



Get Connected!

Information Technology Student Handbook

<http://www.lssu.edu/it/pubs/stubook.pdf>

Department of Information Technology

Website: <http://www.lssu.edu/it>

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Introduction

This document was developed to provide general information regarding the Information Technology resources for Lake Superior State University students (on-campus and off-campus). This document can be located electronically at the following URL:

<http://www.lssu.edu/it/pubs/stubook.pdf>

The latest revisions can be found by visiting this website.

Important Information

CWID

Campus Wide IDentification, or CWID, is used in place of a Social Security or Social Insurance number. Each student is assigned a CWID when enrolled at the University. The CWID is located on the Lake Superior State University identification card.

The CWID is used to access ALL student related systems at the University.

The Registrar's office, located in the Fletcher Center, can assist students with determining their CWID and PIN information. A student must provide identification to obtain CWID or PIN information.

PIN

The Personal Identification Number, or PIN, is used in conjunction with the CWID for accessing the

University student related systems. The PIN is similar to the PIN used for an ATM card and is used to provide additional security.

The Registrar's office, located in the Fletcher Center, can assist students with determining their CWID and PIN information. A student must provide identification to obtain CWID or PIN information.

Username

The username is used for accessing the University electronic mail system including electronic mail, calendaring and the University portal. The username is unique for each University student and is used to log into the University e-mail system.

Password

The password is used in conjunction with the Username for accessing the University electronic mail system including electronic mail, calendaring and the University portal. The password is used to provide additional security for logging into the University e-mail system.

The CWID, PIN, username and password are important pieces of University information. This information should not be shared with others and should be memorized. This information will be used for accessing University systems including e-mail.

Websites

The following websites provide important information for the Lake Superior State University student population.

<http://www.lssu.edu/studentutils>

This site provides information regarding electronic mail, account information (e-mail and voicemail), and other information for accessing University communication resources. A valid CWID and PIN is required to access this site.

<http://my.lssu.edu>

This site provides a portal interface into the University e-mail, calendaring and other related systems. A valid username and password is required to access this site.

<http://www.lssu.edu>

This site provides much information about the University including faculty and staff information, department information and other general information about Lake Superior State University.

Worm, Virus and Patch Information

Student computers using the Microsoft™ Windows™ Operating System should regularly visit the website <http://windowsupdate.microsoft.com> for the latest operating system patches, worm and virus information.

Student computers are also required to have anti-virus protection installed before connecting to the Residential Network. Computer Associates and Microsoft are offering one free year of service for the eTrust EZArmor Security Suite. Additional information regarding this program can be found at <http://www.my-etrust.com/microsoft/index.cfm>.

The Lake Superior State University Information Technology Helpdesk can also provide CD-ROM's

containing the latest patches, worm removal tools and virus information upon request. The Helpdesk can be reached by the following methods.

Electronic Mail: help@lssu.edu

Website: <http://www.lssu.edu/it>

Telephone: (906) 635-6677 or dial extension 6677 from on-campus.

In person: The Helpdesk is located on the first floor of the Administration Building, Room 105.

General Information Technology and Helpdesk information

The Lake Superior State University Information Technology Helpdesk is a useful source of information for University technology resources. The University Helpdesk can assist students with the following.

- Residential Network (ResNet)
- Telephone/voicemail information and problems
- Username/password information and problems
- General information about connecting to the LSSU network
- General computer and network information

The Information Technology Helpdesk can be reached as follows.

Electronic Mail: help@lssu.edu

Website: <http://www.lssu.edu/it>

Telephone: (906) 635-6677 or dial extension 6677 from on-campus.

In person: The Helpdesk is located in the Administration Building, Room 105.

Please note: The Lake Superior State University Information Technology Helpdesk does NOT provide support for student computers, peripherals, or network devices. Support will be provided to the extent of verifying that the University network, network connections and servers are operational from the dormitory room. The Helpdesk is available to provide limited assistance in the following areas.

- Operating System patches
- Worm detection and fix tools
- Virus detection
- Spy ware detection

The Lake Superior State University Information Technology Helpdesk can also provide CD-ROM's containing the latest patches, worm removal tools and virus information upon request.

Additional support for student computers is not available from LSSU Information Technology Helpdesk. Computer support is available from the following local computer companies.

- Lighthouse Computers (906) 632-1820
- National Office Products (906) 632-3095
- Iceberg Computers (906) 632-3722

Electronic Mail (e-mail) Information

General Information

All Lake Superior State University students (on-campus and off-campus) will be assigned a University e-mail address. This e-mail address will be the primary means of communication between

LSSU and students. LSSU will be communicating the following information to students via the LSSU assigned e-mail address.

- Scheduling information
- Billing and payment information
- Financial aid information
- Housing information
- Campus events
- General University information

Important Note: It is not possible to forward your University assigned e-mail to an off-campus e-mail system such as Yahoo mail or Hotmail. The University e-mail account will be the primary communication method between the University and the student body.

Electronic Mail (e-mail) Access, Address and Account information

All Lake Superior State University students (on-campus and off-campus) will access the University electronic mail system using the LSSU campus portal. The portal is accessible via a web browser at the following URL <http://my.lssu.edu>. The Lake Superior State University portal system will provide access to the functions listed below.

- Electronic Mail (e-mail) access
- Electronic Calendar access (personal and University)
- Account Information (password, e-mail address, and storage quota)
- Access to various University systems and servers

Information on how to access the University portal will be included with regular University mailings during summer break.

- Username
- Password
- Electronic Mail (e-mail) address

Information on accessing the University portal can also be accessed via a dedicated University website at the URL

<http://www.lssu.edu/studentutils>. Entering Campus Wide ID (CWID) and PIN information will allow students to determine their username, password and e-mail address. The username and password can then be used to access the University portal.

Telephone and Voicemail Information (on-campus students)

Lake Superior State University on-campus students are provided with a telephone connection and voicemail access in their dormitory room. Students are required to bring their own telephone instruments to connect to the University supplied telephone jack in the room.

900 MHz and 5.8 GHz cordless telephones are compatible with the University telephone system and may be used in the dormitory rooms.

NOTE: 2.4 GHz cordless telephones are NOT compatible with the University telephone system and will not function properly if connected to the University phone system.

Long distance service is NOT provided by the University. The University recommends that students utilize pre-paid calling cards for accessing long distance service. 800 number access is available through the local telephone service provided by the University.

The University provides local telephone service for dialing on-campus, local and 800 telephone numbers. Students are not charged for local service.

The University provides voicemail service for on-campus students living in University residence halls. Student can obtain their voicemail password via the University portal at the following URL <http://my.lssu.edu>. Additional information regarding the University portal is listed at the beginning of this document.

Network Information (on-campus students)

Each University residence hall room is equipped with a Category 5 (CAT5) Ethernet jack for connecting to the University network and the Internet. Each room has at least one jack and may require the use of a small hub or switch to provide additional port capacity (for connecting additional computers) in the room. The University does not supply the hub or switch and these devices are available for purchase at the University bookstore. Also, students will need a CAT5 cable to connect the computer to the Ethernet port. The CAT5 cables are available for purchase at the University bookstore.

The Residential Network, or ResNet, provides access to the University network and the Internet. Students may connect their computers to ResNet to access the following.

- University Network
- The Internet
- University Electronic Mail System (e-mail)
- University Portal (<http://my.lssu.edu>)

The University will automatically assign an Internet Protocol (IP) address for each computer on ResNet using the Dynamic Host Configuration Protocol (DHCP). Students can plug their computer into the Ethernet connection in the residence hall room and automatically obtain an IP address for accessing the University network and the Internet.

Upon first access to the University network, students will be required to register their computer with the University database. The registration process is quick and simple and will gather the MAC address of the computer and some basic information about the student (room number and extension). This information is required to assist the Information Technology department in responding to worm and virus outbreaks on the Residential Network as well as providing improved customer service for the student.

The University Residential Network is a shared resource for all ResNet users. Students should make every effort to ensure that their computer is up-to-date with the latest operating system patches, worm detection, anti-virus protection and spy ware detection software. The Information Technology Helpdesk is available to provide assistance to

ensure that student computers and the University Residential Network operate efficiently.

Wireless Network Information

Lake Superior State University offers Wireless Networking (WiFi) in certain areas across campus for the benefit of both on-campus and off-campus students. Lake Superior State University offers WiFi connectivity in most common areas across campus.

- Kenneth Shouldice and Cappuccino Corner in the Library
- The Galley and Peacock Cove in the Cisler Center
- Café a la carte in Crawford Hall
- Common Areas in Residence Halls (Summer 2004 Project)

At this time, The University wireless network supports the 802.11b Wireless Area Network protocol in the areas listed above. Future plans are to support the 802.11a/b/g Wireless Area Network protocols. The University does not support, or plan to support, the Bluetooth protocol.

Note: Wireless network PC cards are available for checkout at the circulation desk of the Kenneth Shouldice Library. These cards are compatible with most laptop computers and will allow wireless access to the University network within the Library.

The use of non-University supplied, or rogue, Wireless Access Point's is not permitted on the University's Residential or campus network. Rogue

access points interfere with the proper operation of University wireless access points and security systems.

NOTE: Rogue Wireless Access Points detected on the University network will be disabled.

Off-Campus Internet Access

Internet access for off-campus students is available from a variety of local Internet Service Providers (ISP's). The following ISP's offer dial-up access to the Internet which in turn can provide access to the University's network and servers.

- Lighthouse Computers (906) 632-1820
- Iceberg Computers (906) 632-3722

High speed Internet access (Broadband) has recently become available in the Sault Sainte Marie area. Broadband access is provided by the following companies.

- SBC Internet Services (866) 722-9246
- Charter Communications (906) 635-1527

Computer and Computer Lab Information

Lake Superior State University offers general access to computers in several locations across campus.

- Courseware Lab located in Room 211 of the Kenneth Shouldice Library
- Rathskeller Lab located in the Cisler Center
- Main floor of the Kenneth Shouldice library across from the circulation desk.

Lake Superior State University also offers classroom computer laboratories for specific academic classes or curriculum.

Additional information regarding the availability of computers and computers labs at Lake Superior State University can be accessed at the website <http://www.lssu.edu/it/stupar/resources/>.

General Computer Requirements Information

Lake Superior State University students are welcome to bring their personal home computers to campus for connection to the University Residential Network. There are many different types of computers, operating systems and applications available for personal computers today. The University does not make specific recommendations for computer vendors, but the following minimum specifications will help to determine a configuration that is compatible with the University network and curriculum.

Minimum specifications

- Laptop computer with carry case
- 256 MB RAM
- 20 GB Hard Disk Drive
- Built-in 10MB Ethernet port
- Built-in or PC Card Wireless (802.11 a/b/g)
- Windows XP Home Edition or Professional
- Up to date patches from <http://windowsupdate.microsoft.com>
- Student Version of Microsoft Office (Word, Excel and Powerpoint).

- Anti-virus software with subscription for updates of virus signatures
- Adobe Acrobat Reader (Free download from <http://www.adobe.com>)

Student Access to University Servers

Lake Superior State University students have access to a variety of University servers for both academic and non-academic functions. The following is a list of servers and functions that are typically accessed by students.

- Web for Students → <https://web4students/lssu.edu>
 - Grades
 - Unofficial Transcripts
 - Transfer Credits
 - Account Summary/Credit Card Payment
 - Holds
 - IRS Form 1098-T Information
 - Advisor Information
 - Change PIN
 - PIN Answer Question
 - Personal Phone Numbers
 - Addresses (Including Emergency Contacts and next of kin)
 - View/Update Martial Status
 - Change Name
 - Change Social Security Number
 - Course Sections
 - Course Section Search
 - Personal Financial Aid Information
 - Application and Information Links
 - Parent/Guest Payment

The Web for Students home page contains a questions section, a Web for Students Frequently Asked Questions (FAQ's) section and a How do I...? section. These sections provide additional information regarding the Web for Students application.

- Student Utilities → <https://www.lssu.edu/studentutils>
 - Electronic Mail information
 - Account information
 - Voicemail information

This site provides information regarding electronic mail, account information (e-mail and voicemail), and other information for accessing University communication resources. A valid CWID and PIN is required to access this site.

- WebCT → <http://webct.lssu.edu>
 - Access instructor assigned homework
 - Access instructor assigned quizzes
 - Access chat rooms for various courses

WebCT is a course management systems used by many Lake Superior State University professors to enhance the classroom experience. Courses using WebCT allow the student to access homework, quizzes, lecture notes, and many other classroom related activities.

Policy and Procedure Information

The Lake Superior State University Information Technology department has many policies and

procedures governing the University's Residential and Campus network and computer system. These policies define acceptable and appropriate use of the University's network and computer resources including references to local, state and federal law where applicable. The University network is a shared resource for faculty, staff and students. The Information Technology policies are defined and implemented to ensure that network and computer resources are available and accessible for the campus community.

- Residential Network Support Policy
- Electronic Communications Policy
- LSSU IT Acceptable Use Policy

Additional information about the LSSU Information Technology policies and procedures can be located at the website <http://www.lssu.edu/it/pubs>.

RIAA, MPAA and Copyright Information

The recent advent of peer-to-peer (P2P) file sharing via the Internet has been a challenge for many Universities including Lake Superior State University. P2P file sharing allows for electronic versions of music, movies and other electronic data to be shared across many computers on a network in a peer-to-peer format. While there are many legitimate and legal uses for P2P file sharing, the most prevalent form of P2P file sharing is the illegal sharing of music and movies.

Many applications have been developed to allow the "ripping" of music and movie CD/DVD's into an MP3 format. P2P file sharing allows for the quick

and easy distribution of MP3's across the University Residential Network or the Internet.

Unfortunately, sharing MP3's via the P2P file sharing protocol is illegal in most cases such as sharing commercial or licensed material. Lake Superior State University works with the Recording Industry Association of America, the Motion Picture Association of America, as well as local, state and federal agencies to identify and prevent the illegal sharing of copyrighted material.

Additional information about the Recording Industry Association of America can be located at the website <http://www.riaa.com>. Specific information regarding RIAA copyright information is available at the website <http://www.riaa.com/issues/copyright/laws.asp>.

Additional information about the Motion Picture Association of America and copyright information can be located at the URL <http://www.mpaa.org>.

Additional copyright information, including copyright law, can be located at the website <http://www.respectcopyrights.org>.

Answers to Common Questions:

1. **I forgot my CWID/PIN, what should I do?** Visit the Registrar's office in the Fletcher Center to have your CWID/PIN information verified. Identification must be provided.
2. **I forgot my username/password, what should I do?** Using a web browser, visit the URL <http://www.lssu.edu/studentutils> and enter your CWID/PIN information. The website will then have information regarding your username, password, e-mail address, and account information.
3. **I forgot my e-mail address, what should I do?** Using a web browser, visit the URL <http://www.lssu.edu/studentutils> and enter your CWID/PIN information. The website will then have information regarding your username, password, e-mail address, and account information.
4. **The Internet is not working in my room, what should I do?** Contact the Information Technology Helpdesk to have a trouble ticket created to investigate and resolve the problems. The Helpdesk can be reached by dialing x6677 on campus or via e-mail at help@lssu.edu.
5. **Where can I find more information regarding online piracy and copyright law?** Additional information regarding online piracy and copyright law is available at <http://www.riaa.com/issues/copyright/laws.asp>