

**A GUIDE TO
COMPUTER & TELECOMMUNICATION
SERVICES**



**FALL 2013
STUDENT EDITION**

Guide to Computer and Telecommunication Services

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Academic Support

The Office of Computer and Telecommunication Services provides support and training to students, faculty and staff in the use of computing facilities and additionally, supports faculty efforts to infuse technology into the curriculum. Computer labs under the supervision of the Office of Computer and Telecommunication Services are staffed by Lab Assistants who help maintain hardware and software and provide technical assistance to users.

Who to call for help

Computer Help Desk (Housing Internet Connection and lab assistance)	x4309
Computer and Telecommunication Services Information Line	x4447

We also have Lab Assistants strategically stationed in the main campus computer labs to provide you with onsite assistance. Please see Where to Get Help in the Labs on page C-7.

Office Hours

The administrative office hours are independent from the hours of the computer facilities. Although many of the facilities are open until late in the evening, most of the Computer and Telecommunication Services offices are closed after 5:00 p.m. During Holidays essential offices are left open with limited personnel available for support. During the summer, the offices are open four days a week with extended hours per day.

Fall & Spring Semester Hours

Day	Monday – Friday	8:30 am	-	5:00 pm
Evening Staff	Monday – Friday	2:00 pm	-	8:00 pm
	Saturday	10:00 am	-	6:00 pm
	Sunday	8:00 am	-	10:00 pm
HELP DESK	Monday – Thursday	8:00 am	-	11:00 pm
	Friday	8:00 am	-	5:00 pm
	Saturday	8:00 am	-	4:00 pm
	Sunday	12:00 Noon	-	10:00 pm
All Other Personnel	Monday – Friday	8:30 am	-	5:00 pm

Computer Lab Assistants are available from 8:00 a.m. to 11:00 pm, Monday through Thursday, until 5:00 p.m., Friday and Saturday, and from 12 noon to 10:00 pm on Sundays (Please see Where to Get Help in the Labs on page C-7 for specific locations.)

Summer Hours

Day	Monday - Thursday	8:00 am	-	5:15 pm
Evening Staff	Monday - Thursday	2:00pm	-	11:00 pm
HELP DESK	Monday – Thursday	8:00 am	-	11:00 pm
	Friday & Saturday			
	Sunday	8:30 am	-	4:30 pm

Web Page

The Computer and Telecommunication Services is also available on line. This page can be used as a great reference to up-to-date information on the department. The page's address is **<http://compserv.stockon.edu>**

Some of the topics addressed are:

- Full description, location and Hours of Operation of the Academic Computer Labs
- Access to the Training Program Schedule
- Helpful handouts and software
- Listing of *Who to Call for What* which will explain which staff member to reach when you need help
- Ability to Email staff members and student Lab Assistants
- Links to Helpful Pages

Academic Computing Facilities

The academic computing facilities at Stockton are designed to provide students with the appropriate resources to support their educational experience. The labs are equipped with and provide a wide-range of software packages.

General Purpose Labs

Labs: D002, D026 and D102

Description: All of the computer labs have access to the general software packages available through academic network servers. There are, however, certain labs that will run specialized software and other labs that are designed for use as electronic classroom labs. Both specialized labs and electronic classroom labs may be reserved by faculty, which will affect availability. Reservation schedules are posted outside each lab.

Electronic Classroom Labs

Labs: CLC114, CM103, D004, D018, D019, D027, E221, F114, F210, F222 and Housing IV

Description: These computer labs are equipped with a front-room lectern, housing a state-of-the-art computer, a document camera, and a converter box which channels signals from the Head End to the classroom. The output of these devices is displayed through a ceiling-mounted projector and controlled by a remote control unit or the AMX Synergy software. Although these rooms are often reserved by faculty, they are also available to the general walk-in computer users when faculty are not using the rooms for teaching. (The lectern computer is for faculty use only.) Reservation schedules are posted outside each lab.

Housing Computer Labs (24-Hour Labs)

Labs: Lakeside Center (LSC), Residential Life Center (TRLC) and Housing IV (LCN)

Description: Just walking distance from the student dormitories and apartments, these labs are ideal for students who live within these residences.

These labs are also open 24-hours a day and 7 days a week during the fall and spring semester. The facilities are equipped with security cameras and monitored by Stockton's Police Department for added security.

Specialized Labs

Labs: AS202, AS203, AS209, AS210, AS234, C004, C007, D017, E219, E221 and H101

Description: Some of the academic computing facilities are designed with specific usage. The labs may have specialized equipment and/or software. Priority usage for these labs is designated for specific programs of study.

Teaching Labs

Labs: CM103, D004, D018, D027, E012, F114, F210, F222 and G108

Description: The priority purpose and usage of these labs is for teaching and they are reserved most of the day. There are times, however, when the room may be available to walk-in users and anyone wishing to use these labs should check the posted schedule for available times.

Listing and Description of Computer Labs

Below is a list of all of the computing facilities available through the Department of Computer and Telecommunication Services. The list describes:

- Type of lab--as described above
- Type of computers and operating system are used on the computers
- Number of seats
- Hardware and software available in the particular labs

Base Software Install for every Academic Computer Lab

A complete list of available applications is posted at the entrance of the computer labs. This list is also accessible as an icon (Lab Applications) from the Windows desktop or on the Web at <http://compserv.stockton.edu>

Windows Applications:

MS Office 2013 (Word, Excel, Access, PowerPoint), Firefox and Internet Explorer (for access to the Internet, Blackboard, WebBoard and other online services)

Course Applications:

CLEA Astronomy, Managerial Accounting, Microcase, Minitab, QM, Rockford Accounting, SPSS, Stat Pro and Decision Tools Suite, USSC Library, Winfract, Visual Analyst, Maple, SAS

Programming Applications:

BlueJ, GNAT Ada, Java Compiler, Visual Basic, Eclipse

Web Browser Plug-ins:

Adobe Acrobat Reader, Asymetrix Toolbook Neuron, Authorware Web Player, Chemscape Chimes, Adobe Shockwave Player, Adobe Flash Player, Quicktime, Realplayer

Hardware Configuration

Lab	Platform	Operating System	# of Computers	Hardware
AS202	Windows	Windows	20 PC & 1 Faculty Workstations	HP Color LaserJet and HP B/W LaserJet.
AS203	Macintosh	MAC OS X	21 student computers, 1 scanning station, and 1 Macintosh faculty computer	USB and FireWire ports, (2) Epson Expression flatbed scanners; Epson Stylus Pro large format inkjet photo printer, Xerox Phaser color printer, HP B/W Laser PostScript printers; and Nikon Coolscan film
AS210 –	Windows	Windows	5	(5) Intel Xeon Quad Core 2.27 ghz, 64 bit super computer cluster I left this listing in here, otherwise it would be an empty box
AS234	Macintosh	Macintosh System OS X	22 student computers, 1 Macintosh faculty computer	USB and FireWire ports, (2) Epson Expression flatbed scanners;, and; Epson Stylus large format inkjet photo printer, HP color laser printer, HP B/W laser printer, Nikon Super Coolscan film/slide scanner.
AS209	Windows	Windows	26 student & 1 Faculty Workstation	Epson Stylus Pro large format inkjet printer HP b/w laser printer and HP color laser printer.
CLC114	Windows	Windows	22 and 1 faculty PCs	HP b/w Printer
D002	Windows & Macintosh	Windows & Mac OS X	17 PCs & 5 Macs	DVD-RW drives, SDXC card reader, FireWire and Thunderbolt ports, HP b/w printer
D004	Windows	Windows	34 + 1 Faculty PCs	HP Flatbed Scanner, HP b/w printer
D017			20	HP b/w printer. This lab is configured for a multiple boot as a test-bed for networking classes.
D018			28 student & 1 faculty PCs	HP b/w printer
D019			20 student & 1 faculty PCs	2 HP Flatbed Scanners, HP b/w printer
D026			29	HP Flatbed Scanner, HP b/w printer
D027			32 student & 1 faculty PCs	HP b/w Printer
D102			20	HP b/w printer, HP Flatbed Scanner

Lab	Platform	Operating System	# of Computers	Hardware
CM103	Windows	Windows	36 student & 1 faculty PCs	Quad Core i5 3.1 ghz processor, (2) HP ScanJet 6300C Flatbed Scanners, and a HP 4015 DTN printer
E012			13 student & 1 faculty PCs	Pentium IV Core 2 Duo 3.0GHz computers, HP ScanJet 4570C Flatbed Scanner, a Studio DC10 Video Capture Card & VCR/DVD combo (for video capturing), and a HP 4250DTN Printer
E219			25 student & 1 faculty PCs	Pentium IV Core 2 Duo 3.0GHz computers, and a HP 4015 DTN printer
E221			30 student & 1 faculty PCs	Pentium IV Core 2 Duo 3.0GHz computers, HP ScanJet Scanner, and a HP 4015 DTN printer
F114			40 student & 1 faculty PCs	Pentium IV 3.2GHz Computers, and an HP 4250DTN printer
F210			20 student & 1 faculty PCs	Pentium IV Core 2 Duo 2.6GHz Computers, HP 3800 Color Laser Printer, and a HP 4250DTN Printer
F222			40 student & 1 faculty PCs	Pentium IV 3.2GHz Computers, and an HP 4250DTN printer
G108			40 student & 1 faculty PCs	Quad Core i5 3.1 ghz processor, HP Laserjet printer
G206			9 PCs	Quad Core i5 3.1 ghz processor, HP Laserjet printer
H101	Windows & Macintosh	Windows & Mac OS X	4 PCs & 2 Macs	Quad Core i5 3.1 ghz processor, (2) Intel Quadcore i5, DVD-RW drives, SDXC card reader, FireWire and Thrunderbolt ports, Wacom Graphic Tablet, HP 4200N Printer, HP Color LaserJet 4600DN
Lakeside	Windows	Windows	20 PCs	(17) Pentium IV Core 2 Duo 3.0GHz computers, HP 4050TN Printer
TRLC	Windows & Macintosh	Windows & Mac OS X	20 PCs & 3 Macs	Pentium IV Core 2 Duo 3.0GHz computers, (3) Intel Quadcore i5, SDXC card reader, FireWire and Thrunderbolt ports,, HP 4050TN Printer
Housing IV			20 PCs, 4 Macs & 1 faculty PC	Pentium IV Core 2 Duo 3.0GHz computers, IMac Intel Quadcore i5, SDXC card reader, FireWire and Thrunderbolt ports,, HP 4050TN Printer
USC245	Windows	Windows	24 PCs & 1 faculty PC	Intel Core i7 Processor and HP601 black & white printer
USC300	Windows	Windows	10 PCs	Intel Core i7 Processor and HP601 black & white printer
USC345	Windows	Windows	24 PCs & 1 faculty PC	Intel Core i7 Processor and HP601 black & white printer

Hours of Operation for Labs

During break periods, lab access is limited. Call the information line at **652-4447** and choose option #3 for break hours.

-Fall & Spring Hours-

(Labs are closed in observance of Thanksgiving and Easter. Limited hours on the weekends following.)

-Summer Hours-

(Labs are closed in observance of Memorial and Independence Day)

Fall and Spring Hours

Summer Session Hours

Arts and Science	
8:00 am - 11:00 pm. Monday - Thursday 8:00 am - 5:00 pm. Friday and Saturday 12:00 noon - 10:00 pm. Sunday	8:00 am - 11:00 pm Monday - Thursday
F210 Labs	
8:00 am - 11:00 pm Monday - Thursday 8:00 am - 4:00 pm Friday	Closed
CM103 Lab	
8:00 am - 11:00 pm. Monday - Thursday 8:00 am - 5:00 pm. Friday and Saturday Closed Sunday	8:00am - 11:00 pm Monday - Thursday Closed Friday - Sunday
D-Wing Labs	
8:00 am - 11:00 pm. Monday - Thursday 8:00 am - 5:00 pm. Friday and Saturday 12:00 noon - 10:00 pm Sunday	8:00am - 11:00 pm Monday - Thursday Closed Friday - Sunday
D102 Lab	
8:00 am - 11:00 pm Monday - Thursday 8:00am - 5:00pm. Friday	Closed
F114 and F222 Labs	
8:00 am - 10:00 pm Monday - Thursday 8:00 am - 5:00 pm Friday Closed Saturday and Sunday	Closed
G108 Lab	
8:00 am - 10:00 pm Monday - Thursday 8:00 am - 5:00 pm Friday Closed Saturday and Sunday	Closed
Residential Life Center & Lakeside Center Labs	
Open 24 hours, 7 days a week	Closed
Housing IV Commons	
Open 24 hours, 7 days a week	Open 24 hours, 7 days a week

Using Computer Labs

Valid Student IDs

Computer Labs are available to all students, faculty and staff who have valid Stockton IDs. All other use will be considered unauthorized. Students may be asked to show ID before using. Active members of the Alumni Association are permitted to use the General Purpose, Non-teaching labs only. Alumni must possess and present a valid RSCNJ Alumni Association Identification Card upon request.

Logging onto Computers

All of the computers located in the computer labs are connected to a centralized Windows network. Therefore, each user must logon to the network before resources will be available to them. Computer Services requires faculty, staff and students to authenticate to access the workstations using their Go Stockton Portal User ID and Password.

Students are allocated 250MB of centralized disk storage space that are accessible to them via their My Documents folder on the desktop from any computer lab or the library. This is a more secure and reliable alternative to portable storage devices. Students and faculty will also continue to have access to the shared Scratch drive.

To ensure the security of accounts, all users will be logged off of the machine after an inactivity period of 10 minutes. There will be a warning and countdown to logout that can be cancelled by the user.

Windows Desktop

Course Applications contains course-specific software.

General Applications lists applications included in the Windows Start Menu under Programs, Accessories.

Programming Applications is primarily accessed by students taking computer programming courses.

Windows Applications provides access to Internet resources and general-purpose Windows applications such as MS Office 2013 among others.

Click here to report computer problems.

Course related files provided by your professor.

Current list of applications available in the lab

These two-page reference cards are available for Word, Excel, PowerPoint and Access.

Previews all the print jobs sent to the computer lab printer. However, you only have privileges to delete your own print jobs.

List of applications only available on certain computers.

Please be courteous to others by refraining from using mobile phones in the Academic Computer Labs

Most applications and Internet resources available to staff, faculty and students are organized into folders and only accessible from the icons described above.

Please, **no** drinking or eating in the labs



Shutting Down/Logging Off

When users are finished working on a computer in a lab, we ask that they *properly* shut down the machine before leaving. Turning the computer off without a proper shut down process may cause future system errors on that computer. If the computer is already on when you arrive, it is recommended to restart it before you use it.

To shut down the computer follow the steps below.

Windows Machines

1. Select the *Start* button
2. Select *Shutdown* and click on *OK*.

Macintosh Machines

1. Select *Apple Menu* (*Apple* in upper left hand corner)
2. Select *Shut Down*
3. Select *Shut Down* in the dialog box that pops up

Saving Your Work

When using the computers in the labs, users must be responsible for saving his/her own work. In order to keep computers in good working order, Computer and Telecommunication Services performs periodic and unannounced maintenance on the machines which include the deletion of all unauthorized files. Users, therefore, are strongly encouraged to store data onto their own media. ***Users are strongly encouraged to save their work every 10 minutes.*** Also when finished, make sure you close all your files before removing your media.

Disk Storage Space

Students will have access to 250MB (¼ GB) of centralized disk storage space that will be accessible to them via their My Documents folder on the desktop from any computer lab or the library. It is recommended that Students keep copies of their most important files on both My Documents and their flash/thumb drive.

Memory Key

Memory keys, also known as USB keys, Flash Drives or Thumb drives connect to USB ports in front of the computer case in all the labs. After you insert the key, Windows sees it as another drive that can be accessed from any application. Users are encouraged to utilize flash keys that allow for encryption of files.

Tips for Protecting Your Files

- Save your work and close down the software application you are using before removing disks or flash drives.
- Keep disks in a protective casing.
- Keep media surface free from touching, food and/or liquids.
- Keep disks in normal temperatures. Excessive heat or cold can quickly damage files
- Keep media Virus free: you should check your flash drives for viruses on a regular basis. Viruses can completely damage your files. (See *Checking for Viruses* below)

Checking for Viruses

For your protection the academic computer labs are equipped with up-to-date anti-virus software. The virus software will automatically check for viruses whenever the drive is accessed. If a virus is detected a message on the screen will appear indicating that your diskette is infected, which virus it has found and the opportunity to clean the virus. Proceed with the cleaning process to remove virus from disk. (Note: Users are highly encouraged to install anti-virus software on their home machines and to check diskettes for viruses on a regular basis. Download the installer from the Computer and Telecommunications website, under the Student tab, Tech Support and Download)

To check for viruses:

1. Open **My Computer**

2. Right click on the flash drive or DVD/CD-RW drive icon (Make sure your disk is inserted.)
3. Click on **Scan for Viruses**.

For more information, login to the goStockton Portal and use the navigation bar in the **Computer Services** Channel.

Virus Hoaxes

Most Internet users are familiar with virus warnings which arrive in their mailbox. Many of these messages spread false information and ask you to forward them to other Internet users. Even though there are thousands of legitimate viruses discovered every year, there are some that don't exist. For more information, go to the F-Secure Hoax Warnings Web page at www.f-secure.com/virus-info/hoax. If you receive electronic mail claiming to be a virus warning, please forward the message to question@stockton.edu in Computer & Telecommunication Services. Please do not send it to the campus community. Computer & Telecommunication Services will investigate and will notify the campus.

Printing from Labs

Students at Richard Stockton College need to be aware of practices regarding use of and printing from college computers in the computer labs and the library. These computers require users to first log-in using their GoStockton ID and password. (Although there are a few "public" computers in the library for the use of the general public, such PCs do not allow the user to print materials.)

Each semester students are allocated an 800 printed side print quota. At the start of each semester you will be given a new allotment. College printers by default print on both sides of a piece of paper. A document that prints on a single side of a piece of paper counts as 1 side. A document that prints on both sides of a piece of paper counts 2 sides. Computer Services has developed a website at <http://ppoints.stockton.edu> that allows students to track the status of their allotment.

- * It is critical that students remember to log off any college computer when they have finished their session. Failure to do so will mean that the next user will be able to print, using the allotted copies of the student still logged on to that machine. That same next user may also have access to other features associated with the original student's account.
- * Students who exhaust their printing quota should contact The Help Desk in D-wing to request having their allotment increase. Student will be provided a one-time additional allotment provided they have given a reasonable explanation as to why they have depleted their original allotment.
- * Students should consult with individual faculty members regarding faculty policies and preferences on printing of both course materials and assigned papers, both to get the most from their allotted copies and to comply with any faculty restrictions on submitting papers printed on both sides of a sheet of paper.
- * Students are also now allotted ample space on the college servers for saving files and documents. The space is associated with the individual GoStockton student account. This space will be found in "My Documents" after the individual student has logged on to a college computer. Students are advised to use this space to store documents instead of printing them.

Electronic Mail

Students at Stockton are automatically assigned an e-mail account through Banner. Accounts are generated every semester and assigned to students during the registration period (Account cards are also available in D-127). Student usernames are all lower case and consist of the first 6 or 7 characters of the last name, first initial and digits as needed to make the username unique. Student e-mail addresses are *username@go.stockton.edu*.

Gmail

Gmail is a web-based e-mail that merges the benefits of a Web browser with the global reach provided by the Internet's standards-based e-mail. What this means to you is easier access to your e-mail from any computer with access to the Internet. It is found in the goStockton Portal at go.stockton.edu.

Email Attachments

While email is an easy to use option for sharing files with other individuals, file sharing is not its primary function. Email systems are designed to transmit relatively small blocks of text to individual recipients. A separate message is generated for every recipient in the "To:", "CC:" and "BCC:" fields. This means, for example, that a single message with a 1MB attachment sent to 53 individuals uses 53MB of system disk space while the message is processed for transmission.

Some general recommendations for attachments:

- Check the attachment size before you send. If it is larger than 200KB, consider an alternate method of file sharing.
- Keep attachments as small as possible. While we have a fast network backbone on campus, Stockton community members with dial-up access from off-campus will find it very frustrating to try to open very large attachment.
- If your attachment has a lot of graphics, creating a .PDF file with Adobe Acrobat can be very helpful in reducing the attachment size while maintaining the look of the original document. Classes in Adobe Acrobat are regularly offered on our training schedule and can also be scheduled for groups at mutually convenient times throughout the semester.
- If you receive a large attachment and you are using a dialup connection, save the attachment to your local hard drive before opening it.
- Burn the file(s) to a CD or DVD and send via US mail or other delivery service. Classes on using the CD/DVD burner are offered regularly on our training schedule and can also be scheduled for groups at mutually convenient times throughout the semester
- Use a free online service to share large image files. Examples include Kodak Gallery (<http://www.kodakgallery.com>), Shutterfly (<http://www.shutterfly.com>), Dropbox and Snapfish (<http://www.snapfish.com>).

Email Caution

Although Stockton has many measures in place to protect against harmful mail messages, some of these may still get through. One type of message that is particularly problematic is the “phishing” message. **Phishing** is a variation of unsolicited e-mail that involves tricking the recipient into believing that the message originated from a trusted source such as a bank, credit card company, insurance company, or retail store. These messages have the appearance of legitimacy, but ask the recipient to provide private information such as account numbers, usernames, and passwords. If you receive a message requesting personal authentication data, do not respond. Legitimate companies will not request this information via e-mail. If you have any doubts, contact the company through other means (telephone, fax, U.S. Mail).

Other methods of protecting yourself from phishing scams include:

- Never click on links in e-mail messages. Their true destination is often disguised. If you feel you must visit the link, type it in manually, DON'T click on the link in the mail message.
- Do not call telephone numbers included in suspicious messages. Look them up via an alternative source such as the phone book, 411 operator, or AnyWho <http://www.anywho.com>
- Check an online phishing archive to see if the message that you have received is a known phishing scam <http://www.millersmiles.co.uk/archives.php>
- Review all financial statements (e.g., checking account, credit card) carefully as soon as you receive them and report any unusual activity immediately.

Check your credit report periodically for any unusual activity. You can request a credit report through:

- Experian <http://www.experian.com>
PO Box 9554, Allen, TX 75013
888-397-3742

- Equifax <http://www.equifax.com>
PO Box 740256, Atlanta, GA 303740
800-525-6285
- TransUnion <http://www.transunion.com>
PO Box 6790, Fullerton, CA 92834
800-680-7289

If you fall victim to a phishing scam, file a complaint with the Federal Trade Commission at <http://www.consumer.gov/idtheft/>

You can report phishing scams online at The Antiphishing Working Group or MillerSmiles.

Housing Network Connection

For more information or to register see Housing Computer Registration (SCAN) on page H-21. If you need assistance, call the Help Desk at ext. 4309.

Internet Access

Stockton provides Internet access in the Academic computing facilities as well as our Residential Living/Learning communities. Both wired and wireless services are provided, so students can freely surf the web and access worlds of information right from their laptop or desktop computers.

Computer Accounts

In order to access certain resources (e.g., Email, Blackboard and WebBoard) within the computer labs, you do need certain accounts. Accounts on the central systems are generated for all registered students after the fall and spring registration period. Accounts remain active while students are attending Stockton and do not have to be renewed each semester (Computer accounts are closed for students who are not currently enrolled in classes at Stockton.) Students can also receive their account with their valid Stockton ID in room D127.

Below is a list of systems and accounts available in the academic computing facilities:

Blackboard

Blackboard is a web based set of course tools designed to deliver online learning. This system is accessed through the My Courses channel on the goStockton Portal.

WebBoard

WebBoard is Stockton's computer Conferencing system. In order to use it, you need to have a Portal account. It is accessed through any one of the web browsers, which run under windows or Macintosh operating systems.

Accounts for Printing in AS203/AS234

These accounts are restricted to students in the Visual Arts program. When you enroll in any of its computer graphics courses, you automatically get access to the Macintosh computers in both the labs and 1000 points for each class. This will enable you to print to the HP 8150, HP4550 (25 points per page), Xerox Phaser 7760 (200 points per page), the Epson 9890 and Epson 7800 large format printer (225 points per square foot) and the Xante Platemaker (300 points per page).

To purchase additional points, Art Students can use the PPoints site. The additional points are immediately available for student use. The charge for additional points will go to the student's account with the Bursar's office and can be paid in person at the Campus Center or online with a debit or credit card.

Accessing Online Services

- If you have a problem with your PIN, please visit Student Records in the Campus Center, Suite 203
- For online services using PIN access (except Student Web Services) allow 1 full business day for PIN change to take effect
- If you have a problem with your Username, Password or Activation Code, please visit Computer and Telecommunication Services in D-127 Instructions for changing your password are available online at <http://compserv.stockton.edu>. Click on Student, Tech Support, Handouts, Changing Your Password

*** = Allow 30 minutes for synchronization after changing your password

Where to Get Help in the Labs

Computer Lab Assistants

Computer Lab Assistants are positioned in D001 (Lower D-Wing) during all hours of operation. These workers are available to assist you with questions you may have about using the computer labs. They also provide brief one-on-one support on the equipment and software available through the labs. (For detailed training please see information on the student portion the *Technology Training Program*.)

Handouts

For your convenience, handouts are available online at <http://compserv.stockton.edu>. These step-by-step instruction guides are an excellent way to learn the basics of the software programs in the labs.

Computer/Software Manuals

Manuals on the various software programs are available in the computer labs and rooms D001 and D121. If you get stuck on a particular problem, open up to the appropriate section of the manual and guide yourself to the answers. Also, computer books--on the various software programs located in the labs--are available in Stockton's Bookstore.

Online Problem Report

Double-click on the **Problem Report** icon on the computer desktop in the labs to report software or hardware problems to our computer technicians.

Hardware & Software Support Guidelines (for personally-owned equipment only)

This guideline applies to all students, staff, and faculty using their own (non college-owned) computer equipment on or off campus.

The Office of Computer and Telecommunication Services is charged with providing for the computing and information communication needs of the college community. As part of that charge the department provides the technical services necessary to establish and maintain information, instructional delivery and communication systems that appropriately support the administrative, academic and auxiliary operations of the institution. The Department of Computer and Telecommunication Services is here to support the use of a personally owned computer for connectivity to our resources.

Computer and Telecommunication services can provide telephone support to assist our community members through connectivity failures by:

- Assisting in the installation and configuration of connectivity software (e.g., VPN client)
- Evaluating hardware/software issues that may be interfering with connectivity
- Suggesting useful non-College resources

If your computer problem is beyond the scope of the Help Desk's ability to provide assistance, there are several options for you to consider:



1. Check your warranty information, and consult with your computer's manufacturer or vendor. They will have the best information about your computer hardware, and they will be able to tell you what free or low cost repair services you may qualify for as part of your warranty.
2. You may wish to contact a technician at a computer repair shop. There are several repair shops in Atlantic County - look in the Yellow Pages under Computers-Dealers. Computer Services does not provide recommendations for any particular repair shop. We suggest that you talk to staff at several shops to compare prices and services before making the choice to commit to one.

Wireless Network Access

If you have a notebook or device with a wireless network adapter (Wi-Fi), you can connect to the Internet from campus (RSC-Wireless).

Upon opening your browser, the Stockton College Access Network (SCAN) will prompt you to enter your Portal username and password. The system will provide you with unlimited access to the Internet, but if idle for more than 15 minutes, your computer will be automatically disconnected. At this point, the SCAN system will prompt you to log in again to regain access to the Internet.

Our wireless access is expanding each year. For updates on wireless coverage, login to the goStockton Portal and click on Technical Support on the navigation bar in the **Computer Services** Channel.



Username:

Password:

*Your **goStockton** username and password are used to access the network.

Welcome to SCAN (the "Stockton College Access Network") for The Richard Stockton College of New Jersey. It is intended for use by properly authorized students, faculty, staff, and guests. Please follow all rules for usage as posted within the "Acceptable Usage and Policies" document as provided.

Technology Training Program

The best way to stay technically up to date is to attend the training sessions available at no charge to all of the Stockton community. The section that follows will give you detailed information on the program. The Computer Training Program at The Richard Stockton College of New Jersey is provided by the Department Computer and Telecommunication Services, **FREE** to all students. The workshops in this program cover the latest software packages and they are conducted with state-of-the-art training equipment for more powerful presentation. Students can receive ULTRA credit for training workshops.

Location and Time of Training

The times and locations of the training classes vary every semester. The Computer Training Schedule for students is posted on the Computer Services Channel in the goStockton Portal (Registration must be completed online.)

Course Listing and Description

Adobe Acrobat XI

Instructor: Roberto Castillo

PDF files have become a standard format on the web. They can be created from almost any application and the electronic output looks the same as a snapshot of the printed output. Annotation tools can be used to it make it easy for readers to move through documents, share comments, and even connect to resources on the Internet. Security features allow for document protection, including password protection.

Adobe Acrobat Reader is a browser plug-in that allows you to read .PDF files from the web. It can do much more than that. Using built-in navigation, selection, viewing, and searching tools you can work with documents in electronic form and eliminate paper print outs that can clutter your desktop and overflow your filing cabinet. Electronic forms are not covered in this seminar. ***Prior knowledge of the Internet, and at least one MS Office application (Word, Excel, PowerPoint, or Publisher) required.***

Adobe Photoshop CS6: Fixing Common Image Flaws

Instructor: Linda Feeney

Digital photography makes it easy to capture memories. Unfortunately, not all images turn out as well as we might like. This seminar focuses on improving images with common problems like red eye, over/underexposure, background clutter, and color correction. ***Pre-requisite: Experience with selection techniques in Adobe Photoshop (i.e., lasso, marquee, magic wand, quick mask).***

Adobe Photoshop CS6: Introduction to Photo Composite Techniques

Instructor: Linda Feeney

Masks and layers (in conjunction with selection techniques) make it easy to combine multiple images and reveal or conceal portions of the multiple images with fascinating results or blend images and textures Example: You recently attended a wedding and wanted to get a shot of the bride and groom in front of the church. You have a picture of the bride and groom outside the reception hall and you have a picture of the church, but not a picture of both. You can combine these shots -- revealing the church or concealing the reception hall -- to produce the desired image.

Sample images will be provided for hands-on work, but attendees are encouraged to bring their own images with them.
Pre-requisite: Selection Techniques in Adobe Photoshop CS4

Adobe Photoshop CS6: Selection Techniques

Instructor: Linda Feeney

Digital photography is an incredibly creative medium. Photographs can be altered or combined to produce amazing results. This seminar will focus on selection, Selection tools allow you to choose portions of an image to be edited. Example: You have a photograph taken with a flash. Portions of the image are overexposed. Using selection techniques you can adjust the brightness and/or contrast of the overexposed portion of the image to bring the picture into balance. These tools will be covered in detail: marquee, lasso, pen, magic wand, quick mask, and alpha channel mask.

Sample images will be provided for hands-on work, but attendees are encouraged to bring their own images with them.
Pre-requisite: Experience in using basic digital image editing techniques

Camtasia Studio 8

Instructor: Roberto Castillo

Camtasia Studio allows you to create instructional videos that can be made available online. Record video lessons that demonstrate visual or technical subjects. Record a live presentation or lecture to give learners a rewind button for class. Help them learn at their own pace...or catch up from an absence.

Customizing Forms in Access

Instructor: Roberto Castillo

Microsoft Access is a database management tool that helps you organize, sort and report information you need to access every day. After form objects are created with the Wizard, the Design View can be used to manipulate the content of these objects to create a more functional and easier to use object. In this workshop you will learn how to change the appearance of a form; Move, size, or align fields; Change label text or a control source; And add a field or control. ***Prerequisite: Basic knowledge of Access***

Document Collaboration in Word

Instructor: Roberto Castillo

MS Word includes tools that enable several people to work together to create and update a document. For example, you might write a draft of a letter, have your manager review it, make changes to it, and get it back. Then you go back to the document, make the changes, and send the document to its final destination.

One such feature is **Revisions**, which allow you to track and identify any changes made to a document, and then later review and accept or reject the changes. Another collaboration feature is **Comments**, which enable you or other users to add notes to a document so they can make suggestions, comments, or criticize your work. Another collaboration feature is **Versions**, which allow you to save and track multiple revisions of a document in the same file. Learn how to use these options to help you keep track of changes to shared documents. ***Prior knowledge of Word 2003 required***

Electronic Self-Defense*Instructor: Linda Feeney*

The incredible speed of electronic communications allows individuals to compose and distribute files and messages to a wide population. This speed opens the door to a plethora of abuses. In a matter of seconds, misinformation and malicious software can be communicated to hundreds, thousands, or even millions of people. Malware (e.g., viruses, worms, Trojans, adware/spyware) virus hoaxes, chain letters, and phishing are among the potential threats to all computer users. This seminar explores the various threats and how to defend against them.

First Look at Office 2013*Instructor: Roberto Castillo*

An overview of the most important changes to MS Office 2013.
Prerequisite: *familiar with MS Office 2010*

First Look at Windows 8*Instructor: Roberto Castillo*

Windows 8 is the latest upgrade from Windows 7. We'll take a tour around the newest Operating System (OS) from Microsoft and talk about some of the most important new features available in Windows 8.

Formulas and Functions in Excel*Instructor: Roberto Castillo*

Formulas are the heart and soul of a spreadsheet. Without formulas, Excel would be nothing more than a grid you could use to enter numbers and text. In this session, you'll learn how formulas can do a lot more than just adding, subtracting, multiplying, and dividing. The instructor will also go over a selected number of Excel formulas you can use to create statistical, financial, and scientific calculations.

Prerequisite: *Basic knowledge of Excel*

Increasing Editing Productivity in Word*Instructor: Roberto Castillo*

In this course, you'll learn how to take advantage of advanced editing and formatting techniques to speed up the creation of your documents. The following commands, discussed in class, will provide you with the tools needed to use Word more efficiently: Finding & Replacing, AutoCorrect, AutoText, Format Painter, Styles, Templates & Wizards, and Tables & TableAutoFormat. **Prerequisite:** *knowledge of Word*

Intro to Access*Instructor: Roberto Castillo*

Microsoft Access is a database management tool that helps you organize, sort and report information you need to access every day. Newly added features make this application easier to use. The instructor will show you how to combine these new options with old database concepts to quickly create database systems. The course will cover: understanding Objects, filtering information, manipulating Tables, designing simple Forms and Reports. **Prerequisite:** *knowledge of Windows. Basic knowledge of Word and Excel helpful*

Intro to Dreamweaver CS6*Instructor: Roberto Castillo*

Dreamweaver is probably the most popular site building tool for serious web site designers. It is a powerful tool that easily integrates with other Adobe applications such as Fireworks and Flash. In this session, the instructor will guide you step by step through the process of creating a basic web site in Dreamweaver.

Familiar with MS Word and the Internet.**Intro to Excel***Instructor: Roberto Castillo*

This introductory course will cover the basics of Excel. The course will cover: Retrieving and Saving a File, Formulas, Formatting (inserting, copying, moving and erasing data), Adjusting Rows and Columns, Creating a Chart, Printing and Quick Cursor Movements Around Your Worksheet. Also learn about the new features added to Excel such as the List **Autofill** option which allows you to apply existing formulas and formatting to new fields; and a new **See-Through View** option lets you preview your changes without deselecting highlighted cells. **Prerequisite: knowledge of Windows**

Intro to PowerPoint*Instructors: Roberto Castillo*

This workshop will help you get started working with PowerPoint, to quickly and easily create presentations. You will learn how to use & manipulate templates, outline your ideas, add & modify text and insert clip arts. **Prerequisite: knowledge of Windows. Basic knowledge of Word helpful**

Intro to Word*Instructor: Roberto Castillo*

This course will give you an introduction to Microsoft's word processor: Word. Some of the topics that will be covered are the Ribbon and Dialog Boxes, the New, Open, Save & Close commands, The Font & Paragraph commands, The Table command, and the Print Preview command. Also learn about other features included in Word such as a drop-down font menu, a **Click and Type** option that makes indentation and alignment a snap; an **improved Cut and Paste**; and hundreds of new **clip-art** images. **Prerequisite: Basic knowledge of Windows**

Managing your Workbooks in Excel*Instructor: Roberto Castillo*

In this class, you'll learn how to work with and manage workbooks. You'll learn how to move between the worksheets, add, rename, move, and delete worksheets, split and freeze worksheets, add headers, footers, and page numbers, adjust the margins, page size and orientation, and how to create formulas that reference information from several different worksheets.

Subforms and Multiple-Table Queries*Instructor: Roberto Castillo*

In this workshop, the instructor will show you how to manipulate multiple tables by creating relational databases (one-to-many) with Queries and Subforms. **Prerequisite: knowledge of Access**

The VLOOKUP Function in Excel*Instructor: Roberto Castillo*

If you use Excel frequently, sooner or later you are going to need to look up values in a table. Instead of scrolling through layers and layers of text to find your answer, the VLOOKUP function allows you to quickly and easily find values which are linked to a table. This way, Excel can do most of the work for you and you can get to the more difficult task of actually analyzing the data you find. **Prerequisite: familiar with formulas and functions in MS Excel**

Understanding Field Properties in Access*Instructor: Roberto Castillo*

A property is an attribute that defines an object's appearance, behavior, or characteristics. For example, a car's properties would include its color, make and model, and shape. A property

for a numeric field might be the number of decimal places displayed or the maximum number of characters a field can hold. The instructor will show you how to work with a Table's Field Properties to specify the kind of information the table can store.
Prerequisite: knowledge of Access

Using the Data Tool to Manage Lists in Excel

Instructor: Roberto Castillo

The instructor will show you how to create an interactive table in Excel which will allow you to classify and summarize information. Topics covered in the course: Sort, AutoFilter and **Advanced Filter**, Form, Subtotals, the PivotTable, and **Data Validation**. **Prerequisite: Basic knowledge of Excel**

Using your iPad

Instructor: Roberto Castillo

The iPad is a multitouch display tablet computer designed by Apple Inc., primarily as a platform for apps to run audio-visual media including books, periodicals, movies, music, games, and web content. In this class, we'll discuss basic configuration settings, managing apps, setting up your Stockton e-mail, using the touch screen display and customizing the Home screen.

Working with Queries in Access

Instructor: Roberto Castillo

In this session you will learn how to harness the power of queries. First you will learn about all the different types of queries: simple select queries, parameter queries that prompt you for more information, crosstab queries that summarize records in an easy understand format, action queries that actually modify the records in your database. **Prerequisite: knowledge of Access**

Working with Reports in Access

Instructor: Roberto Castillo

If you have worked with forms in Design View, you are in somewhat familiar territory. The Design View of the Report Object allows you to change text properties; add lines, boxes, and graphics; summarize and organize information by adding totals by day, week or month to your report; and group your data. **Prerequisite: Basic knowledge of Access**

Working with Tables in Word

Instructor: Roberto Castillo

Tables allow you to present information in an organized, attractive manner. In Microsoft Word, a table is a grid of rows and columns containing boxes (called cells) of text or graphics. Unlike a table that you might create with tabs, you can easily add or delete text in a grid-based table without affecting the arrangement of text in columns. Learn how to sort your information, add and delete columns and/or rows of data, and make your table stand out with borders, shading and coloring options. Find out how many ways in which you can use tables.

Acceptable Use Standards

STANDARDS CONCERNING ACCEPTABLE USAGE OF THE RICHARD STOCKTON COLLEGE OF NJ COMPUTING FACILITIES

(Revision Date: April 2011)

INTRODUCTION

The purpose of this Statement is to reaffirm the Standards that apply to the acceptable use of Richard Stockton College's computing and communication facilities, which include all computing, video, data and telecommunication hardware and software systems owned, leased, or granted to the college.

These Standards are defined and established to assure the integrity, reliability and availability of our computing and communication facilities. The College is strongly committed to the goal of infusing advanced computer and communication technology into the fabric of the curriculum. Users are enthusiastically encouraged to explore and use the College's computing and communication facilities within the limits of these standards.

The Standards set forth below apply to all users of Richard Stockton College computing and communication facilities. Violations of any of these Standards may result in revocation of facility usage privileges and/or appropriate disciplinary action under the College's Campus Code of Conduct or applicable Federal and State laws and regulations (e.g., New Jersey Computer Crimes Act, N.J.S.A. 2C:20-23, et seq.).

The Standards of acceptable computer and communication usage follow below along with explanatory discussion of their intent and applicability.

STANDARD 1 - Appropriate Use of Facilities

Authorized use of and access to the College's computing and communication facilities is intended and permitted solely to support the legitimate educational, administrative and mission-centered programs of the institution.

Discussion - Registered students may have access to these facilities for course-related instructional purposes. Members of the faculty and staff may have access to these facilities for institutionally recognized instructional or research purposes. Faculty and staff may also have access to administrative computing facilities, as needed, in accordance with their job responsibilities. Limited access to facilities may be granted to users such as Alumni Association members, government agencies, non-profit organizations, or organizations which support the interests and needs of the College based upon any usage guidelines established by the College. Resident students in good standing may have access to data and telecommunication facilities for personal use on a fee basis and pursuant to the Housing Lease Agreement.

Authorization for use of and/or access to academic computing facilities is granted by the Assoc. Provost for Computer and Communication Services. Authorization for the use of and/or access to administrative computing facilities is granted by the Assoc. Provost for Computer and Communication Services and the Director or supervisor of the organizational unit that is the recognized custodian of the data for which access is requested.

STANDARD 2 - Appropriate Use of Accounts

Computer accounts or other identifiers used to gain access to computer systems or data can be used only by the individual authorized to use the account or identifier and only for the purposes for which the account was granted.

Discussion - Accounts or facilities are not to be used for the transmission of commercial or personal advertisements, solicitations, promotions, or for personal monetary gain that is inconsistent with College policy or federal and/or state statutes.

Users shall not disclose the password associated with an account or otherwise make an account, computer system or data available to others who have not been authorized to use the account, computer system or data. Users are responsible for all usage of their accounts and/or PINS and are expected to take appropriate safeguards to assure that their account passwords and/or PINS are not known to others.

STANDARD 3 - Appropriate Use of Accessible Materials

Users shall observe discretion when viewing materials using the College's computing and communication facilities.

Discussion - Censorship is not compatible with the goals of The Richard Stockton College of NJ; however, some computers may be dedicated to specific research or teaching missions that limit their use. The College does not limit access to any information due to its content when it meets the standard of legality and is viewed in a proper time, place and manner. Forms of expression that are not protected by the First Amendment and therefore may be subject to censorship by the College include: obscene material, child pornography or other material that violates state or federal statutes.

STANDARD 4 - Reliability and Integrity of Facilities

Computer and communication facility users shall not knowingly develop, use or transmit through the College's facilities programs or data that interfere with, infiltrate or damage facilities.

Discussion - Computer and communication users shall use great care that they do not use programs or utilities or engage in actions that interfere with, infiltrate or damage facilities.

User shall not engage in any activity that may lead to unauthorized access to systems, accounts or data. Additionally, users must not attempt to circumvent or subvert system or network security measures. Any defects discovered in system security shall be reported immediately to the Associate Provost for Computer and Communication Services.

STANDARD 5 - Rules and Regulations

It is prohibited to use electronic communication facilities such as mail, phone, Internet or systems with similar functions to send fraudulent, harassing, obscene, indecent, profane, intimidating, or unlawful messages that are sufficiently severe, pervasive, or persistent and are objectively offensive as to substantially disrupt or undermine a person's ability to participate in or receive the benefits, services or opportunities of the College. Additionally, users are prohibited from using electronic communication facilities to access or attempt to access remote computing facilities without authorization from the remote site. Users shall adhere to the rules and regulations governing the use of facilities and equipment and the Code of Conduct.

Discussion - Use of and access to computing and communication facilities, including computing laboratories, computer networks, telephony equipment and remote facilities accessed through local or wide area networks must be used in accordance with the College's rules and regulations and not create a hostile work or educational environment based on severe or pervasive conduct.

STANDARD 6 - Proprietary Rights

Users shall respect and observe proprietary rights associated with software, data, and documents.

Discussion - Computer software, documents or files protected by copyright are not to be copied from or into computing facilities, except as permitted by license or law. Additionally, the number of copies and the distribution of copies must adhere to copyright restrictions and/or provisions. Further, type written or machine-readable documents protected by copyright are not to be reproduced or copied, unless permitted by the copyright owner or legally accepted "fair use".

STANDARD 7 - Privacy

Users shall respect the privacy of other users.

Discussion - Computer users shall not attempt or knowingly seek, provide, view, use, delete or modify information in, or obtain copies of files or programs belonging to other computer or telephony users without the permission of those users. Searching through non-public directories, libraries, or any other storage media to find unauthorized information is likewise prohibited. Further, computer users must not use the facilities to plagiarize or claim the intellectual or literary property of others.

Users granted access to administrative data in which individuals are identifiable must respect the confidentiality of these data as well as any federal/state statutory requirements. Disclosure of data pertaining to students, for example, should be in accordance with the Family Rights and Privacy Act. Additionally, financial data should be protected in accordance with FTC Regulation 16 CRT Part 314.

Any personally identifiable or otherwise confidential data that is stored on personal computers or removable storage devices or transmitted via email or electronically transferred must be protected by strong passwords and/or encrypted. (See Guidelines for Safeguarding Personally Identifiable and Confidential Information from Unauthorized or Accidental Disclosure).

On most facilities, security systems are in place to prevent unwanted or unauthorized access. Any defects or weakness discovered in security systems should be immediately reported the Associate Provost for Computer and Communication Services or appropriate authority in cases not involving facilities under the auspices of the Office of Computer and Telecommunication Services. Under no circumstances shall computer or telephony users, other than authorized system administrators, access or attempt to access system security programs or files.

Users of e-mail should be aware that electronic mail is recognized as the equivalent of a formal memorandum. The College's e-mail systems are used to store and forward official college documents and support the academic and administrative operations of college. E-mail system files and messages are backed up to tape regularly as a precaution against accidental loss or hardware failure. Users are permitted to use their electronic mail account to receive limited unofficial or personal correspondence, provided such use does not adversely impact upon essential academic and administrative usage. E-mail and other electronic communication systems may not be highly secure. Users are therefore advised not to consider any of their work or personal e-mail and electronic communication correspondence on College servers to be private. The college reserves the right to inspect the content of electronic files when it has reasonable belief that the content of material would violate college policy, state or federal law. The college retains the right to review the content of any files when the content of such files is likely to be material to the alleged violation or in the death, illness, or separation of a user. The contents of the college's e-mail and electronic communication systems may be subject to disclosure under a subpoena or other written request pursuant to authorized procedures, including requests made pursuant to the Open Public Records Act (OPRA).

System administrators, operators and certain authorized technical staff may be allowed full access to files and programs during maintenance, routine backup operations, or in acting to fulfill assigned duties or safeguard the integrity and reliability of computing and communication facilities. Staff who are authorized such access shall respect the confidentiality of data stored. In the event that unauthorized computer or telephony system use is suspected, the staff member who detects or is informed of the suspected violation must notify the Associate Provost for Computer and Communication Services or appropriate authority (See, also, STANDARD 8.).

STANDARD 8 - System Safeguards

Computing and communication facilities will be safeguarded to maintain the overall integrity and ensure reliability to all users.

Discussion - Where, in the judgment of the Assoc. Provost for Computer and Communication Services or appropriate authority, an alleged violation of these Standards or other regulations presents a risk to the integrity of the College's computing and communication facilities and/or the orderly conduct of the operation, an individual's

access and use privileges may be suspended on an interim basis and a hearing may be held pursuant to the procedure described in the Campus Code of Conduct.

Alleged violations also may be resolved informally pursuant to the procedure described in the Campus Code of Conduct under Informal Resolution or through the independent administrative action of the Assoc. Provost for Computer and Communication Services or an appropriate authority provided both parties agree to resolve the case in this manner.

Telecommunication Services

The office of Telecommunications, located in lower D-wing, provides telephone and voice mail support for faculty, staff and students. All questions or concerns regarding the services provided, as well as broken or damaged telephone equipment, can be directed to the college operator by dialing "0".

Student Dialing Instructions

To Call Within the Campus	Enter the last 4 digits of the telephone number
To Call Outside the Campus	Students are responsible for providing their own method of making off campus calls. The college recommends the use of a cellular telephone or calling card.
Toll Free Numbers	Enter 9 + 1 + Number
Police Non-Emergency	Enter Extension 4390
Emergency (Police, Fire or Ambulance)	911

When calling from off campus, please dial the following numbers:

(609) 626-6800	To access the Voice Mail system
(609) 626-3500	To access the Student Residential System (extensions 1000-3399.) When prompted, dial the extension number you wish to connect to.

For the list of extensions below, Stockton has the following exchanges:

Exchange Numbers

Stockton Extensions	Stockton Exchange
3000-3199	626
3400-3650	626
3800-3899	626
4200-4999	652
5500-5599	626
6000-6099	626
6800-6899	626

The main switchboard number for the Richard Stockton College of New Jersey is **609-652-1776**. This number is the only exception to the table above.

Using your Voice Mail

WELCOME TO MODULAR MESSAGING! THE FIRST TIME YOU USE MODULAR MESSAGING YOU MUST RECORD YOUR NAME AND CREATE A PASSWORD!

To Log In:

- **On campus – dial 6800**

- **Off campus – dial (609) 626-6800**

- If you are calling from your phone at your desk, you only have to enter the password.
- If you are calling from any other phone on campus, you must **Press *** followed by **Press #**. The system will then ask you for your extension.
- If you are calling from off-campus, **Press #** then enter your extension.
- Enter **FIRST** time Password **531** then press #.

Record Name:

As you use Modular Messaging, your name will be heard by you and other system users.

- **At the tone record your name**
- **Press 1** To Approve
- **Press 2** To Re-record

Create Password:

You will be required to enter a new password with a minimum of **4** digits followed by the # sign. The maximum length of a password is 15 digits. You **CANNOT** use a consecutive number of the **SAME** number 4 times.

You must reenter your password for confirmation followed by the # sign.

To Create A Personal Greeting:

This is what callers will hear when they reach your mailbox.

- **Press 3** Anytime you wish to do anything concerning your greeting.
- **Press 1** To create your greeting
- **Press 1** To indicate the greeting number you are going to record, then speak your greeting
- **Press #** To approve
- **Press 0** To listen to your greeting

Voice Mail Message Storage:

The voice message mailbox will hold a total of 35 minutes of messages.

Retention time for new, unopened or old messages is 30 days. After 30 days, messages are automatically deleted. There is **NO** warning.

Modular Messaging System Quick Reference Guide

RECORDING AND SENDING MESSAGES	GETTING MESSAGES YOU RECEIVED	CREATING MULTIPLE PERSONAL GREETINGS
<p>Sending voice or voice-fax messages</p> <ol style="list-style-type: none"> From the activity menu [1] Record voice message When finished [#] Specify delivery address (see below) When finished [#] Specify delivery options (see below) Send message [#] <p>Sending fax-only messages from fax machine</p> <ol style="list-style-type: none"> From the activity menu [1] Bypass voice recording [#] Specify delivery address (see below) When finished [#] Specify delivery options (see below) Load document into fax machine Send message [#] Press Start key on fax machine <p>Sending voice-fax messages by forwarding a fax</p> <p>To send a fax to your own mailbox:</p> <ol style="list-style-type: none"> Log in to mailbox From the activity menu [2] Forward fax with optional voice message [1] [2] Record voice message When finished [#] Specify delivery address (see below) When finished [#] Specify delivery options (see below) Send message [#] 	<p>Listening to voice/e-mail messages</p> <ol style="list-style-type: none"> From the activity menu [2] Listen to voice or e-mail message [0] <p>Responding to messages (optional)</p> <p>After listening to your message, press [1] to respond to or forward the message. Then select one of the following:</p> <ul style="list-style-type: none"> Call sender (exits mailbox) [0] Reply to sender by voice mail [1] Forward with comment at beginning [2] Record and address a new message [4] Reply to all recipients [5] <p>If you select any key from the above except [0]:</p> <ol style="list-style-type: none"> Record and address your message When finished [#] & specify delivery options Send message [#] <p>Printing fax/e-mail messages</p> <ol style="list-style-type: none"> From the activity menu [2] Listen to message header Print fax or e-mail portions [*] [1] Print to default machine [#] <p>OR</p> <ul style="list-style-type: none"> To print to the fax machine from which you are calling [*] [6] <p>OR</p> <ul style="list-style-type: none"> To print to other fax machine you specify: <ul style="list-style-type: none"> Press [*] [*] [5] Enter outside line number (if needed) and telephone number Press [#] 	<p>Creating, changing, deleting greetings</p> <ol style="list-style-type: none"> From the activity menu [3] Do one of the following: <ul style="list-style-type: none"> Listen to a greeting [0] Record or re-record a greeting [1] Delete a greeting [3] Enter greeting number [1-3] For optional greetings only, enter the optional greeting number [1-9] If Multilingual Call Answer is enabled, select a language [1-3] When finished [#] <p>Scanning greetings</p> <ol style="list-style-type: none"> From the activity menu [3] Scan greetings [2] <p>Activating greetings</p> <ol style="list-style-type: none"> From the activity menu [3] Activate greeting [5] Enter greeting number [1-3] For personal greeting only, you may need to confirm your choice [1] For optional greetings only, enter the optional greeting number [1-9] <p>Setting up rules for optional greetings</p> <ul style="list-style-type: none"> Activate for all calls [0] Activate for internal calls ☐ external calls ☐ all calls (rotate) [1] Activate for business hours ☐ out of business hours ☐ any time (rotate) [2] Activate for busy ☐ no answer ☐ busy or no answer (rotate) [3] Deactivate for all calls [9] <p>Reviewing optional greeting rules</p> <ol style="list-style-type: none"> From the activity menu [3] Review optional greeting rules (in the order they will be evaluated) [6]
<p>Specifying delivery address</p> <ul style="list-style-type: none"> For voice user: Enter user's mailbox number, and press [#] For voice user name addressing: Press [*] [2], spell user's name or name of personal list, and press [#] For personal list, press [*] [5] and then list number For fax user: Press [*] [*] [5], enter outside line number (if needed) and telephone number, and then press [#] To cancel address: press [*] [3] To cancel another address: press [*] [1] [*] [3] To list all recipients: press [*] [1] <p>Specifying delivery options</p> <ul style="list-style-type: none"> Make private/not private (toggle) [1] Make priority/not priority (toggle) [2] Schedule for future delivery [3] Attach a fax [5] 	<p>GENERAL TIPS</p> <p>Not sure which key to press?</p> <ul style="list-style-type: none"> Listen to Help at any time [*] [4] Go back to activity menu [*] [7] <p>Want to save time?</p> <ul style="list-style-type: none"> Bypass greeting when recording [1] Bypass header when listening [0] <p>Want to adjust the way your messages are played?</p> <ul style="list-style-type: none"> Faster [9] Slower [8] Louder [4] Softer [7] Skip forward [6] Skip backward [5] <p>Want to configure Personal Operator?</p> <ul style="list-style-type: none"> To set up or change Personal Operator [5] [6] <p>Other options</p> <ul style="list-style-type: none"> Transfer to covering extension [*] [0] Transfer to another mailbox [*] [8] Make system wait [*] [9] Access names or numbers directory [*] [*] [6] Disconnect [*] [*] [9] 	<p>Setting up Call Me/Find Me/Notify Me options</p> <ol style="list-style-type: none"> From the activity menu [6] Select one of the following: <ul style="list-style-type: none"> Call Me [1] Find Me [2] Notify Me [3] Select one of the following: <ul style="list-style-type: none"> Enable Call Me/Find Me [9] Disable Call Me/Find Me [6]

Supplemental Documentation

Browser Troubleshooting for Blackboard

There are specific browser (i.e., Internet Explorer, Firefox, Chrome) configuration requirements for accessing many online resources including Blackboard. A browser check utility is available on the goStockton Portal login page and also at <http://aspweb.stockton.edu/BrowserCheck/>. Students should run the browser check and resolve all browser issues to avoid access problems.



The browser check should be run again anytime the computer is updated or new hardware or software is installed. Student with browser problems can call the Help Desk for assistance 609-652-4309.

Troubleshooting Java Problems

If you encounter other Java errors when trying use Blackboard or other online resources, you may need to uninstall old versions of Java and install the latest version.

Windows

Uninstall Java

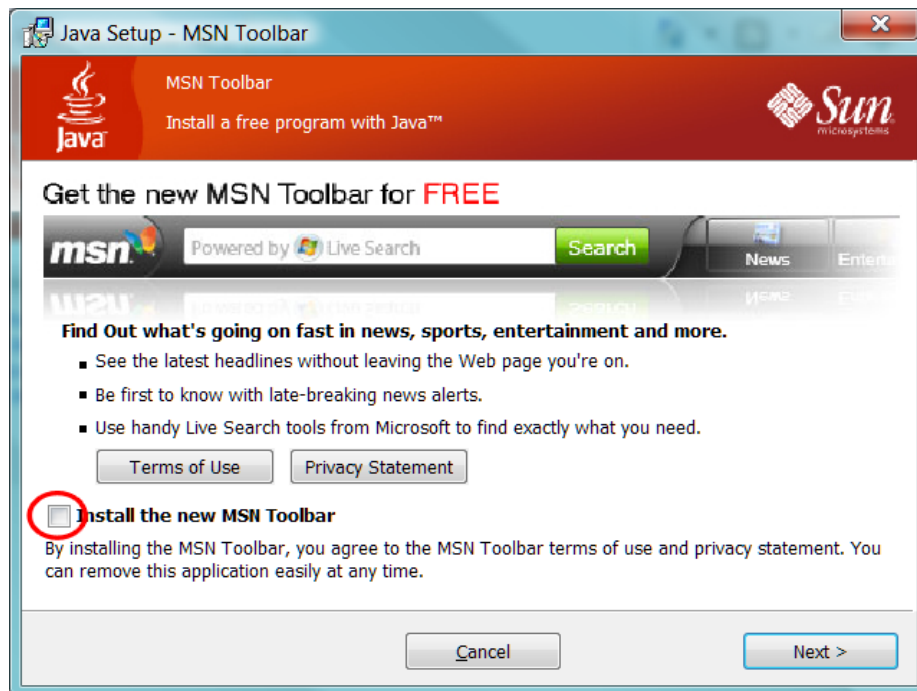
1. Close your web browser and any other open programs
2. Click Start then Control Panel or Start then Settings then Control Panel
3. Open Add or Remove Programs in Windows XP, Programs and Features in Windows Vista, or Uninstall a program in Windows 7
4. Click on each 'J2SE', 'JSSE' or 'Java' item in the list and click Remove in Windows XP or Uninstall in Vista and Windows 7
5. Close the Control Panel and reboot your computer once all Java components have been removed
6. Proceed with reinstalling Java.

Re-install/Install a new Java version

1. Open your web browser
2. Go to <http://www.java.com> and click on the blue “Free Download” button



3. When prompted, click on run to install the software, you may be prompted multiple times.
4. At the beginning of the install, be sure to uncheck the box that installs the MSN toolbar. Toolbars are known to cause problems with Blackboard



Automatic Java updates

Once you have successfully configured Blackboard and Java in your browser, you may wish to turn off automatic Java updates:

1. Click Start then Control Panel or Start then Settings then Control Panel
2. Select Java
3. On the Update tab, uncheck the option to check for updates automatically
4. Click Never check on the pop-up window to confirm
5. At any time in future if you do want to update your Java to address new security issues, repeat the steps above and click Update Now on the Update tab
6. Click Ok to close the Java Control Panel
7. Close the Windows Control Panel window

Macintosh

Mac OS X has Java installed by default. You can install the latest version by clicking the blue Apple logo in the menu bar, then selecting Software Updates and clicking Update now, then follow the onscreen prompts.

If you are having problems with Blackboard and Safari, it may help to clear the Java cache for installed Java plugins:

1. In Finder, go to Applications then Utilities then Java.
2. Double click Java 1.3.1 Plugin Settings then Cache and click the Clear JAR cache button
3. Double click Java 1.4.2 Plugin Settings then Cache then Clear
4. Close the Applications window.

If your computer uses Mac OS X 10.4.5 or later, the latest version of Java should be set as the currently used version:

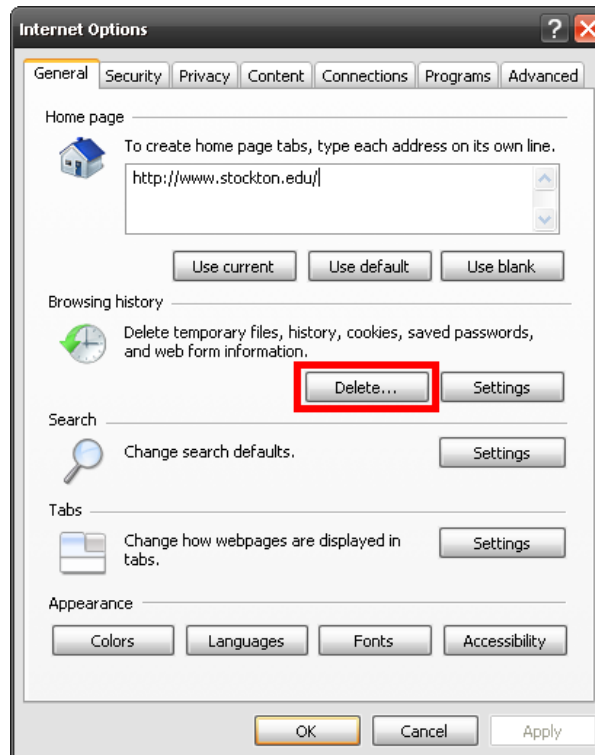
1. Double click your hard drive icon and choose Applications then Utilities then Java J2SE5.0 and double click Java Preferences
2. In the top section set it to use 5.0 and in the bottom section drag J2SE 5.0 to the top of the list
3. In the Temporary Internet Files section, click Settings then Delete Files and Ok to delete applets, applications and other files
4. Click Save for these settings
5. Close the Applications window.

This prevents Safari from using earlier Java versions for applets that are compatible with the later version.

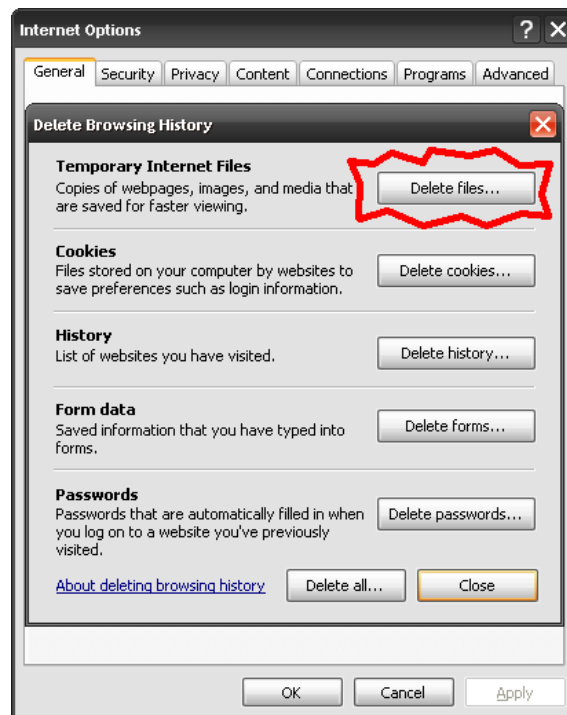
If you have the latest version of Java installed and you are still experiencing problems in the Portal and Blackboard, clear the cache on your browser and Java. Follow the instructions below:

Clearing your Browser Cache in Internet Explorer

1. Open Internet Explorer
2. Go to "Tools"
3. Now "Internet Options"
4. Look around for the Browsing History section, then click "Delete."



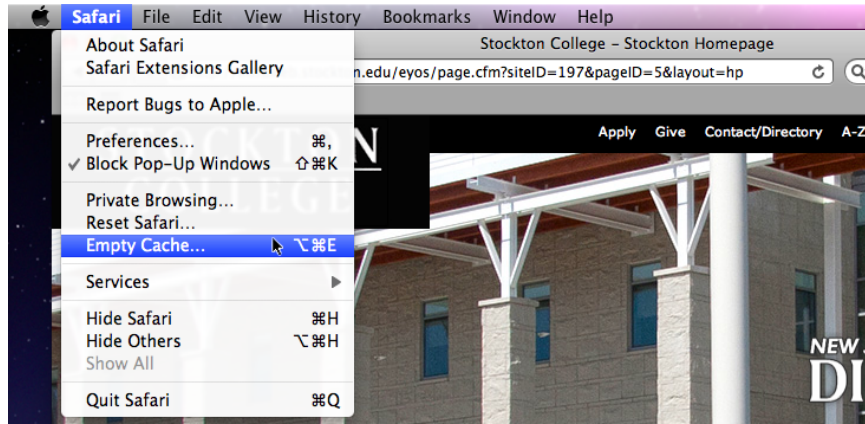
5. You'll get a new window, click on "Delete files..."



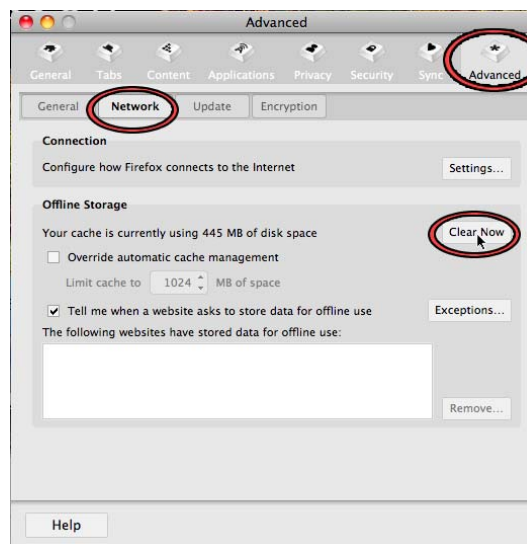
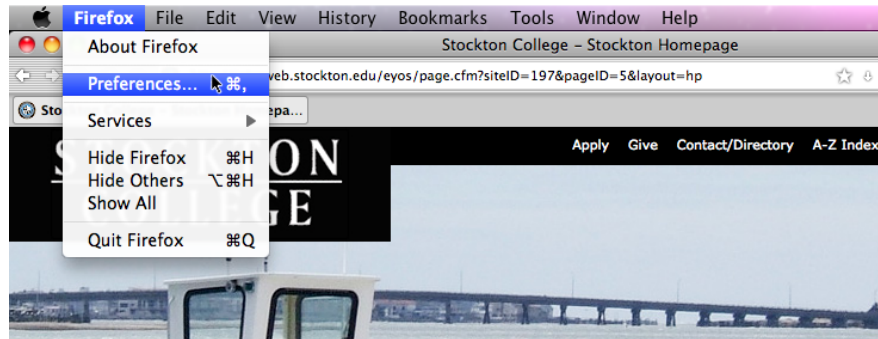
6. Click on Ok when it asks you to confirm, and there you have it.

Clearing your Browser Cache in Firefox or Safari

1. Here's the procedure for Safari.



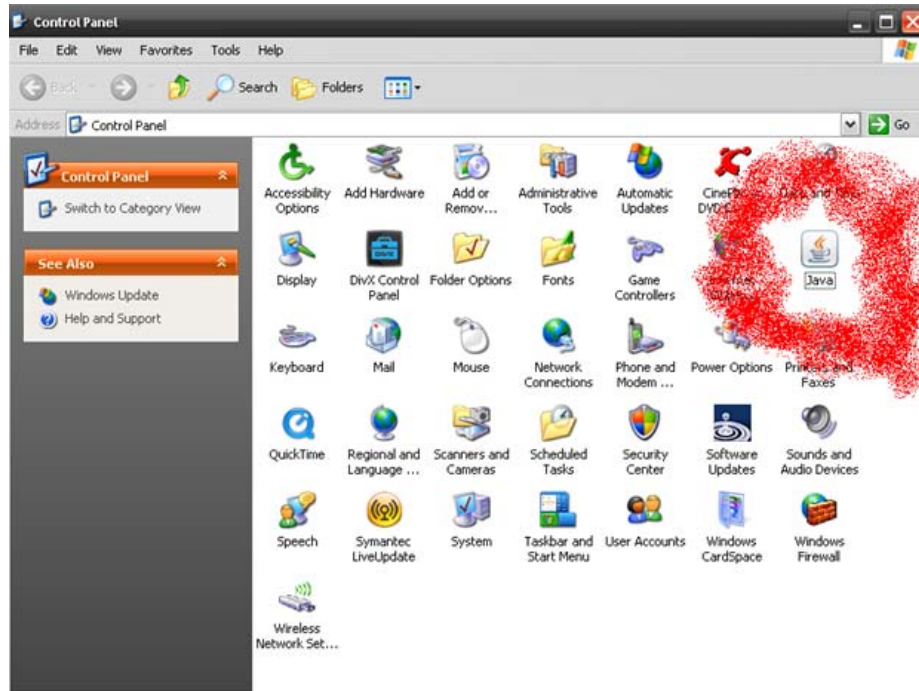
2. And here's the procedure for Firefox.



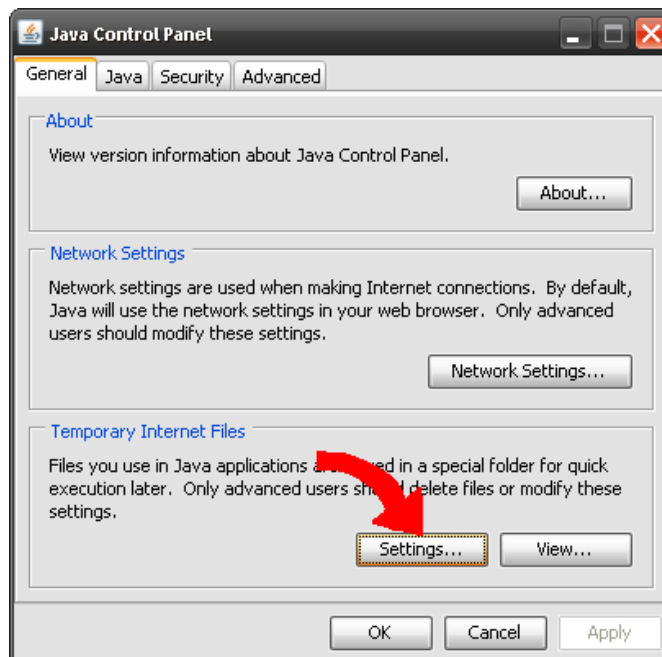
3. In Windows, Firefox will still have the same layout, but you'll access the menu through Tools, then Preferences.

Clearing your Java Cache

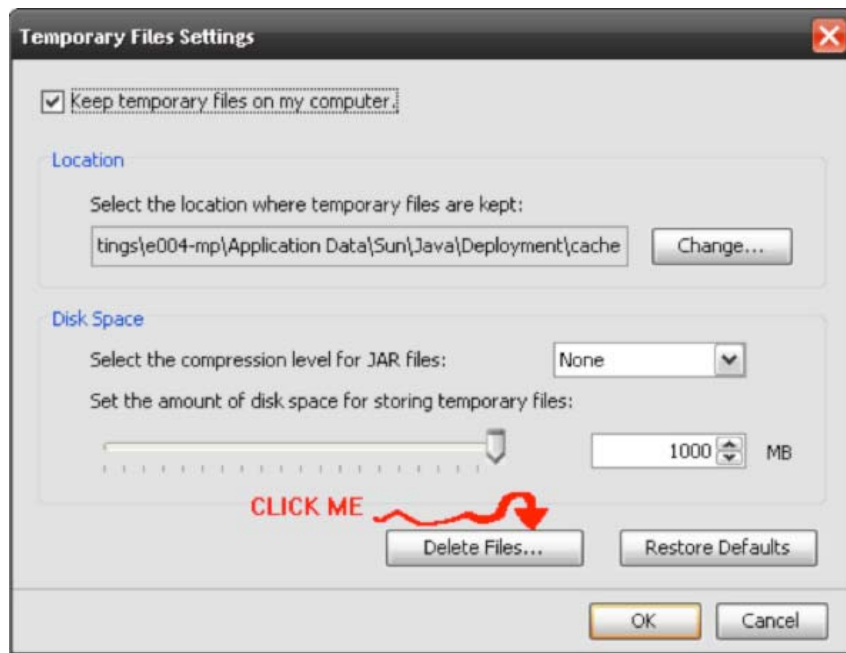
1. Go to your control panel and double-click on Java.



2. Click on "Settings" under "Temporary Internet Files"



3. Click on “Delete Files” to empty out your cache. You’ll be given the option of what to get rid of, just let it delete everything.





WebBoard for Users

Going to Another Board from the Welcome Board

Many WebBoard sites have more than one board, each with its own set of conferences and messages. When you click on Boards on the WebBoard menu bar or the “Click here to access your Boards” link on the Welcome page, WebBoard displays a list of all the boards. Just click on the down arrow from one of the three categories, select a Board name and click on Go.

Faculty

Highlight board name and click on Go Go

Offices/Departments

Highlight board name and click on Go Go

Campus Community/Organizations

Highlight board name and click on Go Go

Your Name

REFRESH SEARCH BOARDS MORE... HELP LOGOFF **Roberto Castillo** WebBoard

Conference

WebBoard Menu Bar

Conference Overview

Conferences are made up of topics and messages. Conferences establish the main subject matter that users should focus on when they post new topics and messages. For example, the Office Equipment conference may have topics such as Repairing Copy Machines, Purchasing New Equipment, and so forth.

Conferences can have different characteristics depending on their purpose and audience. They can be totally open to the public. They can be moderated, requiring messages to be reviewed before posting. They can be completely private, or they can be read-only.

REFRESH SEARCH BOARDS MORE... HELP LOGOFF **Roberto Castillo** WebBoard

Conferences

All Messages | [29 New](#) | [0 Attn](#)

[Welcome to Training](#)

- [-] [Cyberethics](#) (1, 1 New) **NEW**
- [-] [Wednesday Training](#) (135, 8)
- [-] [Welcome](#) (Linda Feeney) 6/7
- [Welcome - reply](#) (Linda Feeney)
- [Welcome - reply](#) (Linda Feeney)
- [thanks](#) (Elaine Ingulli) 6/26/
- [thanks](#) (Joshua Raclaw) 7/
- [thanks](#) (Pam Cross) 7/10/
- [-] [Previous](#) [Top](#)
- [-] [Math Documentation](#) (2)
- [-] [Math Discussion](#) (0)
- [-] [Math Assiignments](#) (20, 20 New)

Welcome to Training, Roberto!

To view topics within a conference, click a plus symbol (+) next to a conference name (or the conference name itself) in the frame to the left.

[You have 29 new message\(s\).](#)

[Click here to access your Boards](#)

Thank you for using our board!
heinrich@stockton.edu

WebBoard 6.0.456 ©2002 Akiva
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Topic Message

Response Message

Listing Conference Messages

Conferences are the organizing principle for the board. Topic and response messages provide the content for conferences. A conference is created by a WebBoard administrator or manager, but the real discussion begins when someone posts a topic to it. Other users can respond to the topic by posting response messages at any time. All messages in a topic may have the same name as the original topic or a different name; however, response messages are indented under the topic message—a visual clue to show the relationships. WebBoard’s ability to let you browse by conference or topic means you can either follow a subject exhaustively or pick and choose just the messages you want. The conferences list shows all the conferences on this board. The list also includes information about the messages in a conference, for example, who posted them or whether they’re new since you last logged in. An expansion box (+ icon) to the left of a conference name indicates that the conference has topics and messages.

To view a list of the messages in a conference, follow these steps:

1. The numbers in parentheses to the right of the conference name tell the total number of messages, how many new messages, and how many messages to your attention are in it. Conferences with new messages have a **NEW** icon to the right of the conference name. Conferences with messages to your attention have an exclamation point (!) to the right of the conference name.

2. To see the topics in a conferences, click the conference name or the expansion box. You can expand one conference at a time. When you expand another conference, the previous topic list collapses. Or, you can close the conference list by clicking the expansion box again. Note that:

Topic messages with replies have a plus symbol to the left. They also show a date to the right of the message subject, which is the date the topic message was posted. The numbers in parentheses to the right indicate the total number of messages (topic message plus responses), the number of new response messages, and the number of messages to your attention. Topics with new response messages have a NEW icon to their right. An exclamation point (!) to the right indicates that among the topic and response messages is at least one message posted to your attention.

Topic messages that do not have replies have the name of the author in parentheses to the right of the message subject, followed by the date the message was posted. Italics indicate it is a new topic message; an exclamation point indicates the message was posted to your attention.

Use the arrows and hyperlinks in the list to quickly navigate through large conferences with many topics. Clicking the down arrow to the left of the conference name lets you see groups of topics incrementally. At the end of the group of topics, you can click Next or Bottom to bring you to the next set of messages or to the end. Previous and Top links appear at the end of the list so you can return up through the topics or back to the top of the conference.

3. To see the responses to a topic message, click the expansion box to the left of the topic subject. Note that:

To the right of each message you now see the name of the user who posted the message in parentheses followed by the date the message was posted.

Messages in italics are new.

An exclamation point to the right of the message indicates that it was posted to your attention.

A small paperclip icon next to the message indicates that it has a file attachment. (You choose whether to download an attached file when reading the message.)

4. To open a message, click the message. It appears in the message window.

Changing the Order of Topics

When you log in to WebBoard and view topics within a conference, you'll notice that the topics are ordered from newest to oldest. You change the order of topics by editing your user profile:

1. Select More from the WebBoard menubar. The More Options menu appears.
2. Click Edit Your Profile from the More Options menu. The User Profile form appears.
3. Scroll down the page until you see the reverse Topic Order selection. To change the topic order and display oldest topics first, select No.
4. Click Save to update your profile. WebBoard responds with an Edits Saved message.

The next time you expand a conference or refresh the conference list, the messages are in the new order. The same order applies to the New Messages list and Attention messages list as well. Note that guest users cannot change the topic order.

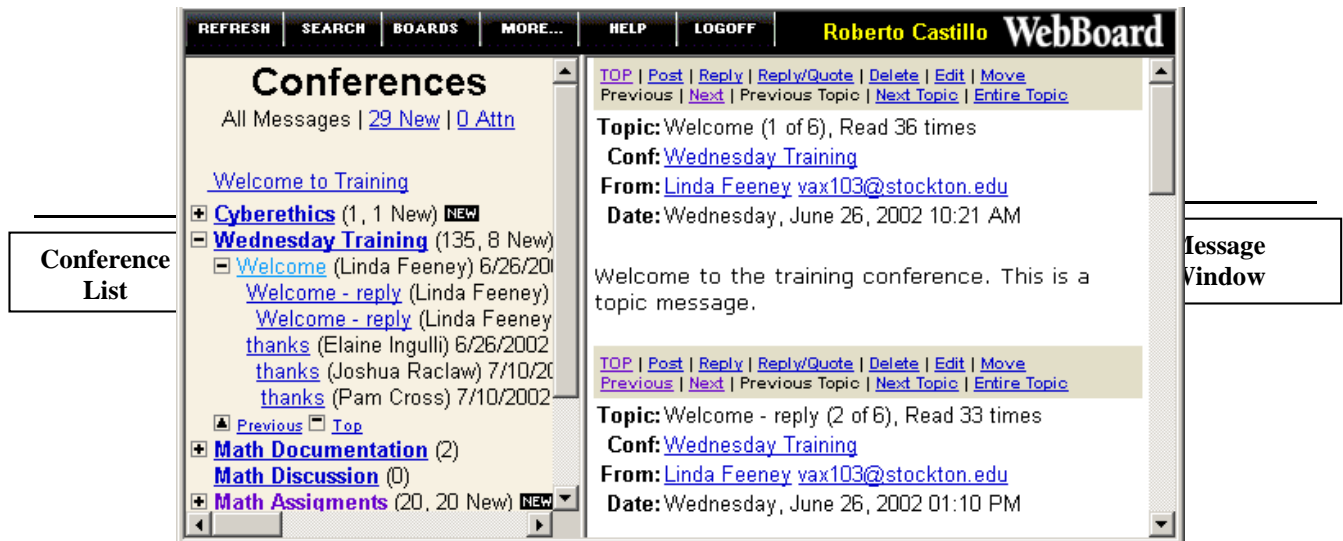
Refreshing the Conferences List

In general, WebBoard refreshes the conference list when new messages are posted, but you may want to manually refresh the list on occasion. To refresh, click Refresh on the menubar.

Reading Messages

Reading a Specific Message

When you click a message on the Conferences list, the message appears in the message window (the right frame). By default, all subsequent messages in the topic are also displayed so you can read the responses to the message you opened. This is called full topic view. You can change to viewing one message at a time by editing your user profile.



Follow these steps to read specific messages:

1. From the Conferences list, select the conference you want to view and click its name or the expansion box (+ icon).
2. Locate the topic you want to read and do one of the following:

Click the topic subject to display the topic message and responses in the message window. (If you have turned off Full topic view in your user profile, only the first message appears in the window.)

Click the topic expansion box to view a list of messages. Find the response message you want and click it to display that message and subsequent responses in the message window.

3. Read the message, scrolling if necessary. After reading the message, you may do any of the following:

To read the next message in a topic, scroll down or click the Next link at the top of the message window. If Next does not appear as a link, you are reading the last message in the topic.

To read the previous message, click the Previous link at the top of the message window. If Previous does not appear as a link, you are reading the first message in the topic.

To open the topic message and all responses so that you can scroll through them in order, click Entire Topic. To read another message from the expanded topic list, click the message in the conferences list.

Displaying New Messages

New messages are messages posted to a board since you last visited or since you manually marked all messages as read. WebBoard has two ways you can get to new messages instantly. You can also view a list of messages posted today.

New Messages Link: Conferences List

At the top of the Conferences list are three links: All Messages, New, and attention. Clicking these links switches between the full conference list, a list of conferences with new messages, and a list of conferences with messages posted to your attention. When you click New, the list of conferences with new messages appears over a changed background that indicates these are new messages. To see the new messages, expand any conference listed. An exclamation point to the right of the message indicates that it was posted to your attention. To read a message, click its name and it appears in the message window.

New Messages Link: Welcome Page

When you log in to WebBoard, the Welcome page in the right frame may include a link indicating how many new messages you have. Click the link, and a list of conferences with new messages appears in the Conferences list frame (to the left). The background of the list changes to indicate these are new messages. Expanding any conference listed displays only the new messages in that conference. An exclamation point to the right of the message indicates that it was posted to your attention. To read a message, click its name, and it appears in the message window.

Displaying Today's Messages

Clicking the Today's Messages link on the More Options menu gives you a quick listing of all messages posted that day. When you click this link, the Today's Messages list

shows messages by the conference, subject, and time posted, with the oldest listed first in each conference. Each subject is a link to the actual message, which appears in the message window when you click it.

Displaying Messages Addressed to Your Attention

When posting a message, users often have the option of asking WebBoard to alert certain users to the message. To help you identify these messages, conferences that have messages to your attention are marked with an exclamation point icon to the right of the conference name.

But you don't need to search through the conferences list. At the top of the Conferences list are three links: All Messages, New, and attention. Clicking these links switches between the full conference list, a list of conferences with new messages, and a list of conferences with messages posted to your attention.

When you click attention, the list of conferences with messages posted to your attention appears and the frame background changes to indicate that you are viewing only messages posted to your attention. Expanding any conference listed displays only those messages. To read a message, click its name and it appears in the message window. To see only new messages posted to your attention, use the New link, as explained in the previous section.



More Options

Edit Your Profile	Edit your personal profile.
Address Book	Manage your address book.
Mailing Lists	subscribe to mailing lists.
Email Notification	Receive notification of new messages.
Search Users	Search the user database.
Current Users	View users who are logged in now.
Today's Users	View users who logged in today.
Top 10 Users	View the top 10 users by logins.
Top 10 Posters	View the top 10 message posters.
Mark All Read	Mark new messages as read.
Today's Messages	View messages posted today.
Conference Profiles	View conference profiles.
List Boards	View a list of available boards.
Login Again	Login as a different user.

You can always identify messages posted to your attention by the exclamation point to the right of the message in the conference tree. Even after you read a message, the symbol remains.

Searching Messages

Finding Messages Containing a Word or Phrase

WebBoard lets you search messages for words and phrases or by author's name or email address. You can choose which conferences to search. You can also limit the search to a specific date range. WebBoard also gives you several options for how to sort messages that match your search request, including by author or by listing messages judged to most strongly match your request first. Messages are identified by conference, topic title, and date. If you choose, the author's real name and the first 40 characters of the message body appear as well. Each entry in the list is a hyperlink, so you can click on any found message and view it.

To search for words within topics and/or message bodies, follow these steps:

1. Click Search on the WebBoard menubar.
2. In the Key Word Search area, enter the words you want to search for in the Search for textbox as follows:

word searches for the whole word. You can enter a phrase by enclosing it in parentheses. For example, work matches work; it will not find workbook.

*word** searches for words that contain word. For example, work* matches work and workbook.

3. Choose a Match option:

Select All if you want to see messages that contain all the words you entered in the Search for field.

Select Any if you want to see messages that contain one or more of the words you entered in the Search for field.

4. To limit the search to specific conferences, select the conferences to search in the Conferences list:

To search more than one conference, press the CTRL key as you click additional conference names.

To search all conferences, make no selection.
5. In the Date fields, enter the beginning date in the From: field and the ending date in the To: field. The date must be entered in the following format:

Day Month Year

where the *Month* is the three-letter abbreviation; for example:

21 Jun 1999 or 1 Feb 2000

6. Specify how to organize results by making a selection on the Sort order drop-down list. Choose one of the following:

Date lists messages with newest first.

Confidence lists messages that WebBoard judges to most closely match your request.

Topic lists messages alphabetically by topic title.

Author groups messages by the user who posted them. Users are identified by real name or login name.

Conference groups messages from the same conference together. The conferences are listed in the order in which they appear on the board. Messages are ordered by date within their conference.

7. In the Results Format field, select how much detail to show in the list of matches:

Standard results show the conference the message is in, the topic title, and the date the message was posted.

Detailed shows the following additional information: the author's name and the first 40 characters of the message.

8. Click Search. The Message search results page appears. Results are shown 25 at a time. Click the Next button to see the next page of messages.
9. To view a listed message, click the topic title link.
10. Click Search Messages or your browser's Back button to return to the Message Search form.

Finding Messages Posted by a Specific User or email Address

WebBoard stores the name and email address of the message's author along with the message, so you can look for messages by either one. To search for messages by author's name or email address, follow these steps.

1. Click Search on the WebBoard menubar.
2. In the Key Word Search area, enter the name or email address you want to search for in the textbox as follows:

word searches for the whole word. Enter the name or email address of the message author whose messages you want to find.

*word** searches for words that contain word. For example, *.edu finds all messages posted by someone from an educational institution.

3. Complete the search form as described in the previous section, "Finding Messages Containing a Word or Phrase."
4. Select *Author* for the sort order.
5. Click Search. The Message search results page appears. Results are shown 25 at a time. Click the Next button to see the next page of messages.
6. To view a listed message, click the topic title link.
7. Click Search Messages or your browser's Back button to return to the Message Search form.

Finding Messages Within a Given Date Range

WebBoard lets you search for all messages posted on a single date or a range of dates. To search for messages by date, follow these steps:

1. Click Search on the WebBoard menubar.
2. Click the Date Range Search link at the top of the page. WebBoard jumps to the Date Range Search area
3. In the Date fields, enter the beginning date in the From: field and the ending date in the To: field. The date must be entered in the following format:

Day Month Year

where the *Month* is the three-letter abbreviation; for example:

21 Jun 1999 or 1 Feb 2000

4. To limit the search to specific conferences, select the conferences to search in the Conferences list:

To search more than one conference, press the CTRL key as you click additional conference names.

To search all conferences, make no selection.
5. Specify how to organize results by making a selection on the Sort order drop-down list. Choose one of the following:

Date lists messages with newest first.

Topic lists messages alphabetically by topic title.

Author groups messages by the user who posted them. Users are identified by real name or login name.

Conference groups messages from the same conference together. The conferences are listed in the order in which they appear on the board. Messages are ordered by date within their conference.

6. In the Results Format field, select how much detail to show in the list of matches:

Standard results show the conference the message is in, the topic title, and the date the message was posted.

Detailed shows the following additional information: the author's name and the first 40 characters of the message.

7. Click Search. The Message search results form appears. Results are shown 25 at a time. Click the Next button to see the next page of messages.
8. To view a listed message, click the topic title link.
9. Click Search Messages or your browser's Back button to return to the Search Messages form.

Participating Through a Browser

Posting a Topic Message

When you post to a conference, you are starting a new topic. If you have something to contribute to the general theme of a conference, but it doesn't relate to an existing topic, you can start a new topic.

To post a new topic, follow these steps:

1. Select a conference by clicking the conference name or expansion box (+ to the left of the conference name).
2. Choose from one of these two ways to display the Post form:
 - o From the WebBoard menubar, click Post.
 - o From an open message, click Post on the message menu.
3. Enter the new topic name in the Topic field. Keep the topic name short.
4. Choose any of the following options by checking the appropriate boxes in the menu at the top of the message posting form.

Convert line breaks to HTML breaks to automatically turn line breaks into carriage returns or blank lines. If you deselect this option, all lines in your message are run together.

Preformatted text (No HTML) to turn off HTML features. This setting is helpful when you are inserting text from another source.

Preview message to review your message before you post it. For details, see "Previewing your message" below.

Preview/Spell check to review and spell check your message: this is a default setting. For details, see "Spell checking your message" below.

Attach File to attach a file to your message. For details, see "Attaching files to your message," below.

5. In some cases, you see an attention: field that you can use to alert specific users to your post. Click to select a name; hold down CTRL while clicking to select more than one. For details on how this feature works, see "Alerting a user with Attention Messaging" below.
6. Type in your message. Note that:

You can include HTML tags for formatting. (Because browsers interpret HTML tags, you must use the normal escape characters for angle brackets if you want HTML tags to appear as text—or substitute square brackets for angle brackets as a shortcut.)

On most boards, you can include links to other web pages and images. Note that any links you include must have the full URL, such as <http://www.myserver.com/linked.html>. Some boards may not allow active links in messages. If you have a question about this feature, contact the WebBoard administrator.

7. When you complete your message, click Post. Depending on which options you have selected, WebBoard either posts your message immediately or allows you to preview it (with or without spell checking). Previewing and spell checking are discussed in the following sections.

Previewing Your Message

You can preview messages before you post them to ensure that they say what you really intended. Message preview comes in two flavors: without spell checking and with spell checking. Previewing without spell checking allows you to read your message once more before posting it, while previewing with spell checking allows you to catch and correct misspelled words as well.

To preview your message without spell checking, follow these steps:

1. Check Preview on the Post message form.
2. Enter the topic name and your message, and click Post. WebBoard displays your message exactly as it will appear to other users on WebBoard.
3. If you are dissatisfied with your message and want to change it, click Back on your browser. You can also right-click your mouse, and click Back to get to the previous frame. Note that your browser must have a sufficient value set for memory cache for this feature to work.
4. Once you are satisfied with the appearance of your message, click Post. Your message is immediately posted to the conference, and WebBoard displays it in the Message window.

Spell Checking Your Message

You can spell check any message you post on WebBoard by using WebBoard's built-in dictionary. To spell check your message, follow these steps:

1. Check Preview/Spell check on the Post message form.
2. Enter your message and click Post. The Message Preview window opens. Your message is spell checked, with occurrences of misspelled words flagged as hypertext links.
3. Click each flagged misspelled word to see WebBoard's suggestions for corrections. You can either select a word from the list or enter a new one in the textbox.
4. Click Done to return to the message preview. The corrected word is shown in the message. Repeat Steps 4 and 5 if necessary.
5. If you are dissatisfied with your message after correcting the spelling errors and want to change it, click Back on your browser to redisplay the original Message form.
6. Once you are satisfied with your message, click Post. Your message is posted to the conference.

Attaching Files to Your Message

Attaching files to your WebBoard messages is a handy way to give users ready access to information that doesn't fit well in a text message. Your browser must support file attachments (Netscape Navigator 2.0 or higher; Microsoft Internet Explorer 3.0 with plug-in, or Internet Explorer 4.0 or higher) for uploading files. Almost any browser can download file attachments. Additionally, those who want to open the files must have the same or similar applications to open them.

To attach a file to your message, follow these steps:

1. Check Attach file on the Post message form.
2. Type in your message and click Post. If you selected Preview/Spell check or Preview, complete the preview and click Post. The Attach a File form opens.

3. Click the appropriate Category radio button for the file you want to attach. The category you select causes WebBoard to display the corresponding icon next to the file-attachment link in your posting, which gives other users a quick idea of the file type.
4. Enter the name and path to the file in the File to upload field;

– OR –

Click Browse to select the attachment you want to upload from your computer. A File Upload dialog opens. Navigate through your folders to select the attachment. Click Open to continue or click Cancel to return to the file attachment form. If there is no Browse button, your browser doesn't support file attachments.

5. Enter the description of the file attachment in the File description field.
6. If you want to attach more files, click Yes for Upload another.
7. Click Upload Now to attach the file to your message. Depending on the size of the file and speed of your connection, this process may take a few minutes. Your message is immediately posted to the conference. The attachment appears as a hyperlink at the end of the message. An icon indicating the file type and the size of the file in kilobytes follows the filename.
8. If you clicked "Upload another," the Attach a File form appears again. Repeat Steps 3-7 for each file attachment you want to upload.



[TOP](#) | [Post](#) | [Reply](#) | [Reply/Quote](#) | [Delete](#) | [Edit](#) | [Move](#)
[Previous](#) | [Next](#) | [Previous Topic](#) | [Next Topic](#) | [Entire Topic](#)
Topic: Welcome (1 of 6), Read 36 times

Posting a Reply

You can post a reply to any message within a topic. For example, if a topic has 10 messages, you can reply to the first message or to the tenth message. Whenever you reply to a message, your new message is indented under that message in the Conferences list to show other readers the thread of the conversation. Replies are displayed chronologically within each topic.

You can alert specific users to your message by addressing it to their attention. You can also reply to a posting privately, by sending an email message to the original message poster.

Replying Publicly

To reply publicly to the message you are currently reading, use one of the following options:

- Select Reply from the menu at the top of the message you want to respond to.
- Select Reply/Quote from the menu to include text from the original message.

WebBoard displays a message-creation form for you to complete. The form is the same as the one for posting a new topic except the topic from the current message is displayed. You can use this topic or change it. Otherwise the form works the same as described in "Posting a Topic Message" above. Please refer to that section for details.

Editing Your Message

You can edit messages you have posted. For example, if you want to add or remove information from a message, do so by editing it. Or, if you want to change the topic for a message, editing it is the way to do it. Note that if you posted a message to a board that does not require authentication (that is, you did not have to give a username and password to log in), the editing feature is unavailable.

To edit your message, follow these steps:

1. From the Conferences list, locate the message you want to edit. Click its name to display it in the Message menu. Click Edit from the message menu. An Edit Message form opens.
2. Make the desired changes to the topic, attention: field, or text.
3. Choose any of the following options by checking the appropriate box(es) in the menu at the top of the message-posting form.
4. When you complete your edits, click Post. Depending on which options you have selected, WebBoard either posts your message immediately or allows you to preview it (with or without spell checking) and/or attach a file. Previewing and spell checking are discussed earlier in this chapter. If this conference is moderated, the message is not posted until the moderator verifies it.

Deleting Your Message

Once you have posted a message, you can delete it from the conference. If you posted a message to a board that does not require authentication (that is, you did not have to give a username and password to log in), the delete feature is unavailable. If you want to delete a message you posted, contact the WebBoard administrator.

To delete a message, follow these steps:

1. From the Conferences list, locate the message you want to delete and click its name.
2. Click Delete from the message menu. WebBoard displays a message asking if you are sure you want to delete the message. Once deleted, a message cannot be retrieved.
3. Click Yes if you want to delete this message. Your message is immediately deleted from the conference.
4. Click No if you want to keep this message in the conference.

Setting Up Email Notification

If you like, WebBoard will notify you by email when new messages are posted in specific conferences. The message is sent once a day when new messages are present. The time the email is sent is determined by the WebBoard administrator. You set up email notification on a per-conference basis (by default it is off).

To receive email notification, follow these steps:

1. Click More on the WebBoard menubar. The More Options menu opens.
2. Click email notify. The Email Notification Status form opens. The list displays all the conferences on the current board.
3. To receive email notification when new messages are posted to one of these conferences, check the box next to the name of that conference.
4. Click Save when you complete your selection(s).
5. To return to the More Options menu, click More Options.

Searching for Users

Tailoring Your Search for One or More Users

With this method of searching, you type in all or part of the word you want to match and then indicate if it is a user's first or last name or email address, a city or town, state or province, country, or the URL for a home page.

To tailor your search for one or more users:

1. Click Search on the WebBoard menubar. The Message Search page opens.
2. Click Search Users at the top of the page. The Search Users form opens. You can also click Search Users on the More Options menu to open the Search Users form.
3. Click the appropriate radio button to indicate whether to search by first or last name or email address, a city or town, state or province, country, or the URL for a home page.
4. Enter the letters to search for. For example, you haven't noticed any postings recently by Sarah Chien, but don't know if the correct spelling is *Chen* or *Chien*. Select the Last Name option and enter *Cb* in the Search textbox. Alternatively, you could select First Name and enter *Sarah*.
5. Click Search. A list displays all the users who match the search string.

Listing All Users

You can view a list of all users on the board and choose how to sort it. Sorting choices are the same as searching choices—user's first or last name or email address, a city or town, state or province, country, or the URL for a home page.

To list all users:

1. Click More on the WebBoard menubar. The More Options menu opens.
2. Click Search Users. The Search Users form opens.
3. Click a radio button to indicate how to sort the list. Don't put any letters in the search textbox. For example, select city/Town to have users grouped by the city/town entry on their user profiles.
4. Click Search. WebBoard lists all the users on the board, sorted by user's first or last name or email address, a city or town, state or province, country, or the URL for a home page. Each group is arranged alphabetically.

Searching by the First Letter of the Last Name

A hyperlink alphabet provides a shortcut for searching for users by last name. To use the shortcut search, follow these steps:

1. Click More on the WebBoard menubar. The More Options menu opens.
2. Click Search Users. The Search Users form opens.
3. Click the appropriate letter from the alphabet below the search textbox. WebBoard displays a list of all users whose last names begin with that letter.

Finding Current Users and Today's Users

The Current Users link on the More Options menu displays a window showing who is using WebBoard right now. The list is updated every 60 seconds. At the top of the list is a QuickStats update showing the total number of users today (and how many are new users) and the total number of current users. Each name in the list is a link to that person's user profile. The Current Users list also includes a link to the Today's Users list.

The Today's Users link from the More Options menu displays a list of all users who have logged into the current board today. The list is quite similar to the Current Users list. The list gives you an update on who has been to the board today and also includes a QuickStats report of total users and current users. Each user's name is a link to his or her profile. The page also has a link to the Current Users list.

Logging Off WebBoard

When you are finished with your WebBoard session, you can simply point your browser at another site on the Web, or you can officially log off WebBoard. The logoff button in the menubar takes you to another page designated by the WebBoard administrator. Often this page provides more useful information about the site or other related sites. Note that if you click the Back button in your browser, you will be returned to WebBoard without having to log in again. If security is an issue, you should close your browser or clear your browser's cache. You should also not have WebBoard remember your password.

Housing Computer Registration (SCAN)



SCAN

Stockton College Access Network



Username:

Password:

*Your [goStockton](#) username and password are used to access the network.

Welcome to SCAN (the "Stockton College Access Network") for The Richard Stockton College of New Jersey. It is intended for use by properly authorized students, faculty, staff, and guests. Please follow all rules for usage as posted within the "Acceptable Usage and Policies" document as provided.

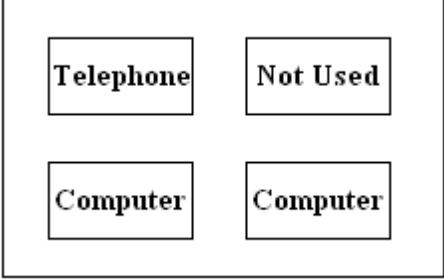
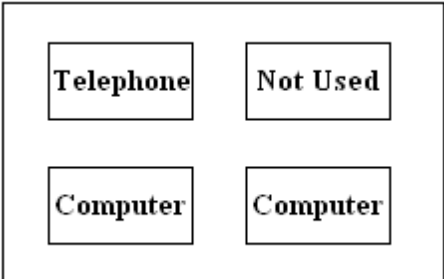
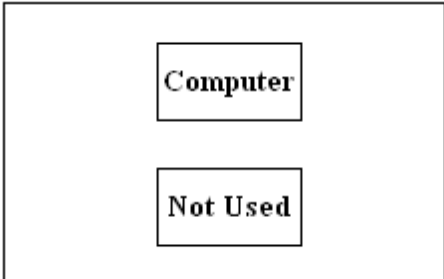
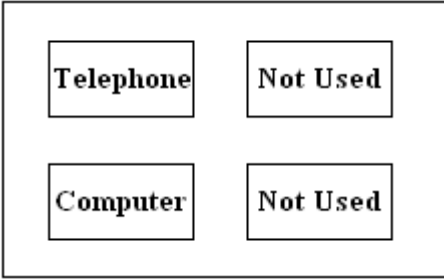
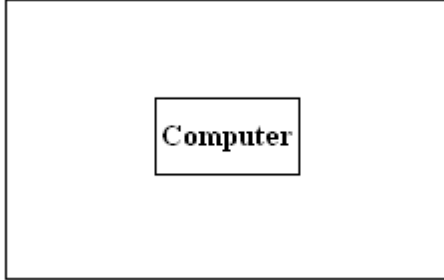
[View Acceptable Usage Policy](#)

NOTICE

The following is strictly prohibited

- Wireless routers, hubs, switches
- Connecting game systems to the network (Xbox, Playstation)
- Downloading copyrighted content (music, movies, etc...)
- Disconnecting the telephone in your room

Housing 1 thru 5 - Computer & Telephone Connections

Housing 1 – Wall Plate Layout	 <p>A diagram of a wall plate layout for Housing 1. It consists of a large rectangle containing four smaller rectangles arranged in a 2x2 grid. The top-left rectangle is labeled "Telephone", the top-right is "Not Used", the bottom-left is "Computer", and the bottom-right is "Computer".</p>
Housing 2 – Wall Plate Layout	 <p>A diagram of a wall plate layout for Housing 2. It consists of a large rectangle containing four smaller rectangles arranged in a 2x2 grid. The top-left rectangle is labeled "Telephone", the top-right is "Not Used", the bottom-left is "Computer", and the bottom-right is "Computer".</p>
Housing 3 – Wall Plate Layout	 <p>A diagram of a wall plate layout for Housing 3. It consists of a large rectangle containing two smaller rectangles arranged vertically. The top rectangle is labeled "Computer" and the bottom one is "Not Used".</p>
Housing 4 – Wall Plate Layout	 <p>A diagram of a wall plate layout for Housing 4. It consists of a large rectangle containing four smaller rectangles arranged in a 2x2 grid. The top-left rectangle is labeled "Telephone", the top-right is "Not Used", the bottom-left is "Computer", and the bottom-right is "Not Used".</p>
Housing 5 – Wall Plate Layout	 <p>A diagram of a wall plate layout for Housing 5. It consists of a large rectangle containing one smaller rectangle centered within it, labeled "Computer".</p>

Accessing Library Databases

The Library Channel in the goStockton Portal is the starting point for serious research needs.

The screenshot displays the goStockton Portal homepage as of July 28, 2010. The navigation bar includes tabs for Home, Student Services, Student Life, Faculty, Employee, Alumni, How Do I?, Welcome, and MyTab. The main content area is divided into several sections:

- Campus Announcements:** States there are no announcements.
- Important Dates:** Announces that Summer 2010 registration is open for all students, with a deadline of July 15, 2010. It also mentions that Fall 2010 Undergraduate Registration will be closed from July 1 through August 1, 2010.
- Campus Safety & Transportation:** Provides information on transportation and shuttle services.
- Dining Services:** Offers a "Get Today's Menu" feature with a location selection dropdown.
- Feedback - Home:** A link to provide feedback.
- What's Happening?:** Features a group photo of students and staff, a "Welcome to Orientation & Registration!" message, and a search event calendars dropdown.
- My Announcements:** Lists a bug alert for the Faculty Tab, web redesign news, and limited print versions of student handbooks.
- Computer Services:** Promotes the Technology Training Program for Summer 2010, noting that registration is now open.
- Stockton Headlines:** Lists several news items, including the appointment of Dr. Cynthia Sosnowski as Associate Dean, the naming of a HERO of the Year, and the formal dedication of a new synthetic turf field.
- Library:** Provides a link to the Richard Stockton College Library and lists various services such as the Library Catalog, Databases, Reference Shelf, Interlibrary Services, Program Resources, Instructional Services, Streaming Videos, and Ask A Librarian.

Library Catalog

Search the Library's book and video collection through the Library Catalog. The Catalog allows for author, title, subject searches. "Power Search" enables the searcher to conduct more focused searches utilizing various limiters and field searches (See College Library Web-Based Catalog System on page H-25 for more information.)

How do I find a list of the videos the Library owns?

- Log into the Library Catalog library.stockton.edu
- Select POWER SEARCH under the search box
- When the next screen comes up scroll down to the TYPE line. Select VHS-DVD
- Click SEARCH

The resulting list will show the Library's video holdings in alphabetical order.

Periodical Databases

Over 25,000 journals are available electronically from the Stockton library. These are periodicals indexed in our various electronic databases. Examples of some of the databases available are listed below:

ABI/Inform
Academic Search premier
Historical New York Times
JSTOR
Lexis-Nexis Academic Universe
Omnifile Full Text
Westlaw Campus

These electronic research databases are available 24/7 through the library's web pages. To find the electronic databases available to you, click on the DATABASES link in the Library Channel on the goStockton Portal.

Your Portal email account ID and Password serve as the ID and password to access these databases from off campus.

Journals and Magazines

To find if Stockton has a particular journal check the *Stockton Journal List*. It will give you the titles of the journals, the Library can access both in print and in full -text online.

What do I do if Stockton does not own the journal I need?

First check the *Stockton Journal List* to be sure Stockton doesn't have the journal. If the library does not own a copy of the journal, you can submit an Interlibrary Loan Request using **Illiad**. This is available from the Library's Homepage. Click on the Interlibrary Services link. The service is free but you need to register before using it.

What is the difference between using Google and using the Library resources?

When you use Google or other search engines, you are searching a wide ocean of information. You are spreading your net very widely. Your chances are good for finding something but in the process you will have to cull through a lot of other fish to discard. Much of the information in search engines, like Google has not been reviewed for accuracy.

The library databases offer access to a more focused universe than the World Wide Web. These databases have been reviewed and selected to provide precision, depth and reliability. Material is usually copyrighted and not available elsewhere.

For help, either stop by the Information Desk or call 652-4266 and ask to speak to a librarian.

Library Phone Numbers

Circulation Desk 652-4346
Information Desk 652-4266
Library Administration Office 652-4343

College Library Web-Based Catalog System

Log in to the goStockton Portal and click on **Library Catalog** in the Library Channel on the Home tab.

To begin searching, type a term in the search box and choose one of the following:

- Words or phrase
- Author
- Title
- Subject
- Series
- Periodical title

Your search results may be a single catalog record or a list of catalog records.

Click **Power Search** to further refine your initial search.

On the right hand side, click **Browsing** to browse on authors, titles, subjects, series, or periodical titles.

Click **Call Number** to search for a specific call number.

Power Search combines search elements to refine a search, or limit a search based on criteria configured by the Library. You can also produce a browse list of specified items, or perform a call number search.

Searches can include a single word or several words with operators and special punctuation.

Combining Search Elements

You combine search elements in Power Search by using Boolean operators. You can combine word or phrase, author, title, subject, series, and periodical title searches.

- Type a Word or Phrase for a typical search.
- Type an Author to search for the name. You can search for an author by the first name, last name, or initials. However, searching by an author's last name produces a more complete list of search results.
- Type a Title to search for an item by title. The search ignores articles as well as other stopwords.
- Type a Subject to search the subject index.
- Type a Series to search for a series title.
- Type a Periodical Title to search the periodical keyword index.

Click **Search** to start your search or **Reset** to start over.

Limiting the Search

Use Power Search to limit your search based on criteria configured by the Library.

- From the pull-down boxes select **Language**
Item Type
Shelving Location
- You can have your search match on a particular part of a catalog record (such as keywords only) by selecting a portion to **Match On**.
- In the **Pubyear** box, type the year the item was published.
- You can sort your power search results by selecting criteria in the **Sort By** box.

Click **Search** to start your search.

If you have questions, call a Librarian or the Information Desk at ext 4266.

Password Protection (Changing your Password)

System Security Begins With You

There are two classifications of individuals who try to break into computer systems -- hackers and crackers. *Hackers* are individuals with proficient computer skills who exploit weaknesses in system programming in order control a computer system. *Crackers* break into computer accounts and damage the system using the privileges that are available to the stolen account or use the stolen account to mask their identity when attempting to break into other computer systems on the local network or the Internet.

How can these renegades be foiled? The *hacker* is stopped by closing down the “holes” the s/he finds. Computer & Telecommunication Services regularly installs software patches to close down security holes and continuously monitors possible break-in points. The *cracker* is stopped by good password security and good password security is in your hands.

Keep your password secure.

Never tell someone else your password. Richard Stockton College feels so strongly about this aspect of password protection that it is specifically stated in the acceptable use policy in Standard 2.

“Users may not disclose the password of an account or otherwise make the account available to others who have not been authorized to use the account. Users are responsible for all usage of their accounts and are expected to take appropriate safeguards to assure that their passwords are not known to others.”

Never write down your password. Anyone observing your login will see where it is located and can retrieve it for their use -- or *misuse* -- when you aren't around. Even if they don't observe your login, they will look for anything written down and posted in the vicinity of your workstation (e.g., the side of the monitor, bottom of the keyboard, on the keyboard tray.).

Never send your password to someone else in an electronic mail message. You cannot be sure of the security measures taken on the systems that your message passes through or the security of the system where your message is delivered.

Never use software that automates your login. This type of feature embeds your password into a configuration file or programmable keyboard key. Anyone sitting at your computer has immediate access to your password.

Use a password that you can type easily and quickly. This will thwart anyone attempting to get your password by watching over your shoulder as you type.

Change your password regularly

All of our central systems and file servers require you to change your password every ninety days. If you suspect someone might know your password, don't wait for it to expire. *Change it immediately!*

Avoid password pitfalls

Don't pick a password that can be found in the dictionary. Our central computers check your password against a system dictionary, but there are many different dictionaries available. A word that is not in our system dictionary just might be in the crackers' dictionary. This includes foreign language dictionaries as well.

Don't choose a password that uses personal information that someone could easily find out about you. This includes information such as:

- Your name, username, or nickname

- Names or nicknames of friends, relatives, pets, or locations that are special to you
- Numerical data about you such as birth date, social security number, license plate number, phone number, address, or zip code
- Technical terms or names of prominent individuals in your field of expertise
- Variations of any of these (e.g., your nickname spelled backwards)

Don't choose a password that others might also choose. You should avoid:

- Names of famous people such as sports figures, literary characters, mythological figures, biblical figures, actors, or political figures
- Names of computer systems or software products
- Any commercial brand names
- Names of cartoon characters or science fiction characters (especially Star Trek and Tolkein)

Remember, the cracker wants to get into your account with as little trouble as possible. In addition to using dictionaries and password cracking programs, crackers also share lists of common passwords. The words below were extracted from a commonly used password list published on a cracker bulletin board. None of these types of words are likely to be in a dictionary, but a cracker will try them.

albany	bacchus	batman	beethoven	beowulf	berkeley
berlin	celtics	charon	daemon	disney	egghead
einstein	euclid	fermat	forsythe	fourier	gabriel
garfield	harvey	ingres	kermit	macintosh	merlin
michael	mozart	napoleon	newton	orwell	osiris
phoenix	pierre	polynomial	rachmaninoff	snoopy	socrates
toyota	wombat	yosemite			

In addition to the types of words already mentioned, there are also non-words that should be avoided. Don't use strings of all the same character, for example XXXXXXXX. Don't use numeric patterns such as 246810. Don't use keyboard patterns such as QWERTY or YTREWQ.

Choose a good password

What is a good password? A good password is one that is easy to remember but hard to guess. There are several methods you can use.

You can use real words as long as you use them wisely. One method is to concatenate two unrelated words. Example are LAMPFISH or BOATAPPLE. Another method takes this idea a step further. Use two common words, but separate them by a non-alphanumeric character. Examples are SPIDER_STAR or SILVER\$BOOK. A third method is to intentionally misspell a word or words. For example, the word TEACHER could become TEECHUR.

You can create a pseudo-word by alternating consonants with one or two vowels. These words are pronounceable and easy to remember, but hard to guess. Examples are BOUGAMIT or EXOJUK

Finally, you can create a password like you might create a mnemonic device. Take a phrase that you can easily remember and use the first character of each word. If possible, include numbers and non-alphanumeric characters. For example, the phrase "Four score and seven years ago" could translate into the password 4SA7YA.

Unsolicited E-mail (aka “spam”)

How would you like to re-finance your mortgage at an incredibly low interest rate? No? Well, how about a sure fire way to lose 25 pounds this weekend? Still not interested? Well then, visit our web page and get free webcam so you can keep an eye on your pet Schnauzer from your office PC.

Chance are, most members of the campus community have received messages like these. They are called "unsolicited commercial e-mail" (UCE) and are also known by the term "spam" after an old [Monty Python](#) comedy routine. No matter what you call these messages, they are annoying. They use up valuable bandwidth, disk space, and time.

There are strategies that the college has in place to reduce unwanted e-mail and there are strategies that members of the campus community can employ to help reduce the amount of unwanted e-mail they receive.

How does e-mail work?

E-mail systems are very much like their hard copy cousins. When you wish to send a letter, you sit down with pencil and paper, commit your thoughts to paper, put the letter in an envelop, address it, affix postage, and drop it in a mailbox. The Postal Service reads the address and transports the letter to its destination. The recipient opens his/her mailbox and reads the letter or tosses it in the trash. In the Internet world, the postage is part of the fee you pay to access the Internet. You use an e-mail program to compose your message. You provide an address and send the message. A mail server determines how to route the message and sends it to another mail server at the destination computer for delivery. The recipient opens his/her mailbox and reads the message or files it in the electronic wastebasket.

Where does spam come from?

Spam comes from exactly the same place that the junk mail in your home mailbox comes from. Someone has collected a list of addresses and has sent out a message expecting that the recipients will be interested.

Don't Internet service providers have rules against spam?

Yes, most of them do. Unfortunately, spammers rarely operate from the same electronic location for very long. Spammers generally "hit and run." They search the Internet for vulnerable systems, use them to send a slew of unwanted messages, and move on. Additionally, Internet service providers outside of the United States may view the Internet as a communication medium to be exploited for potential commercial gain and may not have policies banning spam.

How does a spammer get my e-mail address and how can I protect my e-mail address?

Most of the time you give your address to a spammer. Here are some common scenarios and methods for defending against them.

Scenario: Users of a web site are required to register their e-mail address in order to gain access to information or purchase goods.

Defense: Before supplying your e-mail address, read the privacy policy for the site. Reputable sites will clearly spell out how any information provided will be used and often carry the [TRUSTe](#) logo. They will also allow you a choice of electing not to receive e-mail communications. If the site does not have a privacy statement or their policy indicates that they will provide your address to other organizations, don't give them your address. Use an alternative method of contact (e.g., telephone, fax, US mail). Also, you should avoid using your Stockton address for personal transactions. Keep your business and personal communications separate. A variety of online services (e.g., Hotmail, Lycos, Yahoo) provide free and/or low cost web mail access for personal e-mail.

Scenario: Visitors to a web site sign the guest book and include their e-mail address

Defense: Don't sign electronic guest books.

Scenario: Web page owners post their e-mail addresses on their home page. These are then harvested by automated search programs.

Defense: Don't use the "mailto:" tag that is built into HTML. Use javascript instead. A sample is of this code is available online at <http://javascript.internet.com/page-details/email-protector.html>

Scenario: E-mail users receive unsolicited messages even though they limit the distribution of their e-mail address.

Many unwanted messages can result from a computer infection. The best defense is to keep antivirus software up to date to prevent infection and scan regularly to detect infection. Newer worms check many files on the infected hard drive looking for e-mail addresses, not just the address book. These files include the browser cache (temporary files created by Internet Explorer or Netscape as you visit web pages), Word documents, and text files. Some worms even build likely addresses from words found in these files.

What is Stockton doing to reduce spam?

Three major strategies are in place:

Reverse address look-up: Any mail message from a non-existent domain name is automatically rejected by the mail server. For example, a message from Lois.Lane@metropolis-daily-planet.com would be rejected because "metropolis-daily-planet.com" does not exist.

Address blocking: Message deliveries are logged by the mail server. When messages are persistently sent from a particular network, and a complaint is lodge with Computer and Telecommunication Services, the college consults a variety of Internet database to determine if prior complaints have been filed. If an IP address has been blacklisted, it will be blocked.

Heuristic blocking: A special appliance sitting on the edge of the network monitors incoming mail. Messages that have specific characteristics of known spam are blocked before delivery. Since the installation of this device in Spring 2004, spam has been reduced by about 90%.

What about spam filters?

Although filters are in use, filtering e-mail messages is a never-ending battle. Blocking usernames, domain names and subject lines will only work for a very short period of time. Spammers regularly change the text used in each of these fields and change the networks that they use. In addition, legitimate mail can be blocked by mistake.

What about using the unsubscribe process described in the e-mail message?

Unless the unsolicited message is from a company that you know is legitimate, do NOT follow the unsubscribe instructions in the message. This will confirm that your address is active and can result in even more spam.

Is there anything else that can be done?

The Direct Marketing Association sponsors an "opt-out" database of e-mail addresses that is used by its members. Although, it can be helpful in reducing unwanted e-mail, there are two problems. First, users have to keep re-subscribing. Records are only kept for two years. Second, most spammers are not members of the Direct Marketing Association and do not consult this database.

If you wish to register your e-mail address, visit their web site at

http://www.dmaconsumers.org/optoutform_emps.shtml

Although laws can't stop unsolicited e-mail, they do provide for penalties. Contact your state and federal representatives to support for anti-spam legislation which requires companies to prove that e-mail recipients have "opted in."

How should I handle unsolicited messages?

You should delete unwanted messages and messages with the following characteristics:

- Messages from unfamiliar usernames
- Messages from familiar usernames sending unexpected attachments
- Rejection notifications for messages you never sent
- Messages with garbled subject lines
- Messages with garbled text

If you are repeatedly receiving unwanted messages from the same apparent source or with the same subject line in your Stockton mail, contact Computer & Telecommunication Services for assistance.

- ΔΘΩ : κδω # 3448
- ΔΥΟ : δρωγ # 7837
- ΙΦΒ : υρωι # 9832
- ΖΝΓ : σωρω # 1138
- ΜΒΚ : σωρω # 8398
- : σωρω # 1111
- ΝΧΗ : σωρω # 3283
- ΑΦΟ : σωρω # 4949
- ΔΕΡ : σωρω # 9294
- ΜΝΑ : σωρω # 4838
- ΒΒΦ : σωρω # 4949
- 9ΥΕ : σωρω # 9598

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COMPUTER & TELECOMMUNICATION SERVICES

THE RICHARD STOCKTON COLLEGE OF NEW JERSEY

Computer & Telecommunication Services

Main Office: D-127 | Phone: (609) 652-4335

Hours: 8:30 a.m. to 5:00 p.m. Monday – Friday (Fall and Spring)

Hours: 8:00 a.m. to 5:15 p.m. Monday – Thursday (Summer)

compserv.stockton.edu

Computer & Telecommunication Services Help Desk

Office: D-121 | Phone: (609) 652-4309

E-mail: helpdesk@stockton.edu

Hours vary with the academic calendar.

Please consult the goStockton Portal login page for current schedule.



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