	www.fau.edu/helpdesk	(954) 236-1124
Fort Lauderdale	www.fau.edu/irm/broward/BCS-AV-Rates.php	www.fau.edu/helpdesk	(954) 762-5409/ (954) 762-5273

Video-

conferencing

Academic videoconferencing (VC) makes it possible for classes to be conducted in real-time with instructors and students on different campuses. IRM provides three multimedia-equipped distance learning classrooms with 2-way audio and video. A videobridge is capable of connecting multiple VC sites. Courses in these rooms must be booked one semester in advance by calling (561) 297-3698. These classrooms are available to all colleges on a first-come, first-served basis for accredited courses.

Administrative videoconferencing is also available for use by faculty and administrators on the Boca, Davie, Fort Lauderdale, Dania Beach/SeaTech, Jupiter, Treasure Coast and Fort Pierce/Harbor Branch campuses at no cost. Dial-up videoconferencing with other institutions with similar equipment nationwide is also available but may incur charges. For Videoconferencing Requests, please visit www.fau.edu/irm/instructional/videoconference_form.php.

Instructional Resources

Blackboard

The Blackboard Learning System provides a user-friendly collaborative environment that allows for course content management, file sharing, online assessments, student tracking, assignment management, and online communication, all without knowing any HTML code.

Students can access their course syllabus, lecture notes, handouts, assignments, and websites through a Blackboard course site. Documents can be loaded in a variety of file formats, including Word, PowerPoint, Excel, PDF, and HTML. Blackboard also provides access to interactive tools such as discussion boards, group tools, e-mail lists, and online as-

assessments that would otherwise be difficult to set up. Blackboard offers many features for assessing and grading student work. Faculty can create tests and surveys with a variety of question types including true/false, multiple choice, fill-in-the-blank, and essays. The results of the tests and surveys are stored in Blackboard's secure online gradebook. The gradebook can also be used to record the results of offline tests and papers and calculate each student's final grade.

A Blackboard course shell is automatically created for every FAU course; however, faculty must request activation of their courses every semester in order to make them available to students. To request activation of your Blackboard course(s) log into MyFAU (myfau.fau.edu) and click on the Faculty tab. Then enter your FAUNet ID (username) in the channel labeled "Blackboard Requests" and a new window will open (once you have submitted your request you will receive a confirmation e-mail). Faculty applying for course space who have never used Blackboard must attend a scheduled hands-on training workshop or a one-on-one introductory training session. For more information about training visit www.fau.edu/irm/training.

Students enrolled in FAU courses are automatically enrolled into the corresponding Blackboard course. The rosters in Blackboard are updated daily throughout the semester.

Course cartridges (prepackaged course materials from textbook publishers) can be incorporated into Blackboard courses. They can contain a variety of materials, such as slides, documents, multimedia files, links to related websites, test banks, and quizzes. The cartridge materials often correspond to a textbook or eBook, although some cartridges are meant to be used as stand-alone. All cartridge materials can be customized once they have been downloaded to your specific course site. For more information on course cartridges please contact your textbook publisher or representative.

College of Nursing fully online courses and College of Business Graduate-level courses use the ECollege Learning Management System. IRM does not manage or maintain ECollege. For information on ECollege support, please visit fauonline.net.

Instructional Software



TurnItIn: Plagiarism Prevention and Detection

TurnItIn, the most widely recognized and trusted resource for preventing Internet plagiarism, is licensed for use at FAU. For more information and documentation go to www.fau.edu/irm/instructional/plagiarism_detect.php. Faculty may request a TurnItIn account through the online Computing Support Center (www.fau.edu/helpdesk).

Impatica for PowerPoint

Impatica makes it easy to add narrated presentations to your course web site. This site-licensed software is ideal for converting PowerPoint files into a compressed format that is optimized for streaming over the Internet and doesn't require that users download any plug-ins for viewing. The Impatica file is typically 95% smaller than the original PowerPoint HTML file and supports most features of PowerPoint including text, graphics, transitions, animation effects and of course, audio narration. To obtain a copy of Impatica, please submit a request through the online Computing Support Center (www.fau.edu/helpdesk).

Online Testing and Educational Games: Respondus and StudyMate

Respondus is a tool for creating and managing exams which can then either be printed or published directly to and administered via Blackboard. StudyMate lets you create Flash-based activities and games using simple templates. The

Flash activities can be used with any web server or published directly to Blackboard. FAU has site licenses for both Respondus and StudyMate. Faculty can request a copy of either one through the online Computing Support Center (www.fau.edu/helpdesk).

MyFAU Course Tools

Faculty who want to use the Internet and online communication in their classes, but not teach fully online, should consider the MyFAU course tools. Faculty members' courses are automatically loaded into MyFAU when the faculty assignment is made, and students automatically have access to the course and its tools when they register for a course. Course membership changes as students add and drop courses, so the MyFAU course roster reflects real-time data changes in the student information system (Banner).

Course tools include the same tools available to MyFAU Groups. Faculty members teaching numerous sections of the same course can group those courses in MyFAU for ease of management. When sending e-mail to students within the MyFAU course tool, students' privacy is maintained because no one receiving the message will see the other students' e-mail addresses.

If you do not see your courses listed in MyFAU, check to see if they are listed in Self-Service. If they are not in Self-Service, then most likely the Registrar's Office does not have you in the system as teaching the course. You should contact the Registrar's Office. If the course is listed in Self-Service, you may request that your MyFAU account be synchronized with the data from Banner by submitting a request through the online Computing Support Center (www.fau.edu/helpdesk).

Illuminate

Illuminate lets instructors add live interaction (including audio, video and whiteboard) to online classes in Blackboard, from lectures and presentations to small group discussions and debates. It offers numerous accessibility features, cross-platform support and all-bandwidth connectivity (no lag time or garbled communication, regardless of Internet connection speed, even at 28.8.kbps).

For more information visit www.fau.edu/irm/blackboard/illuminate.php.

Web Administration and Development

IRM supports the FAU.EDU web domain to provide web access to FAU services and information. This web server is available to be used by colleges, departments, campuses and other FAU organizations to further support the mission of the University. The University's primary web server, known as WISE is a Sun Solaris Unix server that supports HTML, CGI scripts, PHP and a variety of tools for web page deployment. Microsoft FrontPage extensions and ASP are not supported.

Users of FAU web servers are responsible for the content and information they store on these systems and are expected to abide by IRM technology policies (www.fau.edu/irm/about/files/techpolicies.pdf) and the University's branding. Users are also expected to maintain up-to-date information on their web pages.

IRM supports the Content Management System (CMS) that is being used to brand and unify the entire FAU web site. The Content Management System is an essential tool in FAU's Branding Initiative (www.fau.edu/branding/index.php). University Communications & Marketing has asked that all web sites be developed through the CMS. Any sites that cannot use CMS must provide written justification to the Creative Services department (www.fau.edu/communications/publications/index.php).

All areas of FAU and anyone using the Florida Atlantic University name, including departments, groups, clubs, and student organizations that wish to have a public web site at FAU, need to contact Creative Services for approval of the initial site.

The process for requesting a new site is as follows:

- Contact Creative Services to request a design template for a new site and to approve the URL (www.fau.edu/site_name) for the new site
- Creative Services approves design template and forwards to IRM
- IRM converts approved template and enters it into CMS
- IRM schedules CMS training with department or group requesting site

For questions and inquiries regarding web standards, contact Creative Services at (561) 297-3027. A comprehensive guide to Web style can be found at www.fau.edu/communications/publications/index.php. Make sure to also view FAU's Visual Standards Manual (www.fau.edu/branding/vsm.php), which provides the University community and designers with the visual standards to be used for all printed, web, and retail items.

Personal Web Sites

IRM offers all faculty, staff, and students personal Web accounts to meet the growing demand for Internet collaboration and the sharing of documents. These accounts are intended for University-related academic, research, and administrative use and must follow the standards outlined in the IRM Technology Policies.

All FAU users have a personal network drive (designated as the "M" drive) to publish their files or documents to the web. Your M drive is set up so that one folder, which is labeled "web," is accessible via the Internet. Any files you put in that folder can be accessed via the Internet, regardless if the files are html, image, or document file types. You can access your M drive by logging into the FAU network (such as from your office desktop computer, a computer lab, or a wireless network connection). You can also access your M drive via the web through MyFAU using the "User Home Directory Logon" channel on the "Home" tab.

To publish files to the web, place the files in your "web" folder on your M drive (from your computer's desktop, click on My Computer, and then click on the "M" drive, which will be labeled with your username).

The URL for your files will be:

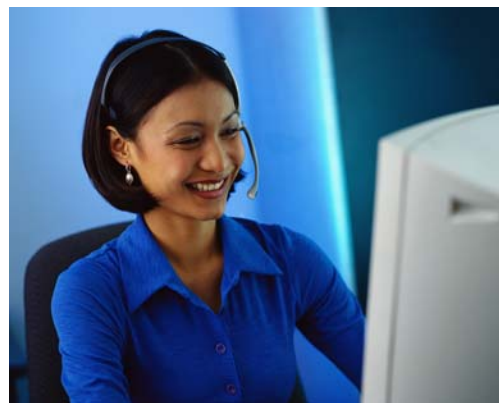
- For faculty and staff: home.fau.edu/FAUNetID/web
- For students: student.fau.edu/FAUNetID/web

Note: FAUNetID is your FAU username (everything that precedes the "@" symbol in your FAU e-mail address).

For more detailed instructions on accessing your M drive, please visit www.fau.edu/irm/web/personal_instructions.php. Personal WISE accounts are also available to FAU faculty and staff.

Phone/Voice Services

IRM manages all aspects of the University voice system at all major campus locations. In addition to procurement and maintenance of all associated equipment, it manages installation of all types of lines and circuits and is responsible for all cabling for voice, data, and video. IRM also establishes and maintains records and mapping of the campus networks. Voice services are provided by Communication Services Infrastructure (CSI) and all work is done on a charge-back basis. Requests for departmental consulting



including voice system configuration, order processing, cabling, outside vendor orders, equipment maintenance, user training and billing of regular phones, cellular phones and PhoneMail should be made through the online Computing Support Center (www.fau.edu/helpdesk).

Installation and maintenance of voice and/or dedicated media networks and cable supporting the majority of communications for FAU campuses is handled by CSI Technical Services. Additional responsibilities include overseeing the installation of the communications infrastructure (voice, data, video, cable TV) in all new buildings and building renovations.

Directory assistance now uses a voice recognition system, IntelliSPEECH, on the Boca Raton campus. With this system you don't need to know the number of the person you are calling. Just dial "0" or (561) 297-3000 and at the prompt say the name of the person you want to call. You will then be connected to that person.

IntelliSPEECH answers and transfers 70% of the Boca Raton campus' incoming and internal departmental calls. The peer campuses will be added to IntelliSPEECH during the coming year. All calls that require live operator help are efficiently routed to Operator Services. Operators will also assist with international calling and conference calling features.

Placing Calls at FAU

To call someone on the Boca Raton campus, dial 7 plus the 4-digit extension.

To call someone on any of the partner campuses, dial 6 plus the 4-digit extension.

To make either a local or a long distance phone call, simply dial "99" plus the number that you wish to be connected with.

To dial phone extensions from off campus, add area codes and exchanges to the last four digits of the extension shown:

Boca Raton Campus	(561) 297-xxxx
Davie Campus	(954) 236-xxxx
Fort Lauderdale/Tower Campus	(954) 762-xxxx
Dania Beach/SeaTech Campus	(954) 924-xxxx
Jupiter/MacArthur Campus	(561) 799-xxxx
Treasure Coast Campus	(772) 873-xxxx
Fort Pierce/Harbor Branch Campus	(772) 462-xxxx

Requesting Phone Support or Service

Phone/Voice Customer Service is available by calling (561) 297-6235.

Faculty and Staff — Technical service issues and loss of dial tone should be reported to the repair line at (561) 297-6333. Other questions should be directed to the online Computing Support Center (www.fau.edu/helpdesk).

Students — Requests for services should be made through the department of Housing and Residential Life, which acts as the liaison between students and the specific vendor responsible for the desired services. Students residing on the Boca Raton or Jupiter campuses can access telephone information at www.fau.edu/housing/FAQ.html.