

Information Technology

Orientation Fall 2011

<http://it.vermontlaw.edu>

helpdesk@vermontlaw.edu

People on the IT staff you may need to know:

- ❑ **Bill Bonn** - Help Desk Technician for A/V
- ❑ **Julie Holmes** – Information Technology Coordinator
- ❑ **Lori Dubreuil** - Web and Technology Projects Manager
- ❑ **Jeanne Eicks** - Director of Technology
- ❑ **Colleen Hurd** – Systems Administrator and Help Desk Technician
- ❑ **Brad Bond** - Help Desk Technician
- ❑ **Nick Milburn** - Network Administrator
- ❑ **Ed Pelton** - Programmer/Analyst
- ❑ **Fran Rhynhart** – Help Desk Technician
- ❑ **Alex Dubreuil** - Assistant Network Administrator

Welcome to Vermont Law School

- Who are we?
 - Information Technology Department
- Where is the IT Helpdesk?
 - The second floor of the building between the library and the Chase Center, over the Cafe
- How do you contact us?
 - Use the web form at <http://helpdesk.vermontlaw.edu/>
 - Stop by the IT Help Desk between 10:00am and 4:00pm
 - Call 1355 in an *Emergency Only*

Location of Computer Labs

- Chase Center Lab (20 PCs and 1 Mac)
- Westlaw/Lexis Lab in the Library (14 PCs)
- Prentice Reading Room and Basement Level Stacks (2 PCs)

Standard Applications

- Windows XP Professional (OS)
- Microsoft Office 2007 and 2010
(Word, Excel, and PowerPoint)
- WordPerfect
- Adobe Acrobat
- Internet Explorer
- Mozilla Firefox
- Symantec AntiVirus
- Various other research related software (Westlaw, Lexis, etc)

Acquiring Software

- You can purchase Software for the price of the media (\$35)
 - Bring your ID and you will be billed
 - Office 2010, MacOffice 2011, WordPerfect X3 (\$60), OneNote, Windows 7 Ultimate Upgrade
- Free Symantec Anti-Virus software for Windows
 - CRITICAL 1st step – Uninstall your current antivirus software.
 - Go to <http://symantecav.vermontlaw.net/> and click install now (only works when connected on campus)

Passwords at VLS

- Where do you get them?
 - You should have received an email
 - Library Systems (TWEN and Lexis-Nexis)

Julie Graves-Krishnaswami
- What do I use my account for?
 - Logging into Campus Computers
 - CampusWeb
 - Email
 - Printing
- How do I protect my account information?

Logging into the VLS Network

- Logging in for the first time
 - Enter username & password
 - Enjoy the Network Services
- WiFi
 - VermontLaw
 - secure wireless network for VLS community only
 - required for printing
 - VLS-Public
 - open access for guests

Your Laptop and the Network

- **Contact the HelpDesk if you have wireless, printing or email/login issues.**
- **Wireless**
 - VLS wireless available in all campus buildings (requires login)
 - Free hotspots for public use available in the Oakes Hall, Debevoise Hall, Cornell Library, Chase Center and lobby areas of the library (no login required – great for guests!)
 - 802.11n or 802.11b/g
 - Update your wireless drivers

Your Laptop and the Network

- **MUST HAVE ANTIVIRUS AND MALWARE PROTECTION!**
 - ❑ To use our free Windows software: uninstall current anti-virus software *first*
 - ❑ <http://symantecav.vermontlaw.net/>
 - ❑ Macs need Antivirus software too!
- **Operating System Updates MUST be Current!**
 - ❑ <http://update.microsoft.com/> for Windows
 - ❑ Install Microsoft update for MS product updates
 - ❑ Keep Mac software updated by clicking on Apple and selecting “Software Update”

Keep Your Laptop Running Smoothly

- Make sure your Antivirus software is up-to-date
 - Most current VLS provided version at <http://symantecav.vermontlaw.net/>
- Install Spyware Protection – update and scan weekly
- We recommend these free products:
 - Spybot SD
 - http://www.download.com/Spybot-Search-Destroy/3000-8022_4-10743107.html?tag=lst-1
 - Provides real-time protection for Internet explorer
 - MalwareByte's Antimalware
 - <http://www.malwarebytes.org/mbam.php>

Preventative Maintenance Tools

- Built into Windows
 - Run these at least monthly
 - Can also schedule
- **Disk Cleanup** – cleans up unnecessary files
- **Defrag** – reorders data more efficiently on hard drive
- **Checkdisk** – cleans up file inconsistencies and checks integrity of hard drive

File Storage

- Frequently save files in **at least** 2 locations
 - **DO NOT** save **ANYTHING** to the desktop or local hard drive on VLS PCs
 - The “J” Drive or Personal Drive (50 MB)
 - Disk on Key (USB based disk)
 - CD-R (Available on all lab PCs)
 - E-mail it to yourself at home
 - Do Not Edit from attachment if using the GroupWise client in the labs; save first (“J” Drive or USB key)
 - We recommend that you purchase an external USB Hard Drive
 - Remember the file you’re working is the most vulnerable!
 - Keep the Hard Drive safe at home and back-up nightly
 - Mac OS – Time Machine
 - Windows 7 – Make it easy
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E-mail

- GroupWise 8.0
 - ❑ On-Campus Client (in the labs)
 - ❑ VLS Web Page (<http://gwmail2.vermontlaw.edu/>)
 - ❑ POP3/IMAP4 (instructions on <http://it.vermontlaw.edu> website)
 - ❑ Link to webmail on the it.vermontlaw.edu pages
 - ❑ Kiosks in Oakes

Student Handbook

- Code of Conduct Violations (Misuse and/or Tampering with campus IT) *...see the Student Handbook for more information.*
- The use of LimeWire, BitTorrent, or other file-sharing (P2P) system in labs or on personal machines while connected to the VLS Network is prohibited
- E-mail
 - Official form of communication
 - Absolutely NO file attachments to large groups of people (25 or more) Post to Shared drive and Send link.
 - Don't flame, be civil at all times
 - Not for Commercial use / Solicitation

Printing on Campus

- Refer to your Student Handbook
- To set-up your laptop to print to campus printers, go to <http://it.vermontlaw.edu> and click on printing
 - Available for Windows XP / Win 7 / MacOS
 - High Speed, Duplexing Laser Printers in Chase Lab and Westlaw/Lexis Lab
- 400 sheets/semester allotment (5 cents/sheet overage)
 - Duplex (double-sided) saves \$\$\$.
- If you need help, email helpdesk@vermontlaw.edu or walk-in.

Tech Support

- Ask Workstudy Lab Assistants in Library
 - Ask a workstudy student on-duty in the Library
 - Workstudies are on duty from 8am-midnight, M-F and 9am-midnight on weekends
- Create a helpdesk ticket by going to <http://helpdesk.vermontlaw.edu>
 - Stop by the HelpDesk (M-F 10:00am – 4:00pm)
 - We **do not support** home computer/networks
- Systems Plus

Questions????

- Application Help – Usually the F1 key
- IT “How-to’s” at <http://it.vermontlaw.edu/>
- Use the web Helpdesk Ticket system <http://helpdesk.vermontlaw.edu> or helpdesk@vermontlaw.edu
- Ask Workstudy or the HelpDesk in Computer Center
- ***In an Emergency*** - Call Extension 1355