CATAWBA COLLEGE INFORMATION TECHNOLOGY QUICK GUIDE

FOR ACADEMIC YEAR 2014-2015

Last Revision Date: August 12, 2014

HOURS AND LOCATION

The Information Technology (IT) 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) 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 (Footprints), click on the appropriate link to register your username and password. Use this system to check on the status of your information technology service request no matter how it was submitted.
- Other ways to reach the IT help desk:
  - call 704-637-4666
  - email or text ithelp@catawba.edu (include your username in your message)
  - visit in person during business hours
- 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 on the Information Technology website at http://www.catawba.edu/IT.

COMPUTER ACCOUNT SETUP

Accounts are automatically created for students and employees. Once created, your Catawba username is emailed to your personal email address on record in the Banner system. If you do not receive this email, students should contact Admissions and employees should contact Human Resources. Your initial password is your social security number with dashes. For anyone without a social security number on record, your initial password is your nine-character Banner id formatted with dashes (e.g. *C##-##-####*). This Banner id, which begins with a 'C', can be found on most documents sent to you by Admissions or Financial Aid and is also printed on the front of your Catawba ONE photo identification card. This Catawba username and password gives you access to the network, email, Blackboard, CatLink, and most Catawba IT systems. 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 **USER INFORMATION** channel, click the **Change Password** link, scroll down, enter your new password and then confirm your password.
2. If you are 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 and 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, please peruse the documentation in the **USER INFORMATION** channel.

FORGOTTEN OR EXPIRED PASSWORDS - DO STEP #1 BEFORE YOUR PASSWORD IS FORGOTTEN OR EXPIRED

1. Log in to CatLink. Click the **My Account** tab. In the **USER INFORMATION** channel, click the **Change Password & Secret Question Guide** link, and follow the instructions to set up your secret question and alternative (non-Catawba) email address.
2. To reset your password, click the **Forgot your password?** link at https://catlink.catawba.edu. Answer your secret question. Validate the link in the email sent to your alternative (non-Catawba) email address. Your password will be reset to your default password (typically social security number with dashes). Within 7 days, change this default password to something more secure.
3. If you are unable to self-remediate your forgotten/expired password, you will need to call/visit the IT help desk to have your password reset. You will be required to provide valid picture identification.

EMAIL

Your email address is username@catawba.edu. Check your 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 **USER INFORMATION** channel, click the **Change Email Forward** link and follow the instructions to set up an email forward in WebMail.

OUTLOOK 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 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.

OFFICE AND OFFICE 365

- The Microsoft Office 2013 software suite, which includes Word, Excel, PowerPoint, and more, is installed on all College-owned equipment and is available for installation on employee-owned computers via the Microsoft Work-At-Home software agreement.
- Students can install Microsoft Office on up to 5 computing devices (including PC, Mac, most smartphones and tablets) AT NO COST.
- Office 365 includes **OneDrive for Business**: 1 terabyte of cloud-based file storage that you can access from any device, anywhere you have access to the internet. You can optionally sync your OneDrive in the cloud to a folder on your computer called OneDrive@Catawba College and access your files using the file management tools on your local computer. You can also choose to share files with others and collaborate on a document online.
- Office 365 includes **Lync**: Provides availability information and chat access to any member of the Catawba community who also has Lync installed. Allows you to do a web conference with other members of the Catawba community, and to invite *anyone* with an email address to join the web conference as well. Allows members of the web conference to share their computers, be presenters, and to make an audio-video capture of the conference that can be viewed later.
- Visit the **OFFICE** and **OFFICE 365** channels on the **Technology** tab of CatLink to learn more.

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. A Blackboard Learn mobile app is also available, and free to all Catawba students and employees. For more information, visit the **BLACKBOARD** channel on the CatLink Technology tab.

COMPUTER LABS

- Two labs, open 24 hours a day 7 days a week, are available in Ketner Hall. Ketner 322 has 17 computers. Ketner 340 has 25 computers. Ketner 340 includes a color laser printer.
- The Corriher-Linn-Black Library has 28 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.
- Under the **QUICK LINKS** channel on the **Home** tab, click the **Lab PC Availability** link to see real-time information on the availability of computers in a given campus computer lab.

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:** CD & DVD player/burner
- **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 WebDav or secure 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 from a campus-owned computer every semester. Check your quota in CatLink (**My Account** tab, **QUOTAS** channel). Note that when you print a 2-page document on one sheet of paper front and back, that counts as two pages. Note that for all print requests sent to a color printer or copier, each page counts double (e.g. 4-page document printed on a color printer/copier counts as 8 pages even it is a black and white document). 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, personal computers running Windows or Mac OS must authenticate via the 802.1x protocol with a valid Catawba username and password. Gaming consoles must also be registered for network access. Visit https://catnetconnect.catawba.edu for more information on getting connected to the network.

NETWORK ACCESS FOR PERSONAL PRINTERS

Network access for personal printers is **not** currently supported. Students should plan to connect their personal computer to their personal printer via a USB connection.

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 **USER INFORMATION** channel on the CatLink **Home** tab. For more information, visit http://www.catawba.edu/emergency.

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 https://catnetconnect.catawba.edu/aup/.