

HP EDITION – STUDENT VERSION 2010-2011

COMPUTING @ UW-STOUT



STOUT
UNIVERSITY OF WISCONSIN

WISCONSIN'S POLYTECHNIC UNIVERSITY

FOR ADDITIONAL LAPTOP ASSISTANCE, CONTACT OR VISIT THE ASK5000 HELP DESK 321 MILLENNIUM HALL • Ask5000@uwstout.edu • (715) 232-5000

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LEARNING & INFORMATION TECHNOLOGY

MISSION:

LIT is UW-Stout's steward of technology in support of education.

We are committed to providing and maintaining secure, high-quality, reliable, and flexible solutions in alignment with UW-Stout's mission and vision.

CORE VALUES:

We value people, our staff and the people we serve, through:

- * Customer service - Anticipating and responding to their needs
- * Communication – Building a collegial and trusting environment through open, honest, ongoing dialog
- * Collaboration – Creating appropriate solutions, placing decision-making where it belongs
- * Partnership – Committing their resources along with ours to use and support information technology
- * Innovation – Researching advances in technology and applying them across the university
- * Leadership – Guiding the campus as our technology landscape evolves

VISION: Education and technology serving people.

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SOFTWARE TUTORIALS AND TRAINING RESOURCES:

Stout Training Page: <http://www.uwstout.edu/training/>

Microsoft Office: <http://office.microsoft.com/en-us/training/default.aspx>

Microsoft VISTA: <http://www.microsoft.com/windows/help-how-to.aspx>

Tutorials for Office, Imaging, Digital Video and Audio,
and many other types of software:

<http://lynda.uwstout.edu/>



LAPTOP AND ELECTRONIC COMMUNICATION GUIDELINES

RESPECT ON OUR CAMPUS

Treat all students, faculty, and staff with respect and in a professional and courteous manner at all times, whether in person or in written communication (including e-mail).

CLASSROOM LAPTOP ETIQUETTE GUIDELINES

During class, students should use laptops as a learning tool. Students should:

- ✓ not check e-mail, browse the Internet, instant message, play games, or perform other off-task activities.
- ✓ engage in class activity actively. This includes making eye contact, paying attention and staying on task. The computer should not become a barrier to one-on-one interaction, but should help facilitate the exchange of ideas and engagement in classroom contact.
- ✓ use laptops for specific classroom tasks as assigned by the instructor including taking notes, conducting research required for activities, and other assignments.
- ✓ demonstrate sensitivity to others. Students should not display screen images, including wallpapers and screen savers, which might be distracting or offensive to other members of the class.

For disciplinary procedures, please see the Student Laptop Computer Conduct section.

Thanks to the Department of English & Philosophy for contributing content.



EMAIL COMMUNICATION AND E-MAIL ETIQUETTE GUIDELINES

- ✓ Proofread and use spell-check before sending email.
- ✓ Be careful about sending mail or replying to a message when angry or upset. Do not present yourself in email differently than you would in person. Do not use profanity. Before sending an email think about reading the email out loud to the person you are sending it to... would you feel comfortable?
- ✓ Have reasonable expectations for response time. Faculty and staff need a reasonable amount of time to respond to email. Please allow at least 48 hours for confirmation, response, or resolution. Do not expect responses on weekends.
- ✓ Try to keep messages concise and to the point as they will be more likely to be read.
- ✓ Use descriptive subject headings. This makes it easier for someone to decide whether to read the message or to determine priority in responding.
- ✓ Distribute e-mail only to those individuals or groups that have a known interest in a topic.
- ✓ Check e-mail often and delete or store read messages immediately. UW-Stout will communicate with you frequently through your Stout email account so be sure to check it often. Mail messages can be downloaded, printed, or saved as disk files.



STUDENT LAPTOP COMPUTER CONDUCT

University of Wisconsin System Support for Enforcing Responsible and Appropriate Student Use of Laptop Computers Inside and Outside of the Classroom

With the implementation of the e-Scholar Program, many instructors have expressed concern about incidents involving the misuse of laptop computers by students enrolled in their classes. It is important for students to be aware that classroom behavior that is offensive to others and/or interferes with the learning process is prohibited by University of Wisconsin System through chapters of the Wisconsin Administrative Code. Regulations in these chapters specify that consequences of engaging in such behavior could range from removal of a student from a course in progress to complete expulsion. Presented below are summaries of chapters from the Wisconsin Administrative Code that are applicable to student computer usage as well as web locations of the full version of each chapter. Information about due process and appeals is contained in these chapters, as well. A complete listing of Wisconsin Administrative Code Chapters pertaining to the University of Wisconsin System can be found at the following web address:

<http://www.legis.state.wi.us/rsb/code/uws/uws.html>

Chapter 14 STUDENT ACADEMIC DISCIPLINARY PROCEDURES

<http://www.legis.state.wi.us/rsb/code/uws/uws014.pdf>

Misuse of computers for the purpose of cheating or plagiarism in courses is covered in Chapter 14. The specific misconduct subject to disciplinary action is summarized in section 14.03. This includes copying work and turning it in as one's own, whether jointly prepared files or papers downloaded from the Internet. Chapter 14 also states that faculty who discover acts of academic misconduct have the discretion to impose oral or written reprimands or to require an assignment to be redone. More severe consequences may also be administered providing the requirements specified in section 14.06 are met.



Chapter 17 STUDENT NONACADEMIC DISCIPLINARY PROCEDURES

<http://www.legis.state.wi.us/rsb/code/uws/uws017.pdf>

The use of computers in a manner that is offensive and/or distracting to others present in class falls under the student misconduct prohibited in Chapter 17. Specifically, Chapter 17 prohibits any behavior that interferes with classroom presentations or a student engaged in attending classes. This could include behaviors ranging from sending messages to other students during class to accessing pornographic web sites in class. Misuse of university computer resources is also explicitly prohibited in this chapter. Sections of this chapter that are particularly relevant to student computer use include 17.01, 17.03 4 (b), and 17.05.

Chapter 18 CONDUCT ON UNIVERSITY LANDS

<http://www.legis.state.wi.us/rsb/code/uws/uws018.pdf>

This chapter spells out the university's authority to regulate behavior on its lands. Of particular relevance to classroom computer usage is section 18.06 (46), which enumerates forms of computer harassment prohibited by the university system. Included in this section is the use of e-mail to send lewd obscene or profane material with the intent to harass others. According to section 18.07, a \$500.00 fine could be imposed for engaging in such behaviors.

Role of the Dean of Students in Enforcement of UW-System Computer Conduct Regulations

The Dean of Students (<http://www.uwstout.edu/stusrv/dean/>) is available to provide advice and direction for how to deal most effectively with the behavior in question. The Dean of Students is responsible for leadership that promotes a climate to support the academic and social growth of all students. The Dean of Students' responsibilities include the administration of the UW-Stout academic and nonacademic disciplinary procedures.



INTERNET SECURITY

WIRELESS/WIRED CONNECTIONS

The UW-Stout wireless connection is **NOT SECURE**. (No data encryption) Please do not submit sensitive data (credit card #'s, Social Security #'s, bank account #'s, etc) while using the wireless connection.

To ensure your online safety, please use a wired connection when transmitting sensitive data. For information on using a wired connection, please refer to page 10 in this booklet.

IDENTITY THEFT

What is identity theft?

Identity theft occurs when someone uses your personal information without your permission to commit fraud or other crimes. Identity theft is the fastest growing crime in our nation today. Criminals are stealing information from telephone and email scams, and even from careless online shopping and banking. **You, the student, are targeted for identity theft.**

Most scams, by phone or email, ask you to provide credit card information, university account information and/or your Social Security number. UW-Stout Police recommends that you NEVER give out this information unless **you** initiate the call and you know that you are speaking to a true company / university representative.



What to look for in Email scams:

For example: emails from PayPal, Citibank, etc. asking you to update personal information, such as Social Security numbers, passwords, etc., threatening to close or suspend your account.

- ✓ These emails will look legitimate, and may even include the name of your own bank, but they're not.
- ✓ **DO NOT** click links provided in the email. Links will take you to a mirror site that looks similar to the actual site, but is a fake site setup to gather your personal information. Contact the company involved directly, using a customer service number you find in the phone book or that you have used in the past.
- ✓ The University will NEVER email you asking for personal information.



LAPTOP CARE & SECURITY

HANDLING

The laptop is a very delicate electronic device, and requires special handling and care. Here are a few tips to help you care for the laptop.

- ✓ **Always make sure the laptop is powered off before putting it into a case or backpack.** It is easy for the laptop to overheat if not turned off before being put into a confined space; this may cause data loss and hardware damage. The hard drive may be easily damaged if the laptop is moved without being powered off.
- ✓ **Never toss or throw the laptop down.** Always set the laptop down gently to prevent damage to internal components and prevent data loss.
- ✓ **Do not expose the laptop to extreme hot or cold temperatures** (i.e., leaving the laptop in a car during the winter or summer). Doing so may cause damage to the LCD display or internal components.



THEFT / LOSS

Theft (or suspected theft) or other loss of the computer must be **reported within 48 hours** to the university's ASK5000 Help Desk and to the police department in the jurisdiction in which the theft or loss is believed to have occurred. In cases of theft or loss, the student will be responsible for a \$400 fee. To receive a replacement computer, a written copy of the police report must be submitted to the ASK5000 Help Desk.

For example:

- ✓ If the laptop is stolen or lost in Madison, Wisconsin, contact the Madison Police Department within 48 hours. **You must get a copy of the Police Report.**
- ✓ If the agency having jurisdiction will not take a report, contact the UW-Stout Police Department at as soon as possible.
- ✓ Notify ASK5000 within 48 hours about the theft/loss.
- ✓ The student is responsible for visiting ASK5000 to get a replacement laptop. **A copy of the police report must accompany the request for a replacement laptop computer.**

Tips on keeping the laptop safe:

- ✓ Treat it as you would your wallet or purse, know where it is at all times.
- ✓ Always lock it up to something stable when left alone or in a public area.
- ✓ When leaving it in a vehicle, keep it out of sight, either covered or in the trunk.



DAMAGE

If the laptop or loaner laptop is found to be damaged during inspection by a university repair technician, the university will charge you a \$50 fee for the first incident of damage. For each subsequent instance of damage, the fee will increase by \$50: \$50 for the first incident, \$100 for second incident, \$150 for third incident, etc. These charges will be added to your university account. This fee schedule remains with you throughout your UW-Stout career; it does not reset when you exchange your laptop.

IMPORTANT TELEPHONE NUMBERS:

ASK5000 Help Desk: (715) 232-5000

UW-Stout Police: (715) 232-2222

Menomonie Police: (715) 232-1283



LAPTOP AGREEMENT CONTRACT

The contract you signed at the time you were given a laptop is a legal agreement between the UW-Stout and you. It lists and explains the rights and responsibilities of both the University and yourself. Please make sure you read and understand it thoroughly.

More information and a copy of the contract may be found at: <http://www.uwstout.edu/es>



ANTI-VIRUS SOFTWARE

COMPUTER VIRUSES

Viruses are the one of the most significant threats to computers today. Viruses can severely handicap a computer by corrupting files that are essential to running the laptop. Be careful of emails that come from senders you don't know or mass emails from friends. You should always check downloads before opening them. **Symantec AntiVirus is installed on the computer and the university automatically updates the program.** We recommend that you scan your computer at least every two weeks, using this software.

USING SYMANTEC ANTI-VIRUS SOFTWARE

1. Click on the **Start** menu and go to **All Programs**.
2. Click on **Symantec Client Security** and select **Symantec AntiVirus** from the menu.
3. From the Symantec Anti-Virus screen, select **Full Scan**.
4. Click the **Scan** button in the lower-right corner to scan the computer.
5. The scan will then begin.
6. If there are problems, you will see a notification box and will be instructed on what to do.

IF YOU HAVE QUESTIONS ABOUT ANY EVENTS THAT MAY APPEAR AND FOR FURTHER ASSISTANCE,
PLEASE CONTACT **ASK5000 AT (715) 232-5000**.



YOUR DATA

LAPTOP HARD DRIVE: DATA VS. SOFTWARE

The laptop has a “partitioned” hard drive, which means that it has been formatted in two separate sections. The two sections are labeled C: and D: Drive C is the smaller section, and is reserved for software that has been installed. The larger drive D is available for you to save your files (data). As you create and save files, the laptop will automatically seek drive C. However, if you download files or software from the internet, they may not end up in the correct section. Be careful of what you download, and where it is stored. Make sure you choose the “D” drive when saving your files and information.

UW-STOUT ONLINE STORAGE: BLUEDRIVE

Using the server space provided to you by UW-Stout is another good way to back up your files. UW-Stout provides you with storage space on BlueDrive, a server where you can save your documents and be assured they will be backed up. You can also use this space to upload your student webpage. There is 1G of space available for each student.

To get started using this space, go to <https://bluedrive.uwstout.edu/> and login using your UW-Stout username and password. You should see folders labeled “eportfolio” and “wwwroot.” A menu bar will include options to “upload,” “new folder,” “manage,” and others, which will allow you to create storage folders and transfer files from the laptop to this storage space.

BlueDrive may be updated during the academic year. The university will notify you of any upgrade or new processes.

IF YOU NEED FURTHER ASSISTANCE, PLEASE CONTACT *ASK5000* AT (715) 232-5000.

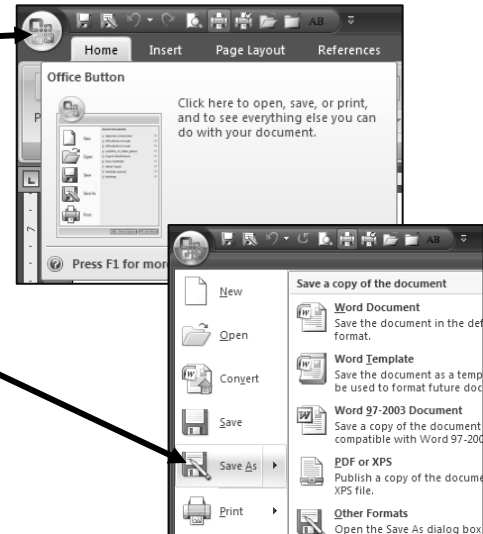


SAVING TO THE “MY DOCUMENTS” FOLDER

Saving all of your files to a folder named **My Documents** makes it easier to locate specific files and to back them up on your server space or to a CD. (A shortcut to the **My Documents** folder is located on the desktop of your laptop.)

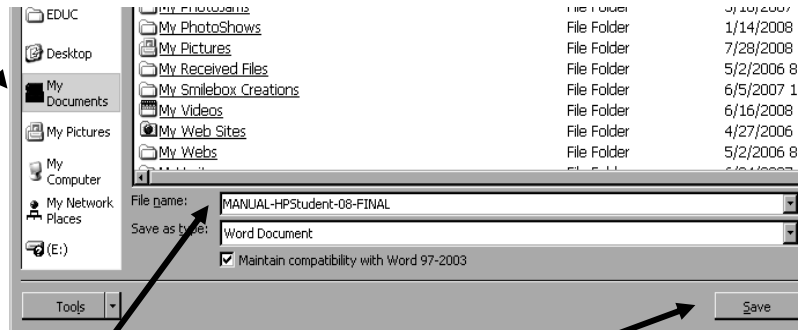
When you are ready to save, click the **Office Button** at the upper left corner of your document.

1. Click on **Save As**, then choose the type of document (the options change depending on the program you are using).





2. In the **Save As** box, choose **My Documents** from the left column.



3. In the **Name** field, type in a name for your document.
4. Click **Save**. The document is now saved in your Documents folder.

ADDITIONAL DATA STORAGE: DISKS AND HARD DRIVES

If you require additional storage or backup space for your data, you may burn data onto disks using the disk writer that is built into the laptop. You may also want to consider purchasing an external hard drive, which will allow for a great storage capacity. Be sure to store disks and hard drives in a safe place, away from extreme heat and cold. Don't carry them with your laptop – your backups wouldn't do much good if lost or stolen along with your laptop!



UW-STOUT PASSWORD

Your UW-Stout Password will allow you to access your UW-Stout accounts, statements, email, etc.

TO CHANGE/RESET YOUR UW-STOUT PASSWORD:

1. Open **Internet Explorer**. *
2. Go to password.uwstout.edu
3. Click the link [Reset Password](#) and follow the directions.
4. Fill in all the necessary information; then follow these requirements for choosing a password:
 - Not used in the previous 14 passwords
 - Not in a dictionary
 - Does not contain three or more consecutive characters from your Display Name. (Example: "Stout, James Huff" cannot use "sto" or "huf" in their password)
 - Minimum of 8 characters in length containing a character from at least three of the following four groups
 - English uppercase characters (A - Z)
 - English lowercase characters (a - z)
 - Base 10 digits (0 - 9)
 - Non-alphanumeric (for example: !, \$, #, or %)
 - You will also be asked to identify a security question, which you can use to retrieve a forgotten password.



TO RETRIEVE A LOST UW-STOUT PASSWORD

1. Open **Internet Explorer**.*
2. Go to password.uwstout.edu
3. Click the link **Forgot Password** and follow the directions.
4. You will be asked to answer the security question(s) you identified when you first set up your password.

****Please Note: If you are using a wireless connection, the information is not secure and could be at risk. It is best to use a wired connection whenever submitting sensitive information online (passwords, account numbers, etc.)***

E-MAIL JUNK MAIL

Junk mail has become an increasing problem across the internet as unsolicited advertisements start to fill up email inboxes. UW-Stout has taken extra efforts to stop most junk mail before it even reaches your inbox, though you may still receive emails of this type.

There is a **JUNK MAIL** folder in Outlook where questionable emails are deposited. It's a good idea to check this folder frequently to retrieve legitimate emails, and delete those which are not.

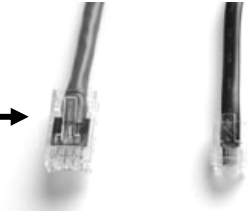
If you need further assistance, please contact *ASK5000 AT (715) 232-5000*.



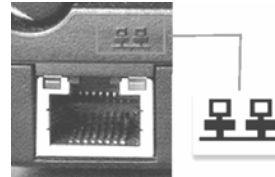
CONNECTING TO UW-STOUT

WIRED CONNECTION THROUGH UW-STOUT

To connect to the UW-Stout Wired Network, you must have an Ethernet cable. The cable will look similar to a phone cord but it has a larger connector. 



1. Locate the Ethernet connector on the laptop and connect the Ethernet cable to the port with this icon:
2. Your wireless might be turned on when you start the laptop. You **must turn off** the wireless connection in order to check if your hard-wire connection is working.



3. To turn the wireless off, press the wireless key found on the quick launch bar of the laptop.
4. Your hardwire connection is working if you see an icon appear in your task bar on the lower right side with two computers blinking:





WIRELESS CONNECTION THROUGH UW-STOUT

1. To turn the wireless on or off, **press** the **wireless key** found on the quick launch bar above the keyboard of the laptop; a light on the key will turn blue.
2. A blue light will light up on the lower left side of the laptop if your wireless is on.
3. To make sure you are connected look for the wireless icon blinking in your taskbar on the lower right hand side of your screen near the clock:



Please Note: The UW-Stout wireless connection is NOT SECURE. (No data encryption) To protect your information, do not submit sensitive data (credit card #'s, Social Security #'s, etc) while using the wireless connection. To ensure your online safety, please use a wired connection when transmitting sensitive data.



CAMPUS KEYSERVER SOFTWARE

The KeyServer allows the university to share software by placing licenses in a central pool where usage is metered and not exceeded. You must have an internet connection to use the KeyServer software.

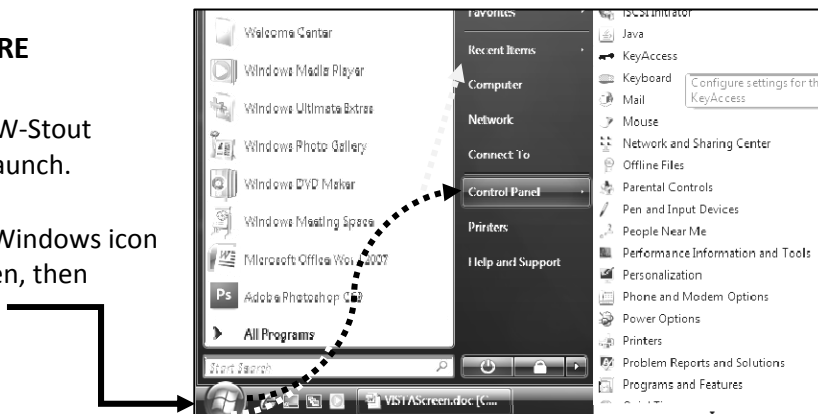
Campus KeyServer software resides on the computer's hard drive.

Please Note: *When working with KeyServer software, you will not be able to use web browsers or messaging applications until the VPN is disconnected.*

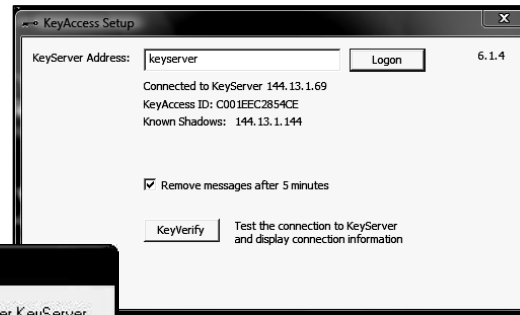
ON-CAMPUS ACCESS TO KEYSERVER SOFTWARE

Certain programs may require you to enter your UW-Stout username and password before the software will launch.

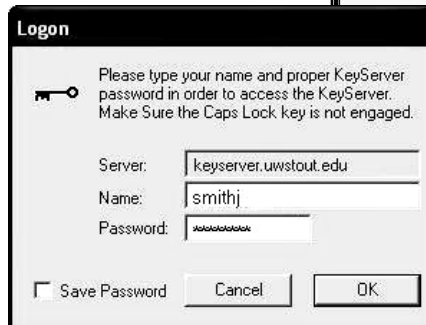
1. To set up your KeyServer access, click on the Windows icon (**Start**,) at the bottom left of your laptop screen, then **Control Panel**, and click on **Key Access**.



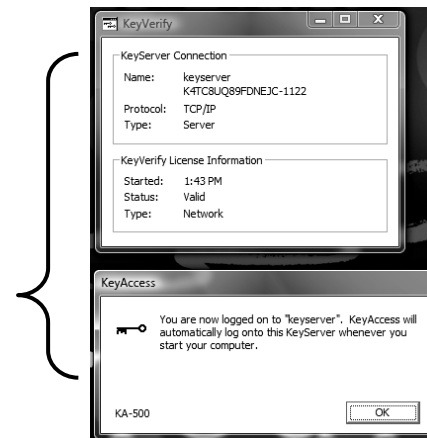
2. A **KeyAccess Setup** box will appear; if not already shown in the KeyServer Address field, type in “keyserver” and click the **Logon** button.



3. In the **Logon** box, type in your Stout username and password, and click **OK**.



4. You will receive **KeyVerify** and **KeyAccess** message boxes, indicating that you are registered and logged onto the KeyServer.



If you need further assistance, please contact **ASK5000 AT (715) 232-5000**.





OFF-CAMPUS ACCESS TO KEYSERVER SOFTWARE

Campus KeyServer software can be accessed from off campus via the UW-Stout VPN (Virtual Private Network). You will need a broadband connection (cable, DSL, etc) for the VPN to work. A dial-up connection will not work with VPN.

CONNECTING TO THE VPN

1. Click the Windows icon at the bottom left of your screen. Click on “**Connect To**”; UW-Stout will be one of the connection options.
2. Right-click on UW-Stout VPN and click **CONNECT**.
3. Type your Stout username and password and click on the **CONNECT** button.

**IF YOU NEED FURTHER ASSISTANCE,
PLEASE CONTACT *ASK5000* AT (715) 232-5000.**





DISCONNECTING FROM THE VPN

1. Right-click the VPN icon in the bottom right corner of the taskbar.
2. Click “**Disconnect**” from the menu.

Once you have disconnected the VPN you will be able to use applications that utilize the Internet, however, you will need to reconnect to the VPN if prompted to enter your username/password again.



DOWNLOADING AND FILE SHARING

UNIVERSITY OF WISCONSIN-STOUT GUIDELINES

Downloading and/or sharing copyrighted material such as music, movies and software over the internet is illegal under the Digital Millennium Copyright Act (DMCA). These industries have anti-piracy divisions which search the internet for copyrighted materials that are being shared and then notify the offender's internet service provider of violations.

If the university receives a formal complaint from a copyright holder that your computer has been used to download or share copyrighted material you will receive an email from the office of University Relations which includes the complaint and which notifies you that your network access will be disabled on the fifth day after the date of the notice unless you meet the following conditions:

1. Remove all file sharing software and copyrighted material from your computer.
2. Print out, complete, and return an acknowledgment of the complaint (which will be attached to the email) to the Office of University Relations, 303 Administration Building, by 4:30 of the fifth day after the date of the email.

These are the university's requirements for the first offense. If the university receives a second complaint, your case will be referred to the Dean of Students for disciplinary action. Disciplinary action for copyright violations includes university probation for the second offense, and pursuance of suspension from the university for the third offense.

For more information about copyright: UW-Stout Library Learning Center www.uwstout.edu/lib/copyright/