

An Introduction to Campus Technology Resources

2010/2011
Student Information



Contents

Cedar Crest College Online Resources At-A-Glance	3
Important Websites to Remember	3
Online Resources	3
Where to Go for Help/Questions	3
Student Lab Consultant Office.....	3
Information Technology / AV Services Office.....	3
Network Emergencies	3
Where to go for Help for questions about:	4
Network and Computing Facilities	5
Cedar Crest’s Computer Network	5
Wireless Access Points	5
Computer Labs and Classrooms	5
Getting Help in the Labs	6
Your Campus Network Account	7
Why Do I Need a Network Account?	7
Getting a Network Account	7
Computer Use Policy	7
Virus Protection Policy	7
Changing Your Password	7
Getting Help.....	8
Logging off the Network.....	8
Your Personal Network Space (H:/ Drive)	8
Your Cedar Crest Email Account (Novell GroupWise)	9
Why Do I Need a Cedar Crest Email Account?	9
Getting an Email Account	9
Student Email Policy	9
Your Email Address.....	9
Accessing Your Email	9
Changing Your Email Password	9
Your My CedarCrest Account	10
Why Do I Need a My CedarCrest Account?	10
Getting a My Cedar Crest Account	10
Accessing My Cedar Crest	10
Changing Your Password	10
Getting Help with My Cedar Crest.....	10
Accessing Online Courses (eCourse or eCompanion).....	11
Description	11
Using Cedarcrestonline.net	11
Changing Your Password	11
Getting Help.....	12
Audiovisual Services	13
Student Equipment Loan Policy	13
Scheduling AV Equipment	13
Scheduling AV Media.....	13

Cedar Crest College Online Resources At-A-Glance

Important Websites to Remember

- www.cedarcrest.edu – Cedar Crest College home page
- <https://my.cedarcrest.edu> – My Cedarcrest (viewing/paying your bill, registering for classes (add), dropping classes, checking grades and grade point averages, etc.
- www.cedarcrestonline.net – Link to online courses hosted by eCollege and eCompanion course material for selected classes.
- <http://email.cedarcrest.edu> – Web access to Cedar Crest College email account.
- <http://library.cedarcrest.edu/index.shtml> - Cressman Library home page. Access to many online journals on- and off-campus. Off-campus access requires login and password. For information, contact the library at (610) 606-4605.

Online Resources

- **Information Technology Website:** <http://www.cedarcrest.edu/ca/infotech/index.shtml>
- **Information Technology Tab on My Cedar Crest:** <https://my.cedarcrest.edu/ics/IT/>
(must be logged in to access some features)

Where to Go for Help/Questions

Student Lab Consultant Office

The student lab consultants, based in Blaney Hall room 7, are the first line of help for students who encounter problems with software or hardware in the computer labs. This includes paper and toner supply needs.

Location: Blaney Hall, room 7

Hours: Lab Consultant hours change each semester, but are usually scheduled Monday-Friday 8:30am – 10:00pm, and always scheduled Saturdays and Sundays 9:00am – 1:00pm and 4:00pm – 8:00pm during the Fall and Spring semesters. During summer and breaks, lab consultants are usually scheduled Monday – Friday 9:00a.m.-12:00p.m. and 3:00p.m. – 6:00p.m.

Phone: ext. 4357 (HELP)

Email: (consultant@cedarcrest.edu)

Information Technology Office

Location: Cressman Library, main floor

Fall / Spring Semester Hours: Monday-Friday 8:30 a.m. to 8:00 p.m., Saturday-Sunday 9:00a.m. – 1:00p.m.

The Help Desk is professionally staffed until 4:30pm Monday – Friday. Other hours are staffed by student consultants.

Summer / Break Hours: Monday – Friday 8:30a.m. – 4:30p.m.

Phone: 610-606-4635 or ext. 3348.

Email: helpdesk@cedarcrest.edu

In addition, the Information Technology website (<http://www.cedarcrest.edu/ca/infotech/resources.shtml>) contains tips and answers to frequently asked questions.

Network Emergencies

All network-related problems should be reported to the Information Technology Help Desk. To report a network emergency after hours, call Security at ext. 3522 or dial 0. The following constitute network emergencies: The

entire network seems to be inaccessible. (You can verify this by trying to log on to more than one computer. If the entire network is down you may see the message “The server cannot be found.”)

Where to go for Help for questions about:

- **Network Login or Email login issues:**
Information Technology Helpdesk @ ext. 3348 or (610) 606-4635. Office located in the Cressman Library, main floor M-F 8:30am – 8:00pm
- **Accessing My CedarCrest:** For login issues, contact Information Technology at 610-606-4635 or helpdesk@cedarcrest.edu.
- **Using eCollege (Cedarcrestonline.net), such as ExamGuard, uploading coursework, viewing power point slides, etc.:**
Information Technology Helpdesk @ ext. 3348 or (610) 606-4635. Office located in the Cressman Library, main floor M-F 8:30am – 8:00pm
- **General Technology questions/issues:**
Information Technology Helpdesk @ ext. 3348 or (610) 606-4635. Office located in the Cressman Library, main floor M-F 8:30am – 8:00pm
- **Help using Microsoft Word, PowerPoint, Excel, or for scanning photos:**
Email consultant@cedarcrest.edu, and a Support Consultant will contact you to arrange a one-time help session.
- **Help for other course-specific software:**
If you are unfamiliar with the software, contact your professor for assistance. These programs are not supported by our Support Consultant.
- **Paper/Toner Issues in the Computer Labs:**
Call the Lab Consultant Office at ext. 4357. If no one answers, leave your name and detailed information about the issue on the voicemail.

Network and Computing Facilities

Cedar Crest's Computer Network

When you use any of the computers in our computer labs and classrooms, you will need to connect to the campus network. For security reasons, anyone wishing to access the network needs a network account. Information on network accounts is found in the next chapter.

For specific information about the computer labs, including holiday hours, hardware and software availability, visit Information Technology's website at <http://www.cedarcrest.edu/ca/infotech/index.shtm>.

Wireless Access Points

Wireless connectivity is currently provided in the following locations across campus. You will need an 802.11b/g wireless card to access our wireless network.

- **All Residence Halls:** wireless throughout
*Ethernet ports are also available per student in each room.
- **Alumnae Hall:** 1st Floor & Capstone Gallery
- **Cressman Library:** wireless throughout
*Requires a authorization code that you must request on the library's website:
<http://library.cedarcrest.edu/index.shtm>.
- **Curtis Hall:** Psychology Lab & Lounge, Business Lounge, Social Work Lounge
- **Hamilton Boulevard Building:** wireless throughout
- **Hartzel Hall:** First & Second floor
- **Lees Hall:** Gymnasium
- **Miller Building:** wireless throughout
- **Oberkotter Center:** wireless throughout
- **Pool Science Center:** wireless throughout
- **Rodale Aquatic Center:** wireless throughout
- **Tompkins College Center:** wireless throughout
*Ethernet ports also available in the TCC Barista

Computer Labs and Classrooms

Cedar Crest has a wide range of computing facilities available to our students. Computer classrooms enhance the in-class learning process and are available for general use when not scheduled for classes.

Hours and Availability

The computer labs on campus are open from 7AM to 2AM every day, with exceptions during vacation periods. The Eisenhower lab is solely reserved for students. The other labs are available to students when not being used for classes. A schedule of classes is posted outside each lab.

Alumnae Hall

Alumnae 212 is computer classroom with 18 stations, and is open for students when not in use for classes. This lab has both black and white and color (art students only) printing, as well as a scanning station.

Blaney Hall

Two computer classrooms (BHA 4 & BHA 8) are located in Blaney Hall. BHA 8 provides 31 stations and BHA 4 provides workstations for 25 students. Each of these rooms have black and white printing capabilities, and is open for students when not in use for classes. Flatbed Scanners are available in Blaney 8.

Curtis Hall

The East Wing of Curtis Hall is the home of the Roland and Doris Sigal Center for Business and Information Technology. The Eisenhower Lab (CUR 201) is a 14-station lab and is available for student use seven days a week. Two computer classrooms (CUR 104, providing 20 stations, and CUR 208, providing 30 stations) are also located in the Sigal Center. Black and white printing capabilities are available in each of these facilities. Flatbed Scanners are available in the Eisenhower Lab.

Miller Family Building

The Allen Center for Nutrition computer lab, located in room 20 in the Miller Family Building, is a 24-station classroom. This classroom provides scanning and black and white printing capabilities and serves as a lab whenever the Miller Family Building is open and no classes are scheduled in the room.

Residence Halls

Computer labs with black and white printers are available in each of the residence halls—Butz, Curtis, Moore, and Steinbright. These labs are available around the clock.

Cressman Library

The Cressman Library has 14 pod computers that are available to students and the general public. Computers are available during library hours. Students have access to the Cedar Crest Network and campus-wide software.

Departmental Computer Labs

A few computer labs are associated with particular academic departments. The Psychology/Neuroscience lab is located in Curtis Hall; a Foreign Language Lab is located in Hartzel Hall; a Mac lab in the Dorothy Rider Pool Science Center, room 132, and is used primarily by students in the Biology department.

Getting Help in the Labs

Student Lab Consultant Office

This resource, provided by the College for all students, is staffed by student workers. The student lab consultants, based in Blaney Hall room 7, are the first line of help for students who encounter problems with software or hardware and can be reached by phone extension HELP (4357) or email (consultant@cedarcrest.edu). Student lab consultants can answer questions about network software applications and respond to general computer problems. Each resident hall computer lab has one student lab consultant (whose name and phone number are posted in the lab) assigned to it specifically. Lab Consultant hours change each semester, but are usually scheduled Monday-Friday 8:30am – 10:00pm, and always scheduled Saturdays and Sundays 9:00am – 1:00pm and 4:00pm – 8:00pm during the Fall and Spring semesters.

There is a phone in each lab that is available for use to call the Lab Consultant Station or Security (“0”) if there are any problems. Student Lab Consultants are available 7 days a week for assistance in the labs. The main Lab Consultant office is located in Blaney Hall room 7. Lab Consultants are also stationed in the Eisenhower Lab. In addition, each Residence Hall lab is assigned a resident lab consultant.

Your Campus Network Account

Why Do I Need a Network Account?

- You will need a network account to use any of the computers in the computer labs and classrooms.
- Each network user is allotted a limited amount of storage space, called the H: drive. This space can be invaluable when saving files from the Internet or working on and presenting class projects. Please refer to *Your H: Drive* later in this chapter for more information.
- Finally, many classes offered at Cedar Crest require students to have a network account to allow them to use course specific network software, communicate with the instructor via email, and access supplemental course materials on the Internet.

Getting a Network Account

You will be assigned a network login once you have enrolled for courses. A letter with your login information will be mailed to you by the first week of classes. By using this account, you agree to and understand the Cedar Crest College Computer Use Policy and the Student Email Policy. A copy of both is provided with your login information. Contact the Information Technology Help Desk at ext. 3348 or 610-606-4635 should you encounter any problems.

Computer Use Policy

Cedar Crest College has established written policies to govern the use of computers, computing facilities, and email on campus. Please be sure to read this policy carefully. Your use of your network account constitutes your agreement to abide by this policy. A copy of the policy can be obtained from the Office of Information Technology online at <http://www.cedarcrest.edu/ca/infotech/policies.shtm>.

Virus Protection Policy

With the increased frequency and sophistication of computer viruses, computer users must engage in safe computing practices. Our position is in keeping with the agreement of responsible computing summarized in the Cedar Crest College Computer Use Policy. The policy can be found online at: http://www.cedarcrest.edu/ca/infotech/policies/virus_reshalls.shtm.

Information Technology provides FREE copies Anti Virus software to the entire Cedar Crest Community. Visit the IT tab on My CedarCrest for information on downloading a copy. If you have questions, contact the Help Desk for assistance at ext. 3348.

Changing Your Password

It's a good idea to change your password once you are logged in, to make your account more secure.

You should continue to change your passwords occasionally, to prevent unauthorized users from accessing your personal data, or from using you account to access other private information. Please review the College's Password Security Policy for more information, located at <http://www.cedarcrest.edu/ca/infotech/policies/policypassword.shtm>.

To change your network password:

1. Log in to a campus network computer, such as a lab or office computer (this cannot be changed off-campus, or on computers not connected to the campus network, such as students' personal computers).
2. Once the computer has finished loading Windows, simultaneously choose the Ctrl+Alt+DELETE keys. A Windows Security window will appear.
3. Click on the button that says to Change Password. Type in your old password, and the new password. Remember: network login passwords must be AT LEAST 5 characters long.
4. Once done, click OK and then CANCEL to return to the Desktop. Your new password is now set.

Getting Help

If you forget your password, or type your password incorrectly 6 times and lock your account, you will need to visit the Information Technology Help Desk in the Cressman Library, main floor, for assistance. For Security reasons, no information will be given over the phone. However, if you know your login name and Student ID number, you can call 610-606-4635, and have your password reset to your Student ID number.

Logging off the Network

It is *very important* that you restart or shut down the campus computer when you are done, or you will be unable to log in using any other computer without the assistance of Information Technology Help Desk. If you do not restart the computer, the next user could gain access to your H: drive and other online information.

Your Personal Network Space (H:/ Drive)

Every network user is allotted a limited amount of storage space on the network. This space is called your **H: drive**. Normally your H: drive allows you 50 MB for data storage. Students are given more space on a case by case basis as needed for school work. This drive can be accessed on any computer that it logged into the campus network. You cannot access your H: drive from off-campus, or on a computer that does not have Novell installed, such as a personal computer in the residence halls.

To view your H: drive:

1. On a campus-owned computer, click on the Start button and then My Computer.
2. In the window, you will see several available drives. Your H: drive will contain your login name as part of its name. For example, Jane Abernathy's H: drive is listed as Jqaberna on 'CCCmain\Users' (H:). Double-click on the H: drive to view its contents.

You can save files to this drive just as you would to your My Documents folder or flash drive. Simply choose this drive in the Save window. To ask questions about or to report problems with your H: drive, contact the Information Technology Help Desk at ext. 3348.

Your Cedar Crest Email Account (Novell GroupWise)

Why Do I Need a Cedar Crest Email Account?

- All official electronic correspondence must go to a campus email account, for security purposes. Once a student is registered for courses, the college will no longer send email to an off-campus email address.
- Your college email address book contains the names of all students, faculty, and staff on campus. You can search by last name, so there is no need to remember any email addresses.
- Many campus events are announced via email. This will keep you up-to-date on what's happening on campus, whether you want to attend the event, or simply want to arrive early for class in order to secure a parking space.

Getting an Email Account

An email address will automatically be created for you at the same time your network account is created. You are responsible for maintaining your mailbox. You have a maximum storage limit of 100MB. Once this limit is reached, you will not be able to send any messages until you delete email. It is important that you check your campus email account in order to keep up-to-date with campus-wide announcements that may be important to you.

Student Email Policy

Before using your email account, please review the Student Email Policy, a copy of which is sent with your initial login information. You may also view it online at:

<http://www.cedarcrest.edu/ca/infotech/policies/policystudentemail.shtm>.

Please note that the Computer Use Policy also expressly prohibits chain email.

Your Email Address

Anyone within the Cedar Crest network or anyone on the Internet can send you email. Your email address is *yourloginname@cedarcrest.edu*. For *yourloginname*, substitute—you guessed it—your login name on the Cedar Crest network. For example: Jane Q. Abernathy's email address would be *jqaberna@cedarcrest.edu*.

Accessing Your Email

You can use GroupWise Web access to read your email from home, the office, or any place that has access to browse the Internet. To access the GroupWise login page, look under the Current Students page on the Cedar Crest College website, or visit it directly at <http://email.cedarcrest.edu>.

Changing Your Email Password

Like your network password, you should change your email password once you login in for the first time. Please note that your Novell Login Password and your GroupWise Email Password are separate passwords; if you change one the other one **DOES NOT** change.

- Login to your email at <http://email.cedarcrest.edu>.
- At the top right-hand side of the page, click on the Options button.
- Click on the Password Tab. Enter your old password and your new password twice. Click Save, then click Close to return to your mailbox.

Remember: GroupWise Passwords are case-sensitive, so if you entered your password using capitol letters, you will need to continue to enter it with a capitol letter.

Your My CedarCrest Account

Why Do I Need a My CedarCrest Account?

My Cedar Crest is an online service that allows students the functionality to:

- Register (Add) courses
- Drop courses
- Preview/print schedule
- Search for courses
- View a complete course-offering list
- Change their address and other personal information via e-mail
- View their unofficial transcript, view current and previous course catalogs, view their balances due in various accounts
- Calculate their GPA and the grade requirements for achieving or maintaining a GPA

Getting a My Cedar Crest Account

To access My Cedar Crest, you will need to use your student ID and PIN to access your personal data. This information is provided by Information Technology, and is mailed to your permanent home address along with your email and network account information.

WARNING! *Your PIN is very valuable and should never be given to anyone. If someone knows it, they can see your grades, your account balance, add/drop your classes, or change your personal information!*

Accessing My Cedar Crest

My Cedar Crest works best in Internet Explorer.

1. Open a browser window and go to <https://my.cedarcrest.edu>. This link can also be found on the right-hand column of every page on the Cedar Crest College website.
2. Login with your Student ID as your User Name, and your Pin number as your password. If you do not have this information, you can view some of the features as a guest.

Changing Your Password

Once you login the first time, you can change your Pin number to a password of your choice by clicking on the "Personal Info" link in the Welcome toolbar.

Getting Help with My Cedar Crest

If you have forgotten your pin number or password, please contact Information Technology at 610-606-4635 or email helpdesk@cedarcrest.edu. A new pin number will be emailed to your Cedar Crest Email address. You may also come to the IT office in the Cressman Library, main floor, with a valid photo ID. No Login information will be given over the phone.

For more information on using My Cedar Crest, contact the IT Helpdesk at helpdesk@cedarcrest.edu.

Accessing Online Courses (eCourse or eCompanion)

Description

- Cedarcrestonline.net hosts all eCourse and eCompanion courses for Cedar Crest College.
- **eCourses** are classes that are taken completely online. Students taking eCourses never meet in a traditional classroom setting.
- **eCompanion** courses are classes that meet weekly in a classroom, but have a portion of the class online. Professors using eCompanion may use the web portion for exams, discussion groups, and/or a location to host class lecture notes for student to access after class.

When you register for an eCourse or eCompanion course, you will receive an email from the Information Technology Helpdesk that contains your eCollege login and password.

Using Cedarcrestonline.net

Please Note: Cedar Crest Online only works in Internet Explorer 6.0 or later. It will not work correctly in other browsers, such as Firefox or AOL's browser. Mac users, most of eCollege's features will work in the newer versions of Safari. However, some courses use ExamGuard for test taking, which will ONLY work on an IBM-compatible machine. Ask your professor if he/she will be using ExamGuard in class.

1. Before you can begin accessing your online class, you should complete the Browser Test. Directions are found under the Technical Requirements link on the eCollege homepage: <http://www.cedarcrestonline.net>.
2. Once you pass the Browser Test, enter your login and password and click Go to Class.
3. Before starting your class, be sure to take the Student Orientation Tutorial class located in your class list. You should do this before the first day of class. This tutorial will show you how to do everything in your online class, including ExamGuard, Discussion Groups, and Document Sharing.

For more detailed directions and help using eCollege, look in the IT tab on My CedarCrest under Technology Helpsheets for Students.

Changing Your Password

1. Login to www.cedarcrestonline.net
2. In the upper right hand corner of the Welcome Page, click on the My Profile link.
3. A page with your profile setting will open. From this page you can change your password.
4. Notice that you can also change your email address. Per the Student Email Policy, all class-related information must be sent to your Cedar Crest College email account. Even though you can change your email address here, email addresses on the eCollege server are checked nightly and any non-Cedar Crest addresses will be replaced by the college email address on file.

Note: There is a 30-40 minute delay in updating your password. During this time, you **will not** be able to access your course. Change passwords when this delay is convenient.

Getting Help

If you are having issues with eCourse or eCompanion, the representative you need to contact is determined by the problem you are having and/or the type of course you are taking:

Login or Password Issues

If you know your Username, but forgot your password, you can reset it from the Cedarcrestonline.net homepage. Your password will be reset automatically within 30-40 minutes, and an email will be sent to your Cedar Crest email account.

If you do not know your username, or your password is not working after you changed it via the webpage, contact Information Technology at 610-606-4635 or helpdesk@cedarcrest.edu. Please make sure that you are able to access your Cedar Crest email account, as some information cannot be given over the phone. For help with your campus email account, call Information Technology at ext. 3348 or 610-606-4635.

Online courses

Online courses (eCourses) with technical support issues can contact the eCollege helpdesk 24 hours a day 7 days a week.

Email: helpdesk@cedarcrestonline.net

Phone: 303-873-0005

eCompanion Courses

Technical assistance is available M-F 8:30 am-4:30 pm by contacting Information Technology at ext. 3348 or 610-606-4635.

Audiovisual Services

AV Services main office is located on the main floor of the Cressman Library. Dial extension 3560 for more information.

Student Equipment Loan Policy

Cedar Crest students may check out camcorders, tripods, and cassette players from the Audio Visual Services department to be used for classroom or student organization projects. The following procedures must be followed so that all students needing this equipment will have equal opportunity and access.

Scheduling AV Equipment

Audio Visual equipment required for student assignments or projects must be requested through the class instructor or group advisor. However, camcorders, tripods, and cassette players may be checked out by a student. Students must call Audio Visual Services in advance and arrange for a pickup and drop off time.

1. Students must reserve a date and time with the Audio Visual Services Department to pick up the equipment.
2. Equipment must be picked up in the Audio Visual Office at that time and date.
3. Students must have their Student ID to check out equipment. If equipment is lost or damaged or if parts are missing students will be financially liable for replacement and repair costs.
4. Equipment may only be checked out overnight, except weekends. Weekend check out is Friday and the equipment is due back Monday morning.
5. Equipment must be returned to the Audio Visual Services Office on time.

Scheduling AV Media

The following Audio Visual formats are available to Cedar Crest Community:

- Videotapes
- Compact Discs
- Slides
- Laser Discs
- Filmstrips
- Transparencies
- CD-ROMS
- Cassette Tapes

Consult the online catalog for the titles located in Audio Visual Services. Media held in the Library's collection is available to faculty for classroom use. To ensure material availability, make reservations at least 7 days in advance.

Media not available in the Library's collection can be obtained for faculty use through Audio Visual Services. Rentals are funded through the film rental budget. To ensure receipt of materials, requests should be placed with Audio Visual Services at least 10 days before the material is needed.

Reservations should be submitted via the form under the IT Tab in My CedarCrest.