FACULTY AND STAFF

GUIDE TO
CAMPUS
TECHNOLOGY

LEARNING & INFORMATION TECHNOLOGY

For additional assistance:
CONTACT OR VISIT THE ASK5000 HELP DESK
3rd FLOOR MILLENNIUM HALL
ASK5000@uwstout.edu
(715) 232-5000

ALSO AVAILABLE ONLINE AT:
www3.uwstout.edu/lit

UW-Stout, Wisconsin’s Polytechnic University
Learning and Information Technology
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LEARNING & INFORMATION TECHNOLOGY (LIT)

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, and 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.

UNITS AND FUNCTIONS:
• E-SCHOLAR PROGRAM
  E-Scholar implements and manages the student laptop program, including fall, spring and summer laptop distribution, training, program assessment;

• ENTERPRISE INFORMATION SERVICES (EIS)
  EIS implements and updates software applications, such as Datatel/ PeopleSoft, room scheduling, block scheduling, surveying, advising, etc. and also implements custom web applications for campus projects.

• LEARNING TECHNOLOGY SERVICES (LTS)
  LTS provides assistance and training on the use of teaching and learning technology, administers the online course management system, manages the distance learning services and facilities in Millennium Hall, provides equipment checkout services to faculty and staff, equips and supports generally-assigned mediated classrooms, and tests and introduces emerging technology relative to teaching and learning.

• TELECOMMUNICATIONS & NETWORKING (T&N)
  T&N implements and supports the campus network, email, telephone and voicemail, network security, Keyserver (shared software), online storage (BlueDrive), administers data services, oversees the general access computing lab and software, provides Apple and PC service and repair, supports and services the e-Scholar Program including inventory management and repair, and provides the campus Ask5000 Help Desk service.
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**THIS GUIDE** is provided by UW-Stout Learning & Information Technology (LIT), located in Millennium Hall. It is for use by all campus faculty and staff. Much of the information has also been provided to the students, so they are aware of the protocols and etiquette of the UW-Stout campus.

If you are unable to find a needed service, or if the information in this directory is not clear, please call or visit the ASK5000 Help Desk, 715-232-5000, ask5000@uwstout.edu, or visit the LIT website at http://www3.uwstout.edu/lit/

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**COMPUTER RESPONSIBILITY**

It is important to remember that your computer is a tool and that in order for it to work when needed it needs to be cared for at all times.

Beyond just physical care, this care includes cautious web usage and prudent installation of applications. Applications that do not need to be installed in most cases should not be. Novelty backgrounds, mouse pointers, toolbars, desktop applications like weather notices and other seemingly small programs may seem harmless, but can greatly impede performance and may install unwanted software, called malware.

Carefully consider the need for an application before installing it, whether the application is more important than the adverse effect it may have on the operation of your laptop, and what you will do in case such an installation creates a need for repair.

Please also be aware that if you require a “loaner” laptop while your department is being repaired, you must contact your own department. No computers are available for loan from LIT.

**FOR MORE INFORMATION OR TO REQUEST REPAIR:**
**PLEASE CONTACT ASK5000 AT (715) 232-5000.**

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**SOFTWARE TUTORIALS AND TRAINING RESOURCES**

http://www.uwstout.edu/training/
http://www.microsoft.com/windows/help-how-to.aspx  (VISTA)

Tutorials for Office, Imaging, Digital Video and Audio, and many other types of software:
http://lynda.uwstout.edu/

UW-Stout Teaching & Learning Center (TLC): http://www.uwstout.edu/tlc/index.html

**FOR MORE INFORMATION:**
**PLEASE CONTACT ASK5000 AT (715) 232-5000.**
**ACCESS STOUT**

ACCESS STOUT is the portal for UW-Stout student academic and financial information. Students can access their financial information (such as accounts payable and financial awards), grades, class schedules, and can also register for classes online through ACCESS STOUT. This is a secure site, requiring use of your UW-Stout username and password. Please note that the UW-Stout wireless system is not secure; it is always best to use wired connections when using sensitive information online.

For more information, and to log in at ACCESS STOUT, visit:
https://access.uwstout.edu/access/webadvisor

**AUDIO CONFERENCING**

If you need to connect with more than two other telephone lines at one time, you will need to schedule an audio conference through LIT. UW-Stout utilizes the UW-System conferencing systems, which allows multiple lines to connect with various configurations of access (e.g., toll-free dial-in for participants.) Calls can be scheduled to occur 24/7, though requests must be placed during business hours. For information on charges and scheduling, please contact mounces@uwstout.edu, or 715-232-5239.

For more information, visit  
http://www3.uwstout.edu/lit/lts/conferencing/technology.cfm

To submit a request for a  
http://www3.uwstout.edu/lit/lts/conferencing/request.cfm

**CLASS/LECTURE RECORDING**

UW-Stout currently has several classroom recording systems, which allow you as the instructor to record lecture and other electronic inputs during a class period, stream it to the web and distribute online. Known as Echo 360 (formerly Apreso), the rooms equipped with this system include an instructor camera and microphone, a document camera and a connection for your laptop. The system will record the output of any or all of these pieces of equipment, process the recording and make it available to you in a web link that you can copy and use in your course. To schedule a room, please contact guentherj@uwstout.edu, or 715-232-2625.

Visit http://www3.uwstout.edu/lit/lts/clsrn_supt/index.cfm for locations, tutorials, troubleshooting, etc.

For more information on this system, visit:  
http://www3.uwstout.edu/lit/lts/clsrn_supt/index.cfm

To report a problem with equipment in the rooms:  
Please contact ASK5000 at (715) 232-5000.
COMMUNICATION

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

During class, students are expected to use laptops as a learning tool. As a guide to faculty and staff, 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.

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

- 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 how it would sound if you were reading it aloud to the person—if you’d be uncomfortable saying it, it may be best to not send it.
- Have reasonable expectations for response time. Everyone needs a reasonable amount of time to respond to email, including students. Please allow at least 48 hours for confirmation, response, or resolution, and it's best not to expect responses on weekends.
- People are more likely to read messages that are succinct and to the point. Try to avoid long and detailed messages whenever possible.
- Use descriptive subject headings. This makes it easier for the recipient to determine priority in responding, and will get your message read more quickly.
- 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. Messages left on the server will eventually fill up your mailbox, and you risk missing incoming messages. 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.
Computer Conduct - Students

Instructors have often voiced concerns and frustration over the use of laptops in class, how they may enforce their own rules for use, etc. Please look in the last section of this manual for the section on Student Responsibilities, for the information students are given regarding their use of laptops. Faculty who observe student misconduct involving the use of laptop computers should be aware that The Dean of Students (http://www.uwstout.edu/stusrv/dean/) will gladly 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.

Connecting to UW-Stout

It is possible to connect to the UW-Stout network from off-campus, as well as while on-campus. You must have a wireless card installed in your computer in order to access Stout's network while on campus, but please be aware that wireless connections are not secure and sensitive information should be transmitted only while using a wired connection. Please also note that UW-Stout will discontinue dial-up service October 1, 2009. Dial-up usage has diminished dramatically in recent years and the cost to maintain the service and equipment is no longer warranted. Please note: Connections from off campus will require use of your own internet service provider. The following directions will help you gain access to the network while on- and off-campus:

PC: 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 port on the laptop and connect the Ethernet cable to the port.

2. Your wireless connection might be turned on when you start up. 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:

PC: Wireless Connection through UW-Stout

1. To turn the wireless on or off, press the wireless key found on the quick launch bar 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 on your taskbar on the lower right hand side near the clock:

Please note: The UW-Stout wireless connection is not secure. (No data encryption) Please 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.
APPLE: 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 port on the side of the laptop and connect your Ethernet cable to the port.
2. If there are bars showing in the wireless icon, the wireless is on and it needs to be turned off:
3. Click the wireless icon and Select Turn Airport Off

APPLE: WIRELESS CONNECTION THROUGH UW-STOUT

1. You will see the Airport icon in the upper right corner of the screen.
2. If there are no bars showing, the wireless connection is turned off.
3. Click on the Airport symbol and a drop down menu will appear. Select Turn AirPort On
4. If the bars are in the wireless icon, your wireless is connected and ready to go!

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.

FOR MORE INFORMATION OR HELP WITH CONNECTIONS, PLEASE CONTACT ASK5000 AT (715) 232-5000.

COURSEWARE – D2L

Learn@UW-Stout, also known as Desire-2-Learn (D2L) is UW-Stout’s online course management system. It includes online testing, discussion boards, grading, etc. D2L is used throughout the UW System and is managed in Madison, WI.

The Learn@UW-Stout website http://www3.uwstout.edu/lit/lts/learn/index.cfm provides announcements and links to instructor and student resources. You must request courses prior to each semester by using the online form at http://www3.uwstout.edu/lit/lts/learn/request.cfm. With other questions or for more information, email learn@uwstout.edu. Students can also contact the Learn@UW Help Desk (6 am-1 am) at 1-888-435-7589 or 1-608-264-4357, option #3.

Learn@UW also provides a “KnowledgeBase” which provides additional help to instructors, and also contains a list of recommended systems and web browsers for use with D2L, at http://kb.wisc.edu/helpdesk/search.php?cat=1005.

TO SET UP A COURSE, INSTRUCTORS VISIT: HTTP://WWW3.UWSTOUT.EDU/LIT/LTS/LEARN/REQUEST.CFM
INSTRUCTOR QUESTIONS REGARDING LEARN@UW-STOUT SHOULD BE DIRECTED TO LEARN@UWSTOUT.EDU
STUDENTS SHOULD VISIT: HTTP://WWW3.UWSTOUT.EDU/LIT/LTS/LEARN/STUDENT_RESOURCES.CFM OR CONTACT THE LEARN@UW HELP DESK AT 888-435-7589
Data  

“Data” includes all of the documents you save to your computer. This is intended to guide you through basic “saving” process; please check your software HELP guides for more information and tutorials that can help with more advanced actions.

PC: 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 computer.)

1. When you are ready to save, click the File at the upper left corner of your document.
2. Click on Save As, then choose the type of document (the options change depending on the program you are using).
3. In the Save As box, choose My Documents from the left column.
4. In the Name field, type in a name for your document.
5. Click Save. The document is now saved in your Documents folder.

APPLE: SAVING TO “DOCUMENTS” FOLDER
Saving all of your files to a folder named Documents makes it easier to locate specific files and to back them up on your server space or to a CD. Remember your Documents folder can be found in the Home folder under the Macintosh HD.

1. When you are ready to save, click File: Save As...
2. Save As box, type the name of your document.
3. In the Where pull down menu, make sure Documents is showing; if not click on the two arrows on the side and locate the Documents folder.
4. Click Save. The document is now saved in your Documents folder.

Datatel is the software used by UW-Stout to manage student records. It provides the capability to create customized reports, track information, etc. The campus is currently going through conversion to a new system, PeopleSoft, which is used by other UW campuses.

To find out more about Datatel, how to access the information, and to request an account, visit http://www.uwstout.edu/regrec/systraining.html. If you have questions about the system and the migration, contact Project Manager Kay Schnur at schnurk@uwstout.edu.

UW-Stout’s Data Warehouse is accessed using UW-Stout’s network and a software package called Hyperion. Recently, a new version of Hyperion has been made available, allowing users to create and run queries through a web browser. This version includes most of the functionality of the client version, but eliminates the need to have software installed on your PC.

Enterprise Information Systems (EIS) manages the project. UW-Stout’s Data Warehouse project is a collaborative effort with UW-System and other UW-campuses. FASTAR and INFOACCESS are the hardware systems in Madison where UW-Stout’s Data Warehouse system is hosted.
To request an account, go to the following link, fill out and submit the form online. You will receive further instructions from the Administrator:  
https://www.doit.wisc.edu/infoaccess/activation/newAccount.asp

To apply for data access, at http://www.doit.wisc.edu/infoaccess/Authorization/index.asp

FOR MORE INFORMATION, VISIT: HTTP://WWW2.UWSTOUT.EDU/TIS/DW/
OR CONTACT: datawarehousing@uwstout.edu

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**EMAIL**

UW-Stout provides current faculty, staff, and students, as well as retirees and alumni with email accounts. Faculty and staff computers will be pre-loaded with MS Outlook software when you receive the computer. You will automatically be assigned an email account and a default password when you begin employment here. When you log in to your email account the first time, you will use your UW-Stout username and the default password. It is recommended that you create a new and unique password as soon as possible. **PLEASE NOTE** that you must follow specific criteria for creating your password. These requirements and many other questions are answered at the FAQ link, below. You may access your email via Outlook on your computer, or online at http://webmail.uwstout.edu.

TO CHANGE OR RETRIEVE YOUR PASSWORD, VISIT PASSWORD.UWSTOUT.EDU/

FOR ANSWERS TO FREQUENTLY-ASKED QUESTIONS, VISIT: HTTP://HELPDESK.UWSTOUT.EDU/KB/FAQ.ASP?S_ID=4

FOR MORE HELP WITH YOUR STOUT EMAIL ACCOUNT, PLEASE CONTACT ASK5000 AT (715) 232-5000.

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**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. This system is very effective but is not perfect. Some emails that are legitimate may drop into the junk mail folder. Please check this folder frequently to retrieve legitimate emails, and delete those which are not.

FOR MORE INFORMATION OR HELP WITH JUNK MAIL, PLEASE CONTACT ASK5000 AT (715) 232-5000.

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**EQUIPMENT CHECKOUT AND USE GUIDELINES**

Many pieces of equipment are available at LIT in Millennium Hall for checkout to UW-Stout faculty and staff. Items include: Digital still cameras, video cameras, tripods, screens, video projectors, sound systems, laptop computers, speaker phones, and other items. This service is currently
provided without use fees to UW-Stout faculty and staff. In order for LIT to continue the service, everyone must follow these guidelines when requesting and using checkout equipment:

- Equipment is only available to faculty and staff; students are not allowed to check out or pick up the equipment without written authorization by their instructor and the instructor will be responsible the equipment
- There is a strict time limit for use; pick up and return the equipment on time
- Use is based on a first-come, first-served basis; reserve the equipment you wish to use as far in advance as possible
- Return equipment and all accessories in the same condition as when it was checked out
- If items are late fines may be imposed, and use privileges revoked
- The person whose name is listed at the time of checkout will be responsible for the equipment, regardless of who uses or returns it
- Damage or loss will be charged to the last person to have checked out the equipment.
- Please report any damage or missing items immediately to tkachuks@uwstout.edu.

Occasionally, a piece of equipment is taken out of service for repairs or replacement. Every effort will be made to substitute, but it is not always possible.

**FOR MORE INFORMATION, OR TO SCHEDULE, CONTACT:**
tkachuks@uwstout.edu, or 715-232-1143
http://www3.uwstout.edu/LIT/LTS/EQUIP_CHKOUT.CFM

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**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 are the target for identity theft.**

Most scams, by phone or email, ask you to provide (often by asking you to “confirm”) 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:**
Some examples include emails from PayPal, Citibank, etc. asking you to update personal information, such as Social Security numbers, passwords, etc. often threatening that without your information your account will be suspended or closed.

- These emails will look legitimate, but they’re not.

- **DO NOT** click on links provided in the email. The link will take you to a fake site that looks very similar to the actual site; it is setup to gather your personal information. Contact the company involved directly, using a customer service number you find in the phone book or one you have used in the past.

The Federal Trade Commission provides more information and guides at http://www.ftc.gov/bcp/edu/microsites/idtheft//.
**LAPTOP SAFEGUARDS**

The wireless environment on the UW-Stout campus gives you the freedom to work on your laptop from anywhere on campus—even outdoors—without Ethernet or power connections. This does require additional safeguards, to protect you, your data and your laptop. Remember:

- Do not provide sensitive or private information over a wireless connection. Wireless connections are NOT SECURE, and your information can be compromised or stolen.
- Use your laptop wisely outdoors, especially avoiding moisture and extreme temperatures.
- Don't set your laptop on any surface that will allow dirt inside any of the openings (check the bottom of the laptop, as well)
- Use your laptop on a flat, well-ventilated surface so it will not overheat.

*FOR MORE INFORMATION, PLEASE CONTACT ASK5000 AT (715) 232-5000.*

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**MEDIA DEVELOPMENT**

Included are services in Photography, Multimedia and Graphics. Services include assistance and training in brochure photography, portraits, group photos, documentation of flat and 3D artwork in studio or on location, digital conversions, digital printing, web imaging, scanning of slides, transparencies or flatwork, digital file output to film, audio and video production, CD/DVD duplication, electronic presentations, etc.

*FOR MORE INFORMATION AND TUTORIALS, VISIT HTTP://WWW3.UWSTOUT.EDU/LIT/LTS/PHTO/INDEX.CFM*

**MEDIATED CLASSROOMS**

There are over 100 classrooms and labs on campus that feature video/data projectors and input systems. These rooms are designed to enable the use of various media sources (such as computer displays) as part of the instruction. LIT installs and maintains these rooms, and provides tutorials online. Cables are available to allow instructors to connect their laptop to the media systems in these rooms during classes and presentation.

Visit [http://www3.uwstout.edu/lit/lts/clsrn_supt/index.cfm](http://www3.uwstout.edu/lit/lts/clsrn_supt/index.cfm) for classroom locations, tutorials, troubleshooting, etc.

*TO REPORT A PROBLEM WITH EQUIPMENT IN THE ROOMS: PLEASE CONTACT ASK5000 AT (715) 232-5000.***
ACCESSING SERVERS/FILES

The networked computer infrastructure on UW-Stout’s campus allows you to access your data from nearly any other computer on campus. By logging onto your “home” server using your logon credentials, you should be able to access files stored there. Be cautious, however, to log off the server when you are finished, so no one else can access your data after you’ve finished.

ACCESSING EMAIL/CALENDARS

Accessing your email and calendar is possible using Outlook on your own laptop while on campus or from a high speed internet connection off campus. By starting Microsoft Office Outlook on your computer and logging in with your username and password, you will be able to receive your emails and view and edit your calendar.

If you are not using your own desktop or laptop computer, but wish to access your email and calendar, you may do so using webmail access. The two easiest ways to access webmail are:

1. On the UW-Stout home page at www.uwstout.edu, click on the link WEBMAIL, and enter your Stout username and password in the pop-up box. You will be able to perform many of the tasks you would if you were using your Outlook client on your own computer.

2. Open Internet Explorer web browser, and in the address bar type in webmail.uwstout.edu. This will also require the same login procedure as above, using your Stout username and password.

Be sure and log off your email account when you are finished, so your account does not remain exposed for others to see or use.

PLEASE NOTE: Connections from off campus will require use of your own internet service provider.

ONLINE STORAGE – UW-STOUT

BLUEDRIVE

Using online storage is another good way to back up your files. UW-Stout provides faculty and students with storage space on BlueDrive, a server where documents can be stored with assurance that they will be backed up.

To get started using this space, go to https://bluedrive.uwstout.edu/ and login using your UW-Stout username and password. You should see some folders already created for you. A menu bar will include options to “upload,” add a “new folder,” “manage,” and other options, which will allow you to create storage folders and transfer files from your computer to this storage space.

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

STOUT-FS

StoutFS is online storage, accessed by mapped drives on your computer (e.g., M: drive). There will be a charge for this online storage space; to request space, first contact your department secretary. Space is limited, so please follow the Guidelines below:
• Do not store personal files such as photos, music or video files on StoutFS
• Do not back up your entire hard drive to StoutFS; most users need only backup My Documents and/or desktop items
• Do not store more than one copy of the same file in different folders on StoutFS
• Items that are rarely referenced and are being kept primarily as archival material should be backed up to DVD or to external hard drive

Please examine your current usage and attempt to apply the above practices to lessen the current load.

PLEASE NOTE: Users of the “O:” drive on StoutFS are reminded that this resource is shared by all users of StoutFS. You should NOT place files containing confidential or sensitive materials on this drive.

FOR MORE INFORMATION
PLEASE CONTACT ASK5000 AT (715) 232-5000.

SOFTWARE: CAMPUS KEYSERVER

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.

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.
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. Connections from off campus will require use of your own internet service provider. *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.

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.

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

SOFTWARE: PURCHASING INDIVIDUAL SOFTWARE

UW-Stout faculty and staff have the opportunity to purchase discounted software from the Wisconsin Integrated Software Catalog. Please visit [http://www.wiscsoftware.wisc.edu/wisc/](http://www.wiscsoftware.wisc.edu/wisc/) for details. Please note that eligibility for faculty and staff is dependent on contract and payroll status. Only faculty and academic staff members actively under contract and currently in the payroll system are eligible to purchase from the WISC site. Adjunct instructors whose payments are made to a corporation or other business entity are not eligible for purchase from WISC. Student eligibility is based on enrollment in the *current* semester. At the website, you will be asked for your username and password before you will be able to place an order.
SOFTWARE: PURCHASING
MULTI-USER SOFTWARE LICENSES

Purchasing multi-user application can be an expensive and time-consuming process. Telecommunications and Networking (T&N) can help determine if an application is the right choice for the Stout environment and help choose the right licensing options.

As you begin to explore such software options, please call Ask5000 at ext. 5000 for assistance and referral to UW-Stout’s software administrator. T&N staff can consult on issues that should be considered before the purchase of any multi-user application, such as compatibility, licensing and distribution. T&N can also maximize existing on-campus licenses for multiple departments.

Before purchasing multi-user applications, consider:

- Does the application already exist on campus and can that existing licensed be leveraged?
- Can the application legally be installed on all or some student (leased) computers?
- Does the application allow for concurrent usage?
- Will the application be used on campus exclusively or will it require off-campus usage as well?
- Will the timing of the purchase allow for installation prior to the coming semester or academic year?
- Is the application intended for use in a lab environment?*
- Is the application for use by a limited group or the entire campus?
- Will the application require the purchase of a server?

FOR ASSISTANCE AND MORE INFORMATION PLEASE CONTACT ASK5000 AT (715) 232-5000.

TELECOM SERVICES

CONFERENCE CALLS (3-WAY)

The UW-Stout telephone system allows individuals to place their own three-way conference calls from their office phone on campus. Call made to other Stout extensions, or off campus. Please note that you will incur charges for long distance calls made this way.

- Before beginning your call, be sure and have directions and telephone numbers handy.
- Begin by making the first call, using the normal calling routine for on- or off-campus. Once the party answers, ask them to hold while you connect the next person.
- If you have a FLASH key, press and release it once. If you do not have this key, simply press and release the plunger. You will hear a series of beeps, then a dial-tone.
- Dial the next number as you normally would – on- or off-campus.
- Once that person answers, ask them to hold briefly while you bring the first call back online.
- Once again, press and release either the FLASH key or the plunger, and the other two calls will now be connected to you.

When you are finished with the call, you may simply hang up to disconnect. If one person needs to leave the call earlier than the other two, s/he may do so without affecting the other two callers.

For conference calls that require more than three lines, please contact mounces@uwstout.edu, or 715-232-5239, and see the AUDIOCONFERENCEING section of this handbook.
TELEPHONE SERVICE

UW-Stout’s telephone system provides direct access to other extensions on campus, as well as off-campus calling. Stout also utilizes the State Telephone System (STS) for long distance calling.

In order to contact a campus extension from another campus phone, simply dial the four-digit number (e.g. 0011). To dial an outside, Menomonie area number, dial “9” then the direct number (this is only applicable for Menomonie exchange prefixes, such as 231, 232, 233, 235, etc.). To dial a toll-free or credit card number, dial “9”, then “1” plus the area code and 7-digit phone number. For all other calls, dial “8,” “1” and the area code plus number. (Dialing “8” accesses the STS system.)

TO ORDER SERVICE OR TO REPORT A PROBLEM WITH YOUR PHONE SERVICE, contact ask5000@uwstout.edu or 715-232-5000.

VOICEMAIL

UW-Stout provides access to electronic voicemail. The system requires account set up, and allows you to create your own password, answer messages, including busy, no-answer, special (e.g., extended absences), etc., and is accessible from your office and remotely. There is a charge for the service. For more information and to order this service, contact boughtonj@uwstout.edu.

UW-STOUT USERNAME AND PASSWORD

You will be assigned a username and temporary password when you begin working at UW-Stout. Your username is the portion of your email address before the “@” sign. Your username and password will allow you to access your email account, your online courses in D2L, AccessStout, and other accounts. Guard your password carefully; if someone has both your username and password, they can also gain access to your accounts.

As soon as possible after you begin at Stout, create your own unique password as follows.

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 password:
   a. Not used in the previous 14 passwords
   b. Not in a dictionary
   c. Does not contain three or more consecutive characters from your Display Name. (Example: “Stout, James Huff” cannot use "sto" or "huf" in their password)
   d. Minimum of 8 characters in length containing a character from at least three of the following four groups
      1) English uppercase characters (A - Z)
      2) English lowercase characters (a - z)
      3) Base 10 digits (0 - 9)
      4) Non-alphanumeric (for example: !, $, #, or %)
   5) 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.)

IF YOU NEED ADDITIONAL ASSISTANCE, PLEASE CONTACT ASK5000 AT 715-232-5000.

VIDEO CONFERENCING

Video conferencing allows participants at two or more separate locations to interact with each other visually and audibly. UW-Stout uses the latest internet-based video conference technology, allowing us to connect to sites globally. There are currently four rooms located in Millennium Hall on campus which allow for groups of up to 50 to video conference with distant locations.

This service is available to the campus community for classes, meetings, presentations, interviews, training, etc. With questions, email mounces@uwstout.edu or call 715-232-5239.

VIEW THE DISTANCE EDUCATION FACILITIES AT WWW3.UWSTOUT.EDU/LIT/LTS/CONFERENCE/DELABS.CFM.

FOR MORE COMPLETE INFORMATION, VISIT WWW3.UWSTOUT.EDU/LIT/LTS/CONFERENCE/TECHNOLOGY.CFM.

TO SUBMIT A REQUEST, COMPLETE THE FORM AT WWW3.UWSTOUT.EDU/LIT/LTS/CONFERENCE/REQUEST.CFM

VIRUS PROTECTION

Viruses are 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. AntiVirus Software is already installed on the computer and set up to automatically to update periodically. We recommend that you scan the computer at least every two weeks.

IF YOU HAVE QUESTIONS OR NEED FURTHER ASSISTANCE, PLEASE CONTACT ASK5000 AT (715) 232-5000.
WEB CONFERENCING

Web conferencing allows participants at two or more locations to interact using their computers and specialized, online services. During a web conference, you and/or other participants may display and demonstrate their own computer screens, documents, speak to each other and use a webcam to see the participants.

UW-Stout utilizes two main services, both of which are online and require little if any changes to your computer. One is specifically intended for course use and one is intended for meetings, etc.

Using this technology requires an internet connection (dial-up is not recommended). If you choose to add voice interactivity, a phone line or computer speakers will be necessary. You may also use a webcam attached to your computer.

FOR MORE INFORMATION, PLEASE VISIT:
HTTP://WWW3.UWSTOUT.EDU/LIT/LTS/CONFERENCING/TECHNOLOGY.CFM

TO SUBMIT A REQUEST, COMPLETE THE FORM AT
HTTP://WWW3.UWSTOUT.EDU/LIT/LTS/CONFERENCING/REQUEST.CFM

WIRELESS CONNECTION SECURITY

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 the appropriate page in this booklet.

WISCONSIN DATA MART (WISDM)

The Wisconsin Data Mart (WISDM) is the Information Data Mart Application for PeopleSoft Financials. It provides flexible reporting from General Ledger data contained in the Shared Financial System (SFS). To set up an account, contact the UW-Stout Business and Financial Services office. For online information or to access your account, visit http://www.bussvc.wisc.edu/acct/sfs/wisdm.html.

FOR OTHER TECHNOLOGY QUESTIONS, OR IF YOU’RE NOT SURE WHO TO ASK, PLEASE CONTACT ASK5000 AT (715) 232-5000.

YOU MAY ALSO VISIT THE HELP DESK WEBSITE AT HTTP://HELPDESK.UWSTOUT.EDU/ FOR ONLINE HELP AND INFORMATION.
STUDENT RESPONSIBILITIES

The information in this section is provided to all students, and is provided to faculty and staff for general guidance. Please also be aware that the Dean of Students is available to assist you with issues that may arise with regard to student responsibilities.

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 how they should respond to incidents involving the misuse of laptop computers by students enrolled in their classes. It is important for all instructors to be aware that student 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 a prim and to 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

Faculty who observe student misconduct involving the use of laptop computers should be aware that The Dean of Students (http://www.uwstout.edu/stusrv/dean/) will gladly 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.

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 Telecommunications & Networking (T&N), 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:

- Remove all file sharing software and copyrighted material from your computer.
- Print out, complete, and return an acknowledgment of the complaint (which will be attached to the email) to T&N, 301A Millennium Hall, 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/