

# Library and Information Services Technology Support Center

## Technology Guide

Welcome to **Computing@Wheaton!**

Our mission at the LIS Technology Support Center is to support, encourage, and empower Wheaton College faculty, staff, and students in their use of computer technology. We are committed to providing a reliable **single-point-of-contact** for our users.

The Technology Support Center team is the front line of support for the rest of Information, Technologies, and Services. We can show you how to navigate our network, use the college's standard software, email, file, and print services. We'll even fix your computer when it breaks! If we can't help you, we'll know who can!

We have developed this overview of Computing@Wheaton for your reference. If you have questions about the information covered or would like to schedule an in-depth training for any of the services we provide, just let us know. Also, please check **WheatonCollege.edu/Technology** periodically for updates to this booklet.

We hope you'll contact us for support, training, or just to say hello! We can be reached at extension 3900, through email at **support@wheatoncollege.edu**, or stop by to visit us in the Library (we're on the Periodicals Level, just follow the signs!).

***SECURITY REMINDER: LIS Technology Support will \*NEVER\* request passwords or other personal information via email. Messages requesting such information are fraudulent.***

*Note about instructions: If using Windows, always left-click unless the directions specifically say to right-click*

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## I. **Standard Software and Services**

The LIS Technology Support Center provides and supports a wide variety of services and software packages, including basic productivity (Microsoft Word, Excel, PowerPoint, and Publisher), email, and anti-virus. For a complete list of services and software, visit <http://wheatoncollege.edu/technology/buy/technology-support-service-level-agreements-and-standard-software/>.

## II. **Backing Up Your Files**

If a pipe were to burst in your office, as happened in Wallace Library Archives and Special Collections, and your computer were rendered completely inoperable, *how much data would you lose? How many years of effort would be completely gone?* While an event like this is relatively rare, it is not impossible; nor is hard drive failure, a virus that deletes your files in such a way that they are unrecoverable, fire, or any other unforeseen disaster. Because of the possibility of these extreme events, LIS, in the strongest possible way, **URGES** you to back up your data regularly. Operating Systems and other software can be reinstalled, computer hardware can be replaced, but we cannot always recover your documents. You must take the initiative, therefore, to make sure you have current backup copies of your files.

The first step in being able to quickly and easily backup your documents is knowing where files are stored on your computer. Unless you choose a different location, Windows and Mac OS X will generally default to the “My Documents” or “Documents” folder. You can create other folders within “My Documents” or “Documents” to help manage and organize your files. By keeping your files in a central location, you’ll only have one folder to backup and won’t need to worry that you might have missed or forgotten important files while doing your backup.

The easiest backup method is to “drag and drop” your files on to a USB flash drive or your Network Folder (covered in Section VI); if you have a Recordable or Rewriteable CD and/or DVD drive, you can burn your documents onto CD/DVD (Mac OS X has burning software built in; if your Dell computer has a CD burner, you should have Roxio Easy CD Creator installed). Your method of backup may be determined by the total size of your documents. You can store up to 2.5Gb (2500Mb) in your Network Folder; CDs can hold up to 650Mb or 700Mb, depending on the CD, DVDs can hold 4.7Gb or 8.5Gb, depending on the DVD (and whether your burner can use the 8.5Gb discs), and USB flash drives come in varying sizes.

If you would like a tutorial on backing up your files, or need help determining if your computer has a built in CD or DVD burner, please contact the Technology Support Center.

## III. **insideWheaton**

Wheaton has centralized access to many of its core services (Banner, WebMail, WINDOW), plus added campus news and information in the new “insideWheaton” website.

To access insideWheaton (whether you’re on-campus or off), you can click on the insideWheaton link on Wheaton’s homepage, or go to <http://inside.wheatoncollege.edu>. You will need to sign in with your Wheaton ID number (wID) and email password. If you’re new to Wheaton and do not yet have a password, click the “Set up your account” link in the sign in area to complete the steps needed to create your password.

Once signed in, you can peruse news items and event information, link to various services, launch WINDOW, access email, and much more! You can even customize your “My Stuff” tab to view the channels (sections) that are of the most interest to you.

Please call x3900 or email [support@wheatoncollege.edu](mailto:support@wheatoncollege.edu) if you have any questions, have trouble creating your password, are unable to sign in, or cannot access any of the features once inside.

In order to keep your confidential information safe, as well as prevent unauthorized access to Banner and other campus resources, don't forget to sign out of insideWheaton before closing your web browser or going to another website.

#### IV. Data Security

With news of data breaches at companies following guidelines developed to protect confidential information, and a data breach law in Massachusetts designed to better inform and protect consumers, what can you do to ensure the files and confidential data you use on a regular basis are safe? Here are some steps and suggestions to protect your data.

Identify confidential data – personal information like ID numbers, Social Security numbers, bank account information, passwords, and any other piece of information you wouldn't want someone else to have are all components of confidential data and need to be protected (for example – Banner downloads, your email password, the tax documents and information stored in WINDOW).

Ways to protect yourself and your data:

- never give your passwords to anyone, not even Tech Support
- if you use USB flash drives, only purchase ones that come with encryption/security software (and actively use that software – it can't protect the drive if you're not using it!!)
- don't write passwords down (yes, passwords are tough to remember, but if your computer password is written on a sticky note that you've attached to the side of your monitor, anyone sitting at your computer can gain access to all of your files, thereby making the password useless)
- change passwords often – just as you're required to change your Wheaton email password every six months, you should change your other passwords regularly, too.
- keep current with operating system and anti-virus patches and updates
- don't disable password protection or allow your computer to remember any passwords – having to enter a password whenever you need to log in to your computer, an application, or a website is nothing compared with the nightmare of trying to recover your identity if it's stolen or facing thousands (or even millions) of dollars in fines if confidential data is lost because you didn't want to be bothered with remembering or typing your passwords.
- report loss or theft immediately – if your computer, wallet, or documents are lost or stolen, report the loss or theft immediately
- shred papers containing confidential/sensitive data – you should never just discard papers containing confidential or sensitive data, shred it first! (You don't know who might be going through your trash or your recycle bin.)
- never leave belongings unattended or visibly available – if you are unable to have your laptop computer, purse, wallet, or any other belongings with you, don't leave them out in the open for anyone to see, even if that location is locked. You should instead store them in a location that is not visible (your car trunk, for example). Many cars have gotten broken into simply because of ring marks left by suction cups used to hold GPS devices
- if you sign in to a website, don't forget to sign out!

## V. Email

Wheaton College provides all of its faculty, staff, and students with an @wheatoncollege.edu email account.

LIS supports two ways in which to access your email – Thunderbird and WebMail. Thunderbird downloads copies of your email messages from the email server and stores them locally on your computer, while WebMail provides direct web-based access to the email server from any computer with internet access anywhere in the world. The option that is best for you depends on your email needs. If you will frequently be using email from multiple computers or want an easy way to check your email while traveling, WebMail is recommended; if you use email primarily from one computer, Thunderbird is recommended. Immediately below is some general email information, followed by sections providing Thunderbird specific and WebMail specific overviews.

### Changing your Password

For security purposes, you are required to change your password every six months (if you do not, the system will automatically change it to something random). To change your password, visit <https://password.wheatoncollege.edu>. New passwords **MUST** be between 8 and 15 characters long and must contain at least one capital letter and two numbers. Passwords cannot contain special characters (\$, ^, #, \*, for example) and cannot be a password you have used previously. You can also establish a security question and answer to use if you ever forget your password or don't change it before it expires. From the password change page, click "Forgot Password?" in the Related Links section, or click "Set Password Challenge Question/Forgot Password?" from the WebMail login screen to create or use your security question and answer. If you are having trouble logging in to your email, make sure that Caps Lock is not on as passwords are case-sensitive. If you do not create a security question and answer, or do not answer the question correctly, you will need to bring your Wheaton ID to the Technology Support Center to get a new email password.

### Forwarding Your Mail to Another Account

You can forward your Wheaton email to another email address for convenience while away from campus, or if you have another account where you prefer to receive all of your messages. Go to <https://mail2.wheatonma.edu> to enable forwarding. You'll need to login with your username (your "w" ID number) and email password. Click on the "Rules" link at the top right (above the search box). Click "Edit your message redirection settings" (bottom section) and fill in the address to which you want your mail forwarded in the large, open box in that section. If you want to keep a copy of all incoming mail in your Wheaton account, put a check in the box next to "Keep a Copy". Please note that if you do opt to keep a copy, the next time you check your email using Thunderbird or WebMail, all those emails that were forwarded will appear as "new" messages in your Inbox. You may also want to check the box to "Preserve To/Cc Fields" so that forwarded messages appear to come directly from the sender rather than from your Wheaton account. To activate the forwarding, make sure the box next to "Redirect All Mail to:" has a checkmark in it, and then click "Save" to save your settings. You can then click "Logout" to exit WebMail.

To disable forwarding, go back to <https://mail2.wheatonma.edu>. Log in with your "w" ID number and email password. Click "Rules" and then "Edit your message redirection settings." Uncheck the box next to "Redirect All Mail to:". Click "Save" to save your settings. You can then click "Logout" to exit WebMail.

### Automatically Replying to Incoming Messages

If you'll be unable to check or respond to your email for an extended period of time (while on vacation, for example), you may want to set up an automatic reply that will respond to all of your incoming email with a standard message letting the sender know that you are away from email and who to contact in your absence if necessary. Just go to <https://mail2.wheatonma.edu>. You'll need to login with your username (your "w" ID number) and email password. Click on the "Rules"

link at the top right (above the search box). Click “Set your vacation message” (bottom section). and in the box directly underneath “Message,” enter the text you want people to receive while you’re away from your email. When you are satisfied with the text of your intended response, click “Enable” or “Enable Until” (don’t forget to enter an end date!) to start the automatic response. You should also click “Clear ‘Replied Addresses’ List” to reset the address list of people receiving an automatic response. Each email address will receive only one reply while your automatic response is active. When ready, click the “Save” button. You can then logout.

To disable your Away message, go back to <https://mail2.wheatonma.edu>, Login with your “w” ID number and email password. Click “Rules” and then “Set your vacation message.” Select the “Disabled” option and then click “Save.” Logout when done.

### **Barracuda Spam Filter**

Wheaton has a spam (unwanted email) filter to remove junk email before it reaches your mailbox. There are two levels to our Barracuda Spam Filter: the first level filters known spam, and you will never see or know about those messages; the second level filters suspected junk mail and will notify you via email of these spam quarantines. Because no system is perfect, there will sometimes be false positives, so be sure to review messages you receive from the Barracuda system to whitelist or deliver any messages incorrectly marked as spam. For more information, go to: <http://wheatoncollege.edu/technology/started/getting-started-with-email/wheaton-email-spam-filter/>.

### **Thunderbird**



Thunderbird is an easy to use yet versatile application for reading, composing, and managing your email, and comes from Mozilla (which also provides the Firefox web browser). The standard configuration at Wheaton syncs your Thunderbird mailboxes with the email server, and you can save messages in “local” folders (on your computer itself) in order to archive older mail and free up space In your server account. Some of the basics of Thunderbird are covered below, but if you wish to learn about more advanced features (customizing settings, address book, signatures, stationery, etc.) please contact the Technology Support Center.

#### **Checking Email**

Your computer should already be configured to automatically check for new email at a specified interval, including when you first open Thunderbird. After you launch Thunderbird, you will see a screen prompting you for your password. Type in your password and either click “OK” or hit the <enter> key on your keyboard.

Thunderbird will check for any new email.

As long as Thunderbird stays open (even if it’s running in the background or minimized while you work on other things), it will remember your password and check mail automatically at the specified interval. Whenever you get new email you will see an envelope appear near the time (Windows) or the Thunderbird icon in the Dock will bounce (Mac OS X).



#### **Reading Messages**

To view one of your messages, you can double-click on the message in order to open it in a new Thunderbird window, or, if you have the Preview Pane enabled, you can single-click on the message and its contents will appear in the preview window (located below your list of messages).

## Sending Mail and Attaching Documents

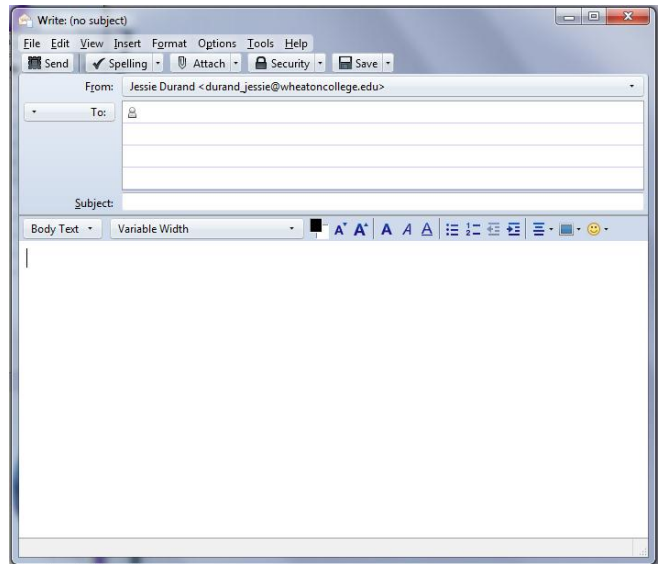
You have a few options when you want to send a message to someone. You can start a new message, reply to an existing message, or forward an existing message. You can also attach documents to any outgoing message.



**New Message:** To start a new message to someone, simply click the Write icon on the main

Thunderbird toolbar. The new message window will appear.

In the "To:" field, type in the email address of the person to whom you want to send your message. If you want to send your message to more than one person, create a separate line for each recipient. The "From:" will already be listed. Give your message a short topic in the "Subject:" field. You can also choose to Cc (carbon-copy) or Bcc (blind carbon-copy) your email message. Click the arrow to the left of "To:" and make the desired selection, then type in the email address of the Cc or Bcc recipient. Repeat as necessary. Your "To" and "Cc" recipient(s) will be able to see all the addresses that are included in the "To" and "Cc" fields, but will not see any address(es) in the "Bcc" field. "Bcc" recipients will see all "To" and "Cc" addresses, but will not be able to tell if you have Bcc'd anyone else.



You can then use the <Tab> key to get down to the body portion of your message. After composing your message, click the "Send" button (far left).

**Reply and Reply All:** You can respond to a message you've received by making sure the appropriate message is highlighted and then clicking either the "Reply" or the "Reply All" button from the Thunderbird toolbar. In the Reply or Reply All window, the message headers (To, From, Subject, etc.) will be filled in for you, and the original email will appear in the body of the message. Click at the beginning of the message body and add whatever information or comments you wish to send back. When finished, click the "Send" button.



Reply will send your response back to only the original sender.



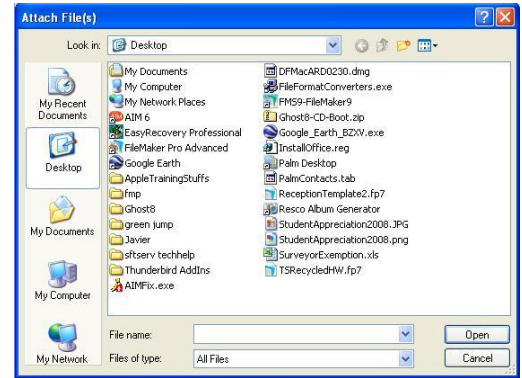
Reply All will send your response back to the sender plus all of the original "To" and "Cc" recipients.

**Forward:** You can forward a message you've received to another recipient. Make sure the message you wish to forward is selected, then click the "Forward" button from the Thunderbird toolbar. Type the email address(es) of the person(s) to whom you want to send the message. The other headers will be filled in for you, and the original email will appear in the body of the message. Click at the beginning of the message body and add any information you want to include. When you are done, click the "Send" button.





**Attaching Documents:** You can attach a file to any of your outgoing messages. With your message window open, just click on the “Attach File” button on the Thunderbird toolbar. The Attach File window will open, where you can browse to and select the file you want to attach. If you click the “Attach File” button without having an outgoing message window open, Thunderbird will start a new message for you to which you can attach a file. You should avoid attaching files larger than 1.0Mb in size.



## Managing Your Messages and Your Mailboxes

To assure Thunderbird’s smooth performance, we recommend that you keep no more than 2000 messages in each of your mailboxes at any given time. Moving messages to custom mailboxes, applying filters, deleting any unneeded mail, archiving messages, and compacting your mailboxes are all ways to help manage both your messages and your mailboxes.

### Custom Mailboxes Folders

If you frequently correspond with a particular person or about a particular subject, you may want to create a custom mailbox folder specifically for those messages. You can then either manually transfer messages to that custom mailbox folder or create a filter to automate the transfer (both covered under the next topic). You can further organize your custom mailbox folders by putting them into other folders.

### Creating Custom Mailbox Folders

In the Mailbox frame, right-click (<ctrl>-click on a Mac) on the top listing for your email account (may appear as Wheaton, or WebMail, or something similar) then select “New.” In the New Mailbox window, give your mailbox a name that will help you identify what messages it contains. Click “OK.” You



should now see your new custom mailbox in the Mailbox frame. Your custom mailboxes can hold both messages you receive and messages you send. Your new mailbox folder is ready to accept mail and/or other mailbox folders (see below). If moving mailboxes, you should only move *custom* mailboxes into folders you create, NEVER move the In, Out, or Trash mailboxes into one of your folders.

### Local Folders (Archive Messages)

If you have messages that you want to keep, but don’t want on the server anymore (if your account is over quota, for example), you can store them on your computer itself (locally). In the Folders pane in the main Thunderbird window, you should see a listing for Local Folders. You can create custom local mailboxes using the method described above (instead of right-clicking on the top listing, right-click on “Local Folders”) and then move messages to the local folder as described below.

## Transferring Messages to Another Mailbox

The easiest method for transferring a mailbox or the occasional message to a custom mailbox folder is to simply drag-and-drop it from the mailbox that it's in onto the destination mailbox. If there are messages to/from a particular person or containing a particular subject that you *always* want transferred to a specific mailbox, you can create a filter to automatically transfer the messages to the desired mailbox.

### Filters

#### Creating Filters

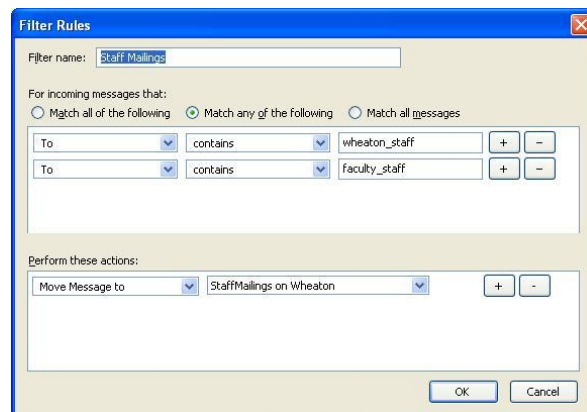
With the message selected on which you want to base your filter, go to the "Message" menu and select "Create Filter From Message." The Filter Rules window will come up so that you can further define your filter criteria. If you want to filter messages coming FROM a certain person, make sure "From" is selected and that the person's email address appears. If you want to filter messages based on a word or phrase contained in a message's subject, select "Subject" and type that word or phrase in the third field.



The Action section is where you define how you want Thunderbird to process messages meeting the criteria you just defined. If you want Thunderbird to transfer the messages to a

custom mailbox, select "Move Message to:" and then select the name of the mailbox in the dropdown list.

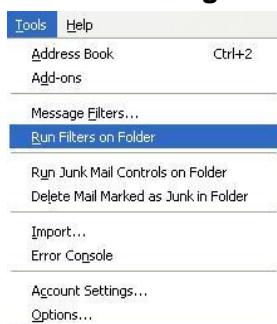
When you are satisfied with both the filter criteria and action, click "OK" to activate it. The filter is applied only to new messages. You will need to manually filter messages that already exist in your Thunderbird mailboxes (see "Filtering Existing Messages," below).



#### Editing Filters

To edit or delete any filters you've created, select "Message Filters" under the Tools menu. On the left-hand side of the window, click to select the filter you want to edit or delete. To edit, click the "Edit" button. When you are done making changes, click "OK." To delete a filter, click once on it, then click the "Delete" button. When completely done, just close the window.

## Filtering Existing Messages

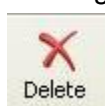


If you only have a few filterable messages in your mailboxes, you can “process” them individually (drag-and-drop them onto the appropriate mailbox, delete them, etc). If you have many filterable messages, you can make Thunderbird apply your filter to pre-existing messages. Open the mailbox you want to process, then choose “Run Filters on Folder” from the Tools menu. Your messages will be checked and filters applied as needed. You will need to repeat this process for all of your existing mailboxes if you want them checked for filterable messages. Please note that you may want to compact your

mailboxes after filtering existing messages.

## Deleting Mail and Emptying the Trash

You should periodically go through your mailboxes to delete messages you no longer need. You can delete messages one at a time or as a group. Select the message(s) you want to delete (to select a continuous series of messages, click the first message in the series, then <shift>-click the last message in the series; this will



select ALL the messages in between the first and last messages. To select a group of non-continuous messages, <ctrl>-click or <apple>-click on each message), then click the Delete button on the Thunderbird toolbar.

After you have moved the message(s) you wish to delete to Thunderbird’s Trash mailbox (separate from the Windows Recycle Bin or the Mac Trash), you need to finish the deletion process by emptying the trash. To empty the trash, right-click on the Trash mailbox (control-click on Mac) and select “Empty Trash.” You will NOT get a delete confirmation, so be certain that you really want to get rid of those messages. Before you empty the Thunderbird trash, you can, if necessary, open the Trash mailbox to move item(s) to other mailbox(es). Once you have emptied your trash, however, you will not be able to recover those deleted messages.



## Directory Services

You can use Thunderbird to find email addresses for members of the Wheaton community. Please note that Directory Services will only work on-campus or through Wheaton’s VPN. You can find addresses from within your Address Book or when composing a message.

### From the Address Book

Click on the “Address Book” button on the main Thunderbird toolbar.



In the Address Book window, click once on the “Wheaton Directory” listing in the left pane. In the top right search field, enter in your search criterion. You can do partial name searches to increase your chances of finding the person for whom you’re looking (for example, searching for “dur” will list all the people at Wheaton who have “dur” in either their first or last name).

If you right-click (control-click for Mac) on a person’s email address and then click “Write,” Thunderbird will open a new message addressed to that person.

When done searching, simply close your Address Book window.

## From the Composition Window

You can also look up an address while writing a message. If you don't see the Contacts pane to the right of your message, click the "Contacts" button. From the Address Book pulldown, select "Wheaton Directory." Enter your search criterion into the "Search for:" field. The search is live and matches will appear (and constrain) as you type. If you double-click on a match, the address will be added as a To recipient. You can also use the "Add to To:" or "Add to Cc:" buttons as needed (at the bottom of the Contacts pane).



## ► Webmail

WebMail is a great tool if you frequently use multiple computers to check your email, or if you're away from campus and want a way to quickly check or compose messages. WebMail provides a simple interface that allows you to read, send, and manage your messages directly from the email server. You can use WebMail from any computer, provided it is connected to the internet, anywhere in the world. Some of the basics of WebMail are covered below, but if you wish to learn about more advanced features (customizing settings, address book, signatures, etc.) please contact the Technology Support Center.

### Logging In

Launch either Internet Explorer or Firefox. You can either select WebMail from the top right corner of the Wheaton homepage (<http://wheatoncollege.edu>) or you can go directly to <https://mail2.wheatonma.edu>. At the login screen, enter your username (your "w" ID number) and email password, then click "Enter."

**Wheaton** Wheaton College Webmail Server

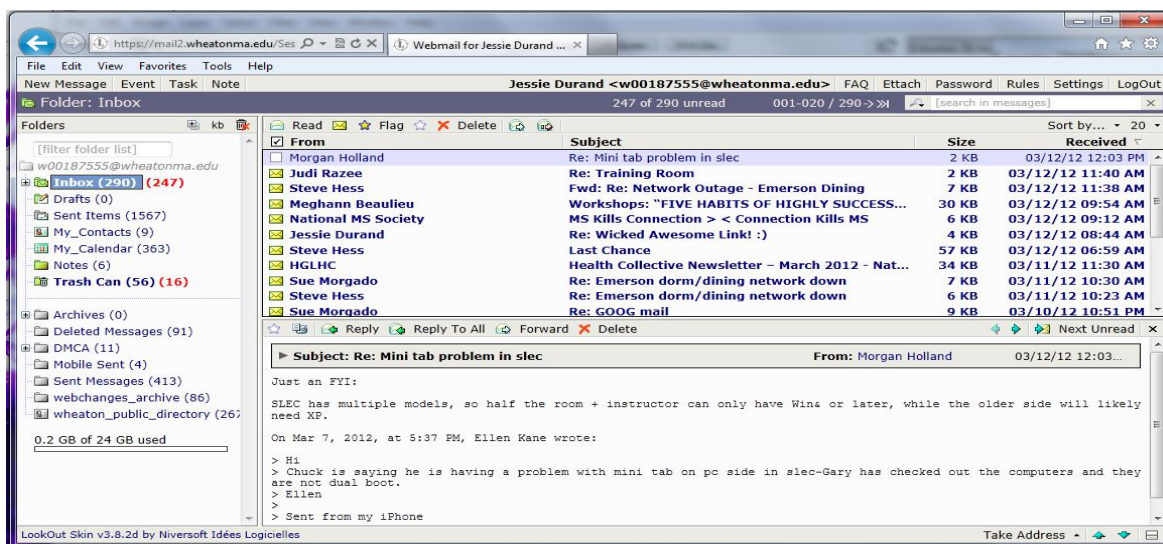
- Mailing Lists
- Mail to Postmaster
- Change Password
- Forgot Password?

- English
- Deutsch
- Español
- Français

A login form with two input fields: "Username:" and "Password:". Below the username field is a checkbox labeled "remember username". At the bottom right is a button labeled "Enter into webmail".

Username:	<input type="text"/>
	remember username <input type="checkbox"/>
Password:	<input type="password"/>
<input type="button" value="Enter into webmail"/>	

After you log in, you'll have access to all your messages that are currently on the server. The latest WebMail configuration is designed to look like desktop clients such as Outlook and Thunderbird. The number of unread messages appears in red next to the mailbox, and there is a preview pane in the bottom right for easy reading.



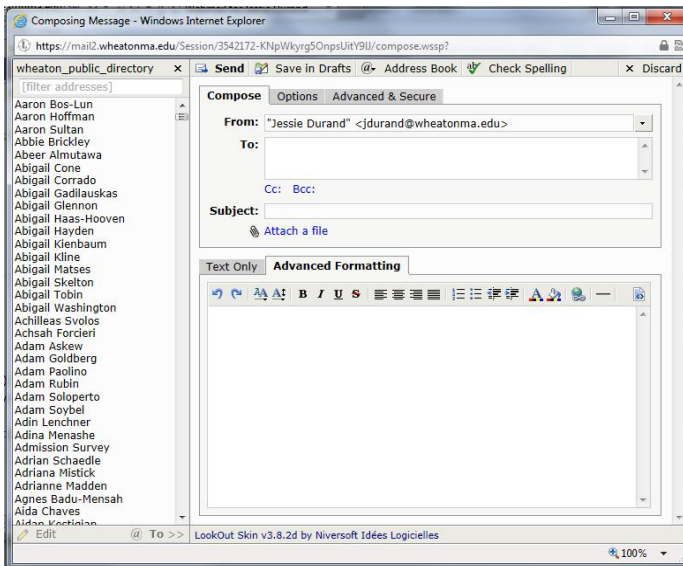
## Reading Messages

To read a message, simply single-click on it. The message will appear in the preview pane below the list of messages, and you can read it directly from there. If you double-click on the message, it will open in its own window. Click the red “X” in the upper right hand corner of the message window to close it.

## Sending Mail and Attaching Documents

As with Thunderbird, you have a few options when you want to send a message to someone. You can start a new message, reply to an existing message, or forward an existing message. You can also attach documents to any outgoing message.

**New Message:** To start a new message to someone, simply click “New Message” in the upper left corner of the WebMail window. The new message window will appear.



In the “To:” field, type in the email address of the person to whom you want to send your message. If you want to send your message to more than one person, separate their email addresses with commas. Give your message a short topic in the “Subject:” field. You can also choose to Cc (carbon-copy) or Bcc (blind carbon-copy) your email message. Click “Cc:” or “Bcc:” to add those recipients. Your “To” and “Cc” recipient(s) will be able to see all the addresses that are included in the “To” and “Cc” fields, but will not see any address(es) in the “Bcc” field. “Bcc” recipients will see all “To” and

“Cc” addresses, but will not be able to tell if you have Bcc’d anyone else.

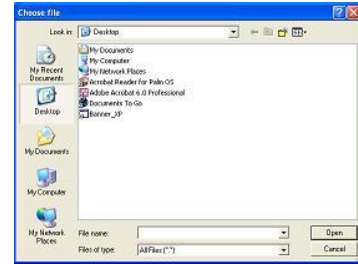
You can then use the <Tab> key to get down to the body portion of your message. After composing your message, click “Send” (just above the “Compose” tab).

**Reply and Reply All:** You can respond to a message you’ve received by first opening the message and then clicking either the “Reply” or the “Reply To All” button from the toolbar located between the list of messages and the message preview. In the Reply or Reply All window, the message headers (To, From, Subject, etc.) will be filled in for you, and the original message will appear in the body of the message. Click at the beginning of the message body and add whatever information or comments you wish to send back. When finished, click “Send”. Reply will send your response back to only the original sender. Reply All will send your response back to the sender plus all of the original “To” and “Cc” recipients.

**Forward:** You can forward a message you’ve received to another recipient. Make sure the message you wish to forward is open, then click the “Forward” button from the toolbar located between the list of messages and the message preview.. Type the email address(es) of the person(s) to whom you wish to send the message. The other headers will be filled in for you, and the original message will appear in the body of the message.

Click at the beginning of the message body and add any information you want to include. When you are done, click “Send”.

**Attaching Documents:** You can attach a file to any of your outgoing messages. With your message window open, click “Attach a file” (underneath the message subject field), and then click the “Browse” button. The “Choose file to upload” window will open, where you can browse to and select the file you want to attach. You should avoid attaching documents larger than 1.0Mb.



## Managing Your Messages and Your Mailboxes

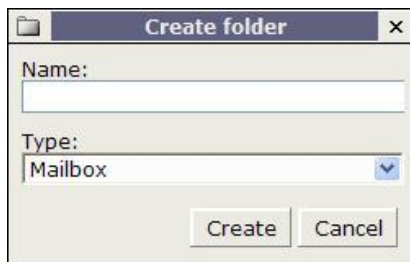
To assure WebMail’s smooth performance, we recommend that you keep no more than 100 messages in each of your mailboxes at any given time. Moving messages to custom mailboxes, applying filters, and deleting any unneeded mail are all ways to help manage both your messages and your mailboxes.

### Custom Mailboxes

If you frequently correspond with a particular person or about a particular subject, you may want to create a custom mailbox specifically for those messages (in WebMail mailboxes are called folders). You can then either manually transfer messages to that folder or create a filter to automate the transfer (both covered under the next topic).

### Creating Folders

Right-click on your Wheaton ID number in the folders frame at the left side of the WebMail window (where your mailbox list is, just above “Inbox”) and select “Create Folder.” In the “Name” field, give the folder a name that will



help you identify what messages it contains. Click “Create.” You should now see your new folder in the folder list (it will appear in the lower half, where all your custom mailboxes are; you may need to scroll down to see it). Your custom folders can hold both messages you receive and messages you send. By default, WebMail will display who sent the messages (remember, for your

outgoing messages, that’s you). You can also display to whom a message is sent by editing your folder display options. Please call Technology Support for assistance with changing this setting.

### Transferring Messages to Folders

You can manually transfer messages to custom folders individually or as a group. To move a single message, click-and-drag the message from the mailbox that it’s in, then drop it on top of the mailbox where you want it. For consecutive messages, click the first message to select it, then shift-click on the last message to highlight everything in between. You can then click-and drag one of the highlighted messages on top of the desired mailbox to move the entire group. If you hover over the envelope icon to the far left of the message list, you can click in the box to select the message. Do this for all non-consecutive messages you wish to select. You can then click-and drag one of the highlighted messages on top of the desired mailbox to move the entire group.

## Deleting Mail and Permanently Erasing Messages

You should periodically go through your mailboxes to delete messages you no longer need. You can delete messages one at a time or as a group. You can choose to delete messages as you read them by clicking the “Delete” button in the toolbar (either at the top of the message list, or in the area between the message list and the message’s preview). You can also select one or multiple messages to delete from your Inbox. Just click in the box next to the message(s) you want to delete, then click either of the “Delete” buttons located above and below the mailbox list. If you want to select all the messages on the screen, click the checked box next to “From” at the top of your message list.

In order to permanently erase the messages you’ve marked for deletion, right-click on “Trash” (or “Trash Can”) in the left hand column and select the “Empty...” option. Please note that you will NOT be prompted to verify the emptying of the trash, and once messages are purged, they CANNOT be recovered.

## Logging Out

When you are done using WebMail, don’t forget to click “log out” (top right) to properly end your WebMail session.

## VI.



MeetingMaker, established in 1989, is a program dedicated to calendaring in a work environment, and is designed to manage scheduling for everything from individuals to resources (rooms, equipment, etc.).

## Logging In

When you launch MeetingMaker, you’ll be prompted to log in. When logging in for the first time, make sure the Server is set to “mmserver”. If the server information is missing or incorrect, please contact the Technology Support Center.



Your log in name is your Wheaton ID number (your “w” ID number), and the default password for new MeetingMaker users is your email password. Enter in your Name and Password then either press <enter> on your keyboard or click “Sign In.” If you are having trouble logging in, make sure that Caps Lock is not on as passwords are case-sensitive. If you still cannot login or have forgotten your password, please contact the Support Center at x3900.

## Changing Your Password

Whenever you change your email password, your Meeting Maker password is changed to match. If you would like to change your Meeting Maker password to something other than your email password, under the “Edit” menu, select “Preferences.” On the “Login” tab, enter your current password, the new password you want to use, and then verify the new password. Click “OK.” The next time you sign in you will need to do so using the new password you just created. Just remember that the next time you change your email password, it will also change your Meeting Maker password.

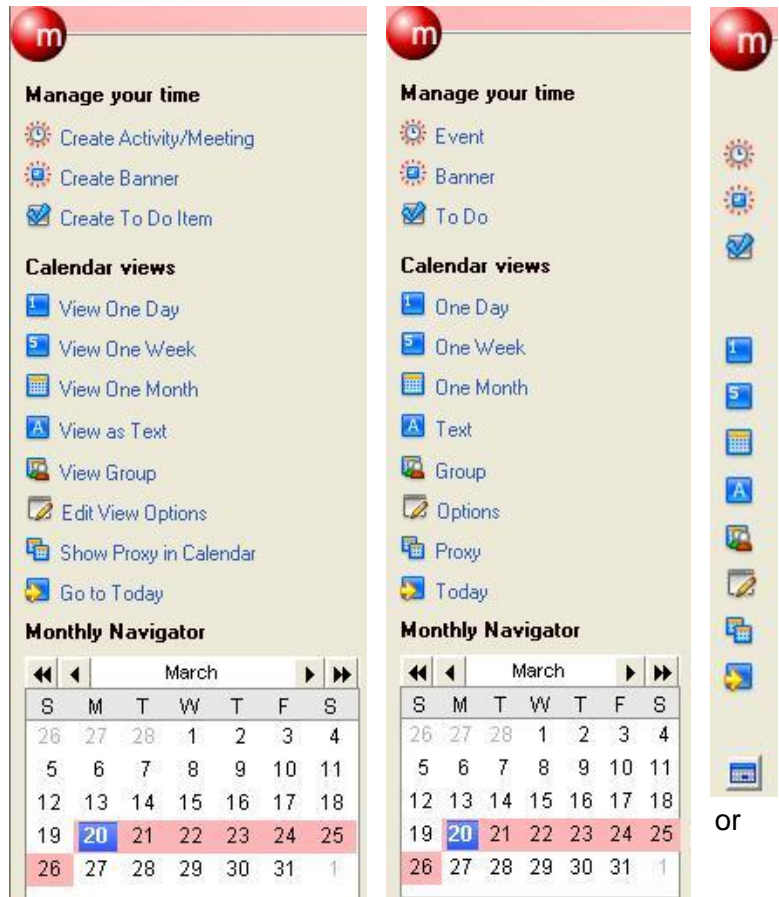
## Meeting Maker Display

You can view the Meeting Maker toolbar three different ways: full (left), medium (middle), or compact (right).

If you choose the compact version of your toolbar, when you move your mouse over one of the buttons, the text will display in a yellow box next to the button. If you mouse over the mini-calendar (bottom button), the Monthly Navigator will pop-up for you to make selections.

From the toolbar, you can create new activities, banners, and To Do items, as well as change how your calendar is displayed.

To adjust the size of the toolbar, mouse over the three vertical lines separating the toolbar from your calendar, until your mouse changes to  $\leftrightarrow$ , then click and drag the toolbar in or out.



## Calendar Display



The standard (weekly) MeetingMaker display is broken up into two sections, banners and scheduled activities. The differences between activities and banners are that banners have no time frame associated with them, and you cannot invite people to them. Banners can be used to remind you of upcoming “events” (holidays, birthdays, anniversaries, vacations, etc.) that do not require a specific amount of time out of your daily schedule. Activities and Banners can be set to recur in a myriad of ways (daily, weekly, monthly, or annually, which can all be further customized to meet your needs).

The unshaded section of the activity area indicates the MeetingMaker default work week. You can change your default work week to accurately reflect your schedule by selecting “User Info” from the “Edit” menu and changing the information located at the bottom of the User Information window. You can also view your monthly calendar by selecting it from the “View” menu. Use the arrows to the immediate left and right of the month name on the toolbar calendar to move backward (left) or forward (right) a month. Use the “outer” arrows to move backward (left) or forward (right) a year. Click on the “Go To Today” button above the toolbar calendar to bring you back to the current date.

## Creating and Editing Activities and Banners

To create a MeetingMaker Activity or Banner, you can either go to the “File” menu to select the appropriate option (New Activity or New Banner), or you can go to the date on which you want the entry created and “click and drag” to select the time frame for your activity or “click and drag” in the banner section to create a banner listing.



On the “Details” tab of the creation window, give your activity or banner a title and, if necessary, a location.

Verify that the date, start time, and duration are correct. Schedule recurring activities by clicking on the drop-down list (for new banners/activities, it defaults to “Occurs once”) then selecting desired frequency and options. If there is no established end date for your recurring activity (a standing monthly meeting, for example), click in the box next to “Ongoing.”

You can add information about your activity in the “Agenda” area. You can also copy and paste text from other programs (Microsoft Word, for example) into the agenda box.

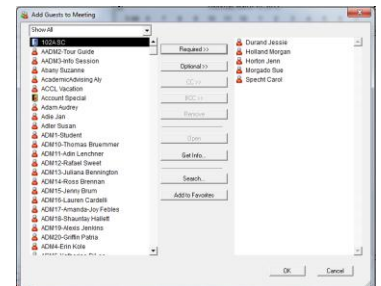
The “Options” tab allows you to change your desired reminder interval from the default (changes to your reminder options will NOT change your default reminder setting), as well as assign your activity a label. You can also mark your activity as “Private” (others viewing your calendar will see that you have something scheduled for a particular date/time, but will not know what) or “Flexible” (time frames for flexible activities will not appear as “blocked,” or “busy,” when others invite you to meetings).

Click “Create Activity” or “Create Banner” at the bottom right of the window. To edit an activity or banner, simply double-click it, make the necessary modifications, then click the “Update” button. If you need to modify a recurring banner, you must first delete the original banner then re-define it with the new options.

To delete a banner or an activity after it’s already been created, click on it once to highlight it, then press the <delete> or <backspace> key on your keyboard. For single-occurrence events, you will be prompted to confirm the deletion. For recurring events, you can choose to delete only the selected occurrence, the selected and all future occurrences, or all occurrences of the activity. You will not be allowed to delete meetings that you did not propose, but you can edit the meeting to change your attendance option to “No.”

### Inviting Guests to Activities

You can invite others to attend the activities you create in MeetingMaker (when guests are invited, the activity is then considered a “meeting”). From the activity creation window, just click the “Guests” tab then click “Edit List” (bottom of guest list) to add desired attendees.

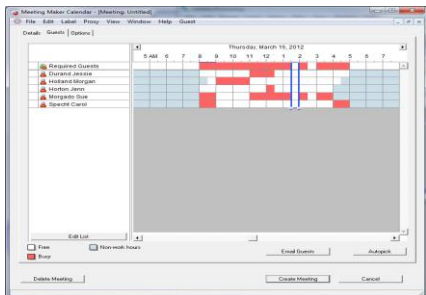


If it’s the first time you’ve invited guests to an activity, MeetingMaker will automatically list all users. From then on, whenever you invite guests, MeetingMaker will go to the last guest list you used.

Use the pull-down menu at the top left to select other lists, like your most recent invitees. Your guests can be required (they MUST attend your proposed activity) or optional (they’re not necessary for your activity, but you’d like to include them). You can also choose to Cc or Bcc certain people, just to inform them of your proposed activity (Cc-ing or Bcc-ing does not invite people to your activity, but merely informs them of it).

On the Guests window, all possible guests will appear on the left hand side, while all guests to be invited or informed, including you, will appear on the right. To invite or inform a guest, click once on his/her name in the left-hand box to highlight it, then click your desired option (Required, Optional, Cc, or Bcc) to add him/her to the included guests on the right-hand side. Please note that if you simply double-click on a name, MeetingMaker will assume that the person is a REQUIRED guest. If there is a line going through the icon next to a guest’s name (looks kind of like a person wearing a seatbelt), that means the time frame you’ve

selected for your event overlaps with another activity already on the calendar of the person in question. Any perceived unavailability of a guest will NOT prevent you from sending your proposal.



Once all your desired guests are in place, click “OK.” Next to the person’s name in the guest list is a snapshot of his/her schedule. The currently defined time frame for the meeting is outlined in blue. You can drag the box to adjust the start time and/or duration as necessary to accommodate your guests’ schedules. You can also click “Autopick” (lower right) to have Meeting Maker jump to the next available block when the calendars of you and all your desired guests are open. When using Autopick, verify that the date and time selected best suits your needs, as Meeting Maker’s only goal for Autopick is finding an open block of work time for all included participants. It cannot account for your project or deadline needs, or for the importance of your meeting.

When you are finished compiling your guest list and adjusting the schedule if necessary, you can either click the “Details” tab to get back to the activity details or you can click the “Create Meeting” button in the lower right corner to send the activity details to your selected guests.

### **Reviewing and Responding to Proposals (Yours and Others)**

When you send or receive a meeting or a To-Do proposal, a copy of it is held for a certain amount of time, depending on your preferences (covered below). To view these proposals, select “Proposals” from the “Window” menu.

The proposals are separated into four different categories: Received (proposals from other people), Sent (proposals you’ve sent), Declined (items to which you’ve replied that you cannot attend/do), Auto-accepted (items that have been auto-accepted for you by Meeting Maker – see information on the “General” Preferences tab, below).

When you receive a new meeting or To-Do proposal, it will appear in the Proposals window. Depending on your preferences, the Proposals window may automatically open and come to the front. Double-click the proposal listing to open it. You can then review the proposal and determine whether you can or cannot accept the proposal, or if you want to decide later. Select the appropriate response in the lower left of the proposal window, make any necessary comments on the “Options” tab, then click the “Reply” button.

When you choose to accept a proposal, the item will be added to your calendar or your To-Do list, as appropriate. If you refuse the proposal, the listing can be accessed later in the “Declined” section of the Proposals window. If you choose decide later, the proposal will remain under “Active Proposals” in the Proposals window. As soon as you accept or decline a proposal, the person with whom the proposal originated will be notified of your decision. Unless the sender cancels the proposal, you can change your response any time before the meeting or To-Do item takes place, either by opening the proposal from the Proposals window, or, if you last replied “Yes” to the proposal, by double-clicking the item itself.

## Preferences and Other Settings

There are many ways in which you can customize MeetingMaker in order to make it more useful for you.

### Preferences

In the “Edit” menu (the “MeetingMaker Calendar” menu on Mac OS X), select “Preferences” to change your MeetingMaker password and settings related to your calendar. When done editing your preferences, click “OK.”

### Login

The “Login” tab is where you can change your MeetingMaker password. For security purposes, you should NOT have MeetingMaker remember your password to log you in automatically. If desired, you can have MeetingMaker inform you if its connection to the MeetingMaker server is lost. Please remember that changing your password in MeetingMaker will have no effect on your email password.

### General

Use the “General” tab in MeetingMaker Preferences to control your user lists, how long meeting proposals are active, and set your email information (the “Local SMTP Host” is “smtp.wheatonma.edu”). If you want Meeting Maker to automatically accept proposals that occur during unscheduled time, you can check “Auto-accept during free time” in the “Proposal Latency” section.

### Notifications

On the “Notification” tab in Preferences, you can customize how MeetingMaker notifies you of meeting proposals and reminds you of your upcoming activities. You can also have Meeting Maker pencil new proposals in to your calendar by checking the “Pencil in to Calendar” box in the “When New Proposals Arrive” section; what this feature does is allow you to view proposals on your schedule without/before actually accepting them.

### Filters

You can edit your Contact categories, To-Do Categories, and To-Do priorities on the “Filters” Preferences tab.

### Labels

Color coding can be a useful way to organize your calendar, but when setting your activity options, color definitions like “Label 1” or “Label 12” have no meaning. In the “Labels” tab of Preferences, you can assign categories to your colors.

### Colors

Don't like the system background colors Meeting Maker is using to display your Work Hours, non-work time, etc.? Change them on the “Colors” tab in Preferences. Just click on the color box next to the category you want to change, and select a new pre-defined color or click anywhere on the spectrum to customize your colors.

### User Info

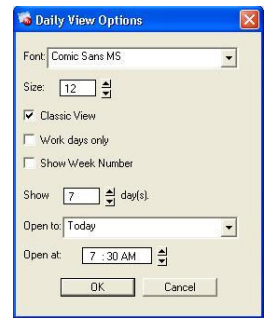
To set your default work hours and/or edit your information, go to the “Edit” menu and click on “User Info.” Make any desired additions or changes then click “OK.”

### Display Time Zone

Select “Display Time Zone” from the “Edit” menu to change your selected Time Zone.

## View Options

You can change the font, font size, and other calendar options by selecting “View Options” from the “Edit” menu (you can also select “Edit View Options” from the Meeting Maker toolbar). You can check “Classic View” to have your calendar display look more like the previous version of Meeting Maker. You can also choose how many days you want the weekly display to show, if you want to view weekends (uncheck “Work days only”), and choose the weekday and time Meeting Maker should open display when launched (always have Sunday appear as the left-most day, for example, regardless of the current day, and start the calendar at 7:30am).



## Favorites

If you regularly schedule meetings with certain people, you can add them to your MeetingMaker Favorites for easy access when proposing activities. Under the “Edit” menu, select “Favorites,” then add guests from the “All Users” list or your Address Book the same way you would add guests to your proposals. When done editing your Favorites, click “OK.”

To use your Favorites when inviting guests, simply select “Favorites” from the dropdown menu (at the top of the left-hand side of the “Guests” tab), then add guests from the list as you normally would.

## Proxy List

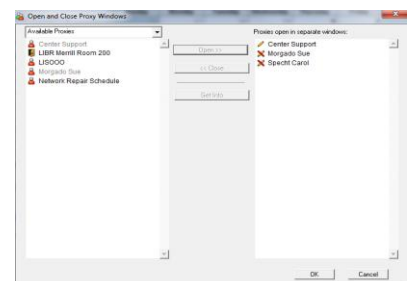
You can allow others to access your calendar by making them a proxy. The access you grant can be Read/Write (the person can view AND create/edit activities) or Read Only.

To make someone a proxy to your calendar, select “Share Calendar” from the “Proxy” menu. You can then go to your Favorites or scroll through all users. To give someone proxy access to your calendar, click once on his/her name in the left-hand window to highlight it, then click on the “Read/Write” or “Read Only” button as desired. The person’s name will then move to the “Share your calendar with” list on the right. MeetingMaker will assume Read/Write access if you just double-click a person’s name. When you are done defining your proxies, click “OK.”

To remove proxy access to your calendar, go back to “Share Calendar” under the “Proxy” menu. In the “Share your calendar with” list on the right, select the person whose access you want to remove, then click the “Remove” button.

To view a calendar you have proxy access for, simply choose it from the “Proxy” menu. You can create activities on a calendar to which you have Read/Write access, but you should avoid proposing meetings (activities with guests) from it as you may encounter oddities (especially when trying to find a time when all guests are available). As a general rule, you should only propose meetings from a calendar to which you are directly connected (logged in), not one to which you are proxied.

If you know you have proxy access to a colleague’s calendar, but the calendar does not appear under your “Proxy” menu, you need to add it to your menu. To do so, click “Edit Favorite Proxies” in the “Proxy” menu. Double-click each desired proxy from the Available Proxies list (left side) to move it to “Proxies shown in list” (right side).



## Group View

You can view a snapshot (scheduled blocks of time, without showing what the blocks are) of the calendars for a group of individuals and the group's composite calendar by using "Group View" in the "View" menu. When going to Group View for the first time, only you will appear in the group list. To add people to the group, click on "Edit List" at the bottom of the group list, and add to your group the same way you select guests for meetings. When done editing your group list, click "OK." The combined scheduled times appears next to "Everyone" at the top of the list, followed by each group member and his/her individual schedules.

You do not need to have proxy access to someone's calendar in order to view the snapshot in Group View.

## VII. Protecting Your System from Viruses




Computer viruses are very serious threats, especially now that high-speed internet access is prevalent and programmers have developed viruses with means of self-propagation (worms). The "payload" (what happens as a result of infection) of newer viruses and worms can go far beyond your computer – many are written to spy on your computer and internet activities, and to steal account numbers and passwords. These kinds of viruses and worms enable identity theft, which can be a long and costly process from which to recover. Many of the worms that have made headlines recently also have the capability, just by their methods of spreading, to crash entire networks. Protecting your computer, and therefore yourself and the entire Wheaton community, from these, as well as the over 100,000 (and counting) other threats out there, is EXTREMELY important.

You need to make sure that not only does your computer have anti-virus software installed, but that the virus definitions are up-to-date. New viruses are continually being programmed, so yesterday's definitions can do nothing to protect you from the virus that may be released tomorrow. Faculty and staff computers are already equipped with ESET NOD32 (Windows, some Macs) or iAntiVirus (Mac), which are configured to automatically update on a daily. You may occasionally, however, be asked to manually update this software, if definitions and/or patches to fix immediate virus threats become available (instructions below). The Technology Support Center also recommends weekly scans of your computer to further ensure that your system is virus free (instructions below).

### Windows

#### Manually Updating and Scanning ESET NOD32

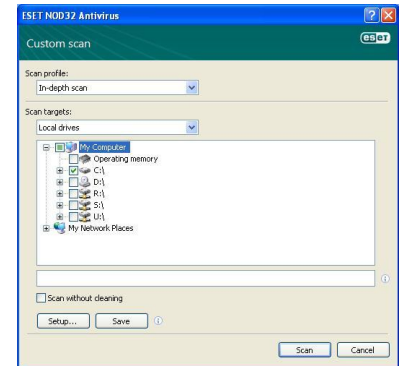
##### Updating

1. Right-click on ESET's target icon located near the time on the Windows Taskbar (you may need to click the < to show hidden icons) and select "Update" 
2. Wait for Update process to complete
3. Click "OK" when process is done
4. Click the "X" in the upper right corner of the ESET NOD32 window to close it.

##### Scanning

Since scanning your entire computer for viruses may take a while, you might want to start the process before you leave for lunch or any other time you expect to either be away from or not using your computer for a while.


1. Right-click on ESET's target icon located near the time on the Windows Taskbar (you may need to click the < to show hidden icons) and select "Computer Scan"
2. Select which drives you would like to scan (in most cases, you only need to select "C:\")
2. Click "Scan"
3. Wait for the scan to run. ESET will attempt to automatically repair any infected files it finds, and will keep a log of all infected files, whether able to clean them or not. If there are infected files that ESET is unable to disinfect, contact the Technology Support Center for help dealing with them. Make a note of the virus(es) infecting any non-repaired file(s). Please do not delete these files without contacting the Technology Support Center, as they may be critical to the operation of your computer.
4. Click OK to complete the scan
5. Click the "X" in the upper right corner of the ESET NOD32 window to close it.



## Mac OS X (10.x.x)

### Manually Updating and Scanning Using ESET NOD32

#### Updating

1. Click ESET's target icon in the upper right corner of your desktop 
2. Wait for the update process to complete
3. If necessary, click "OK" when the process finishes
4. Close the ESET window

#### Scanning

Since scanning your entire computer for viruses may take a while, you might want to start the process before you leave for lunch or any other time you expect to either be away from or not using your computer for a while.

1. Click ESET's target icon in the upper right corner of your desktop
2. Click "Computer Scan"
3. Select the drive(s) you want to scan (in most cases, you only need to select "Macintosh HD")
4. Click "Scan"
5. Wait for the scan to run. ESET will attempt to automatically repair any infected files it finds, and will keep a log of all infected files, whether able to clean them or not. If there are infected files that ESET is unable to disinfect, contact the Technology Support Center for help dealing with them. Leave the window containing the list of uncleanable files open. Please do not delete these files without contacting the Technology Support Center, as they may be critical to the operation of your computer.
6. If necessary, click "OK" when the scan finishes
7. Close the ESET window

## Manually Updating and Scanning Using iAntiVirus

### Updating

1. Click the iAntiVirus icon in the upper right corner of your desktop
2. Click "Smart Update"
3. Wait for the update process to complete
4. Click "Close"
5. If necessary, close the iAntiVirus window

### Scanning

Since scanning your entire computer for viruses may take a while, you might want to start the process before you leave for lunch or any other time you expect to either be away from or not using your computer for a while.

1. Click the iAntiVirus icon in the upper right corner of your desktop
2. Click "Show iAntiVirus"
3. In the iAntiVirus window, click "Scan My Mac"
6. Choose between Quick Scan, Normal Scan, or Custom Scan (quick will scan system files and common areas, normal will scan your entire computer, custom will let you choose which folder(s) you want scanned)
7. Click "Start Scan"
8. Wait for the scan process to complete
7. Click "Done" when update is completed
8. Close the iAntiVirus window

### What Happens When Your Computer Detects a Virus

When your computer detects a virus-infected file, you will get an alert message notifying you of the name and location of the infected file as well as what virus it contains. If the infected file is not listed as cleaned, deleted, or quarantined, please notify Technology Support.

## VIII. Network Folders

Everyone with a Wheaton email account also has a folder on the network. You can use your Network Folder to store files, as a convenient location for accessing and/or saving files when working on a computer other than your own, or to back up important files (for archival purposes, you should burn CDs or DVDs instead). From Windows, you also have "drop" access to everyone else's Network Folder in order to exchange large documents, rather than emailing them as attachments. Please note that you will not be able to see the contents of anyone's dropbin or private folders, nor will anyone be able to see the contents of your dropbin or private folders; files to be exchanged will be done by doing a blind "drag and drop." Your folder size is limited to 2.5Gb.

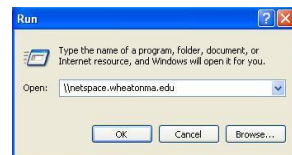
You cannot use FTP/Fetch to access your network folder. If you need to access your network folder from off campus, you must log in to the Virtual Private Network (VPN), then use the instructions below for connecting. For VPN access, go to: <https://vpn2.wheatonma.edu>.

## Windows

Click on the Start menu and select “Run.” In the “Open:” field, enter “\\netspace.wheatonma.edu” (without the quotes) and click “OK.”



When prompted for a username and password, log in using “WC\” (without the quotes) followed by your wID number as the username and your email password as the password (“WC\w00000000”, for example).



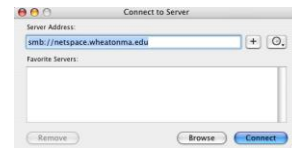
After logging in, you will see two items: “content” and “shared.” “Shared” stores all the departmental shared folders, while “content” holds everyone’s personal network folder. The folders are arranged by Wheaton affiliation (affiliate, faculty, staff, and student). Double-click on your affiliation and then on your folder (all folders are named using the *lastname\_firstname* convention).

When you open your Network Folder, you will see three folders that are created automatically: dropbin, private, and public. The “dropbin” is where other people can leave files for you. “Private” is where you should put files that you don’t want anyone else to see. Use the “public” folder for items you want anyone at Wheaton to be able to access. You will not be able to copy files to this main level of your network folder, you must place files into one of the pre-defined folders.

If you need to leave a file for someone else, you can access his/her dropbin by double-clicking on his/her affiliation and then his/her personal folder. You can then drag and drop your file on top of his/her “dropbin” folder.

## Mac OS X (10.1.x and higher)

With the Finder active (if necessary, click on the Finder [face] icon in your Dock), click on the “Go” menu and select “Connect to Server...”



In the connection window, enter “smb://netspace.wheatonma.edu” (without the quotes) and click “Connect.”



When prompted for a username and password, verify that “WC” appears in the “Workgroup or Domain” field, enter your wID number for “Name,” and enter your email password for “Password.” When ready, click “OK.”

After authenticating, you will be prompted for which volume to mount to your desktop: “content” or “shared.” “Shared” stores all the departmental shared folders, while “content” holds everyone’s personal network folder. When connecting to your personal network folder, choose “content” and then click “OK.”



Within “content,” the folders are arranged by Wheaton affiliation (affiliate, faculty, staff, and student). Double-click on your affiliation and then on your folder (all folders are named using the *lastname\_firstname* naming convention).

When you open your Network Folder, you will see three folders that are created automatically: dropbin, private, and public. The “dropbin” is where other people can leave files for you. “Private” is where you should put files that you don’t want anyone else to see.

Use the “public” folder for items you want anyone at Wheaton to be able to access. You will not be able to copy files to this main level of your network folder, you must place files into one of the pre-defined folders (anything that you had at the top level of your fileserver network folder will be in the “toplevel” folder located in the 'private' folder.

If you need to leave a file for someone else, you will need to connect to netspace from a Windows computer, using the directions on the previous page.

## **IX. Solving Computer Problems**

If you are experiencing computer troubles, there are a couple of things you can do before calling the Technology Support Center. First, try shutting the computer down, waiting a few seconds, then restarting. Restarting the computer will take care of many general performance-related issues. If necessary, while the computer is off, make sure your connections/cables are secure. If the problem is printing related, try turning off the printer, waiting a few seconds, then turning it back on. And if you're having trouble logging in to your Network Folder, WebMail, Thunderbird, or anything else that requires a password, make sure that you do not have Caps Lock on, as passwords are case-sensitive.

You can also search the LIS knowledgebase for answers to common questions and solutions to common problems. Just go to <http://fm.wheatonma.edu/ProbFix/frames.html>, enter in search criteria, then click “Search.” Please note that if you hit the <enter> key on your keyboard you will get an error message. You must click the “Search” button.

If you do need to call the Technology Support Center, make sure you've written down any error messages you've received. Let us know what you were trying to do, what any error messages were, and what you may have tried to fix the problem. We also need to know if any of your settings have changed or if any new software has been installed recently (by you or by someone else).

While talking with Technology Support Center staff, please make sure to let the person know if he/she is going too quickly or if you would like any further explanation.

## **X. Technology Support Center Resources and Staff**

For more information about the many and varied services provided by LIS, visit [WheatonCollege.edu/Technology](http://WheatonCollege.edu/Technology) or call the Technology Support Center.

The Technology Support Center is comprised of a team of knowledgeable and dedicated students who work alongside the following full-time professional staff:

**Sue Morgado** (smorgado, x3754); Director of Technology Support; Assistive Technology Specialist

**Carol Specht** (cspecht, x5680) Assistant Coordinator; purchasing and sales

**Jessie Durand** (jdurand, x3907); Technical Specialist; Support Center student liaison; PC and Mac support, student supervision

**Jenn Horton** (jhorton, x3725); Senior Technical Specialist; PC and Mac support

**Morgan Holland** '94 (mholland, x3929); Technical Specialist; Mac and Windows support