Fall 2013 ITS Newsletter

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New Phones - Do people sometimes have trouble hearing you?
The Mitel Handsets are designed to eliminate background noise. If not held properly, the small mouthpiece can get covered and the person you’re speaking with will have trouble hearing you. If you look at the receiver you will see that the sound hole is much smaller than on old style phones. That makes it a bit easier to muffle the sound with your chin. Just make sure the mouthpiece points at your mouth. Sounds simple but when you hold your phone with your shoulder to free up both hands it is easy to block that hole with your chin.

You can find answers for some of the common phone questions asked here.
http://www.augie.edu/information-technology/phone

Technology Purchases
Just a reminder that all information technology purchases must go through ITS to be fully supported. Here is a link to the current policy for Information Technology purchases.
http://www.augie.edu/information-technology/policies/policy-information-technology-purchases

Passwords
As part of our ongoing goal to stay ahead of the hackers that are continually knocking at our “cyber door” we are updating our password policy. No huge changes, just make sure to read the requirements in the password change window. The password change system will start using these new requirements next week. The next time your password expires, you will need to follow the new format when
changing your password. This change makes it harder for the automatic password crackers to be successful.

**Video Conference Room**
Did you know that we have a state of the art videoconference room on campus? This room is unique in the region because of the flexibility of the technology. We are able to host web conferences (Webex, GoToMeeting, Skype etc.) as well as IP video conferences (Polycom, DDN etc.) Having the capability for both in one system is unique. If you used the room last year, you will be happy to know that we have made some changes in the sound system and it is working well now for all tested applications.

Do you have a webinar or Skype meeting coming up? Do you want to invite a guest speaker to your class through Skype? Our video conference room may be the spot for you. You can reserve the room (Madsen 014) by talking to Dan Drenkow or Cheryl Swanson.

This room is set up with front and rear displays, front and rear cameras, ceiling speakers and ceiling microphones as well as a SMART Podium and a document camera. This means that we have the capability to send and receive both live video and sound from the room.

If you would like to see the room and have a demonstration of how it works, just give us a call. We would be happy to set that up for you.

**Microsoft Office Discount**
Augustana is a participant in the Microsoft Software Assurance Home Use Program. This program enables full time employees who use Microsoft Office on their office computer to get a licensed copy of Microsoft Office to install and use on your home computer. Both Windows and Mac versions are available. Contact Cheryl Swanson for more information.

**Apple Discount**
Apple offers discounts for faculty and staff on computer purchases. You can take advantage of those discounts by shopping through the Augustana Apple store found here: [https://my.augie.edu/ics/Campus_Life/Help_Desk_-ITS/](https://my.augie.edu/ics/Campus_Life/Help_Desk_-ITS/) Augustana also receives a small credit when you purchase this way.

**Student Address Book in GroupWise Web**
Have you had trouble finding student addresses when you are working in the web view of Groupwise? The function is still there it is just accessed in a different way.

1. Open a new mail message
2. Click on Address
3. Click the + next to the Address Selector window
4. Click the arrow next to <All Address Books> and choose Augustana Student Address Book
5. Now you can search by first name, last name, or email address. Choose which type of search in the top search box
6. Click Find

**Smart Classrooms**
In 1999 we installed our first 2 Smart Classrooms on campus. This year we have 55 full smart classrooms - 44 of these rooms use SMART Technology. What is SMART? This is the software combined with a special monitor or whiteboard that allows writing on the interactive display to write on a PowerPoint presentation, take notes or draw on the board/screen and many other things. These rooms also allow faculty to easily access Internet resources, library resources and play DVDs all from the teachers station. Seven of the rooms use Smart Boards and 37 use SMART Podiums that are much more common in colleges and universities. We try to keep technology in the classrooms consistent from room to room to make teaching in multiple rooms easier.

We also have 15 other more limited installations like Kresge Auditorium, the 3-1 room, computer labs and a few mobile carts.

**Getting to the J and K drive from home or mobile device.**
You now have a new and I think easier option for getting to your J and k (Marauder Shared) drives. This option lets you get to your drives from any computer with internet access and there is an App for both Apple and Android phones and mobile devices. Simply point your browser to [https://mariner.augie.edu:8443](https://mariner.augie.edu:8443) Login with your normal Augustana information. This logs you into your J drive. If you would like to get to a K drive folder, click on the Net Folders icon at the top.

A Filr app is also available for your mobile devices. After you install the app, it will ask for an address – use mariner.augie.edu:8443


**Email on Smart Phones and other Mobile Devices**
If you have recently purchased a smart phone or other mobile device and would like an easy way to read your Augustana email, stop down to the Help Desk and we will be happy to get that set up for you. If you would like to try setting it up yourself, instructions can be found on the ITS website. [http://www.augie.edu/information-technology/email](http://www.augie.edu/information-technology/email)

**SPAM**
The Barracuda Spam firewall is now up and running. You can find instructions for managing the quarantine on the ITS website.