Spring 2014 ITS Newsletter

What’s in this newsletter:
Smart Classroom Projector Hijinks
Invite ITS to your Department Meeting
Connecting to your J and K drives
Innovation in Pedagogy Grant
Email on Mobile Devices
Email from the Web
Cleaning up your Inbox
Video Conference Room for meetings and classes
Technology Purchase Policy
Internet Safety Tips revisited
Apple and Microsoft Office discounts

Smart Classroom Projector Hijinks
Picture yourself in the middle of a thrilling lecture when suddenly the projector in the room turns off or on, or off and on and off and on…. Time to call the Help Desk to come and fix the broken projector……well…..maybe…..but there could be another explanation. There are now Android smartphones that –with the right app - can be used as a remote for projectors. If the projector turns off by itself it could be a projector problem and we would love to come and take a look. If the projector turns ON by itself – there is a merry prankster in your classroom. Think an Augustana student wouldn’t do this? At least one Augustana professor knows different.

Invite ITS to your Department Meeting
Interested in having ITS attend one of your department meetings? We would love to come and talk about the technology challenges you have and your technology wish lists. Sometimes we can solve your problems on the spot, and with other things we will need to do a little research or setup. We can’t solve every problem, but we would like to try.

If your department would like to get on the schedule, please email Cheryl to set up a time.
Connecting to your J and K
Listed below are several different ways that you can connect to your J and K drives from off campus, a mobile device or a Mac

Filr – Web Access to J and K (works on and off campus)
Filr is a web access portal that you can use to access your files from any web browser.
Connect to 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.

You can bookmark this site for easy access on your home computer.

Novell Filr App (works on and off campus)
Novell Filr is also available as a free app for your mobile devices. Download it from the link below. After you install the app, it will ask for a server address – use mariner.augie.edu:8443


J and K drives for Mac users. (This works from on campus)
These are instructions for accessing the network drives from on campus.

1. Select “Finder”
2. Click “Go” then select “Connect to Server”
3. In the Server Address type afp:// marauder.augie.edu (If you click the + this will be added to your Favorite Servers in the box below
4. Login using your full context login. Mine would be cswanson.faculty.augie Use your typical Augustana password. (The same one you use for email and my.augie)
5. One more box will appear asking you to select which volume you would like to mount. Select MARAUDER.USERS
6. MARAUDER is now listed in your Finder under the Shared area.
7. You will see several folders. Again open MARAUDER.USERS
   o FACULTY is your J:drive and
   o SHARED is your K:drive
8. If you like, you can make an alias for MARAUDER.USERS by highlighting the folder – then click File – Make Alias (or use the key command CMD L). This makes a short cut icon that you can drag to your desktop or where ever you like.
When you reboot your computer the connection will be broken.
To restart the connection you have two choices:
1. Repeat the steps above – but this time you should see MARAUDER in your list of Favorite Servers.
2. If you have made an alias – simply double click the alias and you will be prompted to login.

Innovation in Pedagogy – Grant Reminder
Academic Affairs and ITS are collaborating on a new initiative that will provide funding for technology to be used in pedagogically innovative ways. Initially, we plan to fund/grant 10-12 iPads to faculty who will use these in innovative ways in and out of the classroom. More details, application guidelines, and forms for this grant are available on www.augie.edu/ITS under the Technology Requests menu and titled Augustana College Innovation in Pedagogy using Technology Initiative (or the full link: http://www.augie.edu/information-technology/technology-requests ). Submissions are due by March 19, 2014.

This first time program is intentionally limited in scope so that we can provide technical assistance and as broad a reach as possible given the funding available. We plan to provide for similar grants in future years, using what we learn to develop initiatives that may have different and/or broader scopes.

Email on Smart Phones and other Mobile Devices
If you have 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. We currently have just over 200 of you using this method for reading your email on a mobile device. How many separate devices? About 287. About 50 of you have more than one device. How did we ever get along without this???

GroupWise Web
You also have access to your email from anywhere by using the GroupWise web client. This web login works from computers, tablets or smart phones. You can find it by going to www.augie.edu - click on “Faculty and Staff” on the left side of the window you will see a link to “Email” Click the link and login with your regular username and password. You have full access to your mail, calendar, notes and tasks from this site.

Help…I’m drowning in email!
Are you starting to be overwhelmed by the number of messages you have saved in your email? Are you starting to get warning messages about the size of your inbox? Here are a couple of ways to quickly shrink the size of your inbox
Mail Box Clean up

Mail Box Clean up (This feature is only available on the Windows GroupWise client. Mac users can login to a Windows machine and use the clean up there. Call me for other alternatives)

Login to GroupWise
Choose Tools < Check Mailbox Size
On the left side of the window choose the folder you want to work with. (Sent Items and Received Items are the most important)
Largest messages are listed first
You can choose to Delete or Archive messages from this box. (Only use Archive if you are at your own computer and have archiving set up). **Messages deleted here do NOT go to your trash. They are removed immediately and are not recoverable.**

Archive your email

Archive your email
Archiving is a way to save older messages but get them out of your live inbox. They can still be accessed through the GroupWise client.

You can set up your email to auto archive by age of the message. It is just a few clicks to get it started. If you would like help setting up your archive, call the Help Desk, we would be happy to help. If you want to give it a try, instructions can be found here [http://www.augie.edu/information-technology/email/groupwise-tips](http://www.augie.edu/information-technology/email/groupwise-tips) Scroll down to the “Archiving Your Mail” section.

Video Conference Room

Video Conference Room
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. We are able to host web conferences (Webex, GoToMeeting, Skype etc.) as well as IP video conferences (Polycom, DDN etc.)

We have made updates to the sound equipment in the room and it is now significantly better than when the room was new.

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.
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

Internet Safety Tips Revisited
We have published these tips before, but they are always worth reviewing. The scammers and the phishers are out there in bigger and bigger numbers. These are just a few things that we think you should keep in mind as you are using your computer. Remember - phishers will do everything they can think of to trick you or scare you into giving them your personal information.

1. NEVER give your password to someone over email. Very occasionally ITS will need to know your password. If this happens we will call you. We will never ask by email.
2. ITS will NEVER send a message that is not signed by one of our employees. We will NEVER sign a message ITS Department or Help Desk without also using our name.
3. If you receive a message from your bank or credit card company asking for your password, they didn't send the message. Delete it.
4. If you get a message that says you must update your password or you are out of space and you must login with the link in the message or your account will be deleted. Don't believe it. Augusta will never send a message that threatens to close your account. Your bank or credit card company also did not send it. If in doubt, call.
5. If you get a pop up message on your computer that tells you your computer is infected and you should "click here" to get help removing the infection - Close your browser and call the Help Desk. You may already be infected, but following the instructions in the pop up box will certainly make it worse.

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 for personal use. 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/ Augustana also receives a small credit when you purchase this way.