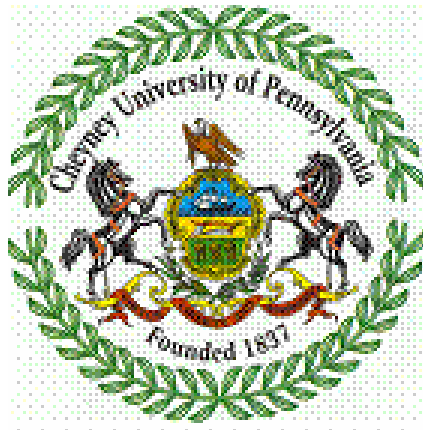


Cheyney University Of Pennsylvania



Faculty\Staff Technology Handbook

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Network and Computer Use Policy

PURPOSE:

This policy governs the use and operation of Cheyney University's Information Technology (IT) resources and services (computers, printers, data networks, and any other current or future Information Technology (IT) resources adopted by the university). This policy applies to Information Technology (IT) resources in offices, classrooms, labs, residence halls, etc. both on-campus and off-campus. The intent of the policy is to provide a productive work environment and to permit maximum use of Cheyney University's Information Technology (IT) resources for academic, administrative, and student computing. Use of these resources is a privilege, not a right and is granted solely to Cheyney University faculty, staff and students. These privileges also apply to visitors, interim and temporary staff who use University Information Technology (IT) resources in any manner. All Information Technology (IT) resources should be used for University-related business (instruction, research, academic and administrative activities). Users of these resources are expected to conduct their activities in a professional and responsible manner and follow the guidelines, restrictions and overall university policies of Cheyney University, the State System of Higher Education, the laws of the Commonwealth of Pennsylvania, and federal statutes.

The University reserves the right to limit or restrict computing/network privileges to its IT resources. Depending on the seriousness of an offense, violation of the policy can result in penalties ranging from reprimand, referral to University authorities for disciplinary action, to criminal prosecution. Misuse and/or abuse of these resources may result in the immediate removal of privileges pending final resolution.

POLICY:

As an institution committed to the principle that a quality education is the cornerstone of a democratic society, Cheyney University strongly encourages the free exchange of ideas and information among all members of its community and with members of other communities. The instruments of communication can stimulate intellectual, social, cultural, and emotional growth but they also can be a means to destroy and harass. Therefore, students, faculty and staff in the University community are expected to exercise responsibility, use computing resources ethically, respect the rights and privacy of others, and operate within the bounds of the law and of University policies and codes of conduct.

Improper use of Cheyney University's Information Technology (IT) resources include (but are not limited to) the following:

1. Use of University Information Technology (IT) resources must comply with State and Federal Law, State System of Higher Education policies and University policies. Therefore, University Information Technology (IT) resources may not be used for commercial or profit-making purposes, for political purposes, or for personal benefit where such use incurs a cost to the University and is not academic or work related. Use

of the University's microcomputers, workstations, or information networks must be related to a Cheyney University business. If the non-business usage of information services results in a direct cost to the University for any reason, it is the individual's responsibility to reimburse the university.

2. Users should only use the computer, network id and password assigned to them. Access of or attempts to access another person's computer, directories, files, or data communications whether protected or not are prohibited. Attempts to access unauthorized Information Technology (IT) resources via the computer network, to decrypt encrypted materials, or to obtain privileges to which the user is not entitled are prohibited. Sharing of a computer account with other persons is prohibited; User ids and passwords must be protected, and the user must not leave a machine logged on when the user is not present.
3. Theft, damage or destruction of computing equipment, facilities, programs or data is prohibited.
4. Information or software cannot be placed on any University owned computer system. Cheyney University has signed software licenses for much of the software that are available on the computer systems; removal or transfer of such software without authorization is prohibited. All persons shall abide by the terms of all software licensing agreements and copyright laws.
5. Copying of site licensed software for distribution to persons other than Cheyney University faculty, staff, and students, or the copying of site licensed software for use at locations not covered under the terms of the license agreement, are prohibited.
6. Users of University Information Technology (IT) resources shall not consume unreasonable amounts of these resources. The University may impose restrictions or limits on use of such resources. Deliberate acts which are wasteful of computing/information network resources or which unfairly monopolize resources to the exclusion of others are prohibited. These acts include, but are not limited to, playing internet games, videos, MP3's, sending mass emails or chain letters, creating unnecessary multiple jobs or processes, obtaining unnecessary output, or printing or creating unnecessary network traffic. Any network traffic exiting the University is subject to the acceptable use policies of the network through which it flows (PREPnet, NSFNET, SSHEnet, etc.), as well as to the policies listed here.
7. Printing multiple copies of any document including handouts or announcements is also prohibited.
8. No person shall harass others by sending annoying, threatening, libelous, sexually, racially, or religiously offensive messages. This includes all materials deemed offensive by existing University code of conduct laws.

9. No person shall post materials on electronic bulletin boards that violate existing laws or the University's policies and codes of conduct.
10. The University may have a business necessity or reason to access files and accounts of its employees or students, including the investigation of complaints of misuse of the system. It is therefore unreasonable for any IT user to have an expectation of privacy in the use of InformationTechnology (IT) resources.
11. All other unauthorized acts or uses of university computing facilities or resources, or any other actions not in accordance with university policies, or not in the best interests of Cheyney University are prohibited.

User Accounts

Individual usernames and passwords are required to gain access to Cheyney's Network, Administrative and Academic Systems. Forms for email\internet, PowerCampus, SAP and IQ.Student can be obtained from the Office of Information Technology or the Cheyney University Intranet Website (<http://www.mycheyney.com>). Blackboard and WebCT accounts can be obtained from the CDE website at <http://cde.sshe.edu/cgi-bin2/courseware> .

Your user accounts will be setup by submitting the completed form to the following offices:

Network (E-mail\Internet)

New employees must complete the network access form during their initial entry interview at Human Resources. Completed forms should be submitted to the Office of Information Technology (ext. 2043 or helpdesk@cheyney.edu).

IQ.Student

Completed forms should be submitted to the Registrar's Office (ext. 2437 or registrar@cheyney.edu)

PowerCampus

The form must be signed by your Director\Dean, Vice-President\Provost and the President. Once you have the proper signatures your form will be forwarded to the Office of Institutional Research (ext. 2276) to setup your user account.

SAP

The form must be signed by your Director\Dean, Vice-President\Provost then the President. Once you have the proper signatures your form will be forwarded to Office of Information Technology (ext. 2043 or helpdesk@cheyney.edu) to have your user account setup.

BlackBoard and WebCT

In order for an instructor to request a user account and course shell on WebCT or Blackboard, you should fill out a course application at <http://cde.sshe.edu/cgi-bin2/courseware>. Once your application is approved you will receive your username and password. If you have any questions, contact Jan M. Bottorf at <http://www.lhup.edu/~jbottor1/> , jbottor1@lhup.edu , 1-877-876-5703 (toll-free number)

IT Service Contact Information

Data\Telephone Problems

All data port installations and problems should be forwarded to the Telecommunications Office (ext. 2299).

Printer Problems

Contact the Business Support Office (ext.2343) for printer repairs that cannot be fixed by the helpdesk staff. Your printer will be sent off-campus for repair.

Audio Visual\Distance Learning

Contact the Telecommunications Office (ext. 2299) for video\audio presentations and room scheduling for the Distance Learning Center.

Purchasing a Computer (on Campus)

Contact The Office of Information Technology (ext. 2043) or helpdesk@cheyney.edu with your request. An E-quote (electronic) with detailed specifications will be sent to you. Attach the quote to an A.P.R. and forward it to the Purchasing Department (ext. 2128).

Purchasing a Computer (Personal Use)

Dell Computers gives educational discounts to Cheyney faculty and staff members on purchasing a new PC. To find the latest deals online go to student, faculty and staff purchases at: Dell: www.dell.com

Website

Submit your finished WebPages or content information to your area dean or director. Once your request has been approved it will be forwarded to the Webmaster for publishing. webmaster@cheyney.edu

Email Distribution Lists

Email your request to your dean or director. Once your request is approved, the dean or director will forward your request to the Vice President for Institutional Advancement for final approval. After receiving final approval, your request will be sent to the campus community.

Computer Equipment Transfer\ Disposal

Fill out a **Request for Fixed Asset\Transfer** form then contact Facilities Management (ext. 2297).to have your equipment removed.

Links

BlackBoard- <http://cde.sshe.edu:8092>

Center for Distance Education- <http://cde.sshe.edu/cde/>

SyTEC- <http://www.sytecpa.org>

SSHEE- <http://www.sshechan.edu/>

SSHEenet II- <http://www.btcwcu.org/sshenet/>

SSHE Universities- <http://www.sshechan.edu/ssunivs.htm>

SAP Courses- <http://cde.sshe.edu:8092/>

WebCT- http://cde.sshe.edu:8910/webct/public/home.pl?action=print_home

Web Courseware Administrator- <http://www.lhup.edu/~jbottor1>

Enterprise Standard

What is it?

Cheyney University has adopted an Enterprise Standard for all computer systems. Each computer system that leaves Computer Services will look similar, operate and have the same applications. The applications consist of the following:

Windows XP

Accessories

Adobe Acrobat Reader 5.0

Cheyney Helpdesk

Microsoft Internet Explorer 6.0 - Internet Browser

Microsoft Outlook Express - Graphical Email

Microsoft Address Book - Store Email Addresses

McAfee Virus Scan 4.5.1

Microsoft Office XP:

-Microsoft Access

-Microsoft Excel

-Microsoft Photo Editor

-Microsoft PowerPoint

-Microsoft Word

-Microsoft Publisher

-Microsoft Outlook

WinVNC

Winzip 8.1

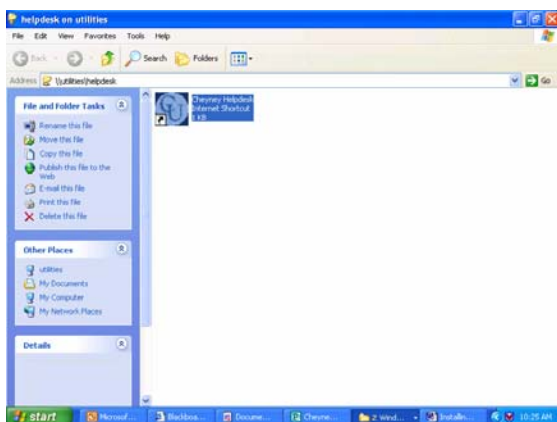
Windows Explorer

Helpdesk

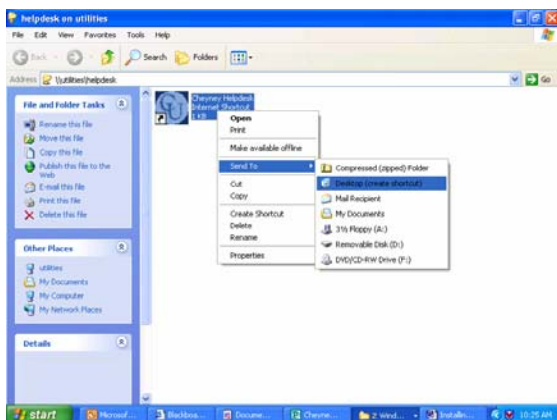
The Computer Services Department provides technical support to all faculty and staff members, including both academic and administrative computing. All helpdesk requests should be submitted as a work-order. To access The Cheyney Helpdesk System complete the following steps:

Instructions for Adding Cheyney University Icon to Your Desktop


1. Click on [\utilities\helpdesk](#) and the following screen will appear:

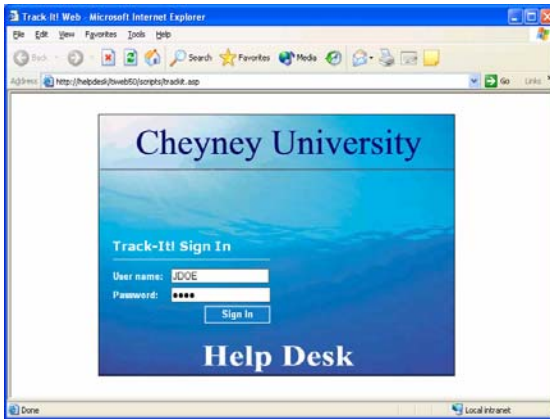


2. Right-click on **Cheyney Helpdesk**, scroll down and click on **Send TO:** then move your cursor to the right and click on **Desktop (create shortcut)**.



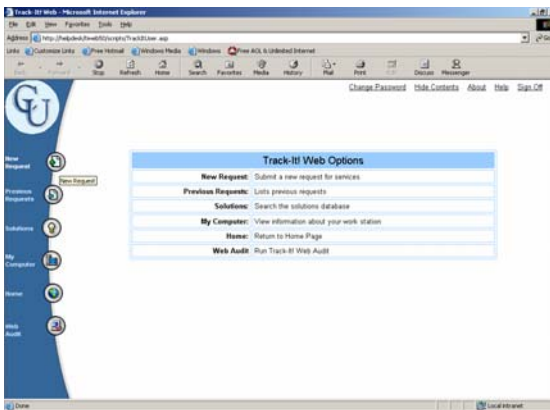
Instructions for Accessing the Cheyney Helpdesk

1. After saving the Cheyney logo  to your desktop, double-click on it to access the helpdesk. The following screen will appear. Enter your **username:** first initial and last name (Ex. John Doe- **jdoe**). Enter the **password:** **cheyney** and click **Sign-In**.

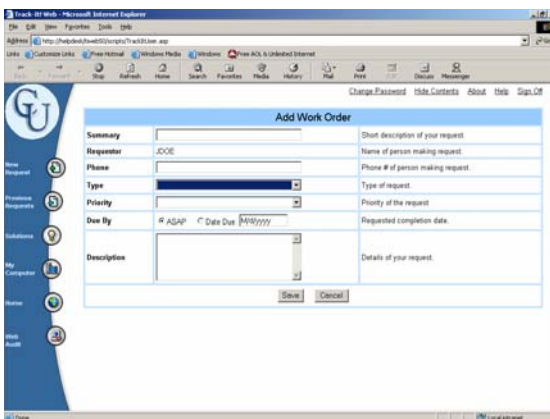


Note: The first time that you click on the Cheyney logo , 3 Security Warning boxes will appear. Click OK on each box.

2. At the following screen click **New Request**.



3. Fill-in all fields in the work order screen and click **Save**



Your helpdesk request will be answered in the order in which it was received.

All requests must be submitted by a work-order. All callers will be re-directed to submit their requests through this method.

For further details on the functionality of the Cheyney Helpdesk click on **Help**.

The Helpdesk is located at The Office of Computer Services in Vaux Hall. Hours of operation are Monday-Friday, 8:30am-5:00pm. You may also contact the helpdesk at ext. 2043 or email us at helpdesk@cheyney.edu.

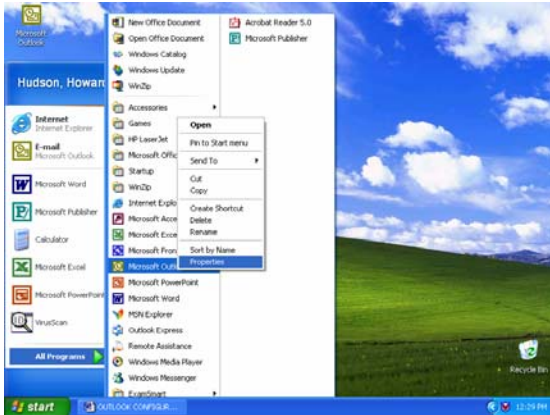
***Calls will not be answered at a technician's telephone number. All calls must be submitted through a work order.**

E-MAIL

Cheyney University provides an E-Mail address to every faculty and staff member. E-Mail accounts are a very valuable communication tool to conduct Cheyney related business. Faculty and staff should use E-Mail as their business account and use another account such as hotmail or yahoo for personal use. Cheyney E-Mail should not be used to send large attachments such as pictures, movies, games, etc. E-Mail is the only way to get essential information sent to you on campus. Information, such as important notifications and current events on campus, are sent to all active Cheyney E-Mail` accounts.

Setting-up a new E-Mail Account

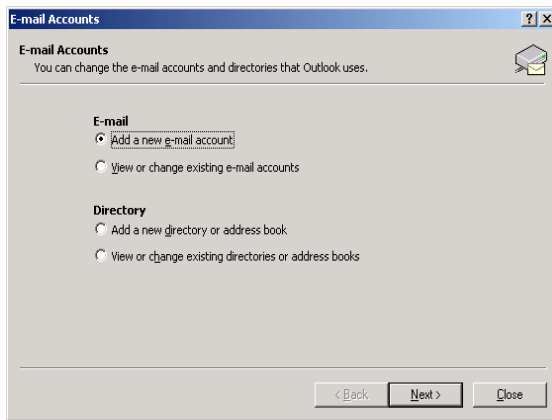
1. Right-click on the **Outlook** icon, the following menu will appear. Scroll down then double-click on **Properties**



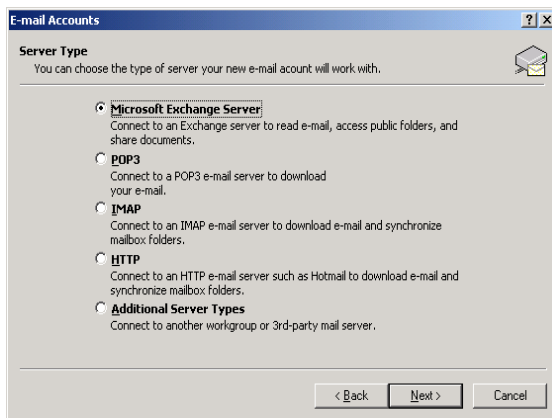
2. At the following screen click-on **E-mail Accounts**.



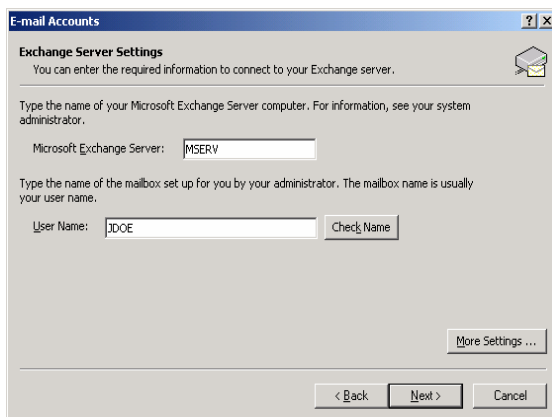
3. Click-on **Add** a new e-mail account, and then click-on **Next**.



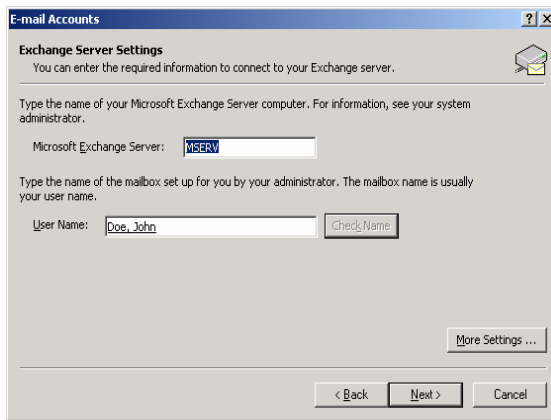
4. Click-on **Microsoft Exchange Server** then click-on **Next**



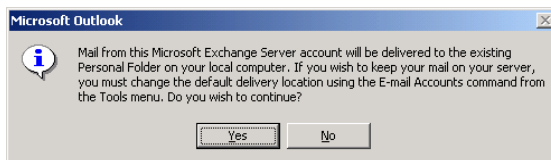
5. In the Microsoft Exchange Server box enter **MSERV**. In the User Name box enter your **first initial and last name (ex. Jdoe)**, and then click-on **Check Name**.



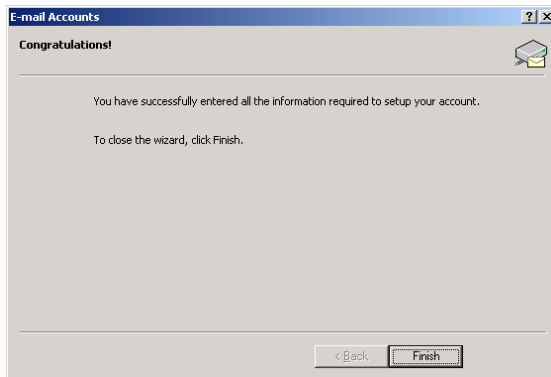
6. Your User Name will change to your **Last Name and First Name**



7. Click-on **Yes** at the following menu.



8. Click-on **Finish** to complete your e-mail account setup

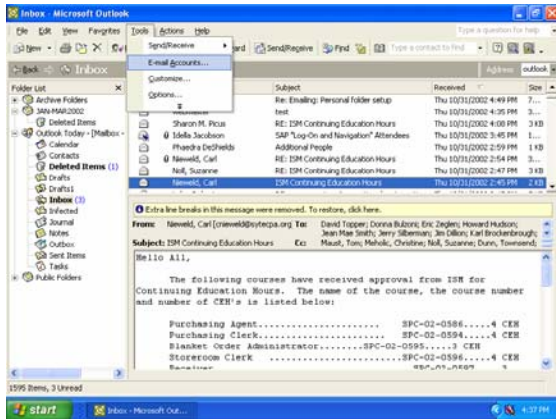


Creating Personal Email Folders

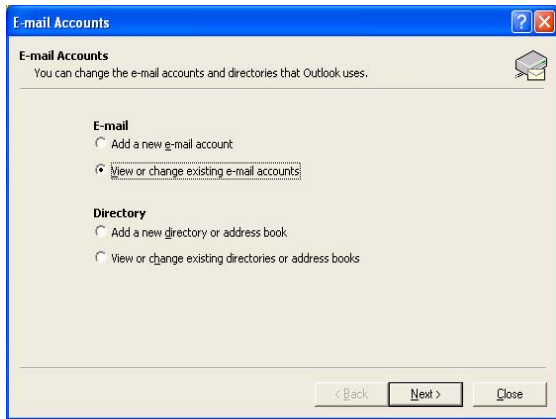
Personal folders are stored in a local file on your computer. This file ends with the **.pst** extension. Personal folders are used to save old email messages on your local drive instead of taking up storage space on the network. Saving your emails regularly to a personal folder ensures that your mailbox has enough free space to send and receive email messages. Moving email messages prevents your mailbox from being closed due to exceeding your storage limit. **Remember that deleted items take up your emails storage space. You must delete your deleted items.**

To configure personal folders follow the steps below.

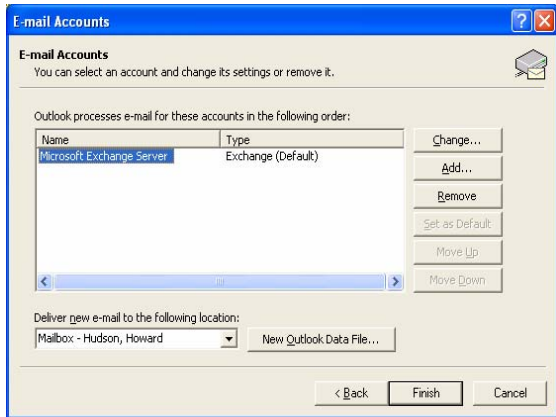
1. Open Outlook, from your menu bar select **Tools**, and then click on **Email Accounts**



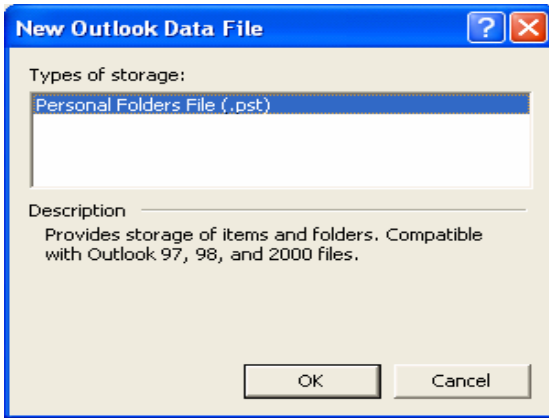
2. Click on **View or change existing e-mail accounts** and then click on **Next**



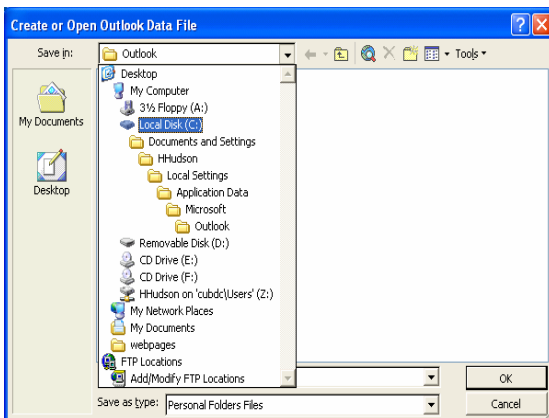
3. Click on **Microsoft Exchange Server** then click on **New Outlook Data File**



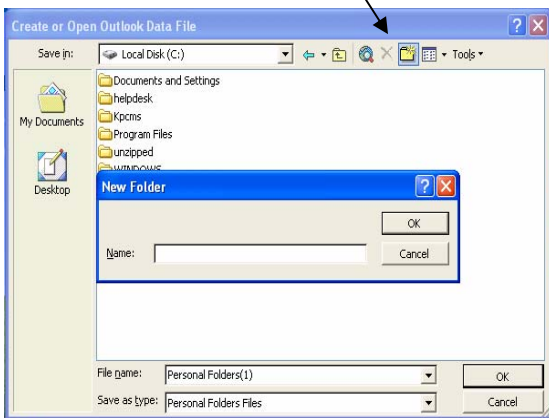
4. At the **New Outlook Data File** pop-up window, Click on **OK**



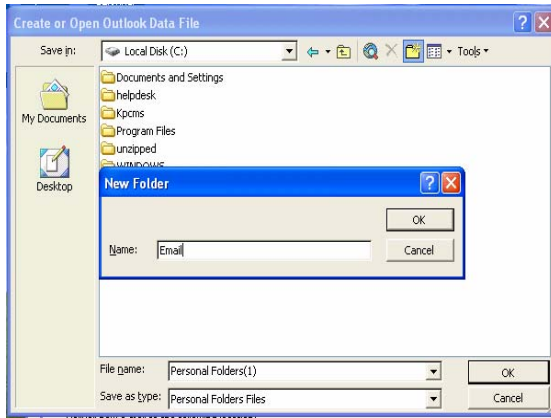
5. Click on **'Save in'** in the drop down box, then click on **Local Disk (C :)**



6. Click on **'Create New Folder'** Icon. The **New Folder** pop-up box will appear

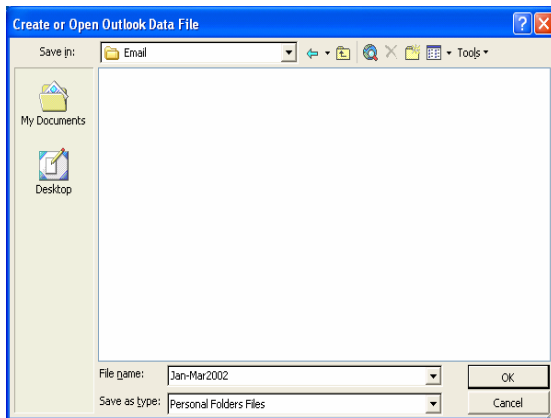


7. Name the New Folder as **Email** then click **OK**.



Note: When you create a new .pst file, you'll need to develop a file structure to name your personal folders (ex. months, users, topics, etc.)

8 The following screen will appear. In the **Filename:** box type in a name for your .pst file (ex. Jan-Mar2002) then click **OK**.

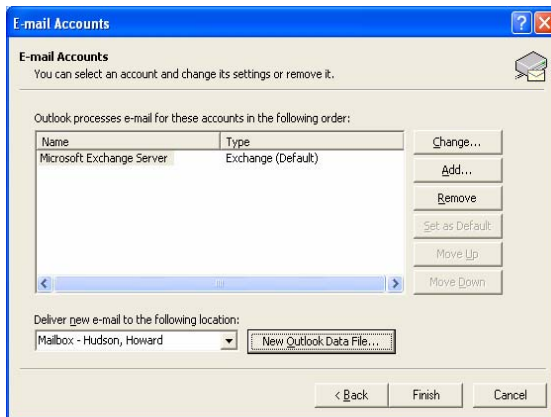


NOTE: It is important to be aware that Exchange Server does not ship with any password recovery utility for PST files. If you set a password on a PST file and forget it, the Exchange administrator has no way to reset it.

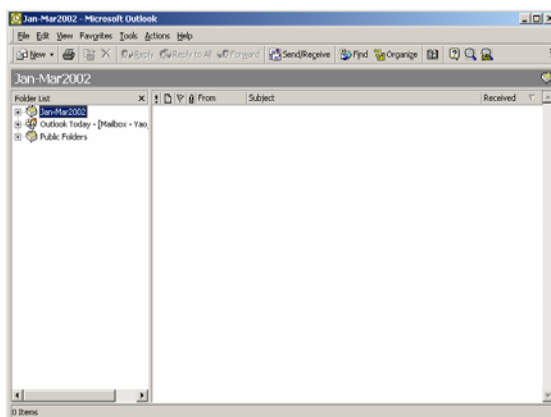
9. Click In the **Name:** box. Enter a name for the **personal folder** (sx.Jan-Mar2002) then click **OK**



10. The following menu will appear, then click on **Finish**

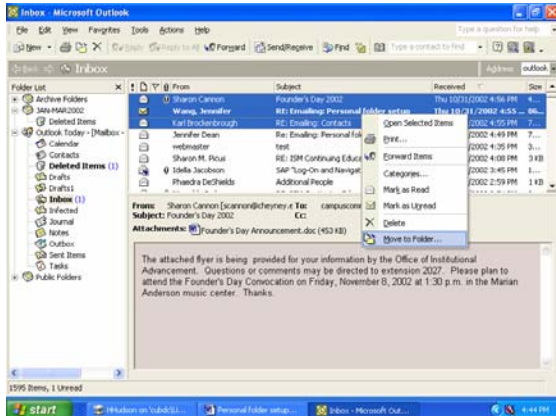


11. Go back to the Microsoft Outlook main menu. Go to **View**, click on **folder list**. You should now be able to use your new **personal folder**.



Moving your emails to your personal folder

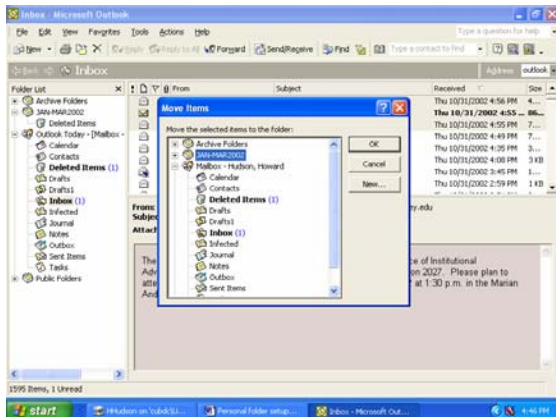
1. Select the emails that you would like to save to your personal folder, **right-click** and scroll down to **Move to Folder**.



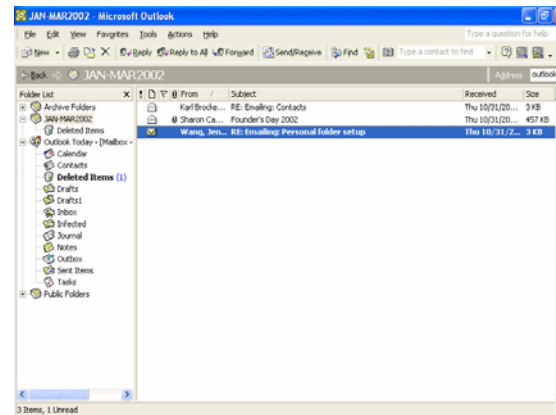
Note: Selecting more than one email message.

On the first email that you would like to move, hold down the Shift key + click, then scroll down to the last email that you would like to move. All of the emails will be highlighted.

2. The following screen will appear. Click on your **personal folder** (ex. **Jan-Mar2002**) then click **OK**.



3. Your files have been successfully moved to your personal folder

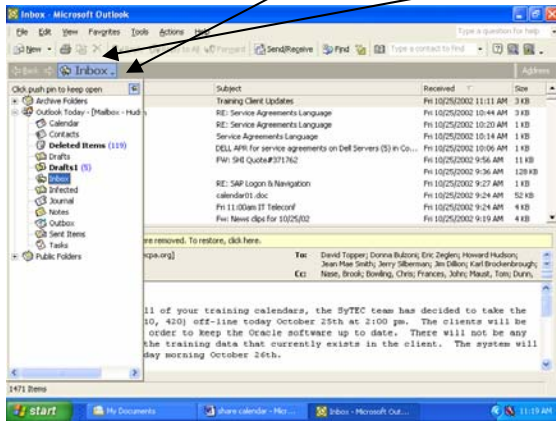


Calendar Sharing

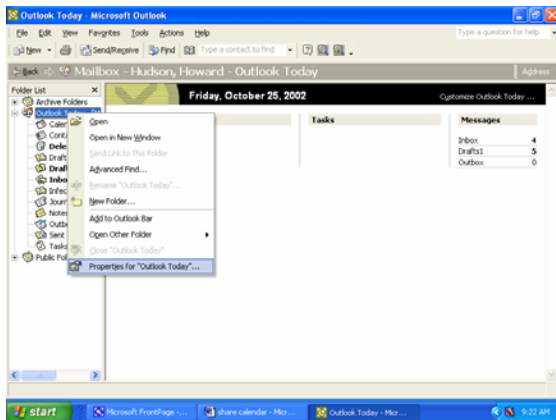
Steps for Sharing Your Calendar With Another Person (Sharer)

The following steps must be completed from your PC. This is the person who wants to share his or her calendar with others (Your PC).

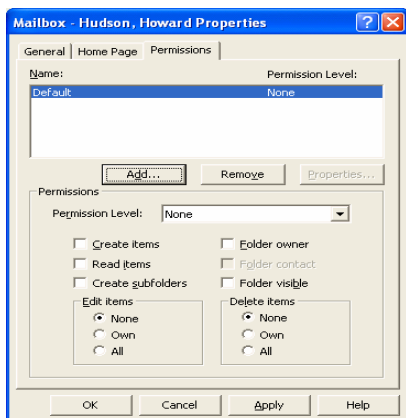
1. Change your menu to the folder list view. Click on **Inbox**, a pop-up box will appear. Click on the **push-pin** in the upper right hand corner of the pop-up box.



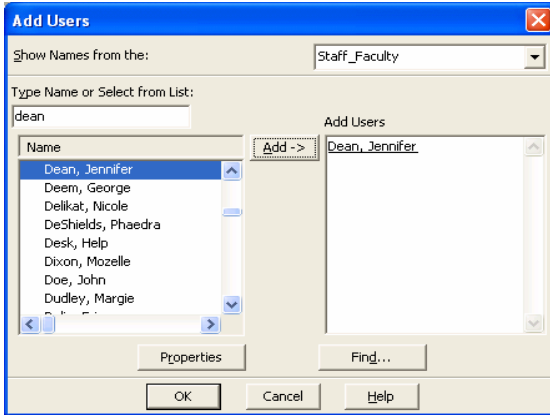
2. Click on Outlook Today and then scroll down and click on **Properties for "Outlook Today"**.



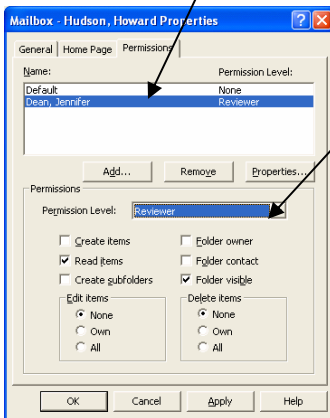
3. Click on the **Permissions** tab then click the **ADD** button.



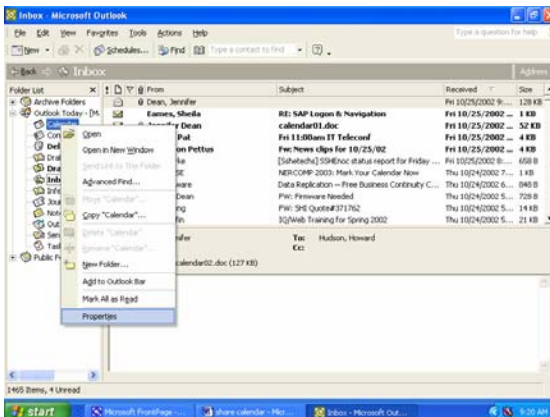
4. **Set Show Name from the:** display list to **Staff_Faculty**. Select the person that you want to share your calendar with then click **ADD** and **OK**.



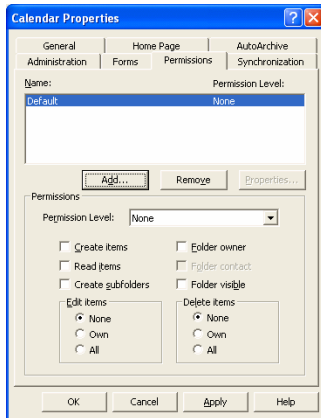
5. Click on the person's name that you want to share your calendar with and then go to **Permission level:** and select **Reviewer** from the drop-down list. Click **Apply** and **OK**.



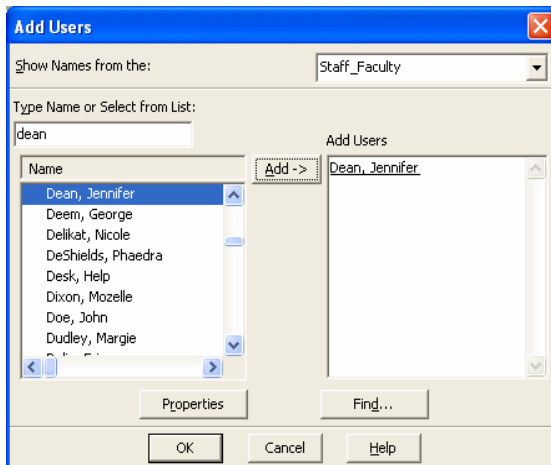
6. In the folder list, click on **calendar**, right click, and scroll down then click on **Properties**.



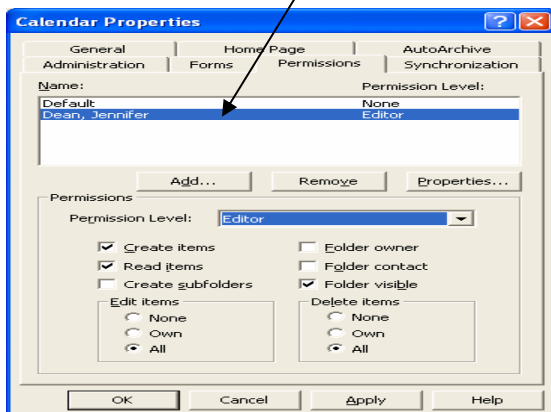
7. Click on the **Permissions** tab and then click on **ADD**



8. Set **Show Name from the:** display list to **Staff_Faculty**. Select the person that you want to share your calendar with then click **ADD** and **OK**



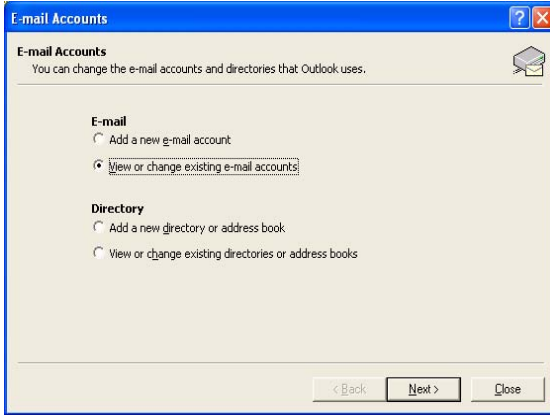
9. Click on the person's name that you have added. Go to **Permission Level:** and select **Editor** from the drop down menu then click **Apply** and **OK**.



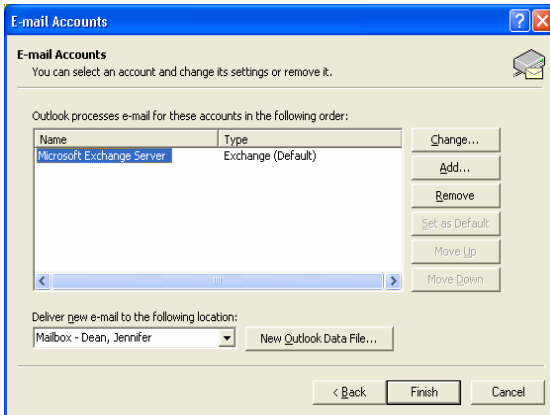
Steps for setting up the end-user's PC (Sharee)

The following steps must be completed on the person's PC that you want to share your calendar with (other person's PC).

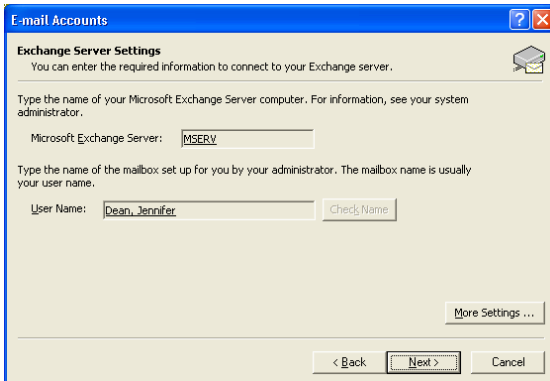
1. Open **Outlook**, from your menu bar click on **Tools**, scroll down and click on **E-mail Accounts**. At the following screen select **View or change existing e-mail accounts** then click on **Next**.



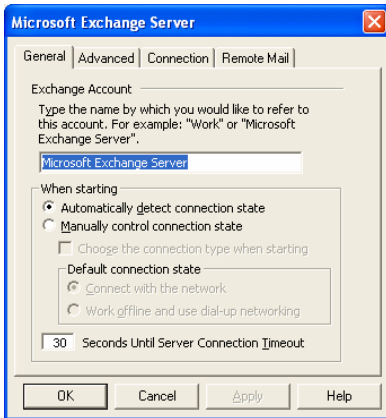
2. Click on **Microsoft Exchange Server** then click on **Change**.



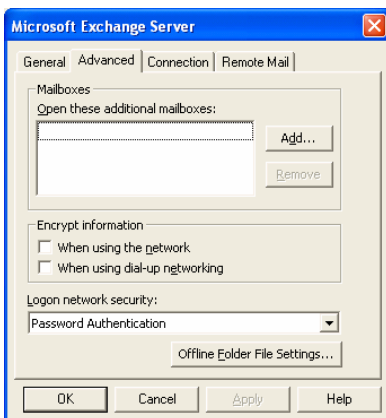
3. Click on **More Settings**



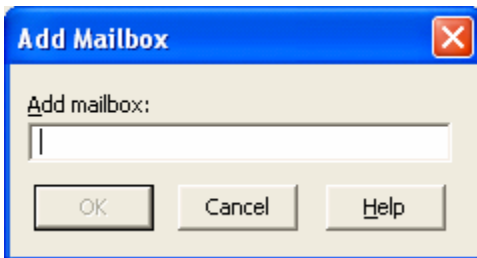
4. At the following screen click on the **Advanced** tab.



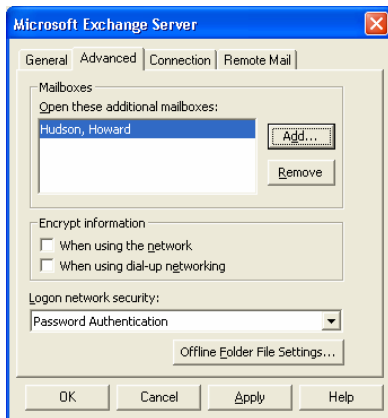
5. Click on **ADD**



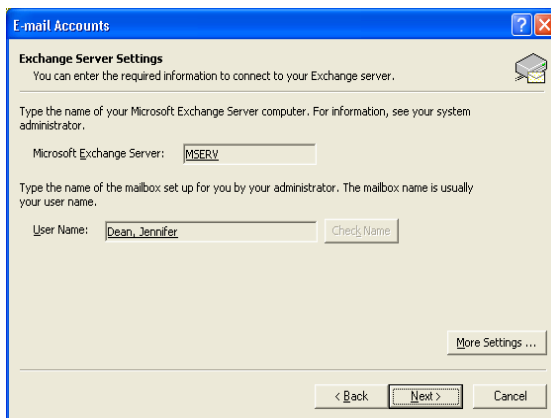
6. The following pop up box will appear. Here you will enter the person's **lastname,firstname** (ex.Hudson,Howard) then click **OK**



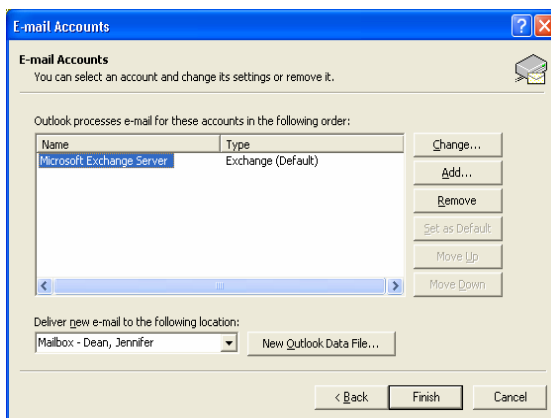
7. The person's name will appear. Click **Apply** and **OK**.



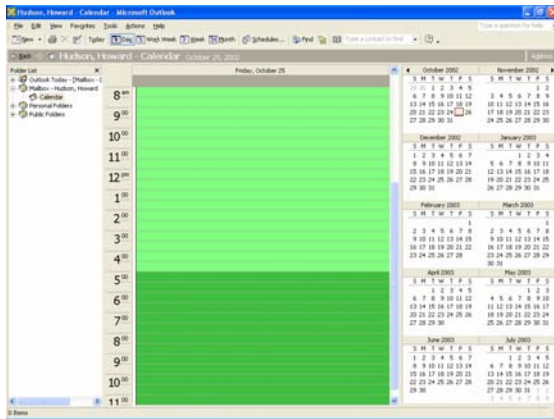
8. Click **Next**



9. Click **Finish**



10. Go to **Folder List** and click on the '+' plus sign next to the person's name that you just created (ex. Mailbox-Howard Hudson) then click on **calendar**. You now have access to the shared calendar.



You can make any changes, updates or modifications as needed.

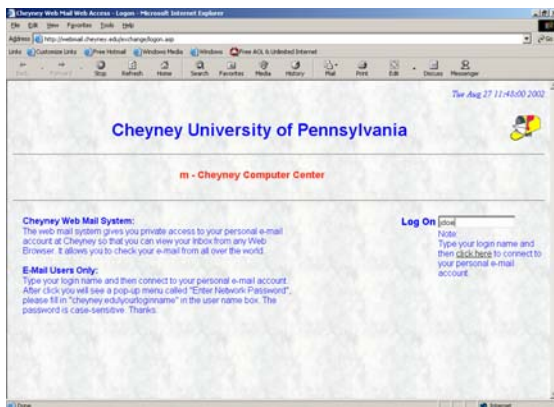
WebMail

WebMail is a graphical interface tool that gives you the capability of accessing your email account through any web browser from anywhere in the world. WebMail accounts should be used when you are away from campus. (Ex. home, business trip). It is the only way to get essential information sent to you by email off-campus. Your WebMail account will be setup the same time as your e-mail account.

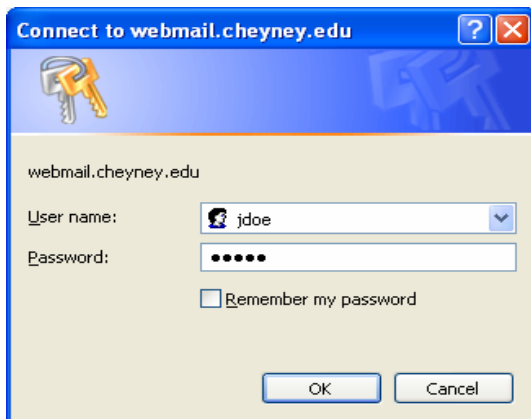
Accessing Web Mail

If you don't have a computer you can access your email via the Internet. Type <https://webmail.cheyney.edu> (do not type www. in front of the address) in the address bar. Be sure you put the "s" after the http. This initiates a secure connection. If you get a security message, click Continue or Next.

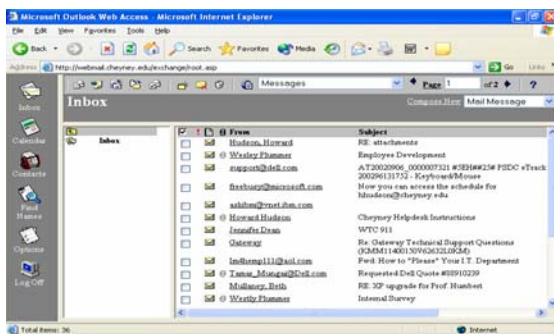
The following screen will appear. Enter your **Log on** name and click on **click here**. (Username- first initial and last name) Ex. – John Doe - jdoe



2. Once your log on name is entered the following screen will appear. Enter **jdoe** (use your own username) for User Name, enter your password then **click OK**.



3. You will go directly to your inbox.



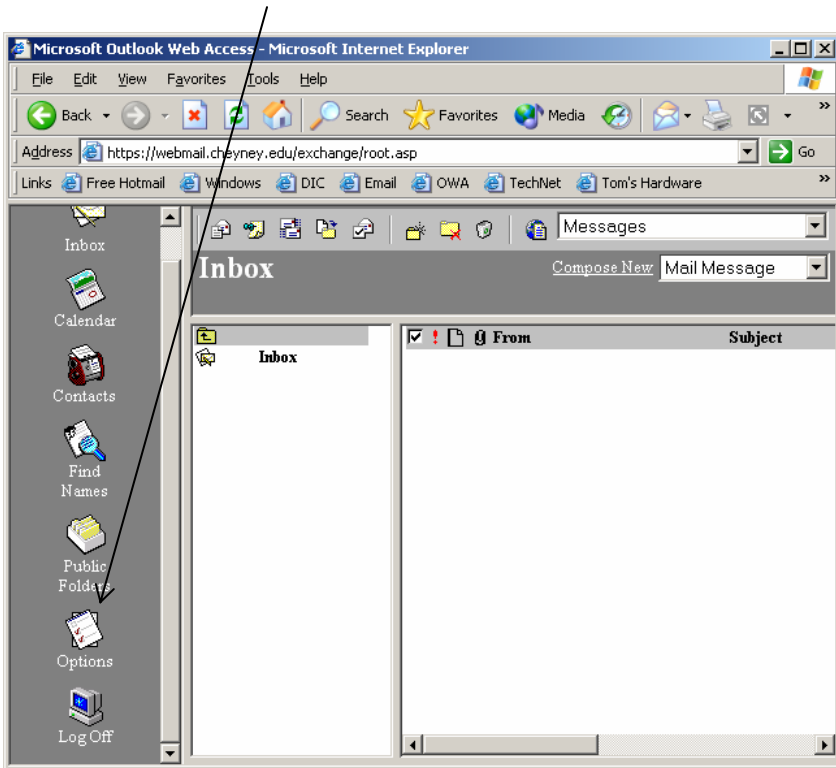
****Please note: There is a size restriction on all Cheyney mailboxes. If you do not occasionally delete old messages from your inbox and sent items folders, you will reach the size limit and your mailbox will be locked. You will not be able to send or receive mail until you free up space by deleting old messages.***

****Remember that Cheyney email is a business email address, and not used as your personal email account.***

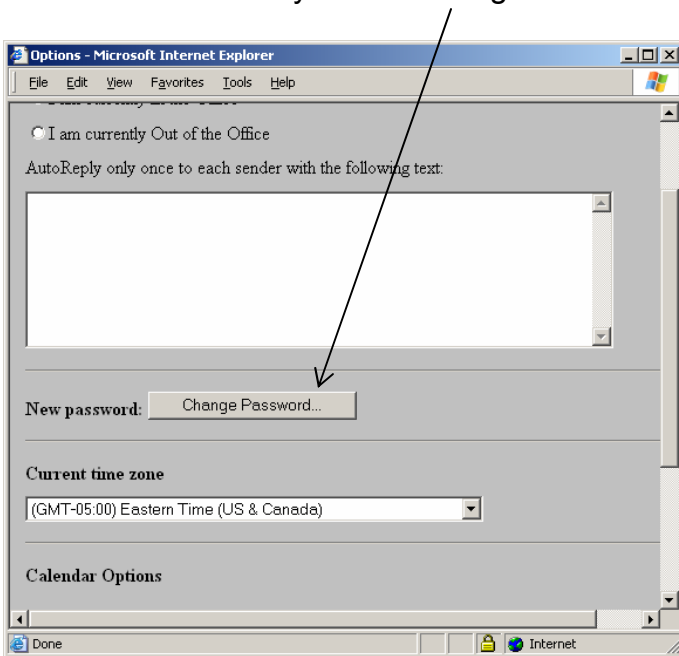
Changing your Web Mail Password

To change your Cheyney University e-mail password, you must go through Outlook Web Mail Access (OWA). You can do this from anywhere as long as you have access to a web browser. To change your password in OWA, you need either Netscape Navigator 4.0 or later, or Microsoft Internet Explorer (IE) 4.0 or later.

1. Log Into Web mail
2. To change your password:
Click on the Options icon on the left-hand Outlook bar.



3. Scroll down until you see Change Password and click on it.



4. Enter the information in the following dialog box. To move from one line to another in the dialog box, press the TAB key or click the mouse in the box.



5. In the dialog box above type in the following:
 - a. Domain: cheyney.edu
 - b. Account: first initial last name ex. jdoe
 - c. Type in your Old password.
 - d. Type in your new password
 - e. Confirm your new password.
 - f. Click OK. **Be sure to read the text in the window** to see if it says "Password successfully changed." If it doesn't, your password change didn't work and you'll have to begin again.
 - g. Close the window by clicking in the "X" in the upper right-hand corner.

IMPORTANT!

When you are finished using Web mail you must click the Log Off icon then go to the FILE menu and choose either Quit or Close. If you don't complete both of these steps, your e-mail will be open to the next web browser user

Virus Protection

How to recognize a virus

If you get an email and you do not know the person that it came from, do not open it. If your machine gives you unusual errors, reboot your machine. If the machine gives you the same error, send a work-order to the Helpdesk. Emails that have unusual names or extensions that you have never seen before could be viruses.

What to do when you get a virus

If you suspect that you have a virus, update your virus protection and run a scan. Make sure to update the virus definition file first. Follow the steps below to update your DAT file manually.

If you suspect that an email has a virus, delete it right away. Do not download unknown items.

Do not open attachments in an email message from an unknown person. This is usually what contains the virus. Once you see that you do not recognize the person that sent you the email or it just looks suspicious, delete it. Know who is emailing you, so you can determine whether to read or delete it.

Since new viruses are discovered on a daily basis McAfee Anti-Virus Software has been installed on all the PC's on campus as a proactive defense against virus attacks. When you start your computer, V-Shield is enabled and begins virus scanning in the background as you work.

How is a virus detected?

McAfee maintains a database of viruses with their signature files. Virus scanning looks for similar files on your system. If the files match the McAfee file, a virus is detected. The files maintained within McAfee are called DAT files. The user will be prompted to clean, delete or move the infected file. You should elect to clean the virus.

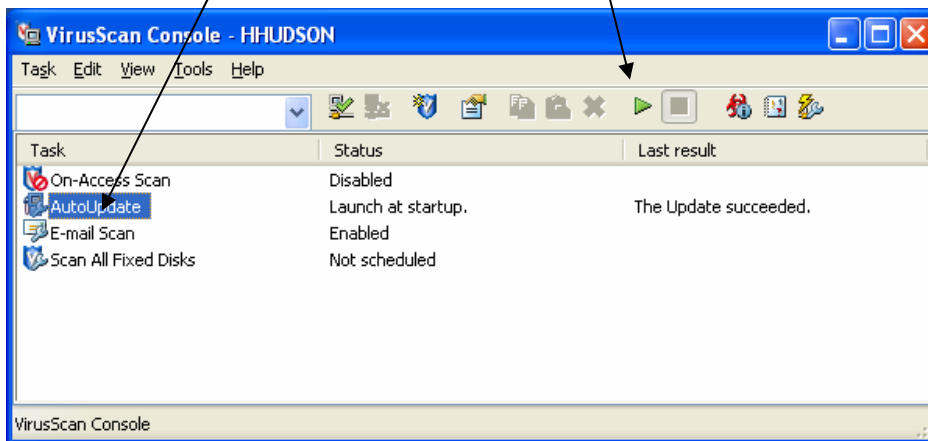
What are DAT files?

The DAT files are used to identify new viruses. McAfee constantly updates the DAT files as they identify each type of virus. With viruses being released each day, it is important to maintain current DAT files.

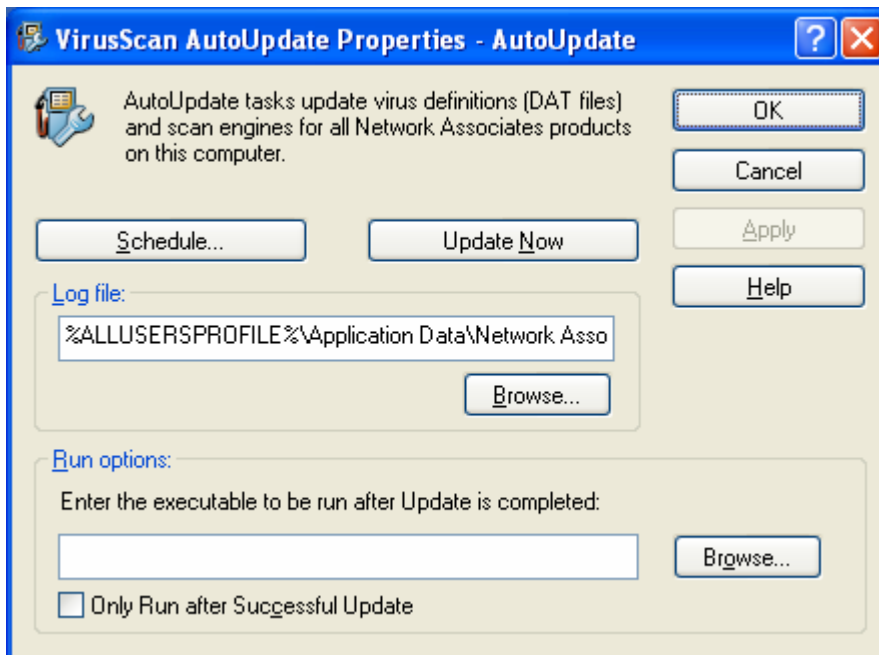
Updating your .DAT file

Click **Start, All Programs, Network Associates, and VirusScan Console**.

1. Click on **Auto Update**, and then click **Start**.



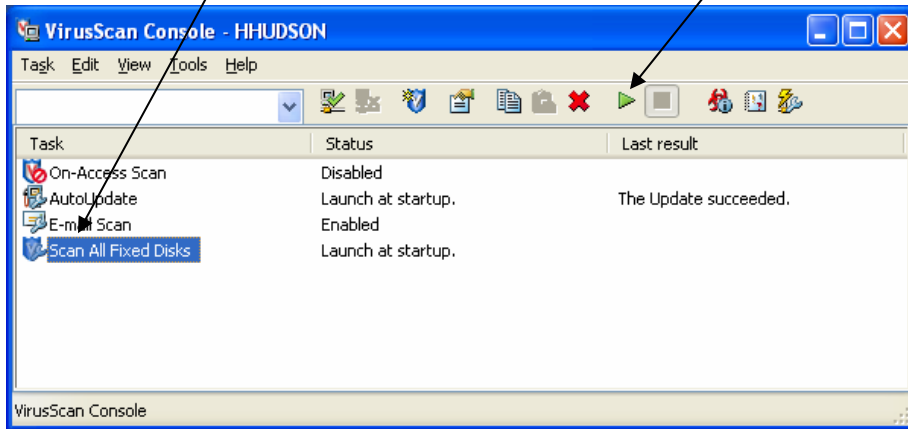
2. Click **Update Now** or **Schedule** a later time to update (Daily, Weekly, At Startup, etc.)



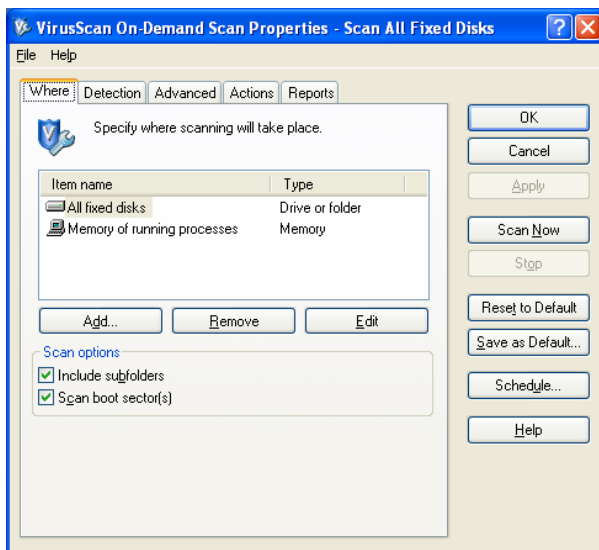
Scanning for Viruses

Click **Start, All Programs, Network Associates, and VirusScan Console.** .

1. Click on **Scan all Fixed Disks**, and then click **Start**.



2. Click **Scan Now or Schedule** a later time to scan (Daily, Weekly, At Startup, etc.)



For more information on viruses, please visit the following web sites:

www.mcafee.com

Navigating in Windows XP

Windows XP Login

Windows XP requires all users to log in to their computers. At startup a screen appears instructing you to press Ctrl + Alt + Del to begin the logon process. You must press these three keys simultaneously. A screen then appears prompting you for your username, password and domain. The username field will have the username of the last person that logged into the computer. If that username is not yours, simply change it to your username. Next enter your password; your password will appear as a series of dots on the screen. This is to protect the security of your password from persons who happen to walk by or stand behind you. Next check to make sure the domain you are logging into is cheyney.edu. There is a dropdown box so you can select which domain to log in to. If you don't see the domain dropdown box hit options and it should appear. Please note that Student Lab computers will not have the domain listed. All student labs operate in workgroups instead of a domain.

Windows XP can be divided into two functional areas:

The Taskbar: Located at the bottom of the screen contains the Start menu, system clock and lists all of the currently running applications.

The Desktop: This is the main background screen and contains "My Computer", the "Recycle Bin", and any files or shortcuts to programs that the user wishes to add.

The Task Bar: The task bar has two main functions:

- The Start Menu is located on the Taskbar and will allow a user to access nearly all Windows programs, settings, and documents.
- All running programs will be listed on the Taskbar allowing the user to easily switch between programs (multitasking).

The Taskbar also has the following properties:

- It can be moved to any of the four edges of the screen by clicking & dragging it.
- It can be hidden (right click it then select "Properties").
- It can be made larger (click & drag it by its edge).
- Most memory resident programs (anti-virus, sound card volume, print jobs, etc.) can be accessed through the task bar. These items are found in the right-hand corner of the task bar.

Start: Left click to access programs and other features. Right click for shortcut to Explorer

Program Icons: Programs currently running will appear here. Click a program's icon to switch to that program

Clock: Hold mouse over (but don't click) to see current date. Double click to change time and date



THE START MENU

The **Start** icon that is located on the Taskbar holds menus for nearly everything the user would wish to do in Windows XP. It is normally located in the lower left corner of the screen.

1. Click the **Start** button. The following menu will appear

Connect To: Access to Control Panel, Printers, & the Taskbar

Printers and Faxes: Displays all configured printers and printers configured for faxing.

Help and Support: Used to get help on Windows XP.

Search: Used to find files, folders, computers and other people.

Run: Used as an alternative method to launch executable files (usually to install programs), programs and URL's.

My Documents: Opens My Documents Folder, used to store each user's personal files.

My Recent Documents: Lists recently opened documents.

My Pictures: Opens My Pictures folder, a subfolder of My Documents, used to store digital photos.

My Music: Opens My Music folder, a subfolder of My Documents, used to store music.

My Computer: Provides access to disk drives, control panel, and the user's My Documents folder. Also contains shared drives and folders.

Control Panel: Displays items associated with the configuration of the PC and Windows XP.



ALL Programs: Displays software programs installed on the PC.

Logoff: Logs off current user or switches to another user.

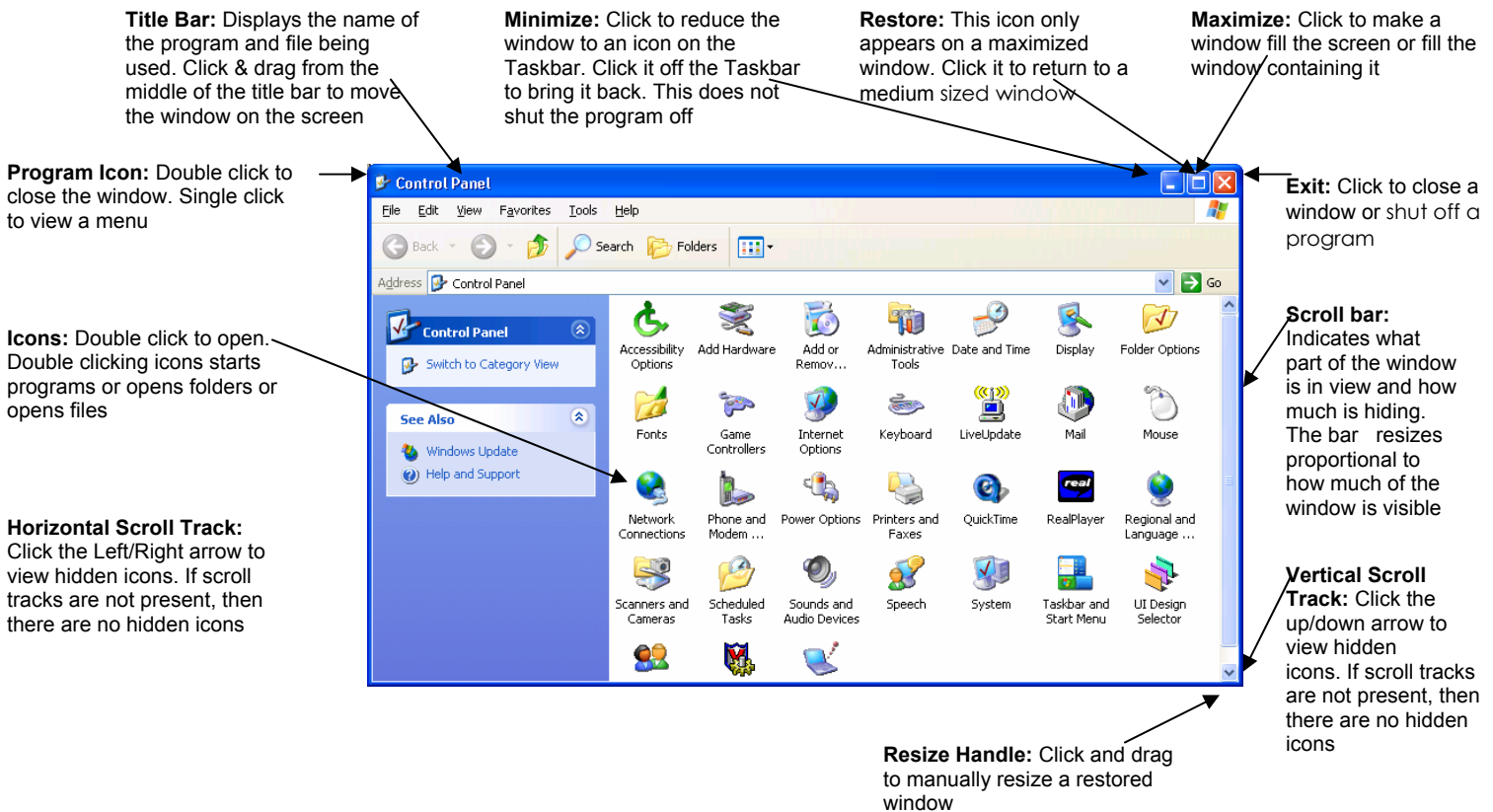
Shutdown: Used to shut down Windows and turns off the PC. Also restarts the PC or places it in standby mode.

Normally, every program started in Windows XP runs inside of a window frame. The commands on the window frame are the same for every program. A window can be in one of three states:

Maximized: The window fills the entire screen unless it is a window within a window and then it can get no larger than the outer window. Maximized is usually the preferable way to work.

Minimized: The window becomes an icon on the Taskbar. Click its icon on the Taskbar to open it again. Use this when you don't need the program for the moment but are not ready to shut it off.

Restored: The window is neither Minimized nor Maximized but exist in an in-between state. A Restored window can be manually resized to any shape. The illustration below explains the controls on a typical window frame using "My Computer" as an example. Note that your computer may list other drives in the "My Computer" window. Double click the desktop icon: "My Computer"



Windows EXPLORER

Explorer allows the user to:

- Copy & Move Files between Drives and Folders
- Format Disks
- Create Folders (Subdirectories)
- Delete Files & Folders
- Rename Files & Folders
- Search and Sort files
- Change File Properties

There are several ways of getting to Explorer, here is the fastest:

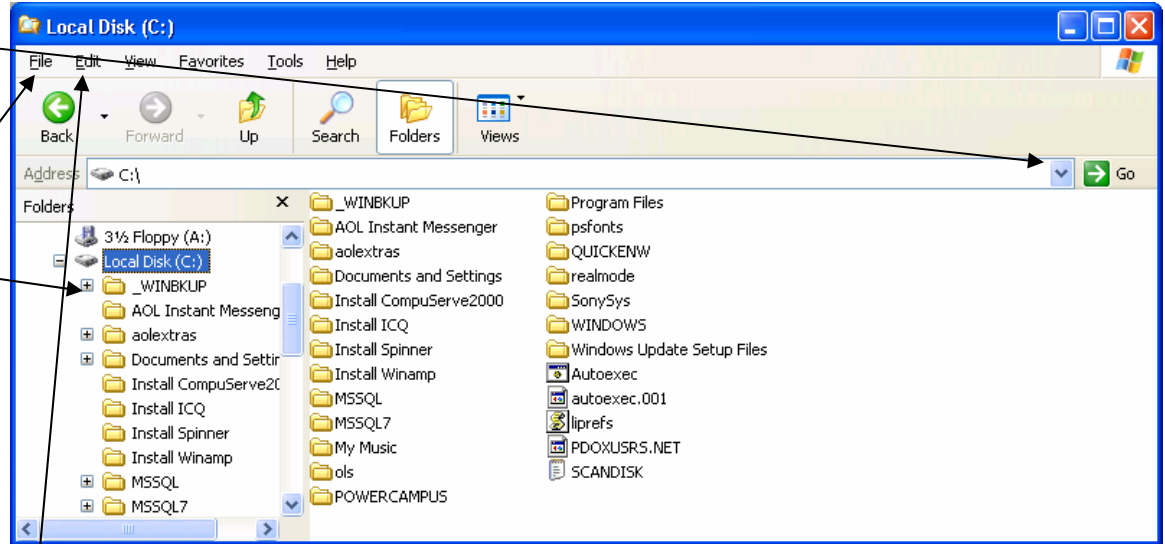
1. From the Taskbar, Right click the START button

2. From the pop-up menu, click on: "Explore"

Drive List: Click the down arrow to view a list of all drives, and folders on the Desktop.

Directory Tree: All drives and folders are listed in this window. Click a folder to see its contents.

File (click)
Delete: Removes selected files and places them in the Recycle Bin.



Edit (click)

Copy: Copies selected files without removing them from current folder.

Cut: Moves selected files from current folder to a desired location.

Paste: Pastes a copied or cut file or folder to its desired location

Select All: Selects all files in the current folder.

Undo Copy: Cancels last operation performed.

IQ.Student

IQ.Student offers students, faculty, administrators, and other members of the Cheyney's learning community secure, real-time access to the information they need in an easy-to-use format. Users no longer have to stand in lines and fill out forms, freeing administrators to focus on improving the quality of constituency services and the processing of information critical to institutional operations. Information stored in the PowerCAMPUS database can be accessed securely from any computer via IQ.Student. To access IQ.Student go to the Cheyney web site at www.cheyney.edu , click on **Faculty & Staff**, click on **resources** then click on IQ.Student or just type in the following address <https://abtiq.cheyney.edu/iqweb/Default.asp> for direct access.

You will need to use your User Id and PIN number to access the system. Assistance with your Username and PIN number can be obtained from the Registrar's Office.

FAQ's

Help\Support

Where can I get help on technology related problems, hardware and software support, etc?

Search for answers in FAQ's or Helpful Hints. If your problem cannot be solved submit a work-order via online helpdesk system.

Email\Webmail Questions

Who is Email available to?

Email is currently available to all students, faculty and staff.

What are "Outlook", "Outlook Web Access", and "Exchange"?

Microsoft Exchange is the E-mail server, you use an Exchange client to read your e-mail from the Exchange server, and when you send mail it is sent through the Exchange server. Microsoft Outlook is a client software application loaded on a Windows PC or Macintosh computer that can communicate directly with the Exchange server. Outlook Web Access is the web-based client that does not require any software to be loaded on the local computer system. Users of Outlook Web Access simply use a standard web browser to send and receive their e-mail messages.

How do people send mail to me?

Your e-mail address is your username at cheyney.edu. For example, if your username is jdoe, your e-mail address is jdoe@cheyney.edu Please keep in mind that usernames are not case sensitive, so sending mail to jdoe@cheyney.edu or JDOE@CHEYNEY.EDU would work the same.

How much E-mail can my Outlook account hold before it is full?

Outlook Email and Web Access accounts have a maximum capacity of **20MB** of storage. You will begin receiving warnings about low-space when you exceed **18MB** of consumed storage, and you won't be able to send messages while you have exceeded 20MB of storage. If you exceed 20MB of space, incoming mail will be returned to the sender as undeliverable. All e-mail users are encouraged to delete unneeded messages and empty their deleted items folder regularly. The system will send you a warning every day if you have exceeded the maximum amount of space.

Will the server automatically empty my Deleted Items folder?

NO, you will need to empty your Deleted Items folder; the system will not do it for you. Users are encouraged to empty their deleted items more regularly, however. Outlook Web Access users can empty their deleted items folder by clicking the

"Empty Delete Folder" icon. **Remember that deleted items take up your emails storage space. You must delete your deleted items.**

What can I do if I run out of storage space?

If you run out of space, you will no longer be able to send or receive e-mail messages. Be sure to check inside your sent items folder by clicking on the "up" folder icon and then clicking on the Sent Items folder. Check the box next to the items you no longer need and then click the Delete Marked Items icon. After you have deleted all the items you no longer need, permanently remove them by clicking the "Empty Deleted Items Folder" icon on the top toolbar. After you have cleaned up your account and emptied your deleted items folder, you should have enough space to send and receive messages again. The system will send you a warning every day (at approximately 5:00am) to warn you if you have exceeded the storage limit . This warning will continue until your mailbox is cleaned up.

IQ.Student Questions

Why does IQ.Student need my email address?

Email addresses are used by IQ.Student to keep you informed of new features, campus happenings, and important course information. Also, if you ever forget your password, a new one or a hint to remember the existing one can be emailed to you.

What if I forget my password?

Contact the Registrar's Office (ext. 2437 or registrar@cheyney.edu) to setup your user account.

How do I find out more information about a specific course section?

Click on the course name or the magnifying glass. A window will display with additional information such as prerequisites, fees and available credit types (grading options).

Hardware\Software Questions

What do I need to connect my laptop computer?

Some Windows laptop computers have Ethernet ports built-in. If your model does not, you will need a PCMCIA Ethernet card. This card looks like a credit card.

Please note: If you have an older laptop (3 years old or older), you will need to buy a non-card bus card.

I have an AOL account. Can I use my account on Cheyney's network?

Yes! In fact it is better to use your AOL account on our network instead of using a modem connection. Since you don't have to dial-up to our network, there are no busy signals and you don't have to tie up your phone line. When you use our

network you can stay on 24 hours a day, seven days a week and our network is faster than a modem. If you just need to check your e-mail, just go to AOL.com.

Helpful Hints

Things to try before contacting the Helpdesk

Avoiding SPAM

Spam is unsolicited email that's typically sent to multiple individuals at once. Oftentimes, spam advertises a product, service or website. Just like you receive junk mail delivered to your home from the post office, spam is delivered to your email inbox. Spam is the Internet's equivalent of junk mail.

However, spam can be more misleading or offensive than junk email. Some spam contains fraudulent information, in hopes of soliciting your business. While other spam may contain pornographic images and text. To avoid spam you should make yourself as hard to reach as possible. Below are three easy things that you can do right now to avoid landing on a spammer's email list:

1. Don't Fill-out forms with a Cheyney Email address. Whenever you fill out Web registration forms, surveys and so on, **Do-Not** type in your Cheyney email address. Don't display your Cheyney email address in public, create an alternative email account through free services like Yahoo and Hot Mail. Use these email accounts to place web orders, complete information requests, etc.

2. Don't Reply to Spam The vast bulk of get-rich-quick schemes, pornography sites, free vacations, work at home, weight loss, herbal stimulants, and so on that come to you through e-mail are actually spam waiting for you to reply. - if you attempt to remove yourself from a spammers list you are telling them, "I'm alive, and I read this e-mail - send me lots more!" Reporting spam to the sender's ISP is time-consuming and usually ineffective as well. The best and fastest approach is simply to delete the spam e-mails.

3. Deal With "Forwards". Co-workers, friends or relatives who send you jokes, pictures, rumors, dubious news items, and so on are increasing your chances of ending up on a spammers list. While this practice may seem harmless, these messages often bear attachments. Not only does this clog your inbox, the sender often forwards you a virus-infected attachment without realizing it. In addition to the direct risk, sending an e-mail to a list of recipients often exposes **ALL** of the e-mail addresses it was sent to. If the message in turn gets forwarded to multiple generations of other recipients, your e-mail address may end up in the hands of a spammer. To avoid this risk simply delete the message.

PC or Application Locks Up

1. Close out the program that's giving you problems and reopen it.

If hitting the X to close the program doesn't work hit **control+alt+delete**. The Windows Security Menu will appear, click on **Task Manager**, choose the applications tab, highlight the program that is not responding and click **End Task**.

2. Reboot the computer

Go to **start, shutdown**, and then click **restart**.

3. Try using the help feature

You can either push the **F1** key or go to start, click **Help**.

4. As a last resort

If this does not work, and the computer will not let you do anything, push the power button and hold it down until the pc turns off. Wait a few seconds, then turn it back on, and proceed normally

Finally if holding the power button doesn't work unplug the power cord and plug it back in, then turn it computer back on.

Printers Problems

1. First Step

Check the printer and make sure that the on/off switch is turned **ON** and the **ONLINE or GO** button is set to **Ready**. Check for any error messages on the display panel. Make sure that the power and printer cables are connected properly. Finally if all else fails **restart** your printer and PC.

2. Clearing the queue of print jobs

If your print job is stuck in the queue, double click on the printer icon in the bottom right hand corner on the screen (located next to the clock) highlight the job, right click on it, and hit cancel. If it is not your print job, you do not have permission to clear or delete it.

3. Clearing a paper jam

Open every door on the printer and check to see if any paper is stuck inside. Check under the printer cartridge. If there is an error message on the printer, it might tell you where the paper jam is. When you see it, pull it out gently. **Do not tear the paper.**

File Maintenance

Save all of your files in My Documents. Make subdirectories within My Documents for similar files that you want to save. Always keep a backup your files and emails on a floppy disk or zip disk just in case your hard drive crashes.

Selecting Files

To move, copy, or delete files, they must be selected first. Listed below are several methods of selecting files.

- **Click a file:** To select a single file.
- **Control + A:** Selects all files in the current folder.
- **Control + Click:** To select multiple, nonadjacent files.
- **Click, & Shift + Click:** Selects multiple, adjacent files.

Moving/Copying Files

Warning: Unless you are an expert, you should only move files that you have created yourself such as Word documents, Excel spreadsheets, etc. If you move program files, the program may no longer function properly. When files are clicked & dragged using the **left** mouse button, the results can vary from creating a shortcut to moving or copying depending on the type of file it is and where it is being taken. The rules for using the **left** mouse button are listed below.

- Clicking and dragging files on the same drive moves the files unless the file is an executable file and then it creates a shortcut.
- Clicking and dragging files between different drives copies the files.
- Control Click & Drag always copies.
- Shift Click & Drag always moves.
- Clicking and dragging between the Desktop to the C: drive is a move. This is because technically, the Desktop is merely a sub directory on the C: drive.

Moving/Copying Files: A better way rather than remembering the rules listed above and much simpler to manipulate files is to use the **Right** mouse button. Windows XP will ask what action is to be performed: Copy, Move, or Shortcut

Using The Clipboard To Move/Copy Files

The Clipboard can also be used to move and copy files.

1. Select a file(s).
2. From the menu, click on **EDIT**, then:
Copy to copy the file or **Cut** to move the file
3. Select a destination folder by clicking it.
4. From the menu, click on **EDIT**, then **PASTE**
(the file appears in the new location)

Renaming A File

1. Select the file.
2. From the menu, click on: **FILE** then **RENAME**
3. Type in a new name and press **ENTER**

Note:

When renaming files, whose extensions are hidden, don't type the extension. When renaming files, whose extensions are visible, type the file extension.

Deleting Files & Folders

To delete a file or a folder:

1. Click on the file or folder to be deleted.
2. Press the DELETE key on the keyboard.

Notes:

- Files deleted on a hard drive are moved to the recycle bin.
- Files deleted from a floppy disk are not moved to the recycle bin and are deleted permanently. Deleting a folder deletes all sub-folders and files that are part of it.

TIP: You can also Right click a file to rename and delete it.

Formatting A Disk In Drive A:

- Before a disk can be used for the first time, it must be formatted. Formatting prepares the disk to accept information from the operating system. (Disks sold as formatted do not need to be reformatted before use)
- Use caution when formatting a disk as it will erase any information that is currently on the disk.

To format a Disk:

- **Right** Click on the **A:** icon.
- From the pop up menu, select **FORMAT**
- Select **FULL**
- Click **OK**

The following options are available when formatting a diskette:

- **Quick:** Use this to re-format a disk which has already been formatted.
- **Full:** Use this to format a disk for the first time.
- **Copy System Files Only:** Makes an already formatted disk into a boot disk.

Using the Mouse.

Single Left Click: Used to press buttons or select options, objects, and menus. (OK, Cancel, Save, and Open buttons, option boxes, radio buttons, down arrows, etc.)

Double Left Click: Used primarily to start programs and open windows. (My Computer, Desktop, Shortcuts, Recycle Bin, etc.)

Single Right Click: Used to look at an icon's properties and get to special menus. **Left Click & Drag:** Used to move and copy icons, windows, files, and highlight text.

Right Click & Drag: Used to move, copy, & create Shortcuts on the desktop or in Explorer. This method is preferred over left click & drag because it brings up a menu that gives the user options to choose from.

Keyboarding Shortcuts

The following are keyboard shortcuts to Windows XP:

- ALT + F4:** Closes windows; exits programs.
- ALT + TAB:** Switches between running programs.
- Control + Esc:** Brings up the Start menu.
- TAB:** Toggles the user between the Desktop, the Start Menu, and icons on the Task Bar. After the Desktop or the Taskbar is made active, the keyboard arrows can be used to move between objects.
- ENTER:** Opens the selected object. (The keyboard equivalent of a double click.)

ALT + ENTER:	Opens the properties window of the selected object. (In DOS programs, Alt + Enter toggles the program between full screen mode and window mode.)
ALT:	In programs, activates the menu bar. Keyboard arrows can then be used to navigate the menus.
F1:	Activates Help.
Shift + F10:	Brings up the shortcut menu (same as a right click).
Control + X:	Cuts to the Clipboard.
Control + C:	Copies to the Clipboard.
Control + V:	Pastes from the Clipboard.
Control + Z:	Undo the last action.

Advanced Keyboard Commands

Holding the shift key while inserting a CD-ROM: bypasses AutoPlay.

Basic PC Cleanup Tools

Scan Disk

This feature finds and corrects errors on your hard drive. Click on **Start, Run,** when the command box appears, type in **chkdsk c: /f/r**

Defragmenting

Disk Defragmenter locates fragmented files and folders on local volumes. A fragmented file or folder is split up into many pieces and scattered over a volume. When a volume contains a lot of fragmented files and folders, Windows takes longer to gain access to them because it requires several additional disk drive reads to collect the various pieces. Creating new files and folders also takes longer because the free space available on the volume is scattered. Windows must then save new files and folders to various locations on the volume. Disk Defragmenter moves the pieces of each file or folder to one location on the volume, so that each occupies a single, contiguous space on the disk drive. As a result, your system can gain access to your files and folders and save new ones more efficiently. By consolidating your files and folders, Disk Defragmenter also consolidates your free space, making it less likely that new files will be fragmented.

To find Disk Defragmenter, right click on **My Computer**, click manage, click **Disk Defragmenter**, then click **Defragment**. You do not have to click analyze.

Deleting Temp files

Temp files take up unnecessary space on your hard drive. To delete them, go to **Start, Search, all files and folders** and then type in ***.tmp**. This brings up your temp files and you can delete them from here. After rebooting, you can choose to empty the recycle bin.

Clearing the Internet History Folder

The Internet history folder stores every Internet page that you have viewed. This folder should be cleared regularly to free up hard disk space. Right click on the **Internet Explorer** icon and go to **Internet Properties**. Click on **Delete Files** under Temporary Internet file. Under History click on the **Clear History** button. Also you can set the amount of days that viewed pages remain in the history folder.

Deleting items out of the recycle bin

Items in the recycle bin are not actually deleted. They are taking up space on your hard drive. When you want to permanently delete something, right click on the recycle bin icon and click on empty recycle bin.

Unnecessary Things on the PC

- a. Downloading screensavers
- b. Downloading wallpapers
- c. Installing Desktop Themes
- d. Downloading and installing items from the internet that you are unsure about.
- e. Playing music via internet
- f. Playing Movies
- g. Playing games online and offline.

***Do NOT download or install any of these items. They slow down the computer, and take up necessary resources and hard drive space. Things that are downloaded from the Internet may contain viruses. If you are unsure of what you are downloading or installing, please Do Not Put It On The Machine.**

Cables, Network Connections

How to check cables if there is a network problem

If you cannot get on the network, there is a chance that your network cable might not be plugged in all the way. You can check this by looking in the back of your computer for a cable that connects from your PC to the wall jack. Make sure that this cable is firmly inserted into the back of the computer, and in the wall jack.

Using the Right Mouse Click when needed

Throughout this information sheet, you have seen the words right click many times. The right mouse button is a shortcut used to access items on your menu bar faster.

Microsoft Office

Office 97 and Office 2000 & XP are basically the same. Office 2000 & XP may have a few added features, but they are basically the same, the icons just look a little different.

Shutting down a PC properly

Do not just push the power button. The proper way to shut down your system is to click on Start, Shut Down. You will be prompted to make a selection. The choices are described below in detail.

- ***Shut Down the Computer:*** Choose this option when you're finished using your computer for the day. When Windows displays a message telling you to shut off your computer, you can safely turn off the machine.
- ***Restart the Computer:*** Choose this option to shut down and then restart the computer in Windows mode. You use this option when you've changed configuration in the Control Panel, for example, and you want that configuration to take effect.
- ***Log off:*** Click **Start, Log off**, and then click **Log off**. When you log off from the computer, you close your user account but the computer remains on for easy access the next time you log on. To log on, click your user account icon on the Welcome screen. Or, on a domain, press CTRL+ALT+DEL, and then type your account information.

Computer Labs

Cheyney University of Pennsylvania has 21 computer labs. Twenty labs (20) located on Main Campus and one (1) lab at The Urban Center (Philadelphia). Over 320 systems are available for student use. These systems are divided between thirteen (13) Academic Classroom Labs and eight (8) Student Labs. All Academic Classroom Labs and Student Labs operate under a Windows XP operating system with Microsoft XP Office Professional- Word, Excel, PowerPoint, Access, FrontPage and Publisher. Internet and email access are provided in each lab, as well as over twenty course specific applications.

Below is a listing of all labs and their locations on campus:

Student Computing Labs

- **King Hall Lab, King Hall, 1st Floor**
- **Library Student Lab, Library, Main Floor**
- **Truth Hall Lab, Truth Hall, 1st Floor**
- **Truth Hall Lab, Truth Hall, 5th Floor**
- **Tubman Hall Lab, Tubman Hall, 7th Floor**
- **Urban Center Public Lab, Urban Center (Philadelphia), Room 308**
- **Vaux Student Lab, Vaux Hall, Room 29**
- **Yarnall Hall Lab, Yarnall Hall, 2nd Floor**

Academic Computing Labs

- **Language Lab, Baily Hall, Room 103**
- **Academic Skills Center, Browne Hall, Room 1**
- **Academic Skills Center, Browne Hall, Room 1A**
- **Academic Skills Center Language Lab, Browne Hall, Room 2**

- **Research Lab, Carver Science, Room 247**
- **Science Lab, Carver Science, Room 39**
- **Social & Behavioral Science Lab, DSS, Room 255**
- **Computer Science Lab, DSS, Room 125**
- **Computer Science Lab, DSS, Room 234**
- **Professional Service\Art Lab, Harris-Turner, 2nd Floor**
- **Math Lab, Library, Lower Level**
- **Business Lab, Logan Hall, Room 216**
- **Education Lab, Logan Hall, Room 210**