McPherson College Computer Services Manual
Faculty and Staff
Updated: October 17, 2014

Computer Services

Computer Services is here to assist you in all things computer related. Each computer is provided with Microsoft Office 2010 or 2013 for Windows computers or Microsoft Office 2011 for Apple computers, which includes: Word, Excel, Office, Power Point, Access, and Publisher. We would be happy to assist you in learning how to use any of the software installed on your computer.

Computer Services is also here to assist you with your home computer. If you are having problems, please give us a call to visit about your problem.   We can be reached at Ext 2456 or 2455 on-campus, (620) 242-0456 from off-campus, or emailed at helpdesk@mcpherson.edu or computers@mcpherson.edu. Computer Services does not make house calls.

The Director of Computer Services is Dave Gitchell. Andy Ullom is the Assistant Director of Computer Services. Hunter Nolen is the Computer Services Assistant. In an emergency situation Dave can be reached at 620-921-0969 and Andy can be reached at 620-245-1006. Dave, Andy and Hunter receive emails on their cell phones, so emailing helpdesk@mcpherson.edu or computers@mcpherson.edu will reach everyone in the department.

Email Accounts

Create Account

Email accounts for Faculty and Staff are created when HR provides Computer Services with the CX user ID # and official name for the new employee. If you have a new employee arriving, please check first with HR to see if their processes for hiring of new employees has been completed. Computer Services will not create accounts without approval from HR.

All email accounts at McPherson College are created using the following naming scheme:

First seven characters of your last name followed by your first initial of your first name @mcpherson.edu.

For example, John Smithsonian would be smithsoj@mcpherson.edu Exceptions will be made when such a naming scheme creates an account name that is not appropriate or results in a duplicate account name.

Email Account Password

Computer Services will create a password for all Faculty and Staff members. This password will be stored by Computer Services so that if needed, we can log in to your computer as you to troubleshoot problems you may be experiencing. Users **may not** reset this password; doing so will limit your ability to access online resources and web pages that require authentication for access.

Your email password will also be your password for accessing other resources on campus. **Never** share your password with anyone other than Computer Services personnel: Andy Ullom, Dave Gitchell, or Hunter Nolen.

The following list, which is not inclusive, highlights some of the items you should **never** do with your password:

1) Provide to your supervisor
2) Provide to other employees in your office area
3) Provide to students who work in your office area
4) Provide your password to a student claiming to work for Computer Services. (Student Assistants from Computer Services are never provided with faculty and staff passwords. Computer Services provides alternate methods for them to access computers when required.)
5) Send your password via email
6) Write your password down and tape/sticky note/etc. to the computer, monitor, desk or any other publicly accessible area.
7) Respond to an email asking you to reply and provide your username or password.

If you suspect that someone else has access to your password, please contact Computer Services immediately so that we can begin the process of resetting your password and updating all locations where your password is stored. Please call Computer Services at Ext 2456 or 620-242-0456 or email helpdesk@mcpherson.edu.

Email Aliases

An email alias is an alternate email address account that is routed to a specific user. For example, John Smithsonian might request an alias of smithj@mcpherson.edu as an alternative since it is easier for people to remember. Staff or faculty can request one alias email address to be created for them.   All emails sent to the alias will automatically deliver to their original email account.

Additional Email Accounts

Clubs, sports, and other groups on campus can request the creation of an email account for their use. All such requests must be made by the faculty or staff sponsor. The sponsor will be responsible for maintaining the account, along with the content provided via the email account. Requests for an account should be sent via email to helpdesk@mcpherson.edu or computers@mcpherson.edu.

Duration and Expiration

Faculty and Staff email accounts will remain active while you are employed by McPherson College. When you leave the college, your email account will be deleted.

A grace period may be granted in special cases. A request for such an extension should be requested by the employee's supervisor by contacting Computer Services at helpdesk@mcpherson.edu or computers@mcpherson.edu.

Local Email Clients

Outlook is the primary email client used at McPherson College. If you have another email client you would like to use, please visit with Computer Services prior to installation.

Email Address Books

To assist faculty and staff, Computer Services maintains the Global Address List (GAL) which is maintained in Exchange. This address list is automatically updated by Outlook. We have set each installation of Outlook to use the GAL as its primary address book.

It is possible create your own Address Book, now known as Contacts. Please do not enter email addresses into the Contacts that exist in the GAL. Doing so can cause issues if an email address is updated in the GAL but not in your Contacts address book.

Maintaining your Outlook Email Client

Outlook utilizes a Deleted Items folder, to which all emails you delete are transferred. Computer Services views all items in the Deleted Items folder as those that you no longer need and thus can be deleted at any time. Please do not store any items in the Deleted Items folder that you want to save. To help organize your messages, Computer Services recommends creating new folders under the Inbox folder to store and organize your email messages you want to save.

To create a new folder:
1) Right click on the Inbox folder and select New Folder
2) Type in a name for the new folder and select Ok.
3) The new folder will appear under the Inbox folder.   Now you can drag and drop messages into the folder for storage.

Computer Services recommends emptying the Deleted Items folder as least once a month. To empty this folder:
1) Right click on the deleted items folder and select "Empty Deleted Items Folder" and then select "Yes"
2) Or, click on the menu item "Tools" then select "Empty Deleted Items Folder" and then select "Yes"

General Email Usage Information

The items below provide additional information on utilizing your email and the college email service.

- The McPherson College email server limits the total size of attachments to 15 Mb. Attachments larger than 15 Mb should be transferred via alternate methods. If you need help transferring a file larger than 15 Mb, please contact Computer Services directly.
- In general, picture files sent via email should never exceed 75 KB each. You can check the file size on a picture by right clicking on the picture, select properties, and look for the "SIZE" listing.

- If you are sending attachments out via our internal mailing lists, such as students@mcpherson.edu, please do not send attachments larger than 1 Mb. If you have trouble receiving emails from a specific person or company, please contact Computer Services for help with the problem.

McPherson College Electronic Mail Policy

The Email Acceptable Use Policy is available online at:
http://wwwi.mcpherson.edu/compserv/email_usage_policy.pdf

All Faculty and Staff agree to abide by the policy.

Internal Email Address Lists

Computer Services maintains internal group email lists that are available to persons when sending an email via their College email account. The following lists are available: "name"@mcpherson.edu

- students
- epc
- safety
- exempt
- ses
- IRC
- Facilities
- sga
- Science
- Faculty
- Sosci
- Advancement
- Sports
- Assessment
- Fec
- mcpherson *(sends to faculty and staff only)*

- beeghly
- foodfaction
- melhorn
- spt
- brethren
- football
- miller
- staff
- budgetdir
- fpc
- mohler
- staffassoc
- cabinet
- frc
- mohlerfaculty
- camplife
- natsci
- staffissues

- coaches
- graduating
- natscis
- personnel
- students
- ddc
- hess
- reslife
- deans
- hlc
- retention
- supervisors
- saab
- templetn

Every effort is made to keep each list up to date. Should you find an error or omission, please contact Computer Services.

Email Opt-In Listserv

Computer Services has created a listserv option for group notification that can be managed by a designated staff or faculty member. If you would like a group email list created, please send the names of the persons to include in the list and their student ID # to computers@mcpherson.edu. Approval by a supervisor may be required.

For more information about Listserv options, please contact Computer Services.

McPherson College Internet Usage Policy

The Information Technology Acceptable Use Policy is available online at:
http://wwwi.mcpherson.edu/compserv/info_tech_usage_policy.pdf

All Faculty and Staff agree to abide by the policy.

Data Access

For reasons of efficiency and security, McPherson College reserves the right of access to all data contained on any computer equipment and services owned by the College. Employees are advised that as against the College, they have no legitimate expectation of privacy with respect to their use of such equipment or services.

Computers and Associated Hardware

Multimedia Classrooms

A detailed listing of classroom equipment and instructions for their use is available online at:
http://wwwi.mcpherson.edu/compserv/index.asp

Please review this resource prior to using a classroom. If you still need assistance, please contact Computer Services prior to your class sessions.

Smart Board Classrooms

McPherson College has three classrooms on campus that have a Smart Board installed: Miller 103, Mohler 231, and Melhorn 60. Each classroom has both a Smart Board and a standard LCD projector. The equipment is set up so that items displayed on the Smart Board will display on the standard LCD projector. Only the computer will be displayed on the Smart Board; the VCR/DVD, Elmo (document camera), External Laptop, and Cable TV will display on the standard LCD projector. Mohler 231 and Miller 103 are equipped with Cable TV access.

Access to the Miller 103 classroom is more restrictive and should be coordinated through the Registrar and the Education Department.

Problems with Classroom Multimedia and Computer Equipment

If you experience problems with the computer, LCD screen, LCD Projector, DVD/VCR, Cable TV (where available), Smart Board, or other equipment in a multimedia classroom, please contact Computer Services immediately. During working hours, we are normally able to come and assist you immediately. Outside normal working hours, please send an email to helpdesk@mcpherson.edu to alert us to the problem. If the problem is discovered outside normal working hours, Computer Services will not be able to address the issue until the next business day.

Software Installations

All lab computers and classroom computers are set up with restrictions in place, such that only Computer Services Personnel can install software. If you need specific software packages installed, please contact Computer Services at least 14 days prior to when you need to use the software. Computer Services will assist in the installation and testing of the software install to make sure that the appropriate students, faculty, and staff can access and run the specific program.

Terminal Service Accounts – On Campus

McPherson College utilizes Microsoft's Terminal Server to provide remote desktop accounts for persons across our campus. Providing access via remote desktop allows Computer Services to address concerns over file security in the open cubicle offices of Mohler. User files on the server are backed up nightly. This process results in a significant cost savings over purchasing computers for each individual user.

Users with accounts on a Terminal Server can log in and work from any computer on campus and see the same setup as though they were sitting at their desk. Access is also available 24/7/365 via a high speed Internet connection and the Remote Desktop Connection Client software.

To log on to the Mohler/Faculty/Staff terminal server when on campus:
1) Start, All Programs, Accessories, Remote Desktop Connection (may also be located at Start, All Programs, Accessories, Communications, Remote Desktop Connection)
2) In the Computer field type in the appropriate server name
   a. Mohler
   b. Staff
   c. Faculty
3) Press the Connect button. Click on the Use Another Account option and type in 'mcpherson\username' and then put in your password. DO NOT check the "Remember my credentials option. Click the OK button and you should connect to your desktop computer.

4) The remote desktop connection automatically sets the default printer for your connection to the Terminal Server to the default printer for the local computer, providing that the printer drivers are installed on the server for that printer. If you need assistance setting the default printer for the local computer, or with getting the correct printer drivers installed on the server for your local printer, please contact Computer Services.

When logged into the Terminal Server, you will have access to network printers in your area. Please make sure to select the printer for your area prior to printing.

An added benefit of using the Terminal Server setup is that, with your permission, Computer Services can take control and share your desktop view to help diagnose problems with you. Please call Computer Services if you need assistance (620-242-0456) or Ext 2456.

The remote desktop connection provides two options when you close the connection to the server:
a) Disconnect – which leaves all your programs open and running on the server
b) Log Off – which closes all open programs and logs you off the server.

Computer Services recommends that you log off the computer any time you will be away from your desk for more than 30 minutes. If you need to step away from the computer for a couple minutes, you can disconnect the connection.

Terminal Service Accounts – Off Campus

McPherson College utilizes a remote desktop gateway server. Instructions for setting up your connection to the Remote Desktop Gateway are available at:
http://wwwi.mcpherson.edu/compserv/RD%20Gateway.pdf

After setting up the Remote Desktop Gateway connection, to logon to the Mohler/Faculty/Staff terminal server:
1) Locate the shortcut you created when you followed the Remote Desktop Gateway instructions above.

2) Double click the icon. You will need to log into the Gateway server and then into the computer you are connecting to.

If you have issues, please contact Computer Services

Terminal Services and Your Local Computer

For users who connect to a Terminal Server, the local computer on your desk is used only to display your connection to the Terminal Server. All programs are run on the server and displayed locally.

Since all your files are on the server, you do not need to leave your local computer and monitor on to access them remotely.

Most Remote Desktop (RDP) computers are built to automatically log in to the local computer as a standard user and to automatically bring up the appropriate prompt for login to the Terminal Server you connect to. Some computers will require Domain Login (login as mcpherson\<userid>. In these cases, you will be required to log in to the Domain and then log in to the Terminal Server.

Domain User Accounts

Computer Services has set up our network such that each user can log in to any of the lab or classroom computers as themselves and their network settings and files will be available to them. Computer Services provides the following tips to help you manage your domain account:
1) Do not store files or folders with your data documents on the desktop. All items on the desktop must be copied to the local computer desktop each time the user logs into and off of each computer. This copy can slow the login and logout process down significantly.
2) Please store all your data items in the H: drive when you open up My Computer.
3) If you have trouble with your domain login account not opening PDF files, contact Computer Services immediately.

Printers and Print Cartridges

McPherson College has outsourced management, maintenance, and toner supply for all Laserjet printers on campus to Image Quest. All printing will be billed at the following rates, per page: B&W - $0.0155 and Color - $0.15. Billing will occur quarterly, and will be invoiced to each end user for desktop printers. Networked departmental printers will be billed to the primary department.

What is the process for:
- Issues with my printer?
  - Contact Computer Services via email at helpdesk@mcpherson.edu or phone at Ext 2456. Computer Services will determine when to involve Image Quest and will initiate assistance requests with Image Quest as needed.
- Replacing the toner cartridge?
  - Faculty and staff with desktop printers (generally Brother printers) should remove the old toner cartridge and bring it to Computer Services. Please call the office prior to walking over. We will exchange your old cartridge for a new cartridge. You will also need to provide us with the Asset number from your printer. The sticker is generally located on the front or top of the printer.

- For building Color Printers and large departmental printers (generally Xerox and HP printers, respectively), please contact Computer Services via helpdesk@mcpherson.edu or Ext 2456. We will bring over the replacement toner and collect the old toner cartridge.
- Replacing the drum?
  - Please contact Computer Services for drum issues. IQ will supply replacement drums but a page count will need to be taken prior to resetting the page counters as part of the drum replacement procedures.

What should I do with my existing toner cartridges?

It you have unopened replacement toner cartridges, you could try to return them. Otherwise, please use them and when your stock runs out, contact Computer Services for a replacement.

On some of the Brother printers, the error lights have words written between them such that when both lights are on solid they indicate a problem with paper (which is usually a paper jam issue) or that the printer is out of toner. Please "read between the lights" when you look at your printer. If you still cannot figure out the problem, please contact Computer Services.

Color Laser jet Building Printers

Each building has access to a color printer. The Sports Center and Templeton utilize their color copiers as printers.   Access to the printer is configured by Computer Services as we track printer usage for each person. This tracking will be used by Image Quest to facilitate quarterly billing.

The printer will appear in your list of printers as LJC<building>. If you do not see such a printer listed, please contact Computer Services for assistance in getting that printer installed.

Computer Power Outlets

In most buildings, there are specific power outlets provided to plug your computer, monitor, printer, and speakers into. In Melhorn, the outlets are orange, with a small green light between the two receptacles. In other buildings, the outlets are brown, with a green light between the receptacles. Any outlet that you see that has a small green light on it between the receptacles is most likely a Computer Power outlet.

DO NOT PLUG ANY of the following items into these outlets or into any power strips or surge protector bars:

a) Fridges of any size
b) Microwaves
c) Heaters
d) De-humidifiers
e) Buffers
f) Vacuums
g) Autoclaves
h) Ice machines

If you see any of the above items in a Computer Power outlet, please unplug it and explain to the current staff or faculty member why the item should not be plugged into that outlet. That explanation is that such devices cause surges and ground currents on the Computer Power circuits that can damage the connected computers. The Computer Power outlets are specially isolated to protect connected computers, and the above equipment invalidates that protection.

Power Bars and Surge Suppressor Power Strips

Computer Services will provide one surge-suppressed power strip for each staff and faculty member with a college-owned computer or laptop. If you decide to rearrange your office such that the power cords and power strip do not reach the Computer Power outlet, you can check with Computer Services to see if we have any longer surge suppressed Power Strips available for exchange. If none are available, the faculty or staff member will need to purchase and install a longer unit. Extension cords are not permitted due to Fire Code restrictions, nor is "daisy chaining" of power bars.

Monitor, keyboard, and mouse extension cables

Faculty and staff are free to set up their office however they like, but Computer Services does not provide extension cables for monitors, keyboards or mice when the computer is placed such that the current cables do not reach.

Extension cables can be purchased at McPherson Business Machines or at stores like Office Max, Office Depot, or Staples.

Computer Services is not responsible for replacement batteries for wireless keyboards or mice.

Network Cables

Computer Services regularly stocks network cables in the following lengths: 7', 15', & 25'. If you need a longer network cable for your office or for use with a laptop, please contact Computer Services. If you need a cable longer than 25', please contact Computer Services.

LCD Monitor Cleaning

Computer Services will clean LCD monitors on campus for anyone who requests a cleaning. Annually (summer) we will attempt to clean all LCD monitors across campus. Please do not clean your LCD monitor yourself, as only approved cleaning solutions should be used.

Computer Backups

Computer Services has set up all faculty and staff computers such that they should backup once every 7 days, except for users who connect to a Terminal Server. All servers are backed up nightly. If you see a popup message stating that your computer has not been backed up since xxxx date, check to see if the date is older than two weeks prior. If so, please contact Computer Services, as your computer may not be connecting to the backup server correctly.

If you experience a data loss, please contact Computer Services immediately so that we can begin the process of restoring your lost files, if a restore is available.

Monthly, we archive our backups for off-site storage. As such, it may take Computer Services 24-48 hours to recover a document or folder.

Users do have the ability to exclude files and folders from the automatic backup procedure. While we do not recommend excluding anything from the backup, we do understand that you may have items that you do not want to see backed up. Please contact Computer Services for instructions.

Windows Updates and Antivirus Updates

McPherson College is using Microsoft System Center 2012 Endpoint Protection for our antivirus protection. As System Center 2012 is an integrated Microsoft product, updates will be downloaded at the same time as Windows Updates.

When System Center 2012 is up to date, it will show an icon in the lower right corner that is a green with a white shield. (pictured right).

If you see an orange circle with an exclamation mark, that signifies that System Center 2012 needs to be updated.

To update System Center 2012, please go to Start, All Programs, Windows or Microsoft Updates. Download and install all critical items. Once the updates complete their installation, you may need to reboot your computer.

Computers and Networks Plan

Computer Services maintains the Computers and Networks Plan. This plan includes minimum specifications for computer resources across campus. The following sections from the plan are included below: Scope, Phased Replacement Plan, and Specifications and Policies.

I.   Scope

The scope of the Computers and Network Plan is comprehensive, including both the academic and administrative sides of education at McPherson College. Items that are considered "departmental" in usage will not be addressed in the Computers and Network Plan. Instead, these items will be the responsibility of the department that uses them.

II.   Phased Replacement Plan

The phased replacement plan for McPherson College is divided into two separate groups: Desktop equipment and Server equipment. Each group is defined below.

1. Planned replacement of Desktop equipment

Goal: Maintain a replacement process for all desktop computer equipment at McPherson College such that no computer is more than three years behind the current standard state of the art.

The desktop computers at McPherson College will be considered to be obsolete, and will be replaced with current standard state of the art computers, when they become three years older than the current standard state of the art for home desktop computers. Replacement of such equipment will be performed in a phased three-year cycle, with each group (faculty, staff, and labs) being replaced once every three years.

A three year plan is included in Section II, 3 below.

Group Definitions:

Computer Services maintains an electronic database, SpiceWorks, which classifies all active computers maintained by McPherson College. The defined classifications are listed below:

- Linux
- Server

- Labs
- Staff
    - RDP/ NNN (Remote Desktop to a Terminal Server, Never Needs New)
    - NNN (Never Needs New)
    - Desktop
    - Laptop
- Admin
- iMac Labs
    - Graphic Design iMac's
    - Hess 51 iMac's
- Faculty
    - Desktop
    - Laptop
    - RDP/ NNN (Remote Desktop to a Terminal Server, Never Needs New)
    -
- Classroom
    - Teaching Lab
    - Non-teaching lab
    - Misc
- Publab – computing resources maintained by Spectator

2. Planned Replacement of Server Equipment

Goal: Maintain a replacement process for all server computer equipment at McPherson College such that no server is more than five years old.

Server equipment is divided into two sections: Applications Servers and Other. Definitions of each group can be found in Section IV. #4.

3. Three year Plan

Summary

	Current Year	Year One	Year Two	Year Three
	FY14-15	FY 15-16	FY 16-17	FY 17-18
Group #1	Staff	Faculty	Non-teaching, Misc, Spare	Staff
Group #2		Graphics Design	Classrooms	
Group #3	Servers	Servers	Teaching Labs	Servers
Comp Count				
#1	DT: 27; LT: 29	DT: 27; PC-LT: 8; A-LT: 4	32+9+4 = 45	DT: 27; LT: 29
#2		40 iMacs	29	27 iMacs
#3	4	4	60	4

III. Specifications and Policies

1. Faculty computers (minimum specifications)

All faculty computers have been upgraded and will be maintained in accordance with the Phased Replacement Plan (section II). Therefore, all faculty desktop machines will be identical, except for those requiring additional components. Computers for Faculty connected via Remote Desktop may vary.

Assumptions:

1. Computer will be running Windows 7 or newer
2. Computer will be running the Office 2010 suite or newer
3. Each computer will normally have two applications running simultaneously
4. Faculty will be using Outlook for email purposes

Faculty User

1. An industry standard processor that is at least a Core 2 Duo or better
2. At least 2 GB of RAM
3. Standard size hard drive (at least 10 GB free space after all software installations have occurred)
4. DVD-+RW, CDRW drive
5. Sound card
6. Standard Office software for campus plus individual course teaching requirements
7. 10/100/1000 Mb Ethernet Network adapter
8. Desktop printer
9. Surge protector
10. Good to high quality PC speakers
11. Mouse pad
12. 17" LCD Monitor

2. Computer labs (minimum specifications)*

All computer labs have been upgraded and will be maintained in accordance with the Phased Replacement Plan (section II).

Computers in all dorm labs, teaching labs, and student access labs will meet the following standards:

1. At least industry standard processor speed at time of purchase
2. At least as much RAM as recommended for O/S and all installed applications (recommended amount, *not* "minimum requirement")
3. Standard size hard drive
4. CDROM drive
5. Sound card
6. Standard Office software for campus plus individual course teaching requirements
7. 10/100/1000 Mb Ethernet Network adapter
8. Access to network printer
9. Surge protector
10. 17" LCD monitor

   Labs in this section include: Tutorial Lab, Melhorn Computer Lab, Mohler Lab, SU Lab, Morrison, Metzler, Bittinger, Dotzour and Miller Labs.

Each lab, with the exception of the dorm labs, Miller Lab, Mohler Lab, Tutorial Lab and the SU Lab will have an Instructor's computer that meets or exceeds the following standards:

1. At least industry standard processor speed at time of purchase
2. More RAM than is recommended for O/S and all installed applications (recommended amount, *not* "minimum requirement")
3. Standard size hard drive
4. Cd-rom drive
5. Sound card
6. Good to high quality PC speakers
7. Standard Office software for campus plus individual course teaching requirements
8. 10/100/1000 Mb Ethernet Network adapter
9. Access to network printer
10. Surge protector
11. Computer Lock-down set, including a cable trap. Speakers should be locked-down.
12. 17" LCD monitor

Each lab will be connected behind a 10/100 switch, which will limit the network traffic created by the lab. Computers inside the lab will be able to inter-communicate at 100 Mb/s.

Publications Lab

The Publications lab was upgraded with 8 iMacs (from the Graphics Design Lab) during the 2008-2009 school year. This lab will be evaluated for upgrades in approximately 3 years.

Graphics Design Lab

The Graphics Design Lab was increased from 25 stations to 38 stations in 2012. The lab has 38 iMac stations. The lab is included in the phased replacement rotation. Please see the three year plan for the next scheduled upgrade.

3. Staff computers (minimum specifications)

Most staff computers have been upgraded and will be maintained in accordance with the Phased Replacement Plan (section II). Those staff whose computers have not been upgraded will be upgraded via the trickle down effect.

Assumptions:

1. Computer will be running Windows 7 or Windows 8
2. Computer will be running the Office 2010 suite
3. Each computer will normally have two applications running simultaneously
4. Staff will be using Outlook for email purposes.
5. Staff members connecting via Terminal Services do not need to meet requirements stated below.

Staff User

1. At least industry standard processor speed at time of purchase
2. More RAM than is recommended for O/S and all installed applications (recommended amount, *not* "minimum requirement")
3. Standard size hard drive
4. Cd-rom drive
5. Sound card
6. Good to high quality PC speakers
7. Standard Office software for campus
8. 10/100/1000 Mb Ethernet Network adapter
9. Access to network printer or desktop printer
10. Surge protector
11. 17" or larger LCD monitor. The standard setup includes one monitor. (If a user would like to add a 2nd monitor, the cost for the monitor and adapter will be the responsibility of the department).

4. Server Computers

Application Servers include: Mohler (Terminal Server), Assess (EventPro, websites: WWW, Trustees, Teachers), Labs (Students Terminal Server), Retro (Exchange), WSUW(local windows updates), Faculty (Terminal Server), Staff (Terminal Server)

Other Servers include: Domain (W2012), Forest (W2012), MCPDC (W2012), CS, MACS (including virtual servers: Storage, UnknownGW, Pserver, Inventory) Bulldog, WWW2, Retrospect, Retrostore, Dormgate, Archiva, McProxy, Campus Bridge, Macgate, Vserver(MACS backup), Artstore, CommStore, McPhersonMGR(XP).

With the exception of Domain, Forest, and MCPDC, all of the servers in this group are Linux servers. Due to Linux's basic server requirements, the computer models in this group vary. The Windows servers are included in this group because their hardware specifications are similar to those of the Linux servers. This group will be upgraded through the "trickle down effect" with replaced desktop and server assets, as appropriate.

5. Computer software (minimum specifications)

The College has obtained a Campus Agreement from Microsoft, which is renewed on an annual basis. Therefore, the college holds licensing such that all desktop computers on campus may have the same current operating system and basic office applications installed on them. This agreement also provides the College with all necessary updates as they are released.

Desktop software specifications:

1. Multi-tasking windowed (GUI) operating system with networking support
2. Word processor
3. Spreadsheet
4. Organizer/Scheduler
5. Database manager

6. Policy for centralized purchasing of computer equipment

Proposed purchases of computer equipment should be submitted to the director of computer services for review before purchase, to assure that the equipment is compatible with campus resources and that operational and support services are, or can be, made available. This does not remove from faculty and administrative personnel the authority to select computer technologies appropriate to their assigned responsibilities but rather assists in assuring support for all systems purchased, and that selected systems meet the minimum requirements for the intended applications.

Copiers on Campus

Each building (with administrative or faculty/staff offices) on campus has a copier, except Hoffman Student Union. Copiers require a departmental code for copier access. Each copier can scan and email documents in either black and white or color. Email addresses for faculty and staff are updated on the copiers on an annual basis. Users can also manually input their email address via each machine's touchscreen console.

Departmental copy codes are maintained by the Business Office. Please check with them if you do not know your copy code. You do not need a copy code to scan and email a document.

Maintenance and support for our copiers on campus is managed by Digital Office Systems. If you have issues with the copiers, please contact Computer Services immediately and we will contact Digital Office Systems if necessary. Computer Services maintains a replacement toner cartridge for all copiers on campus to facilitate immediate replacement when a copier runs out of toner.

Scanning with Select Building Copiers

Each building has a copier provided. All copiers provide scanning to email, both color and black and white. The copiers default to black and white scanning. If you find that your name is not included in the address book on the copier (please look through all pages of the letter grouping for your last name), please email helpdesk@mcpherson.edu and let us know where your name does not appear. To scan a document on the copier:
1) Select the Scan button
2) Locate your email address or type one in manually.
3) Scan the document and it should be sent to the email address you provided.
4) If you have questions or need assistance, see Alison Mackey or Andy Ullom

Items not appropriate for McPherson College Computers

McPherson College computers are not each user's property, but the property of the college. As such, faculty and staff should not:

1) Install any file sharing programs on the computer. File sharing programs like Bit Torrent, UTorrent, and Frostwire are mainly used to share files and software illegally.

2) Store personally owned music files. Music files purchased and downloaded should be stored on your personal computer and brought to work via a portable music player.
3) Store personal pictures or video files.

Jenzabar Products:

CARS or CX Access

McPherson College uses multiple products from Jenzabar. The main product is CX, although we are in the multi-year process of converting to Jenzabar JX. CX has three levels of access:
- User accounts – all persons, businesses, and organizations get a CX account. This account includes name, address, and contact information
- Direct Access Account – employees of McPherson College who update information on users or businesses receive an account that provides them varying levels of access and permissions to data stored in CX.
- Jenzabar Internet Campus Solution (JICS) – aka Bulldog Connect - is a web portal interface to CX that provides all users with access to their user account information. JICS accounts are active for life. More information on JICS is provided in the next section.

McPherson College's user accounts for Jenzabar are managed by the McPherson College CX Project Manager and Computer Services. Persons who need access to CX should ask their supervisor to contact the CX Project Manager or Computer Services and request an account on CX.

Username and passwords for specific applications from Jenzabar follow the following naming scheme:
1) CX Direct Access Account
    a. Username: m<6 characters of user's first name><user's last name initial> (eg Jonathan Smithsonian's username would mjohaths)
    b. Password: initially <upper case first name initial><lower case last name initial><6 characters of your staff/faculty ID number>
    c. Password updating – users will be required to change their password at least once a year (planned security updates per Jenzabar)
2) Bulldog Connect /JICS
    a. Faculty and staff usernames will be the same as your campus email userid
    b. Password: initially <upper case first name initial><lower case last name initial><6 characters of your staff/faculty ID number>
3) Cognos and ACCK Active Directory
    a. Username is the same as your CX Direct Access account username and password
    b. Password updating – users will be required to change their password every 30 days.

Just as with McPherson College accounts, you should never share your CX, JX, Cognos, or Bulldog Connect username and password with anyone (except Computer Services)?

Access to CX is limited to on-campus computers. If you need to access CX while off-campus, you will need to remote desktop to a computer or server on-campus prior to attempting to connect to the CX system. If you normally log in to a Terminal Server (Mohler, Staff, or Faculty) you will be able to access CX anytime you log in. Access is also available if you connect to campus utilizing a VPN. For more information, contact Computer Services.

Access to Bulldog Connect is available anywhere Internet access is available. Typing "my.mcpherson.edu" into any browser should connect you to https://my.mcpherson.edu/ics

To access CX, Computer Services recommends that users use a CX 8.1 connection. Computer Services will set up software installations for users. If you experience problems, please contact us immediately.

JICS aka LMS aka Bulldog Portal

Access to the JICS/LMS/Bulldog Connect is available at https://my.mcpherson.edu/ics. This website is managed by McPherson College and Jenzabar. The naming scheme for accounts is as follows:

a) Your Username will be the same as your campus email username
b) Password:
    a. Upper case first initial of your first name, lower case first initial of your last name, followed by the 6 least significant digits of your staff or faculty ID#.
        i. For example, John Smithsonian with ID # 0123456 would be "Js123456"

If you have problems logging into Bulldog Portal, you can click on the "I forgot my password" link to have a temporary password emailed to your **campus email account**. If you still have problems, please contact Computer Services for assistance.

Assistance is available Monday – Friday, 8 am to 5 pm. Outside these hours, please email helpdesk@mcpherson.edu

Photo Directories

The student photo directory is available in faculty and staff offices and computer labs. The directory is not available when you are off-campus. The student photo directory can be found at: http://wwwi.mcpherson.edu/directory/students/index.asp

Other directories for staff, faculty, and other resources are available online at: http://www.mcpherson.edu/directory/staff/ http://www.mcpherson.edu/directory/faculty/

Wireless Internet Access

McPherson College provides wireless (802.11N/G/B) access campus wide.   This access is free to students, faculty, and staff.

Instructions for connecting to the wireless on a Windows 7 device can be found here: http://wwwi.mcpherson.edu/compserv/Win7_802_1x_Setup.pdf

Instructions for connecting to the wireless on a Windows 8 device can be found here: http://wwwi.mcpherson.edu/compserv/Win8_802_1x_Setup.pdf

If you need further assistance connecting to the wireless, please contact Computer Services.

Security

McPherson College is a very close community, yet there are elements within our community who, given the opportunity, abuse the trust of the community. As such, Computer Services provides the following recommendations on security as it relates to your computers and associated equipment.

Offices

- When you leave your office, lock and shut the door. An open office door without anyone around is very inviting and tantalizing.
- Never leave your keys in the door. Most people put more than just their office keys on their key ring. Many key rings include vehicle and house keys. Loss of keys at the college can be very costly, if the loss requires all affected locks to be replaced.

Classrooms

When you are finished using a classroom space, turn off the LCD projector and log off the computer. Shut off the lights as you leave and lock the door behind you. If there is another class immediately following yours, please make sure that that professor understands that they need to turn off the LCD projector and lights as well as lock the door when their class is completed.

Laptops

- Never leave your laptop unattended. This includes leaving the laptop in your office. If you must leave your laptop in your office, shut and lock the door when you leave.
- When you take your laptop and travel, always keep the laptop with you. WHEN FLYING, NEVER CHECK THE LAPTOP.
- If you access Wireless Hotspots that do not require a username and password, chances are that the wireless access does not include security settings such as encryption. If you connect on an unsecure access point, keep in mind that information transmitted over the wireless connection could be visible to other computers in the area. If you must work with sensitive information (connect to your bank to check your balance, check a credit card statement, etc.), please make sure that the URL that you log in to starts with "https://"<url>. All https connections are sent encrypted to protect the information being sent.
    o To check your email while off-campus, securely, go to https://mcmail.mcpherson.edu
- Never leave your laptop in your car. Beyond the heat factor in the summer, malicious access to your vehicle can be instigated by the observation of a laptop sitting in the vehicle.
- If you spill liquids on your laptop, turn it off immediately and call Computer Services as soon as possible. Never attempt to dry the liquid yourself. Depending on the liquid (e.g. anything with carbonation or sugar content), allowing the laptop to dry by itself can result in total loss of the laptop. Computer Services is better equipped to deal with the required disassembly and cleaning of the laptop than the average user.
- Place a soft piece of material between the keyboard and the LCD screen. While traveling, it is possible that the keyboard could rub and scratch imprints of the keys onto the LCD screen. If you have questions on what to use, please contact Computer Services.

Theft or Loss of Laptop

If you lose your laptop or have it stolen, please contact your supervisor immediately. Ask him or her to contact Computer Services immediately.

Emergency contact phone numbers for Dave Gitchell and Andy Ullom have been provided above.

Please notify the local police department and file a theft report.

Suspicious Activity

If you witness any suspicious activities related to computer equipment on campus, please contact Computer Services immediately at 620-242-0456. If you witness something after normal working hours, please email computers@mcpherson.edu immediately and contact the Plant Operations Emergency On-Call contact person at 620-242-0479.

Microsoft Benefits

McPherson College purchases the Microsoft Campus agreement which provides additional benefit options to all Full Time employees of McPherson College.

You are now eligible to participate in Microsoft's Software Assurance Home Use Program (HUP). This program enables you to get a licensed copy of most Microsoft® Office desktop PC applications to install and use on your home computer.

Under the Home Use Program, you and our other employees who are users of qualifying applications at work (e.g. Office Enterprise) may acquire a licensed copy of the corresponding Home Use Program software (e.g. Office Enterprise) to install and use on a home computer. You may continue using HUP software while you are under McPherson College employment and as long as the corresponding software you use at work has active Software Assurance coverage.

To access the Microsoft Home Use Program Web site:
a. Go to http://hup.microsoft.com/.
b. Select the country to which you want your order to be shipped to and choose the language for viewing the order Web site.
c. Enter your corporate e-mail address and insert the following program code **<Insert Program Code>.** *Note: This program code is assigned to our organization for our sole use in accessing this site. You may not share this number with anyone outside our organization.* **(Please contact Computer Services for the McPherson College Program Code)**
d. Place your order online, and it will be shipped to the location you have chosen. Please note that a fulfillment fee will be charged to cover packaging, shipping, and handling costs.

We trust you will enjoy this benefit and look forward to your participation.

Dell Benefits

All Faculty, Staff, and Students can purchase Dell equipment at a 7% discount at the following website:
http://www.dell.com/mcpherson This discount is offered through Dell's Education and Employee Purchase Program. You can browse this website for the computer or laptop you are interested in purchasing. The opening page lists the Member ID as **KS11170693**