

Instructional Technology Service Organization

*Technology Informational
Pamphlet*

2009 - 2010





TABLE OF CONTENTS

- COMMUTER & RESIDENT STUDENTS -

HELP DESK HOURS & LOCATIONS / COMPUTER LAB HOURS & LOCATIONS	3
Logging Into Computer LAB/Library Machines	4
Help Desk Contact Information	6
Computer Labs & Hours	7

ONLINE RESOURCES	8
Lewis University Email - Google GMAIL	9
Teaching, Learning, and Technology (TLT) Support Center Blackboard Quick Sheet	11
Online Registration & Student Information Services	13
Wireless Internet Access	15

- RESIDENT STUDENTS ONLY -

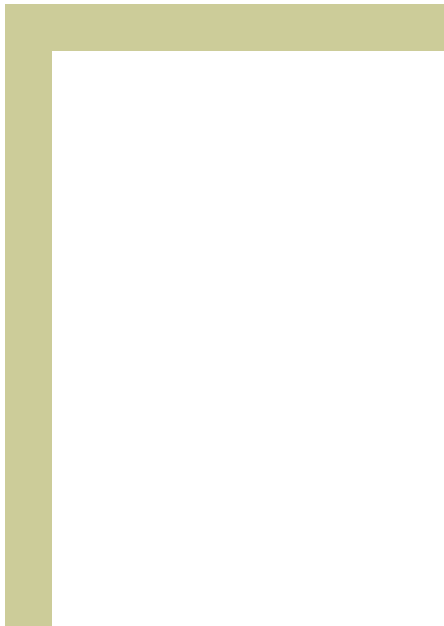
COMPUTER & INTERNET USE	18
Lewis University Network Services Acceptable Use Policy	19
Student Personal Computer Assistance	23
Internet Access In The Residence Hall - Computer Specifications	24
Setting-Up MAC OS 10.x For Internet Connection	27

Installing Clean Access	28
Logging In & Out of Clean Access	29
Clean Access Temporary Internet Access	30
Symantec Anti-Virus Software	32
How to install Windows' Critical Updates and Service Packs for Windows	35
Useful Links	37

TELEPHONE & VOICEMAIL	38
Setting up your Audix Voicemail Box the First Time	39
Telecom Things to Remember	40
Telephone System Information	41
Telephone Features	42

FLYERVISION CABLE TELEVISION	43
Cable Television Trouble-Shooting	44
Cable Television Setup Procedure	46
Campus TeleVideo Channel Lineup	47





HELP DESK HOURS & LOCATIONS
COMPUTER LAB HOURS & LOCATIONS



LOGGING INTO COMPUTER LAB/LIBRARY MACHINES

Students who wish to use the computers in the computer labs will be required to log in to the Lewis University network. Instructions to log in/out of Windows XP and MAC OS X machines in the labs are as follows:

To log in to a Windows XP machine:

- **Username:** Lewis University username, first-name followed by the middle initial and then last-name truncated at 18 characters. If you find that you cannot login with the above information, contact the Help Desk to confirm your correct username.
- **Password:** Lewis University Student ID number. However, if you have changed your email password to something of your choice, use your new email password.
- **Log On To: STUDENTS** domain. If you do not see the Log On To: selection, click on the options button on the lower right side of the Log On to Windows screen, click on the drop down menu and choose STUDENTS.
- Click **OK**.



To log out of a Windows XP machine:

- Go to **Start, Shut Down**
- **Log off (username)**
- Click on **OK**

LOGGING INTO COMPUTER LAB/LIBRARY MACHINES

(Continued)

To log in to a MAC OS X machine:

- **Username:** Lewis University username, first-name followed by the middle initial and then last-name truncated at 18 characters. If you find that you cannot login with the above information, contact the Help Desk to confirm your correct username.
- **Password:** Lewis University Student ID number. However, if you have changed your email password to something of your choice, use your new email password.
- Click on **Log In**

To log out of a MAC OS X machine:

- Click on the **Apple Menu**
- Click on **Log Out (username)**
- Click on **Log Out**



HELP DESK CONTACT INFORMATION

On-Campus Extension: **5950**

Off-Campus: **(815) 836-5950**

E-mail: **helpdesk@lewisu.edu**

To submit a trouble-ticket (incident) online, go to:

<https://helpdesk.lewisu.edu>.

Your Login: Your Lewis e-mail address

Password: Your Lewis ID number

Click on **Submit** to login. If you need immediate assistance, please call the Help Desk.

Click on the **Knowledge Base Access** banner to utilize our knowledge base of over 120,000 technical solutions.

If you are unable to login to submit an incident, please contact the Help Desk at (815) 836-5950 or 5950 or e-mail us at helpdesk@lewisu.edu.

HELP DESK LOCATIONS

Basement of LRC: (Phone, E-mail, Online & Walk-Up Support)

Monday - Friday: 7:30 a.m. – 5:00 p.m.

Library Walk-up: (Phone, E-mail, Online & Walk-Up Support)

Monday - Thursday: 7:45 a.m. – Midnight

Friday: 7:45 a.m. – 5:00 p.m.*

Saturday: 9:00 a.m. – 7:00 p.m.

Sunday: Noon - Midnight

***Note:**

On Friday, walk-up services ends at 5 p.m. Phone, e-mail, and online support continue until 10 p.m.

COMPUTER LABS & HOURS

Aviation (HEW):

Monday - Friday: 7:30 a.m. - 5:00 p.m.

Saturday & Sunday: Closed

College of Business (COB):

Monday - Friday: 7:30 a.m. - 10:00 p.m.

Saturday: 7:30 a.m. - 12:00 p.m.

Sunday: Closed

College of Nursing (CON):

Monday - Friday: 8:00 a.m. - 6:00 p.m.

Saturday & Sunday: Closed

Library:

Monday - Thursday: 7:45 a.m. - 12:00 a.m.

Friday: 7:45 a.m. - 5:00 p.m.

Saturday: 9:00 a.m. - 7:00 p.m.

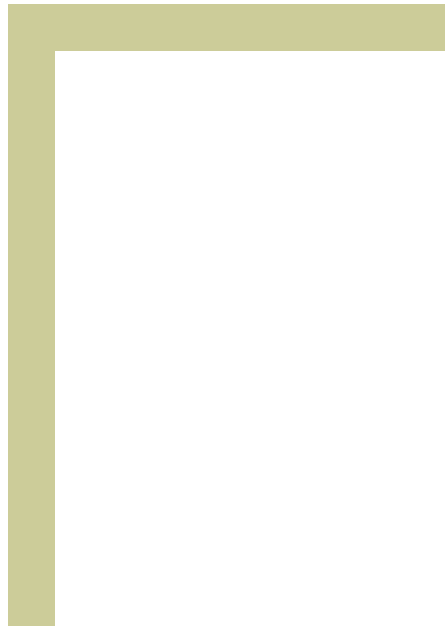
Sunday: 12:00 p.m. - 12:00 a.m.

Standard Software in Labs:

- Adobe Acrobat Reader
- Management Scientist
- Microsoft Office 2007
- NCLEX
- Open Mind
- SPSS
- Write-N-Cite

Note:

Hours vary during scheduled breaks and during the Summer.



ONLINE RESOURCES



LEWIS UNIVERSITY EMAIL - GOOGLE GMAIL

Logging In:

- Go to <http://mymail.lewisu.edu>
- Enter your username in the **Account Username** field.
- Enter your Student ID number for your password.
- Press Enter or click **Login**.
- You are allocated **7GB** for storage space.

Your Messages:

Think of your inbox as a control panel for your email. Gmail messages are grouped into 'conversations' so that all follow-ups and responses appear as a single line in your inbox. Please go to **Gmail Help** for additional support.

Sending a Message:

- Click the **Compose Mail** link on any Gmail screen
- Enter your recipient's email address. You can type the address in the 'To:' field, or find the address in your Contacts list.
- Enter a subject for your message in the “**Subject:**” field.
- Compose your message.
- When you're done composing, click the **Send** button (located just above the 'To:' field). You'll see a confirmation at the top of the window that your message was sent.

Adding an Attachment:

- Click **Attach a file** under the subject field.
- Browse through your files and click the name of the file you'd like to attach.
- Click **Open**.

Changing Your Password:

- Click the **Settings** link located at the top of the page.
- From within the Settings page, click on the **Accounts** link.
- In the **Change Password** section, click on the “**Change Password**” link.
- Enter your username in the **Username** field.

Note: The default username will be the students first-name followed by the middle initial and then last-name.

- Enter your Student ID number or current password in the **Current Password** field.

- Enter a new password in the **New Password** field.

Note: The new password must be a **minimum of 7** characters, numbers or a combination of both.

- Enter the new password again in the **Verify New Password** field.
- Click on the **Reset Password** button to change your password.
- After your password has been reset, a new instance of your mailbox will open. You can click on Sign-Out to close out the window and return to the original window.

OR

- From the login portal, click on the **here** link at bottom of the screen to get the password reset window.
- Enter your username in the **Username** field.

Note: The default username will be the students first-name followed by the middle initial and then last-name.

- Enter your Student ID number or current password in the **Current Password** field.
- Enter a new password in the **New Password** field.

Note: The new password must be a **minimum of 7** characters, numbers or a combination of both.

- Enter the new password again in the **Verify New Password** field.
- Click on the **Reset Password** button to change your password.
- After your password has been reset, the login portal will reappear for you to log into your e-mail account.

Notes:

1. Your e-mail address is your login name, followed by @lewisu.edu. The default username will be your first name followed by your middle initial and then your last name truncated at 18 characters. Due to duplication, some usernames may not follow the default naming convention. For example, if your name is John J Doe, your username will be johnjdoe. If your name is Jonathon L. Jacobson-Smith, your username will be johnathonl-jacobsmi. If your name is John C Smith and the username is already assigned to another user, your username will be johncsmith01. You may contact the Help Desk (x5950) to confirm your correct login name. Student logins will be created during the first week of classes.
2. Passwords on new accounts are by default the Student ID number (no spaces or hyphens/all nine digits). Once you have successfully logged in, you will be able to change your password. Use the instructions under Changing Your Password.

TEACHING, LEARNING, AND TECHNOLOGY (TLT) SUPPORT CENTER BLACKBOARD QUICK SHEET

To enter Lewis University's Blackboard (Bb) Online environment:

1. Go to URL: <http://lewisuniversity.blackboard.com> (NOTE: There is **NO** “WWW” in this address.)
2. Logon the first time using the **FIRST PART** of your Lewis University e-mail address or the following format:
 - a. The standard format is: first 6 letters of your last name plus first 2 letters of your first name. For example: a login for Mark Johnson would be **johnsoma**
 - If your last name is less than 6 characters, use for entire last name. For example: the username/password for Mark Sky would be **skyma**.
 - Occasionally, because of duplication, user names don't quite follow the pattern. The second 'rule' for generating a username is: first 6 characters of your last name plus first initial plus middle initial. For Example: Since Mark Johnson is already **johnsoma**, Matthew L Johnson might be **johnsoml**.
 - b. The username and password are the same until you change the password.
3. You will see your personalized online entry page, which includes any courses you are enrolled in as well as announcements and general information.

Change Your Password:

1. Click on the **ONLINE SUPPORT & SERVICES** tab.
2. Click on **PERSONAL INFORMATION** under **TOOLS** on the left side of the screen.
3. Click on **CHANGE PASSWORD**.
4. Enter your new password twice.
NOTE: Your password is case sensitive.

TEACHING, LEARNING, AND TECHNOLOGY (TLT) SUPPORT CENTER
BLACKBOARD QUICK SHEET
(CONTINUED)

5. Be sure to **SUBMIT** for the change to be saved.
6. **NOTE:** No one can see your password. The administrator can give you a new password, but cannot tell you what a forgotten password is.

Verify Your E-mail Address:

1. Click on the **ONLINE SUPPORT & SERVICES** tab.
2. Click on **PERSONAL INFORMATION** under **TOOLS** on the left side of the screen.
3. Click on **EDIT PERSONAL INFORMATION**.
4. Check your e-mail address to be certain that it is valid.
5. E-mail addresses are a required field. Administratively, the solution to populating the field is to assume a Lewis University e-mail address based on the rule (from item 2). This address will be correct in 95% of the cases. Again, **make sure the e-mail address listed is valid.**

Getting Help:

1. A student manual for using the Bb tools is available under the **TOOLS** button. The manual may be viewed online or may be printed.
2. Problems specific to using Blackboard should be submitted by clicking on **Submit a Blackboard Trouble Ticket** under the **Online Support & Services** tab and filling out the form.
3. Problems with Lewis University e-mail or CollegeRegister (online registration and records), should be directed to the Instructional Technology Help Desk at help-desk@lewisu.edu or 815/836-5950 or extension 5950.
4. Attend to any guidance from your professor and/or future announcements regarding avenues for assistance or changes in policy.

Teaching, Learning, & Technology (TLT) Support Center
tltsupport@lewisu.edu

On-campus: Extension 5518 or 5668
Off-campus: (815) 836-5518 or (815) 836-5668

ONLINE REGISTRATION & STUDENT INFORMATION SERVICES

All Students:

Each semester, the student's Registration Access Code will be reset prior to the start of registration. The student will repeat the Previous Users of Online Student Record System instructions using the new Registration Access Code.

All Students:

Log in to the On-Line Student Record system:

1. Go to **http://www.lewisu.edu**.
2. Click on **Current Students**.
3. Click on **Option #2 – Undergraduate/Graduate Students**
4. Click on **Registration** (or select the option you would like to view).

First Time Users of Online Student Record System

On the first screen, enter the following information:

1. Student ID: **Student's Lewis ID number**.
2. Choose a **Term** from the drop down menu.
3. PIN: **Student's 8 digit date of birth**.
4. Click **Login**.
5. A message will pop up requesting the student to enter a Registration Access Code. Click **OK**.

Enter the following information on the third screen:

1. Student ID: **Student's Lewis ID number**.
2. Choose a **Term** from the drop down menu.
3. PIN: **Student's 8 digit date of birth**.
4. Registration Access Code: **Obtained from Advisor – 6 characters/All capital letters**.
5. Click **Login**.

On the fourth screen, reset On-Line Student Record PIN:

1. Student ID: **Student's Lewis ID number**.
2. Current PIN: **Student's 8 digit date of birth (MMDDYYYY)**.
3. New PIN: **Student enters PIN of his/her choice**.
4. Verify New PIN: **Student re-enters PIN of his/her choice for verification**.
5. Click **Change PIN**.

ONLINE REGISTRATION & STUDENT INFORMATION SERVICES
(Continued)

Previous Users of Online Student Record System

On the first screen, enter the following information:

1. Student ID: **Student's Lewis ID number**
2. Choose a **Term** from the drop down menu
3. PIN: **Student's selected PIN from a previous log in to the On-Line Student Record System** (If student doesn't remember selected PIN, contact the Help Desk for a PIN reset)
4. Click **Login**
5. A message will pop up requesting the student to enter a registration access code. Click **OK**.

Enter the following information on the third screen:

1. Student ID: **Student's Lewis ID number**
2. Choose a **Term** from the drop down menu
3. PIN: **Student's selected PIN from a previous log in to the On-Line Student Record system**
4. Registration Access Code: **Obtained from Advisor – 6 characters/All capital letters**
5. Click **Login**

WIRELESS INTERNET ACCESS

(ROMEOVILLE CAMPUS)

Wireless mesh units were installed by **Scientel** at the beginning of the Summer 2008 semester to provide wireless access across the entire campus. If you have a wireless card installed on your laptop, you will be able to access the Wireless Network (**WIN@LEWIS**) anywhere on-campus by using the following:

Username:

The login name is generally the first 6 letters of your last name plus the first 2 letters of your first name.

Password:

Your Lewis University Student ID number .

Technical Support:

If you cannot log in or are having problems with your wireless connection, please call Scientel for Wireless Support at x **7100** (on-campus) or **(866) 613-6894** (off-campus). See login splash screen on reverse side.

If you are having issues (invalid IP address) connecting to the Wireless Network, you might need to change the configuration of your Network Interface Card (NIC). The NIC will need to be setup for Access Point (AP) Mode. Configuration setup will need to be done from within the vendor-provided configuration utility program. If you are unsure on how to update the configuration of the Network Interface Card, please refer to the vendor site for appropriate configuration directions.

To setup your Network Interface Card for Access Point mode, do the following:

1. Right click on the Wireless Network Connection icon located in the task bar and select **View Available Wireless Networks**.
2. Select **Change Advanced Settings** from within the Wireless Network Connections window.
3. Click on the **Wireless Network** tab.
4. Select **Use Windows to configure my wireless network settings**.
5. Select **WIN@LEWIS** from the **Preferred Networks** window and click on the **Advanced** button.
6. Select **Access point (infrastructure) networks only** and click on **Close**.
7. Click on **OK**.

You are here!

If you already have a Lewis email account, you should be able to log in to the WIN@LEWIS Network as indicated below.

If you don't know your Lewis email address and ID number, get assistance from the Help Desk at x5950 (or 815-836-5950).



For user account/login problems, contact the Help Desk at **815-836-5950** from an off campus phone or **extension 5950** from on campus.

For service interruptions, contact Scientel at 888-613-6894 off campus or 7100 on campus.
Wireless Internet Access provided by:
 scientel

If you cannot log in or are having problems with your wireless connection, please call Scientel for Wireless Support at x7100 (on-campus phone) or (866) 613-6894).



RESIDENT STUDENTS ONLY





COMPUTER & INTERNET USE



LEWIS UNIVERSITY NETWORK SERVICES

ACCEPTABLE USE POLICY

This is an agreement between members of the Lewis community and Lewis University regarding use of Lewis University information services (e.g. Internet, on-campus network, Web Page, Course Management Systems, Student Information System, and other electronic systems run for or by Lewis University) and the provision of such services. By using Lewis University information services, you are consenting to be bound to the terms of this agreement, referred to as this Acceptable Use Policy.

1. **Unlawful Use of the Lewis University Network Services.** You may not use, or permit the use of Lewis University information services for unlawful purposes. In order to fulfill this obligation, you may not transmit, post or receive certain material, which include but are not limited to the following: threatening, abusive, libelous, defamatory, obscene, pornographic, profane, or otherwise objectionable information of any kind, including without limitation any transmissions constituting or encouraging conduct that would result in a criminal offense or civil liability, or otherwise violate any local, state, national or international laws or regulations. Moreover, you may not (i) transmit any information or software which contains a virus, worm, Trojan Horse, or other harmful component; (ii) transmit any information, software or other material that is protected by copyright (including music and videos) or other proprietary right (including trade secret materials), or derivative works thereof, without obtaining permission of the copyright owner or right holder; (iii) transmit any unsolicited bulk e-mail (also known as "spam"), (iv) engage in a for-profit activity over the network, or (v) use any software without applicable licenses. You agree to indemnify and hold Lewis University harmless from any and all claims, damages, losses, and expenses (including attorneys' fees and expenses) resulting from or allegedly resulting from your use of Lewis University information services, whether or not such use is found to be in violation of any statute, rule or regulation.

2. **Daily Data Transfer Limits.** You agree to limit the amount of data you transfer to and from the Internet to a combined total of a maximum of one (1) gigabit per day. Should you go over that limit, Lewis University reserves the right to limit the bandwidth of your connection to the Internet or take other means to reduce your data transfers. If bandwidth limiting or other means do not succeed in reducing your Internet data transfers to below the daily limit, Lewis University may at its sole discretion terminate your access to information services.
3. **Public Servers and Routers.** You agree to not operate public servers or routers on the Lewis University network. For the purposes of this agreement, a public server is defined as a computer that may readily be accessed by the general public for the purpose of viewing, sharing, downloading or uploading files. Public servers include peer-to-peer sharing. Each network appearance is for the connection of **ONE** computing device and is not to be used for multiple devices or to provide wireless access.
4. **Access to Other Networks.** Anytime you access another network through Lewis University information services, you must comply with that network's rules and acceptable use policies. You agree to indemnify Lewis University and hold it harmless from any and all claims, damages, losses, and expenses (including attorney's fees and expenses) resulting from or allegedly resulting from your access of other networks. For security reasons, some Internet ports are blocked and will not be opened for non-academic use.
5. **Control Over Content.** Lewis University provides access to various forms of content that are available over the Internet. Lewis University reserves the right (but does not assume the responsibility) to block or limit access to general categories of content or Internet ports that Lewis University deems in its sole discretion to be harmful, offensive, or otherwise in violation of this Acceptable Use Policy. Lewis University shall have no liability for any action or inaction with respect to content received over the Internet. It is your responsibility to control access to information that you might find unsuitable. This includes controlling access of others through your account or connection. By using Lewis University information services you ac-

knowledge receiving this warning and will not hold Lewis University responsible for language, opinions, discussions or graphics which may be viewed on the Internet. Lewis University has no obligation to monitor the Internet or any service offered via the Internet. However, you agree that Lewis University has the right to monitor electronically from time to time and to disclose any information as necessary to satisfy any law, to operate its services properly, or to protect itself or its other users.

6. **Liability of Charges Incurred.** Lewis University has no responsibility for any charges incurred through the use of any login name and password, including any Lewis University login name or password that may be issued. You are responsible for all such charges. If your Lewis University password is compromised, immediately contact the Lewis University Helpdesk (815-836-5950).
7. **LIABILITY LIMITATIONS.** LEWIS UNIVERSITY MAKES NO WARRANTIES OF ANY KIND, EITHER EXPRESSED OR IMPLIED, FOR THE SERVICES IT IS PROVIDING. LEWIS UNIVERSITY DISCLAIMS ALL WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. LEWIS UNIVERSITY WILL NOT BE RESPONSIBLE FOR ANY DAMAGE SUFFERED BY THE USER, INCLUDING LOSS OF DATA RESULTING FROM DELAYS, FAILURE TO DELIVER, MISTAKEN DELIVERIES OR SERVICE INTERRUPTIONS. THE USE OF ANY INFORMATION OBTAINED THROUGH THE LEWIS UNIVERSITY INFORMATION SERVICES IS AT YOUR OWN RISK. LEWIS UNIVERSITY MAKES NO WARRANTY AS TO THE CONTENT OR ACCURACY OF THE INFORMATION. LEWIS UNIVERSITY IS NOT LIABLE FOR ANY CLAIMS RESULTING FROM ANY FAILURE OR INTERRUPTION OF THE SERVICES.
8. **Additional Information Regarding Use of Lewis University Information Services.** As a user of Lewis University information services, you may be assigned an IP address. This address is controlled by Lewis University and may be provided to you during the time that

you use Lewis University information services. Any IP addresses assigned to you are controlled by Lewis University and are not transferable to any other party. In addition, you agree to configure your computer in the manner determined to be appropriate by Lewis University, to install all required software, and to keep all university-required software up-to-date.

9. **Miscellaneous.** Lewis University reserves the right to modify this Acceptable Use Policy from time to time. Continued use of Lewis University information services constitutes acceptance of modifications made to this Acceptable Use Policy. In addition to any other available remedies, Lewis University may suspend your access to and/or terminate your access to any Lewis University information services immediately and without notice, if you engage in any conduct or activities that Lewis University, in its sole discretion, believes are in violation of this Acceptable Use Policy. If you engage in any activities which cause damage to Lewis University or its suppliers, Lewis University reserves the right to pursue a legal claim against you, including monetary damages to address losses that may occur. Nothing contained in this Acceptable Use Policy shall be construed to limit Lewis University's rights and remedies, and Lewis University hereby reserves all such rights and remedies which may be available to it at law or in equity.
10. **Enforceability.** In the event that any portion of this Acceptable Use Policy is held to be unenforceable, the unenforceable portion shall be construed in accordance with applicable law as nearly as possible to reflect the original intentions of the parties and the remainder of the provisions shall remain in full force and effect. Lewis University's failure to insist upon or enforce strict performance of any provision of this Acceptable Use Policy shall not be construed as a waiver of any provision or right. This Acceptable Use Policy shall be governed by and construed in accordance with the laws of the State of Illinois, without regard to its conflicts of law provisions. Any cause of action you may have with respect to the Lewis University Network Services must be commenced within one (1) year after the claim or cause of action arises or such claim or cause of action is barred.

STUDENT PERSONAL COMPUTER ASSISTANCE

ITSO technical staff will attempt to assist students who are having difficulty installing software required to attach a computer to the Lewis University Network. To obtain this assistance, students must deliver their computer (including power supply for laptops) to the ITSO Office during normal business hours. We cannot guarantee that we will enable a student computer to work on Lewis University's Network.

ITSO will work on student computers as time permits, and thus cannot guarantee when work will commence or complete. Students with Lewis IDs are free to remove their computer at any time during normal business hours, except when interfering with a running process could impair the computer's performance.

ITSO's assistance will be limited in the following ways:

- We **reserve the right to refuse to assist** with any computer.
- We will **not attempt to repair**, or work on, any computer deemed to be partially-, or non-, functioning.
- We **will not open up any student computer**, nor repair any hardware problems.
- We are **not responsible for any hardware problems** that are identified while the computer is in our care.
- We are **not responsible for lost or corrupt user files**. Students should verify that they have files appropriately backed up before bringing their computer to ITSO.
- We are **not responsible for corruption of an operating system** for any reason. Students should verify that they have the appropriate disks to reinstall their operating system before bringing a computer to ITSO for assistance.
- We are **not responsible for any problems caused by removal of software** (including, but not limited to, adware, spyware, ISP software, anti-virus software)
- We **reserve the right to remove any software** that may negatively impact network operations (i.e. file sharing, kazaa, limewire, etc.)

INTERNET ACCESS IN THE RESIDENCE HALLS

(COMPUTER SPECIFICATIONS)

In order for students to access the Internet in the residence halls we require Clean Access and Symantec Anti-Virus (v11) be installed on all student computers that attach to the Lewis Network to ensure that they are adequately protected. These software products were developed with current personal computer standards and are not compatible with older systems. Both Clean Access and Symantec Anti-Virus (v11) are downloadable (**see disclosure below for Symantec**), to students. Students must also maintain their Windows Updates in order to maintain their Internet connection in the residence halls.

Symantec Antivirus Licensing Agreement & Terms of Acceptance

Lewis University

(Disclosure)

By actively downloading Symantec Antivirus software to my home/personally-owned computer I understand and agree to abide by this license agreement and the following terms associated with this software license:

- I am currently a faculty member, employee or registered student at Lewis University.
- That as an employee or student of Lewis University, I am entitled to download one (1) copy of Symantec Antivirus software on a home/personally-owned computer.
- Lewis University owns the Symantec Antivirus licenses.
- That I will not duplicate the software, download the software on more than one (1) home/personally-owned computer, or share/redistribute the download/software with or for any other individual or non-Lewis University affiliate.
- That if Lewis University does not renew this agreement, I must delete or remove the software licensed under this agreement from my personal computer at the time the agreement expires or is terminated.
- I am required to destroy any copies of the software I might have and uninstall this software from my home/personally-owned computer at such time that I leave the employment of or am no longer a registered

student at the college.

- If I fail to uninstall the software I am responsible for any software licensing liability.

PLEASE NOTE:

Students enrolled at Lewis University are entitled to install and use Symantec Antivirus software as long as they are registered students of the University. Students do not own the software, and after graduation or upon permanently leaving the University the student no longer qualifies for the software under our campus license agreement with Symantec.

Students must uninstall Symantec at that time or they are in violation of the Symantec Licensing Agreement and Terms of Acceptance (this is the text above) and are responsible for any software licensing liability.

As of June 1, 2009, Lewis University does not support Windows 7. Lewis University also does not support beta or release candidate software.

Beginning with the Fall 2009 semester, we will require all student computers that attach to the Lewis Network (in the residence hall, or public wired connections) to meet or exceed the following minimum standards:

- **CPU:** Must be 1.0 GHz or higher
- **Operating System:** Must be Windows XP, Windows Vista or Mac OS-X
- **Memory Requirements (RAM):**

Windows XP – 256MB of available RAM

Mac OS-X - 256MB

- Network Interface Card
- At least 2GB of free hard drive space

We Recommend Purchasing a PC With The Following Specs:

- CPU: Minimum of 1.5 GHz Dual-Core Recommended
- Memory: Minimum of 1 GB RAM
- Hard Drive: Minimum of 40 GB

Vista Users:

These are the recommended Windows Vista specs per Microsoft:

- 1 GHz 32-bit (x86) or 64-bit (x64) processor
- 1GB of system memory
- 4 GB hard drive with at least 1 GB of available space

Once the student has met the above requirements and has successfully configured their machine for a Local Area Connection (LAN), double click on Internet Explorer; you will be prompted to download the Clean Access agent. After Clean Access has been installed, the student will have to follow the directions provided to them on how to properly uninstall any old Anti-Virus software and install our free version of Symantec Anti-Virus software. All Windows Updates need to be installed as well. **There are special directions for MAC Operating Systems.**

After all of the above have been properly installed, the Internet should work. Troubleshooting packets for configuring the PC or MAC for Internet connection are available. If you have any questions, please feel free to contact the **Help Desk at x 5950 or (815) 836-5950 from off-campus.**

SETTING-UP MAC OS 10.X FOR INTERNET CONNECTION

Version 10.3 and Earlier:

1. Open **Safari** web browser.
2. An error will pop up saying that Safari “could not connect to the server.” Click **OK**.
3. The web site address will read:
https://cas-dorms.lewisu.local/auth/perfigo_weblogin.jsp
4. Replace the “**cas-dorms.students.lewisu.local**” with the following IP address: 192.168.50.1

OR

Type the address in manually: **https://192.168.50.10/auth/perfigo_weblogin.jsp**

5. Hit **Enter**. Another error may pop up. Click on **OK** or **Continue**.
6. You should be at a web page with the Lewis logo at the top with a place to log into on the left. Bookmark this site.
7. Log in with your Lewis email address and password

NOTE:

There is a possibility that this login will be reset at 5:00 a.m. with everyone else’s connection. That is why you bookmark the login page. You will just need to go back to that page and log in for the day. It is not yet confirmed whether or not this will be necessary.

Version 10.4:

1. Open the **System Preferences** window.
2. Select **Network** to bring up the Network Configuration menu.
3. Double click on **Built-In Ethernet** or select it from the drop down menu at the top of the window.
4. Add the word **local** to the field marked **Search Domains**. This should be the only entry in that field.
5. Open the **Safari** web browser. An error box will appear. Click on **Continue** to move past it.
6. Log in using your Lewis email address and password.

INSTALLING CLEAN ACCESS

Once you have your computer setup for a Local Area Network (LAN) connection and you have your CAT 5E or 6 cable plugged into your Network Interface Card (NIC) and into the active port in the wall, do the following:


Note: Some users might receive a warning when launching IE 7 stating “**There is a problem with the websites security certificate.**” Please click on “**Continue to this website (not recommended).**” In this particular instance, the site you are connecting to is secure.



1. Double click on Internet Explorer .
2. Click **Continue to the website** on the “*Security Alert*” window.
3. Enter your e-mail address and e-mail password in the correct fields and click on Login.
4. Click on the **Download Clean Access Agent** button.
5. Click **Yes** on the “*Security Alert*” window.
6. Click **Run** on the “*File Download-Security Warning*” window.
7. Click **Run** on the “*Internet Explorer-Security Warning*” window.
8. Click **Next** on the “*Welcome to the InstallShield for Clean Access Agent*” window.
9. Click **Next** on the “*Destination Folder*” window.
10. Click **Install** on the “*Ready to Install the Program*” window.
11. Click **Finish** on the “*InstallShield Wizard Completed*” window.



12. You will have an icon on your Desktop after a successful installation.
13. The log in screen will appear. Enter your **full e-mail address** for the **User Name** and your **e-mail password** for the **Password**. Select **Remember Me** and click on **Login**.

14. You may or may not be prompted to update Clean Access. Click on **OK** when prompted that a newer version of Clean Access is available. Follow steps **8-11** to complete the upgrade. **If you are not prompted to upgrade, skip to step 15.**
15. Click **Accept** on the “*Network Usage Terms & Conditions*” window.  & Con-
ditions” window.
16. Click **OK** on the “*Successfully logged in to the network!*” window once refreshing your IP address has succeeded.
17. Once you are successfully logged into Clean Access, you will notice an icon in your Task Bar .

LOGGING IN & OUT OF CLEAN ACCESS

To Log into Clean Access:

1. Double click on the Clean Access icon located on your Desktop if the Clean Access Agent does not pop-up.
2. The log in screen will appear. Enter your **full e-mail address** for the **User Name** and your **e-mail password** for the **Password**. Select **Remember Me** and click on **Login**
3. Click **Yes** on the “Security Alert” window.
4. Click **Accept** on the “*Network Usage Terms & Conditions*” window.
5. Click **OK** on the “*Successfully logged in to the network!*” window.
6. Vista Users: If you select “**Allow. I trust this program. I know where it’s from or I’ve used it before**” after following the above directions and receive the following error message: “**SSL Certificate REV failed 12057,**” do the following:
 - Launch Internet Explorer.
 - Go to **Tools, Internet Options**.
 - Click on the **Advanced** tab.

- Scroll down to the **Security** section and uncheck “**Check for server certificate revocation***” and select **SSL 2.0, SSL 3.0, and TLS 1.0.**
- Under the **Content** tab, click on **Clear SSL state**, click on **OK.**
- Click on **OK** to close out of Internet Explorer.
- Try to log back into Clean Access.

To Log off of Clean Access:

1. Right click on the Clean Access icon located on the Task Bar.
2. Select **Log-Off.**
3. Click **OK** on the “*Successfully logged out from the network!*” window.

CLEAN ACCESS TEMPORARY INTERNET ACCESS

When you log into Clean Access, you receive the message that you have temporary access.

1. Click **Yes** to the Security Alert.
2. Click **Continue** on the “*You have temporary access!*” window.
3. You will receive two different types of error messages. One that states you need **Symantec Antivirus Definitions, Windows Updates**, or both.
4. In order to get full Internet access, you will need to update your Antivirus definitions and your Windows Operating system.

To Update Windows:

- Click on **Start**  .
- Select **Microsoft/Windows Updates.**

- Select **Express**.
- Select **Install Updates**.
- Reboot Machine.
- Repeat steps if necessary or see page 32.

To Update Symantec Antivirus Definitions:


- Go to **Start, Programs (All Programs), Symantec Endpoint Security**.
 - Click on **Live Update** and follow the prompts.
 - The Virus Definition File Version date should be either the day before or the day of the current date.
5. After all of the Windows Updates and Antivirus Definitions have been updated, full Internet access should be granted. If you continue to get temporary access, please call the Help Desk for assistance at extension 5950 on-campus or (815) 836-5950.

SYMANTEC ANTI-VIRUS SOFTWARE

You are required by the Lewis University Network Services Acceptable Use Policy to maintain current anti-virus software on your computer. Residential students must install the university version of Symantec in order to connect to the Lewis network. **Please read the Symantec disclosure on page 24.**

To Install Symantec Anti-Virus software:

Please check to verify which Operating System you have when installing Symantec on a **Vista Operating System : 32-bit or 64-bit.**

1. Click on the **Start** .
2. Right click on **My Computer (Computer)**.
3. Select **Properties**.
4. Under the section **System**, there will be nothing mentioned for a 32-bit Operating System, but it will specify x64 for a 64-bit Operating System

To install Symantec Endpoint Protection, do the following:


1. Uninstall any existing anti-virus software on your computer. This is normally done by: (**Vista instructions in parenthesis**)
 - Double clicking on **My Computer (Computer)**
 - Double clicking on **Control Panel (Control Panel)**
 - Double clicking on **Add/Remove Programs (Programs/Uninstall a Program)**
 - Select the Anti-Virus software and select **Remove** or **Uninstall (Uninstall/Change)**
2. After uninstalling existing anti-virus software, install our Anti-Virus from:


<http://192.168.25.13/sepstudents>

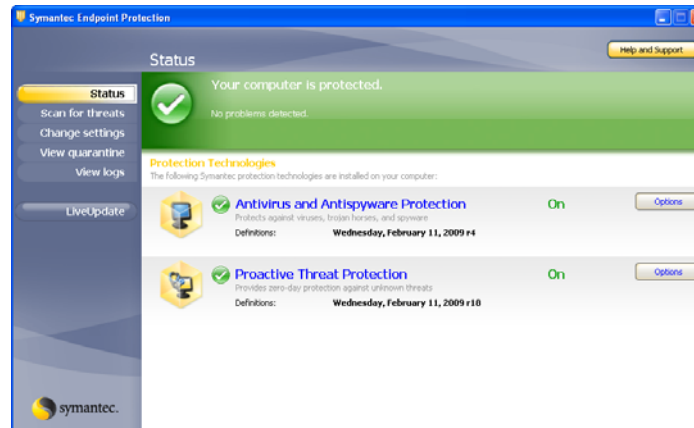
If prompted for a username and password, use the following:

Username: nav@lewisu.edu
Password: **webnav01**
3. You might have to install an add-on “Web Installer” ActiveX-Controller to continue the installation. Follow the installation instructions.

4. Click on **Symantec Endpoint Security Install**.
5. Click on **32 bit or 64 bit Install Now (depending on the OS)**.
6. This is a silent installation. You will know the installation is complete

when a gold shield  appears next to the time in the Task Bar and the machine has restarted. **Do not restart the machine manually. If your machine does not restart automatically, you will be prompted to restart your machine.** (Restart times will vary depending on the machine).

7. To verify that it has installed, go to **Start**,  **All Programs (Programs), Symantec Endpoint Security, Symantec Endpoint Security**. The definition date should be current. If it is not current (today or yesterday's date) you should do a Live Update. Now Symantec Anti-Virus will begin to protect your machine.



HOW TO MANUALLY DOWNLOAD SYMANTEC ANTIVIRUS DEFINITIONS



If you are unable to perform a LiveUpdate, or if you receive an error message that the disk is full, please do the following:

1. Go to www.symantec.com .
2. Click on the **Downloads** link located next to **Quick Links**.
3. Click on the **Virus Definitions and Security Updates** link located under the **Business** section.
4. From the drop-down menu under the **Download Definitions by Product** section, select **Symantec Endpoint Protection**.
5. Scroll down and select the third Intelligent Updater. The file-name will have a date, starting with the year, month and then the day. The file will end with **x86.exe**. The following is an example: **20090208-016-x86.exe**. Left click on the file name.
6. You will get a “*File Download-Security Warning*” window. Click on **Run**.
7. Click **Run** on the “*Internet Explorer-Security Warning*” window.
8. Click **Yes** on the “*Symantec Security Response Intelligent Updater*” window.
9. Click **OK** on the “*Symantec Security Response Intelligent Updater*” window.

Your Symantec AntiVirus definition files should now be updated; it might take a couple of minutes.

HOW TO INSTALL WINDOWS' CRITICAL UPDATES AND SERVICE PACKS FOR WINDOWS

You cannot have a beta version of Internet Explorer installed on your machine to download Windows Critical Updates and Service Packs. Internet Explorer 8 beta is currently not supported at this time.

1. Click on the **Start**,  button and then click on **Windows Update**. Or, open up **Internet Explorer**; go to the **Tools** menu and click on **Windows Update**. Or, **Start**,  **All Programs (Programs), Windows Updates**. You will see the screen below. Click on the **Express** button.



2. After your machine has been scanned for updates, all available High-priority updates will be displayed. Click on the **Install Updates** button to install all available High-priority updates.



3. At the end of a download, you may be prompted to **restart** you computer. If prompted, close out of all other programs and then restart the computer. It might be necessary to repeat the above steps since not all updates can be downloaded and installed at the same time.

Note:

Windows Update changes periodically, therefore these directions may become outdated, please direct any questions to the Help Desk at x5950. Microsoft also requires validation of all Windows Operating Systems. **If the Operating System fails validation contact the vendor you purchased the machine from (Dell, Toshiba, Best Buy).** The Operating System should have been registered by them. If you do not have a legal copy of your Operating System, you will be unable to not only update your Windows Updates with Microsoft, but you will also be unable to use the Lewis University Network.

USEFUL LINKS

Below are some helpful links that can assist you when you are searching for drivers, software, hardware or resolution for computer issues.

<http://www.microsoft.com>

<http://www.symantec.com>

<http://zonealarm.com>

<http://www.lavasoft.com>

<http://webmail.lewisu.edu>

<http://lewisuniversity.blackboard.com>

<http://www.dell.com>

<http://www.hp.com>

<http://www.lenovo.com>

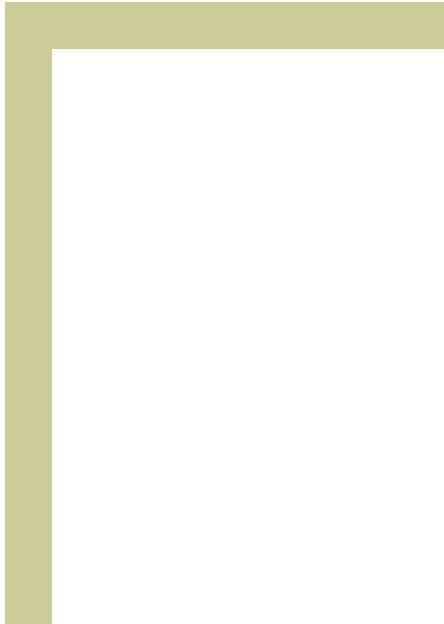
<http://www.apple.com>

<http://www.gateway.com>

<http://www.acer.com>

<http://www.tigerdirect.com>

<http://avast.com>



TELEPHONE & VOICEMAIL



SETTING UP YOUR AUDIX VOICEMAIL BOX THE FIRST TIME

1. **Dial 5100** (or, from off-campus dial (815) 836-5100).
2. Dial your **extension number**, then a pound sign (#).
3. Press # (you have no password yet).
4. The system will ask you to **record your name** – this should be just the name(s) of the people at this extension, not the greeting that will play when someone calls.
5. The system will ask you to **enter a password** followed by #. It must be at least 5 characters, and they can't all be the same number (like 22222) or sequential numbers (like 12345). It will ask you to **enter it a second time** to make sure you didn't make a mistake. You should keep this password confidential, unless you share the phone with someone.
6. Finally, you need to record and activate your voice greeting – this will play when someone calls you and you aren't there to answer. **Press 3** to administer personal greeting.
7. **Press 1** to record a greeting. Enter greeting **1. Record** it. If you like it press #, if you don't, press *3 to delete it and re-record it. When you're happy, **press # to approve**, then press **1** to activate it for your calls.

TO CHECK FOR MESSAGES



1. Dial **5100** (or, from off-campus dial (815) 836-5100).
2. Dial your **extension number**, then #.
3. Dial your **password**, then #.
4. Press **2** to get your messages. If you want to skip the "header" information, press **0** to hear the message. Then press # to save (will only keep it for 7 days) or *3 (*D – delete) to remove the message

TELECOM THINGS TO REMEMBER

- If you are calling voice mail from your own extension, you can enter # instead of your extension number and # - The system knows the number from which you are calling.
- Passwords must be between 5 and 15 characters; but cannot be all the same (like 22222) or sequential (like 23456 or 98765).
- When you are setting up your mailbox, the system will ask you to record your name – this should be only your and your roommate’s names.
- If you do not activate a greeting, it will stay in memory but will not play for callers.
- You can record and store up to nine greetings, but not all will be active at once. So, you can record a special greeting for the holidays, and just change back to your normal greeting when you return to campus. For further information, contact the Help Desk at x5950, or helpdesk@lewisu.edu.
- After three consecutive unsuccessful login attempts, the system will tell you to **call your system administrator** and will **disconnect your call**. At this point, you can dial back into x5100 and try again to login.
- After five consecutive unsuccessful login attempts, the system will **lock your mailbox**, and tell you to **call your system administrator**. You must **contact the Help Desk** (x5950) to have your voice mailbox unlocked.
- The unsuccessful login attempts may be made by someone else selecting your mailbox number in error.
- **Saved messages** are **kept for 7 days** before they are automatically deleted.
- **New messages** are **kept for 30 days** before they are automatically deleted.
- **When your mailbox is full**, callers cannot leave a new message until you delete old messages to make some room in your mailbox.
- If you delete a message by accident, press ****U** right away to undelete it. If you go on to another message or hang up, you will not be able to retrieve the deleted message.

TELEPHONE SYSTEM INFORMATION

Placing Calls:

1. To dial any **on-campus number**, just dial the 4-digit extension.
2. To dial an **off-campus number**, dial 9, then the call as you normally would, including 1 + the area code. Calls within 10 miles of campus are considered free local calls.
3. Calls outside the 10 mile radius are toll calls and either require a Resicom authorization code or a calling card. To get an authorization code, contact Resicom via the web at <http://resi.com> or dial ext **6100** from any campus phone.
4. To call **Campus Security**, dial the extension **5222** for all **non-emergency** calls.
5. To call Campus Security for **emergency calls** only, dial **5911**.
6. To place an **emergency call**, dial **9-911** (The first 9 is to get off-campus).
7. To dial **toll-free numbers** (800, 888, etc.) enter 9-1 + the number.
8. House (**or emergency**) **phones** are located in, or outside the entrance to, most buildings on campus. You can use these for on-campus calls.

Calling Campus:

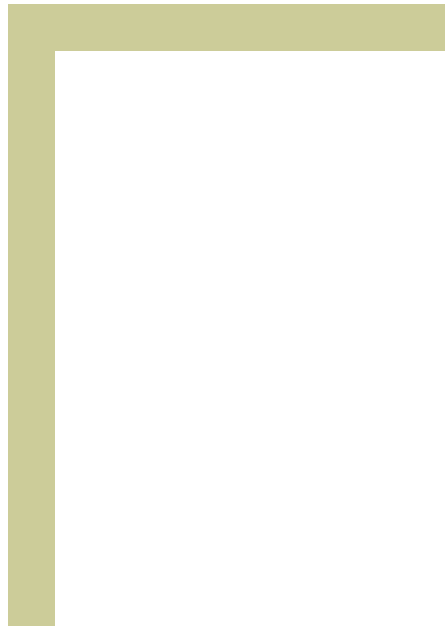
1. The main **Romeoville Campus** number is **(815) 838-0500**.
2. To dial a **student extension** from off-campus, dial (815) **834-6xxx** or (815) **588-7xxx**.
3. To dial a **staff or faculty extension** from off-campus, dial **(815) 836-5xxx**.
4. To call into the **voice mail system**, dial **(815) 836-5100** (not (815) 834-5100).

TELEPHONE FEATURES

- The phone system has **Call Waiting**. You will hear a beep when you are getting a second incoming call. To switch to the new call, press your switch hook (or Flash button, if your phone has one) and dial *4. This puts the first call on hold and let's you talk to the 2nd call. When you hang up, the first call will ring back to your phone. If you want, you can continue switching between the calls by using the switch hook, *4 repeatedly.
- You can place a **3-Way Call** by dialing the 1st number, then pressing the switch hook (or Flash button) and dialing the 2nd number. To put both calls together, press the switch hook again.
- A stutter dial tone means you have **new messages in your voice mail**.
- **Caller ID**, and most built-in features on your phone, will not work with our system.
- If your incoming calls are going right to voice mail after a short ring, you have turned on **Send All Calls**. To turn this off, get a dial tone and press #3. If you want to turn this feature on, press *3.

Notes:

- 6xxx or 7xxx represents the 4-digit student extension.
- 5xxx represents the 4-digit faculty or staff extension.
- Remember, when you initiate a 3-Way Call, you pay for both of the calls as if you were talking to each person separately.



FLYERVISION CABLE TELEVISION



CABLE TELEVISION TROUBLE-SHOOTING

Question #1: Why does my television only get 13 channels or is fuzzy?

- A.** Have you programmed your TV for cable using the owner's manual?
 1. Most sets have a menu function that users must select either Cable or Antenna.
 2. Some sets after Cable is selected must be allowed to be run the auto programming operation.

- B.** If yes, then check on the rear of the set for a switch that says HRC, CR, IRC, and move it to HRC and reprogram set.

- C.** I have followed the above directions and my television still gets only 13 channels or is fuzzy.
 1. First refer to the diagram on hooking up the set to determine if all devices are hooked up.
 2. If the only device in the chain is the TV, then check to see if the student programmed the television set in the menu setting to Cable and not Antenna.
 3. If the procedure was followed correctly, have the student check both ends of the RF (Coax) cable to ensure that a copper wire can be visible on each end.
 4. If the copper is not visible, a new cable should be purchased.
 5. If the cable is visible, then a trouble ticket should be filled out for Telecom to visit for further Cable run check.
 6. If the student is using the VCR/DVD in the hook up, then have them first disconnect the VCR/DVD and hook directly to the television.

C. (Continued):

7. If the TV still doesn't have a picture, go back to A and B and then continue to C, steps 1-6.

8. If the TV has a picture, then the VCR/DVD has problems and the student should refer to the owner's manual.

Question #2: What if my television set doesn't have a RF (Coax) connector on the back?

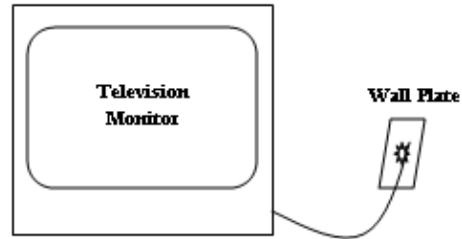
A television not provided with an RF (Coax) connector requires an adapter which is available at Radio Shack.

Question #3: Does the University provide students with an RF (Coax) cable?

The University does not provide students with an RF (Coax) cable. Students can purchase an RF (Coax) cable (6 feet would be sufficient) at the Bookstore or at any electronics store.

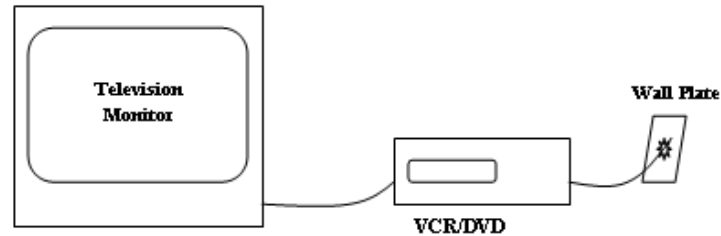
CABLE TELEVISION SETUP PROCEDURE

TV to Wall Jack:



1. Plug RF (Coax) Cable into rear of television set and place the loose end into the wall jack.
2. Plug TV into wall and turn on. Most TV's have a menu function to program the set for cable.

TV to VCR/DVD to Wall Jack:



1. Plug RF (Coax) Cable from wall to Antenna In on VCR/DVD.
2. Plug RF (Coax) Cable out from VCR/DVD to Antenna In on TV.
3. Turn VCR/DVD off and using owner's manual program TV for cable.

CAMPUS TELEVIDEO CHANNEL LINEUP

CH#	ChannelName	CH#	ChannelName
2	CBS - WBEM	48	Discovery Channel
3	AZA - WOCK	49	TNT
4	UNI - WGBO	50	TBS
5	NBC - WMAQ	51	ABC Family
6	Lewis University Channel 1	52	Learning Channel
7	ABC - WLS	53	Home & Garden
8	UPN - WPWR	54	Bloomberg
9	WB - WGN	55	Court TV
10	IND - WCIU	56	College Sports TV
11	PBS - WTTW	57	Discovery Health
12	FOX - WFLD	58	Discovery Science
13	PAX - WCPX	59	BET
16	HBO	60	Food Network
17	IND - WJYS	61	Animal Planet
18	PBS - WYIN	62	EWTN
21	PBS - WYCC	63	MSNBC
22	TFT - WXFT	64	Travel Channel
23	CSPAN	65	FOX News Channel
24	CSPAN2	66	FX Network
25	TMO - WSNS	67	Game Show Network
26	Lewis University Channel 2	68	History Channel
27	ESPNU	69	MTV2
28	SPIKE TV	70	MTV U
29	MTV	71	NFL Network
30	VH1	72	PBS YOU
31	USA	73	QVC
32	CNN Headline News	74	SoapNet
33	ESPN	75	G4 Tech TV
34	ESPN 2	76	The Military Channel
35	ESPN NEWS	77	TV ONE
36	ESPN CLASSIC	78	TV Land
37	CNN	79	VH1 Classic
38	CNBC	80	Women's Entertainment
39	Weather Channel	81	Worldlink
40	A&E	82	Lewis University Channel 3
41	American Movie Classic	83	Lewis University Channel 4
42	Comedy Central	84	HSN
43	E! Entertainment	85	Comcast Sports Net
44	SciFi	86	HBO Family
45	Lifetime	87	National Geographic
46	Nickelodeon	88	Fuel
47	Cartoon Network	89	Speed

90, 91, 92 and 93	The Big Ten Network
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E-mail: helpdesk@lewisu.edu
Online Support: <http://helpdesk.lewisu.edu>