Information Technology Assistance Center
Information Booklet

Information Technology Student Workers

2015-2016

September 2015
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistance Center Staff</td>
<td>4</td>
</tr>
<tr>
<td>CARS ID Lookup for the Front Desk</td>
<td>5</td>
</tr>
<tr>
<td>Change Student Password</td>
<td>6</td>
</tr>
<tr>
<td>Student Expired Accounts</td>
<td>6</td>
</tr>
<tr>
<td>E-mail Forwarding</td>
<td>6</td>
</tr>
<tr>
<td>Microsoft Antivirus Security Essentials</td>
<td>7</td>
</tr>
<tr>
<td>Replacing Printer Cartridges</td>
<td>7</td>
</tr>
<tr>
<td>Epson Wide Format Printer</td>
<td>7</td>
</tr>
<tr>
<td>Adding the Network Printers</td>
<td>7</td>
</tr>
<tr>
<td>Burning a CD On A Windows 7 Computer</td>
<td>7</td>
</tr>
<tr>
<td>Burning a CD on a Mac</td>
<td>8</td>
</tr>
<tr>
<td>Using Open Finders</td>
<td>8</td>
</tr>
<tr>
<td>Burning the Disc</td>
<td>8</td>
</tr>
<tr>
<td>Print Booklets from Microsoft Publisher</td>
<td>8</td>
</tr>
<tr>
<td>VMWare View and Software Requests</td>
<td>9</td>
</tr>
<tr>
<td>Register for Courses</td>
<td>9</td>
</tr>
<tr>
<td>Student Name Change</td>
<td>9</td>
</tr>
<tr>
<td>Faculty/Staff Name Change</td>
<td>10</td>
</tr>
<tr>
<td>College for Professional Studies (CPS) Contacts</td>
<td>10</td>
</tr>
<tr>
<td>Audio Visual Requests</td>
<td>10</td>
</tr>
<tr>
<td>Class List Information</td>
<td>10</td>
</tr>
<tr>
<td>Exchange E-mail Problems</td>
<td>10</td>
</tr>
<tr>
<td>Exchange Server</td>
<td>11</td>
</tr>
<tr>
<td>Open Outlook Web Access</td>
<td>11</td>
</tr>
<tr>
<td>Mail Box is Filled Error Message</td>
<td>11</td>
</tr>
<tr>
<td>Recover Deleted Items</td>
<td>12</td>
</tr>
<tr>
<td>Network Paths</td>
<td>12</td>
</tr>
<tr>
<td>Map Network Drive on Windows Computer</td>
<td>12</td>
</tr>
<tr>
<td>Map Network Drives on Apple Computers</td>
<td>13</td>
</tr>
<tr>
<td>Calls Regarding Printer and Computer Issues</td>
<td>13</td>
</tr>
<tr>
<td>Shoretel Phone Check</td>
<td>13</td>
</tr>
<tr>
<td>Change to Standard</td>
<td>13</td>
</tr>
<tr>
<td>Change Communicator View</td>
<td>13</td>
</tr>
<tr>
<td>Check Voice Mail Messages-Faculty and Staff</td>
<td>14</td>
</tr>
<tr>
<td>Check ShoreTel Voice Mail Messages-Student Workers</td>
<td>14</td>
</tr>
<tr>
<td>Siena Heights Mail Service</td>
<td>14</td>
</tr>
<tr>
<td>Virus Alert</td>
<td>14</td>
</tr>
</tbody>
</table>
ASSISTANCE CENTER STAFF

Chief Information Officer
Bob Metz
Ext: 7117, Cell: 517-918-3001

Manager, Information Technology Assistance Center
Assistant E-College Administrator
Wanda House
Ext: 7651, Cell: 517-673-2785

IT Security, Wireless Access
David Blohm or Robert Metz
Ext. 7646 or Ext. 7117

Siena Network, Phone System, My Desktop (VMware View), Email
David Blohm
Ext: 7646

Senior Programmer/Analyst
Brian Sunderland
Ext: 7116

Programmer/Analyst
David Dix
Ext: 7115

Programmer/Analyst
Brian McCary
Ext: 7119

Help Desk Coordinator
Wanda House
Ext: 7651, Cell: 517-673-2785

Computer Lab Coordinator
Emma McFaul
Ext: 7164, Cell: 517-306-3536

Emergency Phone Numbers

For emergency problems with the lab, computers, or network, call AL
Ext. 7156, Cell: 517-270-4387

For emergency problems with Online Registration (CARS), call Bob
Ext. 7117, Cell: 517-918-3001

For emergency problems with the Mac Lab, call Emma
Ext. 7164, Home 517-306-3536

For emergency problems with the lab, computers, or network, E-mail, eCollege
Library Databases, call Bob:
Ext. 7117, Cell: 517-918-3001
CARS ID LOOKUP FOR THE FRONT DESK

When a student or faculty member calls asking about their username and password, student workers need to access this program to look up the caller’s information. The student worker must verify the student information (address and date of birth) before they can change the password or give the caller any information.

- Double-click on the Important Links folder on the Desktop.
- Double-click on the CARS ID Lookup icon in the folder.
- The Authentication Required dialog box will display (see illustration below).

In the User Name box, input frontdesk.
In the Password box, input frontdesk.
Click the OK button.
The CARS ID Lookup window will appear (see illustration below).

- In the Name box, input the Caller’s Last Name.
  - If you know the First Name, input a comma (,) and then the First Name.
  - Occasionally, this will cause an issue.
  - You might find it easier and faster to search by last name and then look through the list for the first name.
  - If the caller knows his/her ID Number input that into the ID box instead of inputting the name.
- Verify the information for the caller.
  - It is important that you ask for the caller’s address in a way that will not give away the information.
  - You can say something like, “For verification purposes, would you please tell me your address and date of birth.”
- Under the Enabled column, check to see if the account is active or not.
  - Y = Yes
  - N = No

- If the caller has an N, by their name, then ask if they are a returning student and need to register for classes. If so, direct the caller to the campus where they plan to take classes.
If the caller would like a copy of their transcript records, forward the call to the Office of the Registrar at extension 7120.

If the caller has other concerns about his/her account, do one of the following:

☆ Place a School Dude call.
☆ Let the people in the Administrative Computer area know.
☆ Let Wanda know about the concern.

**CHANGE STUDENT PASSWORD**

If a student comes to the lab to have his/her password changed, the lab assistant is **required to check** the Student’s ID Card or Driver’s License/State ID card before changing the password. If a student calls the Assistance Center to have their password changed, the student worker **must** log into the CARS ID Lookup and verify the caller information. To change the password:

- Log into Active Directory.
- Search for the student’s username.
- Select the name and then right click.
- Select the Reset Password option.
- The Reset Password dialog box will appear.
  - In the New Password box input the student’s ID number.
  - In the Confirm Password box, input the student’s ID number again.
- Click the OK button to change the password.
- The Active Directory dialog box will appear.
- Click the OK button in this box to complete the change.

**NOTE:** If a fellow employee or professor requests a password change, forward the call to Wanda, House, Emma McFaul or Help Desk Worker.

**NOTE:** If a student calls in for a password change, the Lab Assistant must ask for some identifying information such as the Student’s Address and Birth Date.

**STUDENT EXPIRED ACCOUNTS**

Accounts for students who have graduated from Siena are kept active for 24 months after they graduate. The accounts are then deactivated. If a student has dropped out of Siena, their accounts are deactivated. Students who have dropped out for a semester or longer will have to call their Siena site to be enrolled in courses. Once they are enrolled, their account will be reactivated.

- Search for the student’s account under CARS ID Lookup.
- If the account is not active, an N will appear under Enabled.
- Ask the caller if they plan to re-enroll in classes. If so explain to them that they need to call the office for the campus they plan to attend to enroll.
- If the caller has other concerns about his/her account, do one of the following:
  ☆ Place a School Dude call.
  ☆ Let the people in the Administrative Computer area know.
  ☆ Let Wanda know about the concern.

Passwords for students expire every 120 days and for faculty and staff every 60 days.

**E-MAIL FORWARDING**

Students can choose to forward all email from their Siena Heights account to another third party email account. Siena Heights guarantees delivery to the official Siena Heights account, however it is not responsible for failure to deliver email messages to a third party account.

- Click the Email Forwarding link under My Tools on the right side of the My Siena window.
- The Communication Preferences window will display.
- In the Email Address box, input the address that will be used.
- If caller would like their Siena email forwarded to this address, have them click the Make Default check box.
  ☆ If the email address is already in the list, the caller may click the Set Default link next to the address to make that address the default.
  ☆ To stop forwarding the email, have the caller set their Siena Heights address as the default.
Click the Add button to add this email address to the list.
Once the default is set, an Asterisk will appear next to the default address.
To return to the Home page, click the Home tab at the top of the My Siena window.
Please allow up to 24 hours for this change to take effect.

MICROSOFT ANTIVIRUS SECURITY ESSENTIALS
The link below has the Microsoft security essential information we are currently recommending students download to their computers. http://www.microsoft.com/security_essentials/

REPLACING PRINTER CARTRIDGES
If the Windows lab printer cartridge needs replaced, the cartridges are located in the cupboard on the right side of the desk. Make sure you pull and twist the tab off of the side of the printer cartridge before replacing it. Place the used printer cartridge in the box, and place it in the mail box. Write recycle on a sheet of paper and tape it to the cartridge for the mail service to pick up. Do not change the cartridge on the Ricoh copier right away. There will still be enough toner in the cartridge to allow printing for almost one week after the light on the front panel display starts showing.

EPSON WIDE FORMAT PRINTER
The Epson wide format printer is for printing posters and other large format printing. Students, faculty, and staff need to contact the McNair Office at extension 7160 for any questions on cost and service.

ADDING THE NETWORK PRINTERS
If a Staff or Faculty call the Assistance Center to ask about adding a network printer to their computer please use the instructions below.
- Click the Start button in the bottom left corner of the Task Bar.
- Select Devices and Printers from the list on the right.
- The Devices and Printers window will display.
- In this window, select the Add a Printer option.

BURNING A CD ON A WINDOWS 7 COMPUTER
- Insert CD or DVD into the Disk Drive.
- Click Start button on the Task Bar.
- Click Computer in the list on the right side of the Start Menu.
- Select the files or folders that are to be moved to the CD or DVD from the folder where they are stored.
- Copy the files and then paste them to the CD or DVD.
- Click the Burn to disc option at the top of the window.

- A Prepare this disc window will display.
In the **Disc Title** box, input a name for the disc.

Select how the disc is to be used. The two options are:
- **Like a Flash Drive**: You can save, edit and delete files anytime.
- **With a CD/DVD Player**: Files can be burned in groups. Individual files can't be edited or removed after burning.

- Select Next to allow the **Disc** to go through the format process.
- A message will appear indicating the disc is going through the format process.
- A message will appear stating the process is completed and asking if the files are to be burned to another disc.
- When the process is completed, the disc will be ejected from the drive.

---

### **BURNING A CD ON A MAC**

- To open the **CD** slot on the **IMAC**, press the upward pointing arrow button on the far upper right corner of the number pad.
- Press the arrow again to close the **CD** slot.
- A dialog box will appear.
- Under **Action**, select the option for the CD or DVD that you are burning. The Options are:
  - **Open Finders** – This option is used to manually move files to the DVD or CD.
  - **Open iTunes** – This option is used to burn music or podcasting events to the DVD or CD.
  - **Open IDVD** – Select this option to burn movies to the DVD.

#### **USING OPEN FINDERS**

- Select **Open Finders** from the list.
- The **CD Icon** will display on the desktop.
- Locate the file(s) or folder that are to be copied to the CD.
- Drag the files over to the **CD Icon** to copy them to the CD.
- Double-click on the **CD** to open the CD folder.
- Click **File** on the **Menu Bar**.

#### **BURNING THE DISC**

- Select **Burn Disc** from the list of options.
- A dialog box will display asking if you want to burn the CD.
- In the **Name** box, input a name for the CD, such as **ART 2014**
- Change the **Burn Speed**, if desired.
- Do not make any changes to the **Save Burn Folder to** area.
- Click the **Burn** button.
- The **Burning disc [Name] 2012** will display.
  - This message will appear until the DVD or CD has finished burning.
  - During the process the DVD or CD icon will not display on the desktop.
  - When the process is completed, the DVD or CD icon will redisplay with the new name.
- When the process is finished, drag the **CD** to the **Trash** icon on the bottom toolbar.
- This will eject the CD.

---

### **PRINT BOOKLETS FROM MICROSOFT PUBLISHER**

- Click the **File Tab**.
- In **Backstage View**, select **Print**.
- The **Print** window will display (see illustration below).
- Select the **DH300-MFP from Iris** printer in the **Printer** list.
- Under Settings make sure **Booklet, side fold** is displayed.
- Make sure the **Proper Paper Size** and **Print on Both Sides** are selected.
- Click the **Printer Properties** link in the **Print** window.
- Select **Landscape** in the **Orientation** list.
- If the booklet is to be printed in Color, select **Color** under **Color/Black and White**.
- Click the **OK** button.
- In the **Copies of Print Job** area specify the number of copies that are to be printed.
VMWARE VIEW AND SOFTWARE REQUESTS

Students at the Information Technology Assistance Center, can assist the Siena Community to download VMWare to their IPADS, iPhones, Mac or Windows devices for full access of the Office 2013 applications or other University owned software. Information Technology does not install software on personally owned computers. The caller should be directed to use the VMware View option. Instructions for using VMWare View can be found at the Division of Information Technology Web Site.

- In the Web Browser input informationtechnology.sienaheights.edu.
- Once in this site, direct the caller to the FAQ tab.
- Under the FAQ tab, have the student scroll down to access the link for VMware View Client.
- There are links under New Student Information and FAQs. These are both the same document.

REGISTER FOR COURSES

- Under My Tools on the right side of the window go to the Registration section.
- Click on the Add/Drop Courses (Register for Courses) link.

- Students can register if their Advisor has cleared them and they have no holds on their account.
- If the student has not been cleared by their advisor, they need to contact the advisor for assistance.
- Instructions for registering for courses can be found at the Division of Information Technology Web site (informationtechnology.sienaheights.edu).
  - When the site opens, move the mouse over Training Assistance.
  - Select My Siena from the list of programs.
  - Have the student scroll down the page and select the link for Register for Courses. This link will appear on the right side of the page.

STUDENT NAME CHANGE

If a student calls requesting to have their name changed in our computer system follow the instructions below.

- The requestor needs to go to the Office of the Registrar with legal documentation that proves the name change.
- If a student is also a member of the faculty or staff, they need to go to the Human Resources Office with the documentation.
The name change will be processed by the Administrative Computer Personnel.

**FACULTY/STAFF NAME CHANGE**

If a faculty or staff member calls requesting to have their name changed follow the instructions below.

- The requestor needs to go to the Human Resources Office with legal documentation that proves the name change.
- The request will be sent to the Administrative Computer Personnel who will complete the process.

### COLLEGE FOR PROFESSIONAL STUDIES (CPS) CONTACTS

<table>
<thead>
<tr>
<th>Site</th>
<th>Contact Person</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Battle Creek</td>
<td>Lori Bailey</td>
<td><a href="mailto:lbailey1@sienaheights.edu">lbailey1@sienaheights.edu</a></td>
<td>269-965-3931, Ext 2952</td>
</tr>
<tr>
<td>Benton Harbor</td>
<td>Marie Suzor</td>
<td><a href="mailto:msuzor@sienaheights.edu">msuzor@sienaheights.edu</a></td>
<td>800-252-1562, Ext 5024</td>
</tr>
<tr>
<td>CPS Online</td>
<td>Keri Brenning</td>
<td><a href="mailto:kbrennin@sienaheights.edu">kbrennin@sienaheights.edu</a></td>
<td>517-264-7195</td>
</tr>
<tr>
<td>Jackson</td>
<td>Theresa Garcia</td>
<td><a href="mailto:tgarcia@sienaheights.edu">tgarcia@sienaheights.edu</a></td>
<td>517-796-8672</td>
</tr>
<tr>
<td>Lansing</td>
<td>Diane Martzke</td>
<td><a href="mailto:dmartzke@sienaheights.edu">dmartzke@sienaheights.edu</a></td>
<td>517-483-9726</td>
</tr>
<tr>
<td>Monroe</td>
<td>Pat Lemanowicz</td>
<td><a href="mailto:plemanow@sienaheights.edu">plemanow@sienaheights.edu</a></td>
<td>734-384-4133</td>
</tr>
<tr>
<td>Southfield</td>
<td>Susan Bissa</td>
<td><a href="mailto:sbissa@sienaheights.edu">sbissa@sienaheights.edu</a></td>
<td>517-264-7221</td>
</tr>
<tr>
<td>Theological Studies</td>
<td>Karen Bailey</td>
<td><a href="mailto:kbailey2@sienaheights.edu">kbailey2@sienaheights.edu</a></td>
<td>517-264-7690</td>
</tr>
</tbody>
</table>

### AUDIO VISUAL REQUESTS

AV Forms can be submitted by faculty, staff, and students through the Online AV form (My Siena/Division of Information Technology/AV Request Form) or using the paper forms which are located at the Assistance Center.

- Detailed information is important. If you need to explain something be specific. To input additional information, use the **memo box**.
- Most AV requests include delivery of equipment so be sure to include a location where the equipment is to be delivered.
- Some equipment must be picked up from and returned to the Computer Center, such as laptops, data projectors and camcorders, so let the caller know this.
- Always write down your name and the date when taking an AV request. Either click the online submit button, or in the case of paper forms, place the order in the AV request basket in Help Desk Coordinator’s office.
- In order to ensure availability, all AV requests are to be made **at least 24 hours** in advance.
- Reservations made with less than 24 hours notice are subject to equipment availability.
- If a request is filed late, the Help Desk Coordinator or an AV student will usually call as soon as possible to discuss the request.

### CLASS LIST INFORMATION

Information on how to access Class Lists can be found by going to the Division of Information Technology Web Site.

- Open your browser and go to [informationtechnology.sienaheights.edu](http://informationtechnology.sienaheights.edu).
- Click the **Training Assistance** tab.
- Click the **My Siena** icon.
- Scroll down the page to the **Faculty Tools** area.
- Click the **Class Lists** link on the right side of the page.
- For additional assistance, call the **Office of the Registrar** (517-264-7121).

### EXCHANGE E-MAIL PROBLEMS

Siena uses two different applications for email, Outlook 2013 client and Outlook Web Access. When the caller calls with problems ask if the problem is with the Outlook client or the Outlook Web Access program. If necessary, direct the caller to the Division of Information Technology Web Site to locate information on working with Outlook.

- Go to My Siena/Division of Information Technology or go to [informationtechnology.sienaheights.edu](http://informationtechnology.sienaheights.edu).
- Move the mouse over the **Training Assistance** link.
- Move the mouse over the **Office 2013** link and select **Outlook**.
The Outlook Web Access information will appear at the top of the page.

Outlook Client information will appear directly below the Outlook Web Access information.

**EXCHANGE SERVER**

On the Exchange Server, the amount of space for each student is limited to **750 megabytes**. Therefore it is important that students remove outdated and junk e-mail messages. Also, if messages are not removed and the space limit is exceeded, they will receive a message from the administrator saying that they can no longer send a message. At that time, they will be required to clean out their mail box. Instructions on what to do if the mailbox is full are located at the end of this section. In addition, students have to be careful about the size of attachments (10 megabytes is the limit) that they are trying to send. If they try to send too large an attachment, they will receive a message saying the attachment is too large to send.

**OPEN OUTLOOK WEB ACCESS**

- Log into **My Siena**.
- Under the **My Tools** area, click the **Webmail** link.
- For information on working with Outlook Web Access:
  - Go to the Web site **My Siena/Division of Information Technology**.
  - Move the mouse over the **Training Assistance** link.
  - Move the mouse over the **Office 2013** link and select **Outlook**.
  - The Outlook Web Access information will appear at the top of the page.

**MAIL BOX IS FILLED ERROR MESSAGE**

If you get an e-mail message from the administrator with an error message as shown in the illustration below, you won’t be able to send any new messages. You will be required to delete some messages from your account before you can send any more messages.

- Open your **E-mail** in your Web browser.
- Select the **Inbox** option, if necessary.
- Click the messages that you want to remove.
  - To select several messages that are not in a list, hold down the **CTRL** key and then click on each message.
  - To select a list of messages, click on the first message, hold down the **Shift** key and then click on the last message.
- To remove the messages, do one of the following:
  - Click the **Delete** button on the toolbar (see illustration below).
  - Drag the messages to the **Deleted Items** link in the **Navigation Pane**.
- **New**  **Delete**  **Move**  **Filter**  **View**
- Continue this process until all the messages have been deleted.
- Click the **Deleted Items** link in the **Folders** list.
- Click the **Empty** link (see illustration below).
- **New**  **Delete**  **Move**  **Empty**  **View**
- A message will appear asking if you want to delete all the items in the folder.
Click OK.
All the items will be removed from your Deleted Items folder.
To check this, click the Deleted Items folder link. It should be empty.
To test to see if your e-mail is working, send yourself a message.
If the e-mail still doesn’t work, click the Empty button again.

**NOTE:** It is also possible to right-click on the Deleted Items folder and select Empty Deleted Items.

---

**RECOVER DELETED ITEMS**

When an item is deleted from the Deleted Items folder, it is permanently deleted. However, in the Outlook client, there is an option that will allow you to possibly recover a deleted item. This depends on the date the item was deleted. It is not possible to recover deleted items from Outlook Web Access. To recover a Deleted Item, follow the instructions below.

- In your Inbox, click the Folder tab.
- In the Clean Up Group, click the Recover Deleted Items button.

The Recover Deleted Items window will display.

- Click one of the buttons at the top of the window.
  - **Select All** – Use this option to select all the items in the list.
  - **Recover Selected Items** – This option is used to recover the items.
    - Scroll through the list to locate the items that are to be recovered.
    - Hold down the CTRL key and click the mouse to select more than one item.
  - **Purge Selected Items** – To remove the selected items from the Recover Deleted Items folder, click this button.
    - A warning message will appear.
    - Click OK to continue.

The window will close when the Recover or Purge option is selected.

---

**NETWORK PATHS**

Network drives for faculty and staff desktop computers should be mapped by the Help Desk Coordinator. Laptop computer network drives can be mapped by following the instructions below.

**MAP NETWORK DRIVE ON WINDOWS COMPUTER**

- To map a network drive, have the caller, select Computer from the Start Menu.
- In the Computer window click the Map Network Drive link.

  - **Under Drive**, select any letter without information next to it.
  - **Under Path**, type `\MyDrive\facultystafffiles\username` or select the browse location and look up the name in the username folder.
  - Make sure the box is checked under “Reconnect at login”.
  - Select finish and your mapped drive will appear in the window.

`\MyDrive\FacultyStaffFiles`

These are the folders where Siena personnel store the documents they use for their particular positions. These files and folders can only be accessed when the faculty or staff member is logged into the Siena network.
\MyDrive\StudentFiles
This is the area where Siena students store the files and folders that they create. These files and folders can only be accessed when a student is logged into the Siena network.

DeptOfficeFiles (\MyDrive)
This folder is used by Departments and Offices at the University to store files that need to be shared between different personnel in the respective offices.

CommonFiles (\MyDrive)
This folder allows faculty, staff, and students to temporarily store files and folders. Files and folders stored on this drive are deleted every summer.

ClassFiles (\MyDrive)
This is an area where faculty can store files and folders for use in Siena courses. Faculty need to make sure these files and folders are removed when not needed for their courses.

MAP NETWORK DRIVES ON APPLE COMPUTERS
The two items need to contain more detail.

Smb://MyDrive/FacultyStaffFiles/yourusername
Faculty windows sienanet network account
Type: Username: jsmith
Password: 123456
Domain:sienanet

Smb://MyDrive/studentfiles/yourusernameaccount
Student windows sienanet network account
Type: Username: jsmith
Password: 123456
Domain:sienanet

CALLS REGARDING PRINTER AND COMPUTER ISSUES
If any students or faculty call with printer or computer problems, please ask the caller if they have restarted their computer. If they have not, ask them to restart the computer. This will not always solve the problem and may, at times, cause other error messages. If that happens, add those problems to the School-Dude request. If the caller is having trouble with printing, ask if PaperCut is installed. If not, add a School Dude request.

SHORETEL PHONE CHECK
At the start of your shift always make sure that Standard setting is selected on the phone. If it is not, make sure that you change it to Standard.

CHANGE TO STANDARD
☐ Click Tools on the Menu Bar and then select Options.
☐ Click the Standard option under Call Handling Mode.
☐ Under Forward calls: When no answer or busy, should be selected.
☐ Select the Record Greeting button.
☐ Select the green arrow to play the current message to make sure it is current with the Computer Center hours.

CHANGE COMMUNICATOR VIEW
☐ Click the View Tab.
☐ Select Normal from the list of options.
CHECK VOICE MAIL MESSAGES-FACULTY AND STAFF

Faculty and staff can check their voice mail messages from their office by clicking the Voice Mail tab on the Call Communicator. They can check their messages from home by calling 517-264-7575. When the connection is complete, follow the instructions on the phone.

CHECK SHORETEL VOICE MAIL MESSAGES-STUDENT WORKERS

Everyone needs to make sure that they check the Phone messages when they start their shift.

- Open the ShoreTel Call Communicator, if necessary.
  - Click the Start Menu.
  - Click the ShoreTel Communicator link at the top of the Start Menu.
  - If ShoreTel Communicator does not appear at the top, type ShoreTel in the Search box at the bottom of the Start Menu.
- In the ShoreTel Window, select the View Tab, and then select Normal.
- Select the Voice Mail tab at the bottom of the window.
- Check the Date of the Call. It may be necessary for you to scroll to the far right to see the date.
- If necessary, click the History tab to see if anyone has returned the call.
- If the call regards a password change or other issue, check School Dude to see if the call has been entered.
- If the call needs to be returned, please respond as necessary.
- Once the call has been responded to and recorded, delete the call.

SIENA HEIGHTS MAIL SERVICE

- Mail will arrive on campus by 1:00 pm and be delivered to offices and departments by 2:00 p.m.
- Student mail will be in student mailboxes by 2:30 p.m.
- Outgoing mail will be picked up from offices or drop boxes at the following locations:
  - PAC
  - Fieldhouse
  - Dominican Hall
  - Ledwidge Lobby
  - Lower floor of Science Building
  - Main floor of Sacred Heart Hall by the Business Office
- All out-going business mail must have the 11 digit account number in the upper left corner.
- Personal mail can be mailed through the campus mail system with the proper postage.
- You can purchase postage for personal mail from the Business Office.
- All outgoing mail will be taken to the post office the same day it is picked up.
  - It leaves campus around 3:30 p.m. Monday-Friday.
  - There will not be any weekend or holiday mail service.
  - Mail that must be mailed after 3:30 p.m. can be put in the mail box in front of Sage or taken to the post office.
- All internal mail will be picked up and distributed to the campus by the mail service.
- For Mail Service you can contact either Alicia Eberhard (7114) or Ashley Hudson (7617). She can be reached at ext 7617.

VIRUS ALERT

If a student receives a message on his/her computer regarding a virus or if the computer is locked up, he/she needs to bring the computer to the Assistance Center. When the computer is brought in, the student worker needs to enter the problem into School Dude. Two copies of the work order needs to be printed. One copy should go to the student and one placed with the computer. The student worker needs to put the computer, along with a copy of the work order into the Queue area on the cupboard behind the Assistance Center desk.

RICOH COPIER PROBLEMS

If a problem occurs with the Ricoh Copiers during the weekend, the student worker needs to complete the following steps. Once the call has been placed, type a note and tape the note to the Ricoh copier.

- Call the number on the copier which is 888-975-6828.
- Have the Service ID Number (U5135) available before making the call.
If the Dominican Hall copier is not working, there is a good possibility that other copiers are having the same issue.

**SCHOOL DUDE INSTRUCTIONS**

**ACCESS SCHOOL DUDE**
- Log into your *My Siena* account.
- Select the *IT Work Order Request* link.
- Log into the *School Dude* program using your *My Siena* username and password.
- Click the drop down menu and select *ITDirect*.
- Click the *Sign in* button to log into the *School Dude* program.
- The *School Dude* window will display.
- Tabs will appear along the top of the window as shown in the illustration below.

**NEW INCIDENT REQUEST**
- Do one of the following:
  - Click the *New Incident* tab at the top of the window.
  - Click the *New Incident* tab on the left side under *Quick Launch*.
- The *New Incident Request* window will display (see illustration below).

**ADD/UPDATE INCIDENT**
- Under *Status* select *New Request*.
- Under *Priority* select from one of the following:
  - *Emergency* – Classrooms/ECA
  - *High* – Virus
  - *Medium* – Problem not affecting work
  - *Low* – Ordering equipment, moving equipment

**INCIDENT INFO**
- Under *Location* select the campus from which the incident is being reported.
- Under *Building* select the appropriate building.
In the Area Number box, input the room location.
In the Incident Description area, input a detailed description of the problem.

CONTACT INFO
- Click the Requestor Lookup button next to the first box (see below).
- The Requestor Lookup window will display (see illustration below).
- Click the first letter of the Requestor's Name.
- If the name doesn’t appear in the list, click the Next 15 button.

Once the name is located, click on the name.
The information for the person requesting the service will appear.
If the name does not appear in the list, click the Other button.
Fill in the information for the person requesting the service.

BUDGET INFO
- Click the Problem Type drop down list.
- Select a Problem Type from the list.
- A list of questions will appear.
- Input as much information as possible for each of the questions.
- Select one of the options in the Classification list.
- Select one of the options in the Type list.
ASSIGNMENT INFO
- If you know who the call is to be assigned to, select that name from the Assigned to list.
- In the Work Queue list, select one of the options.

SAVE AND/OR PRINT THE REQUEST
- Scroll to the bottom of the page.
- Click the Save button.
- If a copy of the form needs to be printed, click the Print Form button.

BUDGET INFO PROBLEM TYPE
This table lists the Problem Area, a short Description, and the Priority for each item.

<table>
<thead>
<tr>
<th>Problem Area</th>
<th>Description</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts</td>
<td>Campus network accounts which are existing or not enabled</td>
<td>Medium</td>
</tr>
<tr>
<td>Asset Inventory</td>
<td>Inventory items that have stickers or need stickers</td>
<td>Low</td>
</tr>
<tr>
<td>Audio Visual</td>
<td>Data projectors, TV setup or service, other audio/visual items; classroom items</td>
<td>High</td>
</tr>
<tr>
<td>Copier</td>
<td>Issues concerning Siena copiers</td>
<td>Medium</td>
</tr>
<tr>
<td>Core Administrative Systems</td>
<td>CARS Area—My Siena Area—No questionnaire</td>
<td>High</td>
</tr>
<tr>
<td>Data Restore</td>
<td>Problems with lost or damaged network or department files</td>
<td>Medium</td>
</tr>
<tr>
<td>Equipment Moving</td>
<td>Moving computers or other equipment to a different location</td>
<td>Low</td>
</tr>
<tr>
<td>Hardware</td>
<td>Any attached computer equipment such as keyboards, mouse, monitors</td>
<td>Medium-High</td>
</tr>
<tr>
<td>Learning Management System</td>
<td>Anything dealing with eCollege issues, such as access, login, navigating a course, etc.</td>
<td>High</td>
</tr>
<tr>
<td>Library System</td>
<td>Issues dealing with Library databases</td>
<td>Medium</td>
</tr>
<tr>
<td>Network Connectivity</td>
<td>Issues dealing with Sienanet, Halo, or no Web access</td>
<td>High</td>
</tr>
<tr>
<td>New Equipment Request</td>
<td>Anything dealing with ordering of new computers</td>
<td>Low</td>
</tr>
<tr>
<td>Password</td>
<td>Changing of passwords for Sienanet, CARS, or School Dude</td>
<td>High</td>
</tr>
<tr>
<td>Printers</td>
<td>Issues dealing with any Siena printers. Priority is higher if the issue is campus-wide</td>
<td>High</td>
</tr>
<tr>
<td>Server</td>
<td>Server error message appears</td>
<td>High</td>
</tr>
<tr>
<td>Smartboard</td>
<td>Any Smartboards in classrooms, Southfield, or other locations. If it deals with a class that is in session, the priority is high</td>
<td>Medium</td>
</tr>
<tr>
<td>Software Application</td>
<td>Software errors messages, software will not load</td>
<td>Low-Medium</td>
</tr>
<tr>
<td>Software Request</td>
<td>Ordering software</td>
<td>Low</td>
</tr>
<tr>
<td>Student Email</td>
<td>Problems regarding student accounts not working, forward accounts, etc.</td>
<td>Low</td>
</tr>
<tr>
<td>Student Hardware</td>
<td>Problems with any devices, keyboard monitor, or any other wireless device</td>
<td>Low</td>
</tr>
<tr>
<td>Student Network</td>
<td>Student wireless network not working</td>
<td>Low-High</td>
</tr>
<tr>
<td>Telephone Service</td>
<td>Phone problems connecting for faculty and staff, username showing on phone, or Siena staff phones</td>
<td>Medium-High</td>
</tr>
<tr>
<td>Thin Client</td>
<td>Computers in the Computer Center labs, at front desk, and through VMWare view</td>
<td>Low-Medium</td>
</tr>
<tr>
<td>Training</td>
<td>Any training issues such as scheduling, Web site, eCollege, etc.</td>
<td>Low</td>
</tr>
<tr>
<td>Problem Area</td>
<td>Description</td>
<td>Priority</td>
</tr>
<tr>
<td>-------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>TV/Television</td>
<td>Issues dealing with any TVs on campus. The priority is high when a class is in session.</td>
<td>Medium</td>
</tr>
<tr>
<td>Virus</td>
<td>A virus or uncontrolled popup boxes appearing on a computer</td>
<td>Medium-High</td>
</tr>
<tr>
<td>Web Site</td>
<td>The Siena Heights Site or any site link that will not display</td>
<td>High</td>
</tr>
<tr>
<td>Wireless Connection</td>
<td>Wireless is not connecting on any wireless device. Priority is high when issue is campus-wide</td>
<td>Medium</td>
</tr>
</tbody>
</table>

**GUEST MANAGER—AEROHIVE REFERENCE**

**LOG INTO AEROHIVE**

- Long on to the Web page: [https://10.1.100.129](https://10.1.100.129).
- A window will display stating there is a problem with the Security Certificate.
- Select the option to **Continue to the Web Site (not recommended)**.
- The Aerohive Login Page will display.
  - Username: helpme
  - Password: Oper@tion13 (Capital O)

- After the Username and Password have been entered, click the Login button.
- In the **Guest Manager** area, click the **Create New Guest Account** link.

**CREATE GUEST ACCOUNT**

- Fill in the information for the guest.
  - **Sponsor's Name**: Your name (the person who is creating the record)
  - **Account Role**: Select Guest
  - **Username**: The student, faculty, or staff username.
  - **Visitor's Name**: The guest's name – this will be their login for access. Type their first and last name together with no space in between. Example John Doe = JohnDoe
  - **Company Name**: Group or Organization for whom the account is being created.
  - **Email Address**: The email address of the person for whom the account is being created.
  - **Account Activation**: Leave this at Now.
  - **Account Expiration**: Normally this is one day from now. However, it might be longer if the person for whom the account is being created will need access longer than one day.
  - **Expire Action**: Leave at the default.
  - **Password**: The guest can provide a password or you can let the system generate the password.
  - **Terms of Use**: This box must be selected before the account can be created.

- Click the **Create Account** button.
- After the account is created, the window in the illustration on the next page will appear.
- In the drop down box choose **Guest Receipt and Instructions** which will trigger the printer window to show up.
- After printing be sure to log out of the program.
TECHNICAL SERVICES FOR STUDENTS

Information Technology provides technical services for students with virus or popup messages or for wireless connectivity issues. Student problems need to be entered as Student Computer Problem. Make sure you ask the students if they have a password on their computer. All requests for service must have a School Dude entry created.

We do not provide repair services for students. We only diagnose what the issue is. Students will be told that they need to take the computer to a service center for repair. If it is a virus or malware issue, the proper software will be installed and a scan will be completed.

SAVE FILES IN WINDOWS 7 AND OFFICE 2013 PROGRAMS

To locate information on saving files Windows 7 and Office 2013 program follow these instructions.

- Go to the Division of Information Technology Web Site (My Siena/Division of Information Technology or informationtechnology.sienaheights.edu).
- Move the mouse pointer over the Training Assistance tab and then over Office 2013.
- A list of Office 2013 programs will appear.
- Click on the program where the files are to be saved.
- On the right side of the window, look for the Save _____ document.

NOTE: Saving files in programs other than Office will probably be different. However, the common feature might be having the person go to the File or Home tab. Information on saving files for all of the programs that Siena provides access to can be found under the Training Assistance tab of the Division of Information Technology Web site.

PROCEDURES FOR BAD WEATHER SHU-ALERT

UNIVERSITY CLOSINGS

- Call the Security Desk (0) for information about weather concerns.
- The University Hotline for information is 517-264-7900. The Dean will post a message on this line regarding any University related issues.
- For University closings, direct the caller to the radio and TV stations listed below.
  - Adrian WABJ AM 1490/FM 95
  - Adrian WLEN FM 103.9
  - Detroit WXYZ-Chanel 7 ABC
- Don’t forget to check SHU-Alerts on your phone for any weather related problems. If you are not receiving SHU Alerts, you can sign up by texting Adrian to 79516.
CLASS CANCELLATIONS

For class cancellations at times when the University is not closed, the student must contact the faculty member who is teaching the course.

APPLE IMAC LOCATIONS ON CAMPUS

- DH300 Computer Lab (2)
- Lower Ledwidge Mini Lab (1)
- Library (2)
- Spectra Room back section of the Library (6)—Contact Alexander Weinstein for access.
- Studio 8 Lab Classroom (23)—Contact Erin Zerbe or Tim VanBeke for access.

MAC PROBLEM REPORTS

- If a student has a problem with a Mac computer the Lab Assistant must enter the information into the School Dude program.
- The Lab Assistant needs to make sure he/she fills in the following information.
  - Computer number: (see SHU silver tag)
  - Program: (Program name and version)
  - Student Name: (First, Middle, Last)
  - File working on: (Name file was saved under)
  - Error message: (If applicable)

VMWARE VIEW DOWNLOAD FOR MAC

VMware is Siena’s Cloud. This program allows students to access the Microsoft Office programs using either a Windows or Apple computer. A separate Windows desktop is downloaded to your computer. You then log into the program to access the programs.

- Log into My Siena.
- Click the My Desktop (VMWare View) under the My Tools area.
- Scroll down to locate the VMWare Horizon Client for Mac link under Product Downloads.
- Click the Go to Downloads button.
- The Download VMWare Horizon Client for Mac window will display.
- Click the Download button under Product Downloads.
- A blue line will appear in the right corner of the Web page when the download starts.
- Go to the Finder Menu and then select Go and drop down to download the program.
- Double-click on the download installer.
- Move the VMWare View Client.app to the folder on the right.
- The application will be installed on the Apple computer.

IPAD-eCOLLEGE SAFARI SUPPORT

If you are using an Apple computer, you may have trouble accessing your eCollege courses. Recent releases of the Safari browser have changed default settings which disable cookies thus restricting access to eCollege. This is a known Apple issue and eCollege has identified the fix below.

SAFARI – ACCEPT COOKIES

- Select Safari at the top of the Web page.
- Go to Preferences.
- In Safari 8 or Later
In the window that opens, click Privacy.
- Look for the Cookies and Website Data Heading.
- Select Allow Always.
- Close the Privacy window.

In Safari 5.1 through 7
- In the window that opens, click Privacy.
- Look for the Block Cookies heading.
- Select Never.
- Close the Privacy window.

In Safari 5.0 or Earlier
- In the window that opens, click Security.
- Look for the Accept Cookies heading and select Always.
- Close the Security window.

iPad and iPhone – Accept Cookies
To accept cookies in Safari on an iPad or iPhone, please follow the steps below.

- Tap Home.
- Scroll to the Home Screen on the far left.
- The Search feature should show.
- Type Settings into the Search field.
- Select the Settings app from the list.
- On the left Navigation Pane of the Settings panel, tap Safari.
- In iOS 8: Set Block Cookies to Always Allow. This option will appear on the right side of the Settings panel.
- In iOS 7 or Earlier: Set Block Cookies to Never. This option will appear on the right side of the Settings panel.
- Tap Home.
- Tap Safari at the bottom of the screen.

Once these changes have been made, you should be able to open Safari, log back into My Siena and access your courses.

If this does not work please contact eCollege directly via the toll free eCollege Help Desk number at 1-888-748-1932.

If you have any questions regarding these issues or any other eCollege issues, please send a message to eLearning_support@sienaheights.edu.

Assistive Technology Collaboration Room
A new Collaboration Room has been created in the Computer Center. Students will be able to work in groups of up to five students. They will be able to project the information from their computers to the flat screen television. More than one computer can be connected to the box on the table. Students can then switch from one computer to another as they are working. Student groups are encouraged to reserve the room. A schedule will be posted on the wall next to the door. The student workers at the Assistance Center Desk will be responsible for scheduling this room. If a group of students who have not scheduled the room want to work there, they may do so if another group is not scheduled. If you have any questions regarding the use of the Collaboration Room, please let Wanda House (517-264-7651, 517-673-2785) know.