University of Appalachia College of Pharmacy
Rt. 3, Box 182
Grundy, Virginia 24614

Phone: 276-935-4277
Fax: 276-935-4279
E-mail: bhibbitts@uacp.org

Information Technology

2006—2007 Technology Guide

2006-2007

Table of Contents

Help Desk Support	3
Telephone and Anti-Virus Instructions	4
Network FAQ	5
Wireless Network Connectivity	6
Network and Computer Instructions	7
Email Setup and Internet Providers	8
Miscellaneous	9

Notes

Notes

Help Desk Support

The Help Desk Office is available to handle most of your needs concerning the network, email, or telephone support.

Location: Director of Information Technology Office

Telephone:	276-935-4277 extension 1004
Email:	helpdesk@uacp.org
Hours of Operation:	8:00 am – 5:00 pm Monday through Friday

Use of the University of Appalachia College of Pharmacy network means you accept the conditions set forth by the university.

Telephones and Anti-Virus Software

Dialing Instructions

Area codes, country codes, and city codes are available in the local phone book.

Campus Calls: Enter the extension only. For a campus directory please see page 8.

Local Calls: Enter 9 + the local number. Local calls include the following prefixes: 935, 498, 531, 259, 530, 244, 859, 873, 991, 597, 566, 531 .

Long Distance Calls: Long distance calling is only available from selected phones. Phones in public areas such as lounges can only call local and toll free numbers. If you need to use a public phone to make a long distance call you must use a calling card.

Miscellaneous

Using the copiers in the library

You will only be able to use copier in the library with your student ID card. Instructions will be posted next to the copier to help assist you. You will receive a copy credit each semester on your account which can be used throughout the semester. If you need to purchase additional copies please see Anand Doshi.

Internet Providers

Dial-Up Access
Ntelos www.ntelos.com
Verizon www.verizon.net
Netscope www.netscope.net

High Speed Access*
Netscope www.netscope.net
Verizon www.verizon.net
Adelphia www.adelphia.com
Verizon Avenue www.vzavenue.com

*High Speed Access not available in all areas

Space intentionally left blank.

Email Instructions and Internet Providers

Microsoft Office Outlook Web Access
Provided by Microsoft Exchange Server 2003

Outlook Web Access

Your email address will have the following format:

firstinitialname@uacp.org (i.e. jdoe@uacp.org)

To access your email go to **www.uacp.org** and click **Webmail** on the left side of the page. Click **YES** in the security certificate box, then type your username and password which will be given to you by Information Services. After typing in your credentials you will see your mailbox.

Please make sure you click **LOG OFF** on the right-side of the page to end your session. **CAUTION: If you close your browser without following this procedure someone else could login to your email. This is especially important in the public use areas such as the library.**

Outlook Public Folders

The college uses public folders to make curriculum information available. These folders can be located by logging onto your email account and clicking the **PUBLIC FOLDERS** link on the left side of the page. You will need to talk to your professor to locate the appropriate information for your class.

Changing your Password

To change your password, go to your email account and choose **OPTIONS** on the left side of the page. Scroll down on the right side of the screen and click **CHANGE PASSWORD**. Type **UACP** for the domain and your username for the account, followed by the changes for your password. You will need to logon to your email after completing this procedure.

Network Questions

What do I need to connect to the network?

You will need a laptop that has an Ethernet connector and a Category 5 cable, or wireless capability. All of these are available at most retailers.

What type of laptop do I need to connect to the network?

Your laptop will need to have either Microsoft Windows Me, 2000, or XP to connect properly. You may also use Macintosh as long as it is capable of utilizing the TCP/IP protocol. All laptops will need to have the latest version of Internet Explorer to properly access Intranet programs.

Does the College have a wireless network?

Yes. See page 10.

Can I access my email from home?

Yes. You can logon to Outlook Web Access at **www.uacp.org** by clicking the **WEBMAIL** link on the left side of the page.

Can I dial in directly to the college with my modem?

No.

Can I print from my laptop?

Yes. Please see instructions on page 6 for details.

Do I need any special software?

You will need the latest version of Internet Explorer and Microsoft Office.

Is there a copier I can use while on campus?

Yes. There is a copier in library. Please see page 11 for instructions.

Wireless Connectivity

Connecting to the wireless network - For wired access please see page 6

To connect to the network, you must have a wireless adapter in your laptop. The adapter must use either 802.11a, 802.11b, or 802.11g to establish a connection.

Next you will need to find your MAC address for your wireless adapter. This can be found by clicking on your START button and clicking RUN. Type cmd and press enter. You will now have black window pop up. Type ipconfig /all. You will see a lot of information come up and you need to find something similar to the following:

Ethernet adapter Wireless Network Connection:

Connection-specific DNS Suffix . : pharm.uacp.org

Description . . . . . : Intel(R) PRO/Wireless 2200BG Net work Connection

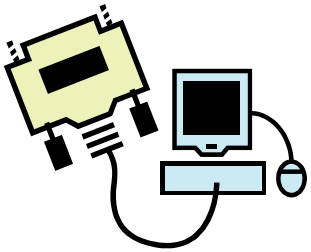
Physical Address. . . . . : 00-12-F0-37-BE-43

Please email bhibbitts@uacp.org the physical address that you see. Make sure that it is for the Wireless Network Connection.

Once you receive an email back that your address has been entered into the system you can connect to the network. You will be prompted for a network key or passphrase. Enter 9876543210 for the key.

Network Instructions

Connecting your laptop - For wireless access please see page 10



Plug your laptop into an available wall jack. If you have a newer computer you should be able to access the Internet immediately however you may need to adjust your network settings. You can use the following to check your settings on a typical Windows computer.

Go to your CONTROL PANEL and select NETWORK CONNECTIONS. Right-click LOCAL AREA CONNECTION, TCP/IP, and then PROPERTIES. Make sure OBTAIN IP ADDRESS AUTOMATICALLY is selected.

Next you need to check your Internet settings. Open Internet Explorer and select TOOLS and then INTERNET OPTIONS. Next click the CONNECTIONS tab and then LAN SETTINGS at the bottom. Make sure there are NO checkmarks on any settings.

Connection to a Network Printer

Slate Creek Campus

Go to your Internet browser and type http://scprinters/printers. You will be prompted for your username and password. On the next screen click sclibrary-laser. On the following screen click CONNECT and then choose YES to install the printer. You will need to enter you username and password again to install the printer. **Make sure you type UACP/ followed by your username, i.e. UACP/jsmith.

Garden Campus

Go to your Internet browser and type http://garprinters/printers. You will be prompted for your username and password. On the next screen click garlibrary-laser. On the following screen click CONNECT and then choose YES to install the printer. You will need to enter you username and password again to install the printer. **Make sure you type UACP/ followed by your username, i.e. UACP/jsmith.

This setup procedure may vary among operating systems. If you should have problems please contact the Help Desk.