



INFORMATION TECHNOLOGY

HELP DESK INFORMATION PACKET

2007 - 2008

**SLIPPERY ROCK UNIVERSITY HELP DESK
104 MALTBY CENTER
SLIPPERY ROCK, PENNSYLVANIA 16057
724.738.4357 (HELP)**

REV. 08.02.07

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WELCOME TO SLIPPERY ROCK UNIVERSITY!

ABOUT THIS PACKET: THIS PACKET IS INTENDED TO BE A QUICK REFERENCE GUIDE FOR SUPPORT SERVICES AVAILABLE FROM THE SRU HELP DESK. THE INFORMATION CONTAINED IN THIS HANDOUT IS SUBJECT TO CHANGE THROUGHOUT THE ACADEMIC YEAR. PLEASE CALL OR VISIT THE HELP DESK IF YOU HAVE ANY QUESTIONS OR CONCERNS.

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SLIPPERY ROCK, PENNSYLVANIA 16057

724.738.4357 (HELP)
HELPDESK@SRU.EDU

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LOGGING ON TO THE SLIPPERY ROCK UNIVERSITY NETWORK

USERNAME AND PASSWORD INFORMATION

NOTE TO INCOMING FRESHMEN:

YOUR INITIAL NETWORK / EMAIL PASSWORD IS YOUR SIX-DIGIT BIRTHDATE (MMDDYY). FOR SECURITY PURPOSES, WE RECOMMENDED THAT YOU CHANGE YOUR PASSWORD AS SOON AS POSSIBLE. YOU CAN CHANGE YOUR PASSWORD FROM ANY UNIVERSITY COMPUTER BY LOGGING ON, PRESSING '**CTRL-ALT-DEL**' AND SELECTING '**CHANGE PASSWORD**'. YOU MAY ALSO USE **SRU WEBACCESS** TO CHANGE YOUR PASSWORD. (REFER TO THE BOTTOM OF THIS PAGE).

NEW STUDENTS:

TO LOGON TO **SRUNET** ON CAMPUS, YOU MUST USE YOUR ASSIGNED NETWORK USERNAME AND YOUR SIX-DIGIT BIRTH DATE (MMDDYY). YOUR USERNAME IS CREATED BY USING THE FIRST, MIDDLE AND LAST INITIALS OF YOUR NAME **PLUS** FOUR (4) RANDOMLY GENERATED NUMBERS.

NOTE: IN SOME CASES, YOUR MIDDLE INITIAL MAY HAVE BEEN SUBSTITUTED WITH AN 'X'.

EXAMPLE:

NAME – JULIE ANN SMITH
NETWORK USERNAME – JAS4321
EMAIL ADDRESS – JAS4321@SRU.EDU
BLACKBOARD USERID – JAS4321
PASSWORD – 020888 (MMDDYY)

CHANGING PASSWORDS IN THE COMPUTER LABS:

- ONCE LOGGED IN, PRESS THE KEYS **CTRL - ALT - DELETE** AT THE SAME TIME.
- A DIALOG BOX WILL APPEAR, CLICK ON '**CHANGE PASSWORD**'.
- A BOX WILL ASK YOU FOR THREE PASSWORDS. IN THE FIRST BOX TYPE YOUR OLD PASSWORD, IN THE NEXT TWO BOXES TYPE IN YOUR NEW PASSWORD. MAKE SURE THE NEW PASSWORD IS BETWEEN 6-8 CHARACTERS. DO NOT USE YOUR LAST TWO PASSWORDS.
- CLICK '**OK**'. YOUR WINDOWS NETWORK PASSWORD HAS BEEN CHANGED. YOUR NEW PASSWORD WILL LAST FOR 100 DAYS.

CHANGING PASSWORDS OFF CAMPUS:

- THIS CAN BE DONE BY LOGGING ONTO [HTTP://SRUWEBACCESS.SRU.EDU](http://SRUWEBACCESS.SRU.EDU)
- CLICK ON THE ICON IN THE MIDDLE OF THE PAGE THAT SAYS '**SRU PASSWORD CHANGE**'
- ENTER **SRUNET** IN THE 'DOMAIN' FIELD, YOUR USERNAME IN THE 'ACCOUNT' FIELD, AND YOUR OLD AND NEW PASSWORDS IN THE APPROPRIATE FIELDS. MAKE SURE THE NEW PASSWORD IS BETWEEN 6-8 CHARACTERS. DO NOT USE YOUR LAST TWO PASSWORDS.
- CLICK '**OK**'. YOUR WINDOWS NETWORK PASSWORD HAS BEEN CHANGED. YOUR NEW PASSWORD WILL LAST FOR 100 DAYS.

HELP DESK QUICK FACT:

YOUR SRU NETWORK ID IS PRINTED ON THE BACK OF YOUR STUDENT ID CARD.

LOGGING ON TO THE ON-CAMPUS COMPUTER:

- TYPE IN YOUR ASSIGNED USERNAME AND PASSWORD IN THE APPROPRIATE FIELD.
- MAKE SURE THE “LOG ON TO:” OPTION IS SET TO **SRUNET**:



LOGGING OFF OF THE COMPUTER:

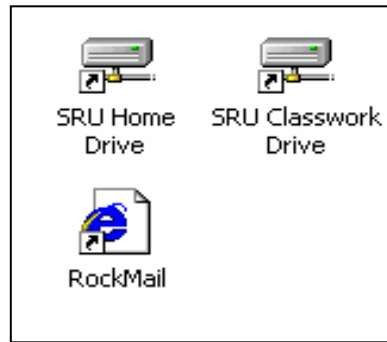
- CLICK ON “**START**” ON THE TOOLBAR, SELECT “**SHUTDOWN**”
- SELECT “**LOG OFF**”; CLICK “**OK**”.

HELP DESK QUICK FACT:

THE BEST THING YOU CAN DO TO BACKUP YOUR FILES IS TO INVEST IN A USB FLASH DRIVE.

ON - CAMPUS COMPUTER ICONS

ONCE YOU HAVE SUCCESSFULLY LOGGED ON TO **SRUNET**, AND DEPENDING ON WHAT COMPUTER LAB YOU ARE IN, YOU WILL SEE A VARIETY OF SHORTCUTS ON THE DESKTOP. THERE ARE THREE IMPORTANT SHORTCUTS THAT WILL APPEAR ON ALL COMPUTER LAB DESKTOPS:



- **RockMAIL** IS SRU'S DEFAULT EMAIL CLIENT. THIS WILL LET YOU ACCESS YOUR EMAIL THROUGH A WEB INTERFACE. THIS TYPE OF EMAIL CAN BE ACCESSED ANYWHERE ON OR OFF CAMPUS.
- **SRU HOME DRIVE:** ALSO CALLED THE **H:** DRIVE, THIS IS YOUR PERSONAL FOLDER LOCATED ON CAMPUS. THIS IS USED FOR FILES YOU CREATE, AND CAN BE ACCESSED ANYWHERE ON CAMPUS (WHEN YOU LOGON TO A COMPUTER) OR OFF-CAMPUS BY USING THE SRU WEB INTERFACE (REFER TO PAGE 9).
- **SRU CLASS WORK DRIVE:** ALSO CALLED THE **I:** DRIVE; THIS DRIVE CONTAINS DEPARTMENT-SPECIFIC FOLDERS OF YOUR PROFESSORS' WORK (I.E. SYLLABI, HOMEWORK ASSIGNMENTS, ETC.) FOR ACCESS BY ALL STUDENTS, ON AND OFF CAMPUS.

NOTE: THE **H:** AND **I:** DRIVE MAY ALSO BE ACCESSED BY CLICKING ON THE "**MY COMPUTER**" ICON ON THE DESKTOP OF ANY ON CAMPUS COMPUTER. FOR OFF CAMPUS STUDENTS, THE H: AND I: DRIVES CAN BE ACCESSED BY USING SRU'S WEB ACCESS (REFER TO PAGE 9).

HELP DESK QUICK FACT:

YOU CAN CALL THE HELP DESK TO REPORT ANY ON-CAMPUS CABLE TV OR TELEPHONE PROBLEM.

SRU EMAIL (ROCKMAIL)

AS DESCRIBED EARLIER, YOUR EMAIL ADDRESS IS YOUR **USERNAME@SRU.EDU**. THERE IS AN EASY WAY TO ACCESS YOUR EMAIL:

WEB EMAIL: THIS FORM OF EMAIL RETRIEVAL IS THROUGH THE INTERNET, USING NETSCAPE, INTERNET EXPLORER, OR ANY COMPATIBLE WEB BROWSER. ACCESS TO EMAIL IS DIRECTLY FROM THE EMAIL SERVER. NO DOWNLOAD IS NEEDED, IT IS NOT CAMPUS-DEPENDANT, AND CAN BE ACCESSED FROM ANYWHERE IN THE WORLD WITH INTERNET CONNECTIVITY.

USING ANY INTERNET BROWSER, ON ANY COMPUTER PLATFORM, ENTER:

HTTP://ROCKMAIL.SRU.EDU/EXCHANGE

WEB EMAIL DIRECTIONS:

YOU WILL NEED TO KNOW YOUR SRU USERNAME AND PASSWORD BEFORE LOGGING ON.

DIRECTIONS FOR LOGGING ON TO SRU WEB MAIL:

1. USE THE ABOVE ADDRESS IN ANY WINDOWS OR MACINTOSH WEB BROWSER: **HTTP://ROCKMAIL.SRU.EDU/EXCHANGE**
2. A LOGON WINDOW WILL APPEAR THAT WILL PROMPT YOU FOR YOUR NETWORK USER NAME.
ENTER: **SRUNET\YOUR USER NAME (ABC1234)**.
3. STUDENTS - USE APPROPRIATE USERNAME / FACULTY AND STAFF: FIRSTNAME.LASTNAME
4. TYPE IN YOUR NETWORK PASSWORD IN THE PASSWORD FIELD (MMDDYY IF NEW FRESHMAN), AND CLICK OK.



IF YOU HAVE ANY QUESTIONS, CALL THE HELP DESK AT X4357 OR 724.738.4357

HELP DESK QUICK FACT:

PROTECT YOUR PC OR MAC BY DOWNLOADING SRU'S FREE VERSION OF MCAFEE ANTI-VIRUS SOFTWARE.

TIPS & FREQUENTLY ASKED QUESTIONS ABOUT ROCKMAIL

TIPS:

- THE TOTAL SIZE LIMIT FOR YOUR ROCKMAIL IS 25 MB. THIS INCLUDES THE INBOX, DELETED ITEMS, SENT ITEMS, ETC.
- ONCE SOMETHING HAS BEEN DELETED FROM YOUR INBOX, IT AUTOMATICALLY GOES TO A FOLDER LABELED 'DELETED ITEMS'. YOU MUST DELETE IT FROM THAT FOLDER FOR IT TO BE REMOVED FROM YOUR EMAIL.
- EMAILS IN DELETED ITEMS **AND** SENT ITEMS **DO** COUNT TOWARDS YOUR 25MB ALLOWANCE.
- ROCKMAIL IS THE DEFAULT EMAIL, WEB-BASED CLIENT. YOUR EMAIL CAN BE ACCESSED ANYWHERE WITH ANY COMPUTER BY VISITING: [HTTP://ROCKMAIL.SRU.EDU/EXCHANGE](http://ROCKMAIL.SRU.EDU/EXCHANGE)
- THE HELP DESK RECOMMENDS USING YOUR SLIPPERY ROCK EMAIL ACCOUNT FOR SCHOOL RELATED ITEMS ONLY. THIS WILL REDUCE THE AMOUNT OF SPAM EMAIL BEING DELIVERED TO YOUR SRU EMAIL ACCOUNT.
- YOU CAN CHANGE YOUR PASSWORD THROUGH ROCKMAIL BY CLICKING ON THE 'SHORTCUTS' TAB, THEN 'OPTIONS', AND CLICKING ON 'CHANGE PASSWORD'.

FREQUENTLY ASKED QUESTIONS:

- **Q: I RECEIVE AN EMAIL FROM THE SYSTEM ADMINISTRATOR THAT SAYS MY MAILBOX IS CLOSED, I HAVE EXCEEDED MY ACCOUNT STORAGE LIMIT, BUT THERE ARE NO EMAILS IN MY INBOX.**
A: CHECK **ALL** OF YOUR FOLDERS (INBOX, DELETED ITEMS, SENT ITEMS, AND ANY FOLDERS YOU MAY HAVE CREATED) TO MAKE SURE ALL ITEMS ARE DELETED OR THAT THERE ARE NO ITEMS WITH A FILE SIZE OF MORE THAN 1MB. DELETE WHATEVER YOU DO NOT NEED IN THOSE OTHER FOLDERS AND YOUR ACCOUNT WILL BE REOPENED.
- **Q: WHAT IS THE SIZE LIMIT ON MY EMAIL?**
A: 25 MEGABYTES (1024 KILOBYTES - KB) = 1 MB
- **Q: I RECEIVE A LOT OF SPAM MAIL, ARE THERE ANY FILTERS I CAN USE?**
A: AT THIS TIME, THERE ARE NO FILTERS FOR SPAM EMAIL IN USE ON OUR SERVER. USE AN ALTERNATE EMAIL ADDRESS WHEN SIGNING UP FOR ITEMS ONLINE OR UTILIZE A THIRD PARTY EMAIL CLIENT THAT HAS BUILT-IN SPAM FILTERS.
- **Q: I CANNOT SEE THE FILE SIZE OF EACH OF MY EMAILS.**
A: ON THE 'VIEW' TAB IN THE UPPER RIGHT HAND CORNER OF YOUR EMAIL, MAKE SURE IT IS SET TO 'MESSAGES'.

HELP DESK QUICK FACT:

WIRELESS ROUTERS ARE PROHIBITED IN THE SRU RESIDENCE HALLS.

CAMPUS NETWORK DRIVES

ACCESSING THE H: AND I: DRIVE

THE H: (HOME) DRIVE (LOCATED IN “*MY COMPUTER*” OR “THE DESKTOP” OF CAMPUS COMPUTERS) IS A DRIVE THAT HOLDS PERSONAL FOLDERS FOR EVERY STUDENT, STAFF, AND FACULTY. THESE PERSONAL FOLDERS CAN HOLD 25MB OF DATA. ANY FILE CAN BE SAVED TO THESE FOLDERS AND ARE ONLY ACCESSIBLE TO THE SPECIFIC USER AFTER LOGGING ON TO THE NETWORK.

THE I: (CLASSWORK) DRIVE (LOCATED IN “*MY COMPUTER*” OR “THE DESKTOP” OF CAMPUS COMPUTERS) IS A FACULTY FOLDER. THESE FOLDERS HOLD COURSEWORK, SYLLABI, HOMEWORK ASSIGNMENTS OR ANNOUNCEMENTS. ALL STUDENTS ARE ABLE TO ACCESS THESE FOLDERS WHEN LOGGING ON TO THE NETWORK HOWEVER STUDENTS DO NOT HAVE THE ADMINISTRATIVE PRIVLEDGE TO MOTIFY OR DELETE THESE FILES, THEY ARE READ-ONLY. THESE FOLDERS ARE ORGANIZED BY DEPARTMENTS/FACULTY. FOR EXAMPLE, IF YOUR ENGLISH PROFESSOR ASSIGNED A HOMEWORK ASSIGNMENT ON THE **I: DRIVE**; LOOK FOR THE “ENGLISH” FOLDER, THEN THE PROFESSOR’S NAME.

STAFF, FACULTY, AND STUDENTS ARE NOW ABLE TO ACCESS THE H: AND I: DRIVE OFF-CAMPUS. SLIPPERY ROCK UNIVERSITY INFORMATION TECHNOLOGY HAS DEVELOPED **SRU WEB ACCESS, AN EASY-TO-USE WEB INTERFACE TO ACCESS THE H: AND I: DRIVE, INCLUDING **ROCKMAIL** ONLINE. THE URL FOR **SRU WEB ACCESS** IS: [HTTP://SRUWEBACCESS.SRU.EDU](http://SRUWEBACCESS.SRU.EDU) OR VISIT **MY ROCK ONE STOP** FOR A DIRECT LINK (FURTHER INSTRUCTIONS ON PAGE 9).

HELP DESK QUICK FACT:

THERE ARE OVER 60 COMPUTER LABS AND 160 MUTIMEDIA CLASSROOMS ON CAMPUS.

SRU WEB ACCESS

INSTRUCTIONS FOR USING WEB ACCESS:

THIS IS THE LOOK OF **SRU WEB ACCESS** AND INSTRUCTIONS. PLEASE REVIEW THE INTERFACE AND SYSTEM REQUIREMENTS BEFORE GOING ONLINE. (PLEASE NOTE: THIS INTERFACE WILL NOT WORK WITH THE MACINTOSH PLATFORM – CALL THE HELP DESK AT 724.738.4357 FOR ASSISTANCE).

The diagram illustrates the SRU Web Access interface with four main components: Username, Web Folder Access, SRU Password Change, and Rockmail Access. Each component has a 'Launch' button and a 'Help' link. A central key icon is positioned above the SRU Password Change section.

Username
Your username goes here.
Students- abc1234
Faculty & staff-
firstname.lastname

Web Folder Access
Manual Login
Check H: or I: drive, click "Launch". Enter your SRU username and password. Type "SRUNET" in the domain field. If you are not prompted for a domain, type SRUNET\your username in the username field
Manual Login
Requirements:
■ -Microsoft Internet Explorer - v. 5 +

SRU Password Change
Click SRU Password Change, Choose yes if prompted for a security alert. Enter "SRUNET" in the "domain" field, your username in the "account" field, and your old and new passwords in the appropriate boxes. Click "OK"

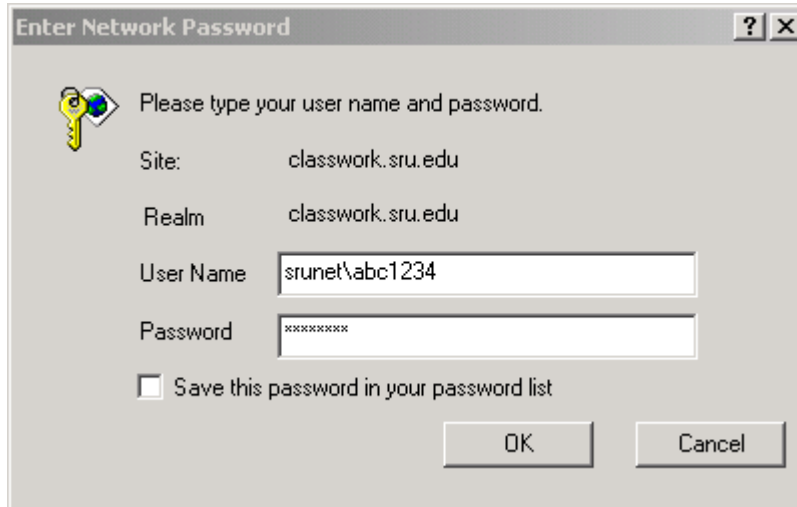
Rockmail Access
Manual Login
Click "Launch" to access your Rockmail account. Type SRUNET\your username in the username field, and your password.
Requirements:
■ -Microsoft Internet Explorer - v. 5 +
or
■ -Netscape Navigator - v. 4 +

ENTER YOUR CAMPUS USERNAME AND SELECT WHAT YOU NEED TO ACCESS (H DRIVE, I DRIVE, PASSWORD CHANGE, OR ROCKMAIL ONLINE). PLEASE SELECT ONE OPTION AT A TIME TO AVOID MULTIPLE WINDOW POP UPS.

1. ENTER YOUR CAMPUS USERNAME IN "USERNAME" BOX
2. SELECT TO LAUNCH ONLY ONE OPTION AT A TIME.
 - a. "WEB FOLDER ACCESS" BOX: CHECK EITHER H: **OR** I: DRIVE BOX AND CLICK THE "LAUNCH" BUTTON.
 - b. "ROCKMAIL ACCESS" BOX: CLICK THE "LAUNCH" BUTTON TO ACTIVATE EMAIL.
 - c. "SRU PASSWORD CHANGE": CLICK ON THE KEYS TO ACTIVATE PASSWORD CHANGE.

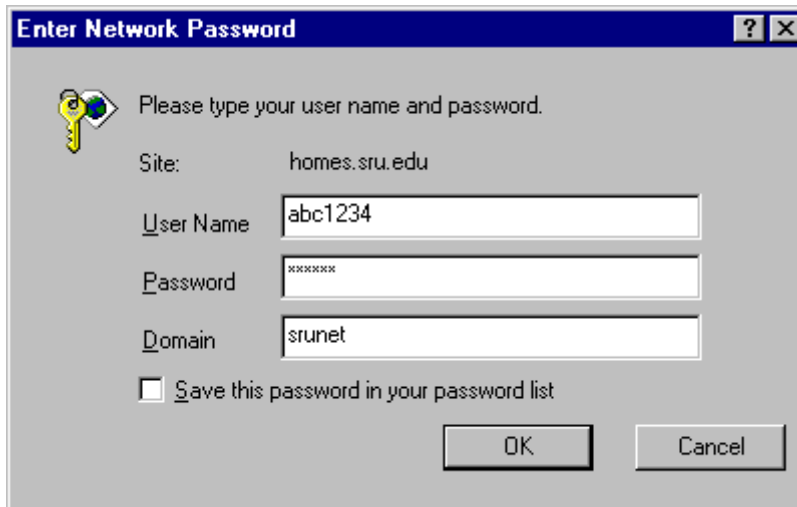
LOGGING ON TO SRU WEB ACCESS:

A LOGON WINDOW WILL APPEAR. PLEASE ENTER **SRUNET\YOUR USERNAME (ABC1234)** IN THE 'USER NAME:' FIELD. ENTER YOUR PASSWORD (**MMDDYY**) IN THE 'PASSWORD:' FIELD.



The screenshot shows a dialog box titled "Enter Network Password" with a key icon. The text reads: "Please type your user name and password." The fields are: Site: classwork.sru.edu, Realm: classwork.sru.edu, User Name: srunet\abc1234, Password: *****. There is a checkbox for "Save this password in your password list" which is unchecked. Buttons for "OK" and "Cancel" are at the bottom right.

IF YOU ARE PROMPTED FOR A DOMAIN, TYPE ONLY YOUR USERNAME IN 'USER NAME' FIELD, AND TYPE **SRUNET** IN THE 'DOMAIN' FIELD:



The screenshot shows a dialog box titled "Enter Network Password" with a key icon. The text reads: "Please type your user name and password." The fields are: Site: homes.sru.edu, User Name: abc1234, Password: *****. There is a checkbox for "Save this password in your password list" which is unchecked. Buttons for "OK" and "Cancel" are at the bottom right.

NOTES FOR MACINTOSH USERS

THE SRU HELP DESK DELIVERS THE LATEST SUPPORT FOR THE MACINTOSH OPERATING SYSTEM. IF YOU ARE A MAC USER, FOLLOW THESE INSTRUCTIONS FOR VIEWING THE I: DRIVE ON YOUR MACINTOSH USING YOUR DEFAULT WEB BROWSER:

FOR I: DRIVE ACCESS (USING YOUR WEB BROWSER):

- TYPE **HTTP://CLASSWORK.SRU.EDU**.
- CLICK **OK** AND A LOGIN BOX WILL SHOW UP.
- TYPE YOUR USERNAME AND PASSWORD IN THE APPROPRIATE AREAS, AND TYPE **SRUNET** FOR THE DOMAIN.

NOTE: IF THERE IS NO DOMAIN BOX, TYPE **SRUNET\USERNAME**.

NOTE: PLEASE FEEL FREE TO CONTACT THE **SRU HELP DESK** AT **724.738.4357 (HELP)** WITH ANY MACINTOSH QUESTIONS.

QUICK NOTES FOR OFF CAMPUS USERS

DUE TO SECURITY RESTRICTIONS, YOU CAN ONLY RESET YOUR PASSWORD ON CAMPUS OR THROUGH [HTTP://SRUWEBACCESS.SRU.EDU](http://SRUWEBACCESS.SRU.EDU). IF YOU ARE TAKING AN ONLINE COURSE, OR ARE ENROLLED AT OUR CRANBERRY WOODS FACILITY, YOU CAN CALL THE **HELP DESK** AT **724.738.4357 (HELP)** FOR ACCOUNT ASSISTANCE. IF YOU HAVE ANY PROBLEMS WITH YOUR ACCOUNT THAT ARE NOT COVERED IN THIS HANDOUT, PLEASE EMAIL US AT: HELPDESK@SRU.EDU. YOU WILL RECEIVE A RESPONSE WITHIN 24 HOURS.

HELP DESK QUICK FACT:

DOWNLOADING MP3'S AND SHARING FILES IS AGAINST THE LAW.

FREQUENTLY ASKED QUESTIONS

Q: HOW DO I CONNECT MY COMPUTER TO THE CAMPUS NETWORK?

A: YOUR COMPUTER MUST MEET THE MINIMUM SYSTEM REQUIREMENTS POSTED ON THIS PAGE TO ENSURE PROPER UTILIZATION OF ALL CAMPUS RESOURCES. INFORMATION ABOUT A NETWORK CARD AND CABLE ARE AT THE BOTTOM OF THIS PAGE.

DISCLAIMER: THE HELP DESK RECOMMENDED THAT YOU CALL YOUR RESIDENT NETWORK ASSISTANT (RNA) FOR QUESTIONS REGARDING CONFIGURATION AND SETUP TO SRU'S CAMPUS NETWORK.

SYSTEM REQUIREMENTS (MINIMUM):

PC

- PENTIUM-CLASS PROCESSOR RECOMMENDED
- MINIMUM 128 MB OF RAM
- WINDOWS VISTA / 2000 / XP
- 50 MB OF FREE HARD DRIVE SPACE
- 10/100 ETHERNET CARD
- NETWORK CABLE (RJ45 – RJ45)

MACINTOSH

- POWERPC G4 / G5 OR INTEL-BASED RECOMMENDED
- MINIMUM OF 128 MB OF RAM
- MACINTOSH X (10.3 OR LATER)
- 30 MB OF FREE HARD DRIVE SPACE
- 10 BASE-T ETHERNET CARD OR ETHERNET ADAPTER
- NETWORK CABLE (RJ45 – RJ45)
- NETWORK CABLE (RJ45 - RJ45)

Q: NETWORK CARD - WHAT TYPE DO I NEED?

A: TO CONNECT TO THE SRU NETWORK, YOU WILL NEED A STANDARD NETWORK / ETHERNET CARD INSTALLED IN YOUR COMPUTER. **A MODEM WILL NOT WORK IN THE RESIDENCE HALLS.** MOST NEW COMPUTERS COME WITH A BUILT-IN NETWORK CARD. IF YOUR COMPUTER DOES NOT HAVE AN ETHERNET CARD, YOU MUST PURCHASE AND INSTALL THE CARD YOURSELF. **INFORMATION TECHNOLOGY IS NOT RESPONSIBLE FOR THE HARDWARE INSTALLATION OF NETWORK-RELATED DEVICES.**

Q: NETWORK CABLE - WHAT KIND OF CABLE DO I NEED, AND WHERE CAN I GET IT?

A: YOUR COMPUTER PLUGS INTO THE NETWORK JACK USING A NETWORK CABLE (CAT 6). **A PHONE CABLE WILL NOT WORK**, EVEN THOUGH THEY LOOK SIMILAR. IF YOU LIVE IN THE **SRU RESIDENCE HALLS, INCLUDING THE ROCK APARTMENTS**, YOU WILL NEED A STANDARD NETWORK CABLE WITH **RJ-45 TO RJ-45** CONNECTOR. PLUG ONE END INTO THE NETWORK CARD, AND THE OTHER END INTO THE NETWORK JACK ON THE WALL. YOU CAN PURCHASE A NETWORK CABLE AT THE **SGA BOOKSTORE** LOCATED IN THE UNIVERSITY UNION. PLEASE CONTACT YOUR RESIDENCE HALL'S **RESIDENT NETWORK ASSISTANT** FOR INITIAL HOOKUP.

Q: I CANNOT SEE ALL OF MY CABLE TELEVISION PROGRAMS. WHAT DO I NEED TO DO?

A: WHEN YOU BRING YOUR TV TO YOUR NEW ROOM, FOLLOW THE MANUFACTURER'S INSTRUCTIONS ON SETTING THE TV TO 'CATV' AND PROGRAMMING IT TO AUTOMATICALLY SEARCH FOR CHANNELS. FOR SRU'S CABLE PROGRAMMING, VISIT **WWW.TVGUIDE.COM** AND SEARCH BY ZIP CODE (16057). SELECT 'SLIPPERY ROCK UNIVERSITY CABLE'.

Q: WHERE DO I FIND UP-TO-DATE, ON-CAMPUS ANNOUNCEMENTS?

A: ALWAYS CHECK SRU'S CABLE CHANNEL 7 FOR ON-CAMPUS NEWS AND INFORMATION AS WELL AS THE SLIPPERY ROCK HOMEPAGE.

Q: WHAT IS AN RNA? WHO IS MY RNA?

A: AN **RNA** IS YOUR **R**ESIDENT **N**ETWORK **A**SSISTANT. THEY ARE EMPLOYED BY THE OFFICE OF RESIDENCE LIFE AND SUPERVISED BY THE HELP DESK. THEY ARE AVAILABLE FOR ASSISTANCE WITH IN-ROOM NETWORK CONNECTIONS. THEY ARE RESPONSIBLE FOR NETWORK SETUP ONLY. THEY ARE NOT AVAILABLE TO FIX OR TROUBLESHOOT HARDWARE PROBLEMS OR SOFTWARE INSTALLATIONS. TO FIND OUT WHO THE **RNA** IS FOR YOUR RESIDENCE HALL, LOOK FOR POSTED SIGNS IN YOUR RESIDENCE HALL'S COMPUTER LABS. TO LEAVE A MESSAGE FOR THE **RNA** IN YOUR RESIDENCE HALL, SIMPLY DIAL **x4001** AND FOLLOW THE INSTRUCTIONS. WHEN LEAVING A MESSAGE FOR YOUR **RNA**, MAKE SURE TO LEAVE YOUR NAME, ROOM NUMBER, A DESCRIPTION OF YOUR PROBLEM, AND YOUR ON-CAMPUS TELEPHONE EXTENSION.

Q: WHAT IS MY NETWORK USERNAME AND PASSWORD?

A: PLEASE REFER TO PAGE 3 OF THIS HANDOUT FOR MORE INFORMATION.

Q: HOW DO I CHANGE MY PASSWORD?

A: PLEASE REFER TO PAGE 3 OF THIS HANDOUT FOR MORE INFORMATION.

Q: WHERE IS THE HELP DESK?

A: THE SLIPPERY ROCK UNIVERSITY **HELP DESK** IS LOCATED AT 104 MALTBY CENTER. OUR PHONE NUMBER IS **724.738.4357 (HELP)**. RESIDENTS CAN ALSO VISIT THE **RNA HELP DESK** LOCATED IN WATSON HALL.

Q: WHAT DO I NEED TO CONNECT TO THE NETWORK?

A: ANY STANDARD 10/100 ETHERNET CARD/ADAPTER **PREINSTALLED** AND AN RJ-45 TO RJ-45 NETWORK CABLE (CAT 6 PREFERRED). CALL YOUR RESIDENCE HALL'S **RNA** FOR INITIAL NETWORK SETUP ASSISTANCE.

Q: CAN I USE MY WIRELESS LAPTOP IN THE RESIDENCE HALLS OR IN THE LIBRARY?

A: CURRENTLY, THERE ARE NO WIRELESS ACCESS POINTS AVAILABLE FOR PUBLIC USE IN THE RESIDENCE HALLS. PLEASE DO NOT ATTEMPT TO SETUP OR CONFIGURE A WIRELESS ACCESS SYSTEM (ROUTER) IN THE RESIDENCE HALLS. YOU CAN CALL THE HELP DESK AT **x4357** FOR MORE INFORMATION. THERE IS WIRELESS NETWORK AVAILABLE IN THE BAILEY LIBRARY. SEE THE STAFF AT THE CIRCULATION DESK FOR DETAILS.

Q: WHAT IS THE BEST PLACE ON SRU'S WEB SITE TO FIND QUESTIONS TO EVERYTHING I NEED?

A: MY *ROCK 1STOP* IS YOUR 1ST STOP FOR FINDING ONLINE RESOURCES AND INFORMATION TO HELP YOU LIVE AND LEARN AT SRU. ON THIS SITE YOU WILL FIND A LIST OF RESOURCES & SERVICES ORGANIZED AROUND THE DIFFERENT ASPECTS OF BEING A SRU STUDENT. SOME OF THE AREAS OF INTEREST INCLUDE:

- ACADEMIC INFORMATION
- ACADEMIC SUPPORT
- FINANCIAL INFORMATION
- CAMPUS NEWS
- CAMPUS LIFE

FROM SRU'S HOME PAGE, CLICK ON THIS ICON:



Another great online resource site for all SRU students:

STUDENT TECHNOLOGY AND RESOURCE SITE

<http://academics.sru.edu/cfit/techresources.html>

SRU cable channel line-up

2	CBS - KDKA
3	CNN
4	ABC - WTAE
5	MTV
6	OFF AIR
7	LOCAL - AD CHANNEL
8	TBS
9	CARTOON
10	FOX - WPGH
11	NBC - WPXI
12	ESPN
13	PBS - WQED
14	MTV2
15	LOCAL - ORIENTAION
16	PBS - WQED
17	BET
18	NICKELODEON
19	SRU - MOVIE FEED
20	VH1
21	NBC - WFMJ
22	GALAVISON
23	WEATHER CHANNEL
24	CFTM
25	VACANT
26	HEADLINE NEWS
27	CBS - WKBN
28	USA
29	LIFETIME
30	COMEDY
31	CSPAN
32	CSPAN2
33	ABC - WYTV
34	SPIKE
35	TV LAND
36	TNT
37	BLOOMBERG
38	ESPN2
39	ESPN NEWS
40	LEARNING CHANNEL
41	DISCOVERY CHANNEL

42	ABC FAMILY
43	AMC
44	ESPN CLASSIC
45	HISTORY
46	HALLMARK
47	VH1 CLASSIC
48	DISCOVERY HEALTH
49	CSTV - College Sports
50	A & E
51	COURT TV
52	E!
53	SCI-FI
54	FSN FOX SPORTS
55	FX
56	GSN (GAME SHOW)
57	ANIMAL PLANET
58	CNBC
59	ESPNU
60	TV ONE
61	DISCOVERY SCIENCE
62	MILITARY CHANNEL
63	FOX NEWS
64	G4- TECH TV
65	MSNBC
66	NFL NETWORK
67	SOAP NET
68	WOMEN'S ENTERTAINMENT
69	FIT TV
70	NASA
71	UNIVISION
72	LIFETIME MOVIE NETWORK
73	COUNTRY MUSIC TELEVISION
74	GREAT AMERICAN COUNTRY
75	FUSE
76	HOME & GARDEN TV
77	TRAVEL CHANNEL
78	FOOD NETWORK
79	PBS YOU

Filename: HD_PACKET_0807b
Directory: C:\program files\sharon's e-mail\attach
Template: C:\Documents and Settings\sharon.isacco\Application
Data\Microsoft\Templates\Normal.dot
Title: Logging on to Slippery Rock University Network
Subject:
Author: thl5896
Keywords:
Comments:
Creation Date: 08/09/2007 1:07:00 PM
Change Number: 2
Last Saved On: 08/09/2007 1:07:00 PM
Last Saved By: Thomas Shannon
Total Editing Time: 21 Minutes
Last Printed On: 08/09/2007 2:50:00 PM
As of Last Complete Printing
Number of Pages: 15
Number of Words: 2,793 (approx.)
Number of Characters: 15,922 (approx.)