



## Information Technology & Distance Education User Guide

Note: If you are reading a hardcopy of this document, it is available on line at: <http://extension.unh.edu/Intranet/NewEmp/ITDEOrnt.pdf> (This is housed in the ITDE section of our Intranet at: <http://extension.unh.edu/blogs/itde/>) The links are “live” in the on-line version.

### **Supported Software**

In order to facilitate the ability of UNHCE staff to share documents and to better enable the ITDE office to assist people when they encounter problems, UNHCE uses and, in some cases, provides a consistent set of software for UNHCE staff.

Use of non-compliant software must be approved by Stephen Judd, and may not be supported by the ITDE team.

UNHCE does not support the installation or use of unapproved software on its computers. In particular, memory-resident applications, such as security devices and instant messaging software should not be installed on UNHCE hardware, as it may conflict with other applications.

For a listing of software approved for use within UNHCE, go to: <http://ceinfo.unh.edu/Intranet/ITDE/Docs/Supstwr.pdf>

(Note: This is on our Intranet. You will need to use the [log in sequence](#) to view this document. See: [Logging in to our Intranet](#) for further assistance.)

### **Computer Assistance and Support**

#### **ITDE Computer Assistance On-line Requests**

For general computer assistance, such as help with printing, email, software upgrades, and other issues of a non-critical nature, please fill out our [Assistance Request Form](#). It should be either book-marked on your browser or a shortcut on your desktop. The log is checked several times a day by the person on the Hot Seat, and you will receive a response in a timely manner. To access the assistance request form, please go to: [http://cecf1.unh.edu/itde/staff/itde\\_staff\\_home.cfm](http://cecf1.unh.edu/itde/staff/itde_staff_home.cfm)

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## **Hot Seat (Emergency Computer Problem)**

If your question is of an urgent nature, such as a virus or your computer won't boot, please call the ITDE hot seat at **862-0351**. A member of the ITDE office is on call Monday thru Friday 8:00-4:30. If the staff member assigned to the Hot Seat is attending to something else, you will get the hot seat voice mail. (During times of virus attacks and other critical issues which affect many people, no one will be available to answer the phone.)

Please leave a message and someone will return your call or address your issue ASAP. (Note: Messages are checked regularly, so calling back will not expedite your request. Filling out the [Assistance Request Form](#), may, however, decrease your wait time. Most ITDE staff members are unable to see if a voicemail is left when they are in their offices, but they can access the assistance requests from their desks or any computer, if working in another office.)

## **Acceptable Use of UNHCE Hardware**

Please familiarize yourself with the ITDE Support policy for UNHCE Computers, located at: <http://ceinfo.unh.edu/Intranet/ITDESHC.htm>

Of particular importance is the policy regarding installation of software on Extension-owned computers. It states, "Employees will not install any non-Extension approved software on the computers, including games, instant messaging, and non-Windows screen savers. In addition software not approved by the ITDE staff will not be installed."

## **ITDE Blog**

The ITDE office publishes a public Blog for UNHCE users. It contains **important** information on **breaking news**. It is our way of allowing you to stay informed, without sending you emails with each new piece of information. Please check it regularly at: <http://extension.unh.edu/blogs/itde/>.

This Blog is searchable, so you can look for information on topics such as viruses, training, purchasing equipment, etc. The ITDE Blog contains many postings relevant to UNHCE users, such as hints & tips; information on applications; safe computing information; Computer FAQs; links to helpful sites, such as the UNH computer store; Virus information; how to purchase new equipment, etc.

## **IT Training**

The ITDE section of the UNHCE web site has an extensive computer training area at: <http://ceinfo.unh.edu/Intranet/ITDE/trg/indextrg.htm>. This includes: Links to our ITDE Training Resources Guide, which contains information on training for UNHCE applications and a listing of vendors; A library of on-line tutorials for common Extension computer procedures;

The UNHCE lending library of Computer-based training (CBT); Links to sites offering free training; and other training-related offerings.

Tutorials for frequently-used multi-step processes can also be located on the site at:

<http://cecf1.unh.edu/tutorials/index.cfm>

The UNHCE ITDE Training Blog contains listings of training opportunities. This section is updated on a regular basis. To access this Blog, go to:

[http://unhce.unh.edu/blogs/itde/archives/cat\\_it\\_training.html](http://unhce.unh.edu/blogs/itde/archives/cat_it_training.html)

## **E-Mail**

The program used by UNH Cooperative Extension is called Eudora. If you are inheriting a “used” computer from a previous staff member, your e-mail will need updating. Generally, a support staff person in your office will be able to help you. If not, you should call the ITDE office at **862-0351** to talk you through making these changes, or submit a request using the [Assistance Request Form](#).

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### **Changing your password**

To change your password:

1. Open Eudora
2. Click on **Special** (top menu)
3. Click on Change Password
4. Enter your current password (the one you’d like to change from.)
5. It will then prompt you to enter a new password.

Password selection: Choose a password that is easily remembered by you, but not obvious to others. If you think you might forget it, write it down and store it somewhere (not by your computer.) We can’t see your password on the E-mail server, so cannot supply it for you.

Note: If you do forget your password, contact the ITDE office to have it reset for you.

### **The Eudora address book**

The e-mail **address book** consists of a listing of all UNHCE staff, along with a list of distributions lists for groups, such as COAs. The addresses and lists are updated regularly.

Directions for updating your Eudora address book are available on our website at:

<http://www.ceinfo.unh.edu/Intranet/ITDE/addres.pdf>

### **Accessing your E-mail while out of your office**

You can pick up email at home or from a remote site. To get email at home, you can install a free version of Eudora on your home computer. Information on that process can be found at: <http://ceinfo.unh.edu/Intranet/ITDE/eudhome.htm>

You can also check E-mail from other people's computers or Internet cafes/kiosks by using **WebMail**. Information on the use of WebMail is available at the UNHCE Blog, by going to: <http://extension.unh.edu/blogs/itde/archives/000039.html>

### **Autoreplies for when you are away**

If you will be away and not responding to email for an extended period of time, the ITDE staff can create an autoresponder on the email server to let senders know when you'll be able to get back to them. Please request an email autoreply on our website at: [http://cecf1.unh.edu/autoreply/autoreply\\_form.cfm](http://cecf1.unh.edu/autoreply/autoreply_form.cfm)

### **Getting help**

The ITDE web site contains most of the information you need to get started and successfully use Eudora email. Information on topics such as creating a signature file, creating and using distribution lists, changing settings, etc, are all contained in the ITDE web site or within its Blog.

Helpful tips for using Eudora, along with links to Eudora help files, can be found on the ITDE section of our web site at: <http://ceinfo.unh.edu/Intranet/ITDE/ITDEEM.htm>

A searchable listing of tips are also posted in the Eudora archives section of the ITDE Blog at: [http://extension.unh.edu/blogs/itde/archives/cat\\_eudora.html](http://extension.unh.edu/blogs/itde/archives/cat_eudora.html)

### **On-line Calendars**

All UNHCE staff are encouraged to post their calendars on line. Calendars are housed at: <http://cecf1.unh.edu/ceschedule/index.cfm> They can only be used or viewed by registered users within UNHCE. (Note: This is on our Intranet. You will need to use the [log in sequence](#) to view this document. See: [Logging in to our Intranet](#) for further assistance.)

Your first time using this area, you will have to create a profile, listing your name, email address, and contact info. You will also need to set up a username and password.

You will be asked to choose your default calendar. This is for display purposes. Your information can be listed on multiple calendars. For instance, Paul Bonaparte-Krogh may

opt to be listed under administration, but also have his schedule posted on all county calendars.

Once you have set up your profile, the values should be stored in cookies on your computer, and you shouldn't need to log in. (This is only if you use the same browser application to access it.) You can view calendars of groups, such as a certain county, programs area, etc. For further information on the calendar application, see: <http://cecf1.unh.edu/ceschedule/help.htm>

### **Symantec AntiVirus**

UNH Cooperative Extension uses Symantec AntiVirus software (formerly called Norton's Antivirus) on all UNHCE computers. It is IMPORTANT to note that, while UNH uses McAfee for virus protection, UNHCE does NOT. We use Symantec/Nortons and the two antiviral packages conflict. Installing McAfee with a copy of Symantec/Nortons on your computer could render your computer useless. For that reason, if you get disconnected from the Internet by UNH CIS, it is important to use your copy of Symantec/Nortons to scan your hard drive, rather than McAfee, as they recommend. (See: <http://extension.unh.edu/blogs/itde/archives/001439.html> for further information.)

ITDE staff set up computers to automatically update your virus definitions daily. (Note – you must be connected to the internet to update.) The timing of automatic updates can be rescheduled using the File/schedule updates option within Symantec AntiVirus.

To manually update, such as when we inform you there is a new threat and request all staff to update, open Symantec AntiVirus (through Start > (All) Programs > Symantec Client Security > Symantec Anti-Virus, or double-click the Shield icon in the system tray.) When the Symantec window opens, click on the LiveUpdate button. You can also put a shortcut to Symantec AntiVirus on your desktop, and then select LiveUpdate from Symantec's main screen.

Live Update will find any new updates and install them on your hard drive. If no new updates are available, it will tell you no update is necessary. When done, click on "finish." Your computer now has the most up-to-date virus protection.

If you have not been connected to the internet for a while, be sure to run an update before using the web or downloading emails. (The process may take a little while, if you haven't updated recently.)

Even though Symantec Anti-Virus is running on your computer, you should still practice "safecomputing." Don't open attachments from unknown senders, don't open any attachments that can run a program (e.g., files ending with .exe, zip, .bat, .pif), and always be suspicious of unsolicited e-mail. Many viruses resend themselves from the computers of infected people, so don't think that an attachment is safe, just because you know the sender.

If you suspect your computer is infected, the first step is to be sure you have the latest virus definitions and then scan your hard drive, using the scan > scan computer option. Then select

your hard drive from the list of items to be scanned. If you need assistance with this process, call the ITDE hot seat.

For further information on viruses, security, and related topics, consult the safe computing section of the ITDE web site at:

[http://extension.unh.edu/blogs/itde/archives/cat\\_safe\\_computing.html](http://extension.unh.edu/blogs/itde/archives/cat_safe_computing.html)

### **Website/ Web Browser(s)**

Firefox and Internet Explorer 6 are installed on all UNHCE computers. You should have an icon for these on your desktop.

Please note that some web-pages are not viewable or fully-functional using Firefox, while others don't operate correctly with Internet Explorer (IE). Consequently, we make both browsers available on all UNHCE computers. If you are having trouble with a site, trying the other browser may correct the issue.

### **UNHCE Website**

Unless you have customized your browser, the default page which appears when you launch the browser is the UNHCE home page (<http://www.ceinfo.unh.edu/>.) It contains links to the Business Service Center for insurance forms, leave time requests, an online staff directory, and other helpful resources. The site has an option, where you can search just within the UNHCE pages.

Parts of this site are available to the public, and parts (our Intranet) are only available to UNHCE staff by using a log-in sequence.

### **Logging in to our Intranet**

Parts of our site are meant for internal use only (our Intranet.) Access to those areas requires a login. Anyone in your office should know the username and password required to access the site, or you can contact our hot seat for that information.

### **Ergonomics**

Ergonomics is the science of making the work environment **fit the individual worker**. There is no one layout that is best for everyone. It depends on the workers size; arm length; activities; and physical limitations, such as injuries, bifocals, etc. Although one layout may be perfect for your predecessor, it could be injurious for you.

If you have inherited a work station, it is important to be sure that it fits your needs & proportions. Injuries due to poor ergonomic layouts are insidious. They develop slowly over time, and frequently people are unaware they are incurring injury until they feel pain.

To avoid a repetitive motion or cumulative trauma injury, consult the ergonomics portion of the ITDE Blog at: [http://extension.unh.edu/blogs/itde/archives/cat\\_ergonomics.html](http://extension.unh.edu/blogs/itde/archives/cat_ergonomics.html). It will give you

helpful information on ergonomics, cumulative trauma injuries, and suggestions for how to adapt your work station to better-fit your body.

### **Computer Back-Up**

It is your responsibility to backup your computer. The ITDE team recommends backing up your files at least monthly. The main consideration on how often to backup is how much of your data (files) you are comfortable recreating. Hard drives do crash periodically, rendering all files lost. The ITDE team can restore your most recent backup, but cannot recreate data. To truly secure your data, a backup should be stored off-site, in case of physical damage to the office.

If you do not know how to back up your computer, ask the support staff in your office. If they are unable to help you, you should call the hot seat at 862-0351 or fill out the [Assistance Request Form](#): at [http://cecf1.unh.edu/itde/itde\\_home.cfm](http://cecf1.unh.edu/itde/itde_home.cfm). ITDE staff members check several times a day for new requests.

### **Loaner Pool**

The UNHCE ITDE office has some equipment available to be borrowed. These items are intended for short-term, temporary use, and are not meant to be used instead of purchasing items you need on a regular basis.

Current inventory includes 1 portable projection system and a few laptops. These items are available on a first come, first served basis, and should be reserved in advance by calling our Hot seat at: **862-0351** or by submitting a request using our Computer [Assistance Request Form](#): at [http://cecf1.unh.edu/itde/itde\\_home.cfm](http://cecf1.unh.edu/itde/itde_home.cfm).

Contact Siobhan Craig for info. (See: <http://extension.unh.edu/blogs/itde/archives/001344.html>)

Loaner items should be picked up and returned promptly. If you are in need of something for a presentation, or a laptop to attend a conference, feel free to request the use of this equipment.

### **FTP**

When a file is too large for a floppy, it is generally too large for an email attachment as well. In those cases, you can use FTP to upload a file to our FTP server. The recipient can then download it to his/her computer.

All staff members have access to at least one folder on the ftp server. We use WS-FTP or Windows Explorer to access the UNHCE FTP server. This software allows you to upload and/or download multiple documents.

For directions, contact Faye Cragin at [Faye.Cragin@unh.edu](mailto:Faye.Cragin@unh.edu) or 862-4579.

Information on using FTP can also be found on the ITDE website at: <http://ceinfo.unh.edu/Intranet/ITDE/wsftple.pdf>

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### **Administrative Assistant Procedures**

The Support Staff Manual contains specific information on frequent tasks many administrative assistants and support staff perform. That manual is housed at: <http://extension.unh.edu/Intranet/NewEmp/suptstaf.doc>

### **ITDE Staff**

The ITDE staff is available to assist you with all your computer-related needs. The staff is as follows:

**Siobhan Craig – Administrative Assistant**, Phone: 862-1498  
E-mail: [siobhan.craig@unh.edu](mailto:siobhan.craig@unh.edu). If you are unsure whom to contact, Siobhan can direct your call to the appropriate person.

**David Foote - Director of ITDE**, Phone: 862-1565, E-mail: [david.foote@unh.edu](mailto:david.foote@unh.edu)  
**Area of Responsibility:** Distance Education, seek external funding, end user support.

**Steve Judd - Manager of ITDE**, Phone: 862-2847, E-mail: [stephen.judd@unh.edu](mailto:stephen.judd@unh.edu)  
(Note: Steve is out of the office much of the week, so email is the best way to reach him.)  
**Area of Responsibility:** End user support and training, software development, integration of IT with educational programming, supervise and coordinate IT operations.

**Judi Strauss - Computer Network/Systems Manager**, Phone: 862-4116, E-mail: [judi.strauss@unh.edu](mailto:judi.strauss@unh.edu)  
**Area of Responsibility:** Maintenance and support of server infrastructure, E-mail, Viral protection, end user support.

**Michael Toepfer - Local Area Network Manager**, Phone: 862-3989, E-mail: [michael.toepfer@unh.edu](mailto:michael.toepfer@unh.edu)  
**Area of Responsibility:** Software development, end user support and training, recommend new computer purchases.

**Faye Cragin - WWW & Media Specialist**, Phone: 862-4579, E-mail: [faye.cragin@unh.edu](mailto:faye.cragin@unh.edu)  
**Area of Responsibility:** Web designer, multimedia support and training, recommend digital imaging purchases, end user support and training.