

# CATAWBA COLLEGE INFORMATION TECHNOLOGY QUICK GUIDE

FOR ACADEMIC YEAR 2012-2013

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## HOURS AND LOCATION

The Information Technology department is located in the basement of Hoke Hall. The public entrance is on the North Park Drive side of the building. The office is open Monday through Friday, 7:45-5, and until 6:30 p.m. on Mondays and Thursdays when the School of Evening and Graduate Studies is in session.

## CATLINK

CatLink is a web-based software package (aka web portal) that allows students to register for classes online as well as view their personal information and announcements, class schedules, grades, housing information, degree audits, and more. Faculty and staff can advise students, see class rosters, see student schedules, and more. Online grading for faculty and online course evaluations for students and instructors are offered through CatLink. To access CatLink, open a web browser and type <https://catlink.catawba.edu> as the address. Alternatively, log in to CatLink from the Catawba homepage ([www.catawba.edu](http://www.catawba.edu)) Cat-U tab.

## HELP

To report a computer, telephone, or cable TV problem, submit an online help request by logging into CatLink. Then, navigate to the **Services** tab and select "Contact IT Help Desk" from the **Make a Request** channel. If you are a first-time user of this online system, click on the appropriate link to register your username and password. Use this system to check on the status of your information technology service requests. If you cannot submit a request online, call 704-637-4666. To report a campus-wide interruption of a mission-critical service that occurs outside normal business hours, call 704-637-4666 and press option 6. This will notify on-call IT personnel.

## TECHNOLOGY INFORMATION AND TUTORIALS

Technology information and tutorials are available on the **Technology** tab of the CatLink web portal, especially via the **IT Resources** channel. Additional information can be found at the Information Technology website at <http://www.catawba.edu/administrative/computerservices/>.

## COMPUTER ACCOUNT SETUP

Accounts are automatically created for students. Supervisors must request accounts for employees. If your last name is seven characters or more, then your username is your first initial and the first seven letters of your last name (e.g. Joe Bob Somebody = jsomebod). If your last name is six characters or less, then your username is your first initial, middle initial, and up to six letters of your last name (e.g. Joe Bob Some = jbsome). Your initial password is your social security number with dashes. This will be the same for the network, email, Blackboard and CatLink. Refer to the next section to reset your password to something more secure.

## CHANGING PASSWORDS

1. Log in to CatLink. Click the **My Account** tab. In the **Change Password** channel, enter your new password and then confirm your password. Your password will update within 10 minutes of clicking the "Submit" button.
2. If you are a student with a Windows personal computer that has been through the CatNet Connect process or an employee with a College laptop, your Windows password must be changed to match your new Catawba network password. To do this, click the "Start" button on your computer. Select "Control Panel", then "User Accounts", then "Change an account", then the account whose name matches your Catawba network username. Select "Change my password" and follow the prompts to change your Windows password. Now restart your computer. Once 10 minutes have elapsed from the time you changed your password in CatLink, you should be able to successfully login to your computer using your Catawba username and your new password.
3. You will be required to change your password every 120 days. You will be sent several email reminders and your password expiration date is viewable in the **User Information** channel of CatLink.
4. For more information, visit the **Passwords and Security** channel on the **Technology** tab of CatLink.

## EMAIL

Your email address is username@catawba.edu. Faculty, staff, and students can check their Catawba email anywhere there is internet access by logging in to CatLink and then clicking the "Webmail" icon in the upper right-hand corner. Maximum email storage space is 10GB. Maximum email message size is 25 MB with a maximum attachment size of 10MB. Check out the WebMail help system for more information on how to use WebMail, as well as the **Email** channel on the **Technology** tab of CatLink. You can elect to temporarily or permanently forward your @catawba.edu email to another email address. To do this, log in to CatLink. Click on the **My Account** tab. In the **Change Forward** channel, click the "Change" button. Enter the new email address to forward your Catawba email to and press the "Submit" button.

## OUTLOOK, IMAP/POP, AND SMARTPHONE EMAIL ACCESS

- Microsoft Outlook is another option for interfacing with the Catawba email system. A one-time Outlook user profile setup is necessary on each computer where Outlook will be used.
- Any email client that supports secure IMAP or POP can be used to read Catawba email.
- Any smartphone can be set up to read Catawba email. Smartphones that support ActiveSync can also keep your contacts and calendars in synch between your smartphone and the Catawba email system.
- See the CatLink **Technology** tab, the **Email** channel, for more details on all of the above.

## BLACKBOARD

Blackboard is a web-based software package that allows faculty members to post assignments and class information for students, and create an online learning environment that augments the classroom learning experience. All faculty, staff, and students have a Blackboard account. Your username and password are the same as your network account. To access Blackboard, login to CatLink. Under the **Quick Links** channel on the **Home** tab, click the “Blackboard” link.

## COMPUTER LABS

- Two labs are available in Ralph W. Ketner Hall. Ketner 322 is open 24 hours, with 17 computers. Ketner 340 is available daily until 11 p.m., except during scheduled class times, with 25 computers. Ketner 340 includes a color laser printer. Ketner 322 includes a scanner.
- The Corriher-Linn-Black Library has 24 desktop computers on the main floor available for campus and community use, as well as several wireless laptops available for checkout. An additional 32 desktop computers are located in a computer lab on the main floor, and are available for campus use when the lab is not being used for training. The hours for these facilities are the same as the library hours.
- The Hedrick Administration building houses one lab in room 228. There are 25 stations available from 8 a.m. – 5 p.m., Monday – Friday, except during scheduled class times.
- Each lab is equipped with a laser printer and a full suite of software, including Microsoft Office (Word, Excel, PowerPoint, Access), Project, Visio, Visual Studio.NET, and Adobe Creative Suite Design Premium (Acrobat, Photoshop, Illustrator, and more).
- Many departments have labs with discipline-specific hardware and software, such as Biology, Chemistry, Environmental Science, Music, Teacher Education, and Theatre Arts.

## COMPUTER DRIVES WHEN LOGGED IN TO A CATAWBA COLLEGE COMPUTER

- Most campus computers have at least 2 USB ports on the front to facilitate the use of USB thumb drives and other USB peripherals.
- **C:** Hard Drive locally installed within the computer
- **D:** DVD player/burner with CD player/burner *or* DVD player with CD player/burner, depending on computer model
- **H:** Personal Network Drive Space; Faculty/staff have 250MB of space. Students have 100MB of space.
- **I:** Departmental Network Drive Space; 50MB per employee
- **T:** Public Network Drive Space; Files can be read by all Catawba faculty, staff, and students. Only faculty and staff can write to this drive, up to 50MB per person.

The Windows *My Documents* link points to the H: drive (rather than the C: drive) by default on Catawba-owned computers. ***It is recommended that files be saved to the H: drive*** because:

1. They get backed up by a regularly scheduled network process.
2. Files saved to the H: drive can be accessed from any computer on campus (and from off-campus using FTP).
3. On lab computers, there is software in place that restores the local hard drive (C:) to its original state upon reboot, deleting any files you may have saved there prior to reboot.

## BACKUPS

Scheduled backups on all network drives are performed Monday-Wednesday-Friday for faculty and staff and on Tuesday-Thursday-Saturday for students. Contact IT for file recovery services. Please provide filename and date file last existed on the network.

## PAPER QUOTAS

There are no limits on faculty/staff printing. Students are given 450 free pages for printing in the computer labs every semester. Check your quota in CatLink (**My Account** tab, **Quotas** channel). Note that for all print requests sent to a color printer or copier, each page counts as two. Students running low on pages may click the **Add** link next to their CatLink print quota information to buy additional pages online. Each additional page costs \$0.10. The charge is automatically posted to the student's Business Office account. Students using their personal print quota while employed by Catawba College or for Catawba-sponsored club activities should ask their department or club supervisor to contact IT to discuss having pages added to their quota for these printing purposes.

## NETWORK ACCESS FOR PERSONAL COMPUTERS

Wired and wireless network access is available in almost all campus buildings. To connect to the secure wired or wireless network, personal computers running Windows (XP, Vista, or 7) or Mac OS must authenticate via the 802.1x protocol with a valid Catawba username and password. Gaming consoles and Apple computers must also be registered for network access. Visit <https://catnetconnect.catawba.edu> for more information on getting connected to the network.

## CATAWBALERTS

Register your emergency contact information so that the College can communicate with you in the event of a campus emergency or a school delay or closure. To register, click **CatawbAlerts** in the **Quick Links** channel on the CatLink **Home** tab. For more information, visit <http://www.catawba.edu/emergency/alerts.asp>.

## POLICIES & PROCEDURES

Members of the College community are expected to abide by the College's information technology policies at all times. These policies can be found in the **IT Policies** channel of the CatLink **Technology** tab. The complete *Acceptable Usage Policy* can also be found on the Information Technology webpage at <http://www.catawba.edu/administrative/computerservices/policy.asp>.