

Student Technology Handbook

9th Edition, Vol. III

Southeast Missouri State University



What's Inside:

- My Southeast Portal
- E-mail
- Internet Access
- Open Computer Labs
- Student Printing
- Telephone Service
- ResNet (Residential Network)
- HELP Desk
- Student Web Accounts
- Regional Campus Locations
- ... Plus more

IT Help Desk

Academic Hall, Room 140
Towers Complex, Room 109

Experience Southeast...*Experience Success*

Notice

Users are required to adhere to all aspects of Southeast Missouri State University policies on responsible use of University computer resources, as well as any and all University, city, county, state, and federal regulations, including copyright laws and software licenses.



What's New?

- Microsoft Office 2007 Suite P. 10
- Online tutorials on software and technology P. 17
- Locations of e-mail stations P. 8
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- SmartBoard with upgraded software P. 23
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- Coming Soon: Technology rooms in Information Commons P. 10

Answers to Technology Quiz from page 42 & 43:
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1. C 2. F 3. B 4. C 5. D 6. C
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Southeast Key



Student Service System

Southeast students will be assigned a Southeast Key (SE Key) that will allow access to:

1. My Southeast Portal
2. Student e-mail (20MB)
3. Open computer labs & printing in open computer labs
4. Student web page hosting (5MB)
5. ResNet (Residential Network)

A screenshot of the 'Southeast Key Sign In' web page. The page has a red header with the text 'Southeast Key Sign In'. Below the header, it says 'Please Sign In to your SE Key.' There are three input fields: 'SE Key:', 'Password:', and 'Southeast ID:'. The 'Southeast ID' field has a yellow background and contains the text 'If never activated...' followed by '(S12345678)' and '(or SSN) (123456789)'. Below the 'Southeast ID' field is a 'Pin:' field with the text '(date) of birth'. There is a 'Sign In' button below the input fields. At the bottom of the form, there is a link for 'Password Reset Facility' and a note: 'Forgot your password? To use this facility, you must have previously activated your key, and established your questions and answers. Otherwise, bring a picture ID to the helpdesk.'

SE Key Activation

Although the SE Key has been pre-assigned, it must be **activated** prior to use. To activate, go to the **My Southeast Portal** at <http://portal.semo.edu>. Under **My Southeast Help**, you will find the **SE Key Activation** link.

Student e-mail access expires immediately upon complete withdrawal from classes or if the student is not consecutively enrolled in fall and spring semesters.

When you activate your SE Key, you will be required to choose a password. It is strongly recommended that you create a password that is difficult for someone to guess. After activation, passwords can be changed online at <http://portal.semo.edu>.



Southeast Key

SE Key Maintenance

Visit <http://portal.semo.edu> in order to:

- ✓ Change your SE Key password
- ✓ Create three question **password reset facility (Highly Recommended)**

Southeast Key Sign In

Please Sign In to your SE Key.

SE Key: <input type="text"/>	Southeast <input type="text"/> <small><i>if never activated...</i></small> ID: (S12345678)
Password: <input type="text"/>	Pin: <input type="text"/> <small><i>(ddyy) of birth</i></small>

Password Reset Facility Forgot your password? To use this facility, you must have previously activated your key, and established your questions and answers. Otherwise, bring a picture ID to the helpdesk.

Expiration Dates for Southeast E-mail Access

Your Southeast E-mail account will remain active as long as you are a student at Southeast and registered for classes. When a school semester ends and you have not pre-registered for classes, your SE e-mail account will expire one week following the last day of finals unless you are a graduating student. Graduating student e-mail accounts expire 60 days after graduation. This can be extended by special request. Contact the IT Help Desk.

IT HELP Desk
651-4357

Southeast Key

Password Reset Facility

Once you have established a password, it is advisable to **immediately** set up the three question password facility. This facility can help you reset your forgotten password. For security purposes, you will create three questions and answers during the facility setup. To reset your password, go to **<http://portal.semo.edu>**. You will be provided the three questions you created. Your new password will be available for use once you have provided the three correct responses.

If you fail to set up the password reset facility and later forget your password, please take your university ID card to the Information Technology Help Desk, room 140, Academic Hall. You will be asked to choose a new password for your account. The new password will normally be available within one business day.

For security reasons, we are unable to process password inquiry/change requests over the phone or via e-mail. You may fax a copy of your student ID or driver's license along with your password change request to the IT Help Desk at 573-651-2200.

Password Rules:

- A password must be at least 6 characters long.
- It must contain **at least one** character from three of the following four groups:
 1. Upper case letters A-Z
 2. Lower case letters a-z
 3. Numeric digits 0-9
 4. Special characters:
~ ` ! # \$ % ^ * () _ + - = { } [] \ : " ; ' ? , . /



Student E-Mail

Why Do I Need a Southeast E-Mail Address?

- Student directories list only Southeast e-mail addresses.
- Faculty often e-mail students and will have access to only Southeast e-mail addresses.
- Online course students are required to have a Southeast e-mail address.

Requirements for Southeast E-mail Accounts

- Must be registered for classes.
- Must activate Southeast Key to have access to student e-mail.



E-mail Account Assignment

Once admitted, all students will be assigned a Southeast Key that will provide your e-mail access. It will be constructed by using the first letter of the first name, middle initial, full last name (if space allows), a number, and the letter “s”.

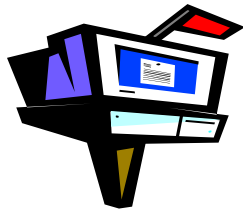
E-mail example: jsmith3s

Your complete e-mail address would be: *jsmith3s@semo.edu*.

Official University Business

The University assigned e-mail account (Southeast Key) will be used for official communication from the University to the student.

Student E-Mail



Student Webmail Programs:
<http://portal.semo.edu>
<http://student.semo.edu>

For e-mail SPAM filtering using
your portal e-mail program, visit
[http://www6.semo.edu/helpdesk/
resources/tutorials.asp](http://www6.semo.edu/helpdesk/resources/tutorials.asp)

E-mail Stations

For your convenience, computers have been placed around campus that provide e-mail access only. E-mail stations can be found at:

- Cheney Hall: 1st floor Student lounge
- Dearmont Hall: 1st floor Student lounge
- Dempster Hall: 1st floor Student lounge
- Myers Hall: 3rd floor Student lounge
- North Recreation Center: Main floor, by big screen TV
- River Campus Seminary: Student lounge on each floor
- Scully: 3rd floor Student lounge
- Towers Complex: Main lobby
- University Center: 2nd floor, by the student offices; & 3rd floor, by the Information Desk
- Vandiver Hall: 1st floor Student lounge

E-Mail Accounts for Regional Campus Students

A Southeast Key is provided free to all Southeast Missouri State University students. If you are a student attending one of the Southeast Regional Campuses, visit the **My Southeast Portal** at <http://portal.semo.edu> to activate your Southeast Key.

E-mail Accounts for Distance Learning Students

A Southeast Key is provided free to all Southeast Missouri State University students. If you are a Distance Learning student visit the *My Southeast Portal* at <http://portal.semo.edu> to activate your Southeast Key.

Student Web Accounts

Southeast students are allocated twenty-five (25) megabytes of space on the **student.semo.edu** server: 20MB for e-mail and 5MB for placement of a personal or school associated web page. Since this server is the property of Southeast, usage policies must be followed. To publish your web pages, you must have an activated Southeast Key. If you have not activated your Southeast Key, you may do so by visiting the **My Southeast Portal** at <http://portal.semo.edu> and choosing the SE Key activation link.

The **student.semo.edu** web server is **not** a *MS FrontPage* server. If you create your web pages using *MS FrontPage* some features will not be available on your web page.

To make HTML and other files available to the **student.semo.edu** server after using *FrontPage* or other web editors to create your web files, follow the guidelines at:

<http://www6.semo.edu/infotech/webpublishing.htm>

If you are enrolled in a class that requires the creation of a web page, your instructor may have a web account created for you on the CSTL web server. Please see your instructor when in doubt.



Open Computer Labs

The Information Technology open computer labs are distributed across the main campus, three regional campuses, and River campus. These facilities are connected through network services and are dedicated to academic endeavors. The labs are open to all students, faculty, and staff with valid Southeast identification. Each lab offers access to MS Office 2007; Internet access using Internet Explorer or Firefox; e-mail programs using <http://portal.semo.edu> or <http://student.semo.edu>; and a large variety of departmental specific programs. Lab assistants are present in each open lab to assist users.

IT Open Computer Labs Available	
<p>Kent Library Information Commons, 3rd Floor 651-2812 92 Computers CD-RW/DVD-RW Compatibility Laser Printers Color Laser Copier/Printer Scanner w/ CD-RW/DVD-RW</p>	<p>Towers Complex Lab, Room 107 651-5917 46 Computers CD-RW/DVD Compatibility Laser Printers Scanner w/ CD-RW Open 24 Hours STUDENT ID REQUIRED for entrance to this computer lab.</p>
<p>Dempster Lab, Room 113 986-6066 46 Computers CD-RW/DVD Compatibility Laser Printers Color Laser Printer Scanner w/ CD-RW</p>	<p>River Campus Seminary ARC, Room 103 651-2755 12 Computers CD-RW/DVD-RW Compatibility Laser Printer/Copier</p>
<p>Crisp Lab, Room 215 651-2964 15 Computers CD-RW/DVD-RW Compatibility Laser Printer</p>	<p>Magill Lab, Room 104 651-2864 25 Computers CD-RW/DVD-RW Compatibility Laser Printer Scanner w/ CD-RW/DVD-RW</p>

Open Computer Labs

- *Save your files often to a floppy disk, portable hard drive, or CD!!!
- *All files are erased when the computer reboots or is turned off.
- *Online exams must be started at least 1 hour prior to posted closing times. (Labs must close at scheduled times)
- *Food or drink is not allowed.
- *Telephone use is prohibited. (cell phone & lab phone)
- *Labs are study halls—keep the noise level to a minimum!

Open Computer Labs Hours of Operation (Subject to Change)	
Dempster Lab, Room 113 Monday—Thursday 7:30 a.m.—Midnight Friday 7:30 a.m.—6 p.m. Saturday 10 a.m.—6 p.m. Sunday 1 p.m.—Midnight	Towers Complex Lab, Room 107 Monday—Thursday Open 24 Hours Friday Open until 7 p.m. Saturday 11 a.m.—7 p.m. Sunday Open 11 a.m. for 24 Hours
Kent Library Information Commons, 3rd Floor Monday—Thursday 7:30 a.m.—11 p.m. Friday 7:30 a.m.—6 p.m. Saturday 1 p.m.—5 p.m. Sunday 1 p.m.—11 p.m.	River Campus Seminary ARC, Room 103 Monday 8 a.m.—4 p.m. Tuesday—Thursday 8 a.m.—10 p.m. Friday 8 a.m.—3 p.m. Saturday & Sunday Closed
Crisp Lab, Room 215 Monday—Friday 8 a.m.—4 p.m. Saturday & Sunday Closed	Magill Lab, Room 104 Monday—Thursday 8 a.m.—6 p.m. Friday 8 a.m.—4 p.m. Saturday & Sunday Closed

Information Technology

For IT HELP call: 573-651-4357

Regional Campus Locations

For those who may live beyond a reasonable driving distance from the main campus, Southeast delivers courses throughout the region via satellite campuses. The four regional campuses are located in Malden, Kennett, Perryville, and Sikeston.



Southeast Missouri State University—Malden

700 North Douglas Street
Malden, MO 63863

Telephone: (573) 276-4577

Toll-free: 1-888-213-4601

FAX: (573) 276-4070

Technology available:

2 ITV classrooms

2 Computer lab classrooms (20 PCs-room 104; 20 PCs-room 118)

1 Library Resource Lab Center (5 PCs)

1 Scanner with DVD/CD-RW

Computer Lab Assistant available 3 p.m.—6 p.m.

Southeast Missouri State University—Kennett

1230 First Street
Kennett, MO 63857

Telephone: (573) 888-0513

Fax: (573) 888-1583



Technology available:

4 ITV classrooms

2 Computer lab classrooms (18 PCs-room 104; 23 PCs-room 122)

1 Resource Open Computer Lab (7 PCs)

1 Scanner with CD-RW/DVD-RW

Computer Lab Assistant available 3 p.m.—8 p.m.

For IT HELP call: 573-651-4357

Regional Campus Locations



**Southeast Missouri State
University—Perryville**
108 South Progress Drive
Perryville, MO 63775

Telephone: (573) 547-4143
Fax: (573) 547-3894

Technology available:

2 ITV classrooms
1 Computer lab classroom (22 PCs-room 101)
Coming soon: Library Resource Lab Center

**Southeast Missouri State
University—Sikeston**
2401 N. Main
Sikeston, MO 63801

Telephone: (573) 472-3210
Fax: (573) 472-4689



Technology available:

2 ITV classrooms
2 Computer lab classrooms (12 PCs-room 109; 20 PCs-room 110)
1 CAD lab (20 PCs-room 212)
1 Resource Open Computer Lab (8 PCs-room 213)
1 Scanner with DVD/CD-RW

Computer Lab Assistant available 4 p.m.—8 p.m.

Open Computer Lab Printing

Prepaid printing

Each semester, students will receive credit for 300 prepaid black & white printed copies. Visit <http://portal.semo.edu> to view your current printing balance. Click on the *Student* tab to locate the printing channel displaying your account balance.

Charges for printing

After the prepaid copies have been expended, printing will be charged to the student's account at \$0.07 per page. A color printer is available in Dempster 113 open lab and the Information Commons for \$0.70 per page (or equal to 10 Black & White printed pages).

Semester-end balances

Prepaid printing balances are reset to 300 pages at the beginning of each semester. Unused balances from previous semesters are not carried forward.

Printing Tips:

- Think before you click on print! Do you need a copy or can you just view the information?
- Preview and make revisions before printing.
- Copy only sections needed, then paste into one document and print.
- PowerPoint users can print 6 slides per page. Another tip: reduce the slides to an outline by clicking on **File, Send to, Word Document**. For example, a 27 slide presentation will reduce to 7 pages of text. Reducing the font size is also recommended.
- Resize charts and graphics to fit more than one per page.

Open Computer Lab Printing

Printing Steps

After choosing your printing options, a dialog box will appear requesting a Southeast Key and password (you must activate your Southeast Key before it can be used).

Steps:

1. Type in your SE Key
2. Type in your password
3. Click on **OK**



The screenshot shows a dialog box titled "Print Job Details". It has a dark blue header bar with the title in white. Below the header, the background is light blue. There are two input fields. The first is labeled "Please enter your Southeast Key." and contains the text "xasmith1s". The second is labeled "Please enter your Southeast Key Password." and contains a masked password "XXXXXXXXXX".

The amount that will be deducted from your prepaid printing balance, or added to your student account if you have reached your prepaid limit, will be shown. The **balance** shown will represent either what remains in your student prepaid printing account or the amount you will be billed for printing. Students will be billed at the end of each semester for any balance owed.

If any problems occur while printing, please see the computer lab assistant immediately. The lab assistant will assist you with completing the 'Request for Refund' form.

IT Help Desk

Academic Hall 140
Towers Complex 109

Services Offered

- Support for University provided software.
- Ethernet (ResNet) Support.
- **The IT HELP Desk is not allowed to work on student PC hardware issues.** Please contact a local vendor for hardware support.
- Students, if needed, may take their computer to either IT Help Desk where staff will provide guidance to the student on virus and operating system updates, virus removal, and spyware removal. (No drop-offs accepted) Appointments encouraged.

Hours of Operation

Fall & Spring Semesters (2 locations)

	ResNet-Towers Complex 109	Academic Hall 140
Sunday	5:00 p.m. - 10:00 p.m.	
Monday - Thursday	5:00 p.m. - 10:00 p.m.	8:00 a.m. - 5:00 p.m.
Friday		8:00 a.m. - 5:00 p.m.

Summer Semesters: Academic Hall 140

Monday - Friday	8:00 a.m. - 4:00 p.m.
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Methods of Contact

- Call 651-4357 (x4357 or xHELP)
- E-mail helpdesk@semo.edu
- **Web form:** <http://www6.semo.edu/helpdesk/forms/request.htm>
- Visit Academic Hall 140 or Towers Complex 109

Online Tutorials & Video Demonstrations

Available at <http://www6.semo.edu/helpdesk/Resources/tutorials.asp>

- **Installing Microsoft Office Compatibility Pack**
To open Office 2007 files on a computer that does not have Office 2007, Microsoft has developed a Compatibility Pack for the Office Word, Office Excel, and Office PowerPoint 2007 File Formats. Instructions for installing the Compatibility Pack are at <http://www6.semo.edu/helpdesk/Resources/tutorials/compack.asp>
- **Filter spam using student email in the portal**
- **Burn a CD using the Windows XP CD Burning Wizard**
- **Defragment the hard drive**
- **Use Disk Cleanup**
- **Connect to Southeast's Wireless Network**
- **Change the drive letter of USB flash drive**
- **View Your Degree Audit Online**
- **View Your Unofficial Transcript Online**
- **Introduction to Microsoft Excel 2007**
- **Introduction to Microsoft Word 2007**
- **Introduction to Microsoft PowerPoint 2007**
- **Introduction to Microsoft Access 2007**
- **Introduction to Microsoft SharePoint Designer 2007**



Student Portal



Introduced to the Southeast students in October 2004, the student portal brings information, services, and communities together in a unified digital campus, creating a more personalized campus experience.

Features:

- **My Southeast Self Service**
(Access to Registration, Grades, Financial Services, Transcripts, Personal Information, and more)
- Links to Class Web Sites
- Email
- Printing Account Balances
- Calendar
- Customized News & Links
- Student Polls
- Campus-wide & Group Announcements
- Personalized Group Affiliation Information
- Can be Customized to fit your Informational Needs
- Local Happenings
- ...Plus much, much more!

Join the Southeast community by simply logging in from any Internet connected computer. Visit <http://portal.semo.edu> and use your SE Key & password for access.

A screenshot of a login form titled "Secure Access Login". It contains two input fields: "SE Key:" and "Password:". Below the fields are two buttons: "Login" and "Cancel". The entire form is enclosed in a red border.

Secure Access Login	
SE Key:	<input type="text"/>
Password:	<input type="password"/>
<input type="button" value="Login"/>	<input type="button" value="Cancel"/>

Student Portal

Student Portal Q & A

What is the Student Portal? This secure site provides students with world-class Intranet and Internet services. Among other things, students can register for courses, check e-mail, access class Web sites, maintain a personal calendar and participate in portal groups.

How do I access it? Use your SE Key and password to login to the portal. It is a single sign on that provides a secure connection to your information.

[Switch to Weekly View](#) [Printable Format](#)

Summer 2005 Classes	Credits	Department	Instructor(s)	Meeting Information
AR112-00 Perspectives in Art Information No Web Site	3	Art	Portinari C cportinari@semo.edu	MWF - 9:00am-9:50am (SB302)
BS108-00 Biology for Living Information Web Site	3	Biology	Darwin C cdarwin@semo.edu	M - 6:00pm-9:00pm (SAHEC)
CJ370-00 Juvenile Justice Information No Web Site	3	Social Work	Wayne B bwayne@semo.edu	SN - 8:00am-1:00pm (CPE)

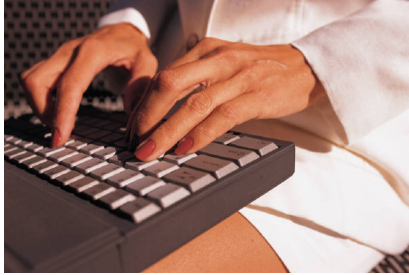
Do I have to logout when I am finished or can I just close my browser? It is **critical** that you logout by clicking the Logout icon that is available. This ensures that no one else can access your information. Closing the browser alone will **not** log you out of the portal.

Where do I go for help? Any of the lab assistants in the open computer labs will be able to assist you. There is also an on-line Help icon in the portal or you can contact the Help Desk at 651-4357 (HELP) for assistance.

***The portal system will timeout after 15 minutes of inactivity.**

***Access to your portal account using your SE Key will continue even after your Southeast e-mail account has expired.**

Wireless Access



Wireless laptops may be checked out at Kent Library and the University Center. These laptops are to be used in the respective buildings.

Location of wireless access points:

Academic—1st floor
Art—1st floor
Brandt—3rd floor
Carnahan—1st floor
Crisp—3rd floor
Dempster
Grauel—1st floor
Honor's House
Johnson Faculty Center
Kent Library
Magill



Wireless Access

Wireless access points are provided for equipment with wireless capabilities.

Laptop Requirements:

Laptop equipped with an internal 3Com network card (preferred) or a wireless network card that conforms to the Wi-Fi 802.11G standard.



ROWDYNET
WIRELESS HOTSPOT

Polytech
Rhodes
River Campus Seminary
River Campus Theater
Rowdy's
Scully
Serena Student Lounge
Towers Cafeteria
University Center

**NOTE: ONLY WHERE
SIGNAL IS AVAILABLE**

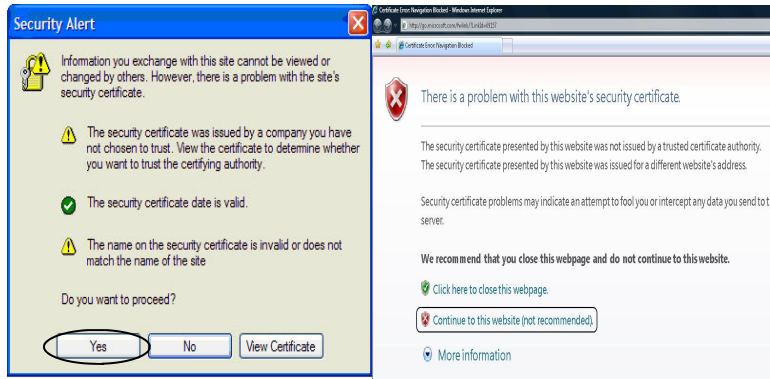
Wireless Access

Connecting to Southeast's Wireless Network

Take your wireless equipped laptop to one of the wireless access point locations listed on the previous page. Connect to wireless network called SoutheastNetwork. Open your Internet browser. You will have the following Security Alert window displayed:

Internet Explorer 6

Internet Explorer 7



Click the **Yes** button in Internet Explorer 6 or **Continue to this website** in Internet Explorer 7.

The next window to be displayed will be:



Southeast Wireless Network TCP/IP Registration Information

Greetings! Welcome to the Southeast Network.

Please enter your SE Key or MUSIC code and your password.

SE Key: e.g. jksmith15

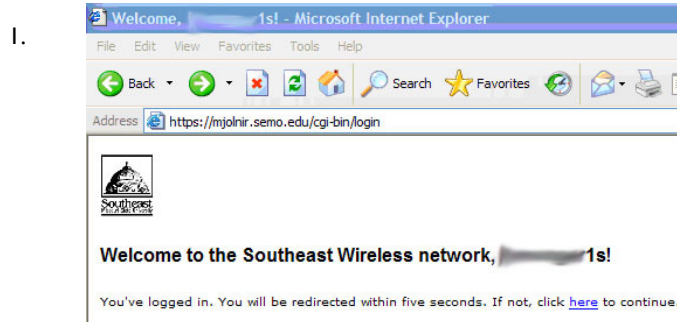
Password:

Enter your **SE Key and Password.**

(Cont'd on next page)

Wireless Access

Upon successful login, two windows will open.



This window acknowledges you are connected to the wireless network and will redirect you to a new browser window.

The second window, shown below, **MUST BE KEPT OPEN TO REMAIN CONNECTED** but can be minimized.



Specialized Accommodations

Group Project Technology Now Available!

To simulate real life experiences, students at Southeast Missouri State University are often required to work on group or team projects. Even when not required, students frequently work collectively. For this purpose, a *SmartBoard*, is now available for student group use.



The *SmartBoard* is connected to a personal computer and provides 64" diagonal viewing of a touch screen monitor, making group work much simpler. In addition, the *SmartBoard* is located in the Dempster conference room 102, providing comfortable furnishings, as well as access to computer lab assistant support.

Procedures:

- Contact the Dempster Open Computer Lab Assistant in DH113 or call 986-6066 to check times of availability.
- Must leave student identification upon equipment checkout.

Family Technology Room

A networked family room is provided in Kent Library for students with children in attendance. Please see the Kent Library Open Computer Lab Assistant for details and reservations, Information Commons, 3rd floor, 651-2812.

Additional Accommodation

If you need additional accommodations to access technology-based services on campus, please contact the IT Help Desk at 651-4357.

Subscription Databases



Off-Campus Access to Kent Library Subscription Databases

Online indexes and databases are made available to all Southeast Missouri State University students through subscriptions held by the Kent Library. Logins and passwords are not required if accessing these sites while on campus or at one of the Regional Campuses. If you are off-campus, a login and password will be required. See the information below for login steps.

Log in to access databases: follow the steps below


Step 1: enter identification

Your last name | (as it appears on your student ID)

Southeast ID # plus SEMO: | **example: S12345678SEMO**

Your Southeast ID # is:

- **Students:** the letter & number sequence as circled in green at right + semo **example: S12345678SEMO** (letters may be upper or lower case)
- **Faculty/Staff:** your Southeast ID # is the same as above **example: S12345678SEMO**



Step 2: log in
[click to log in](#)

Important: You only need to log in *once* for every browser session (you won't be prompted to log in again *unless* you shut down and restart your browser)

*****Note: if you are at an off campus public terminal (public library or internet cafe etc.) remember to shut down your browser when you are done for security/privacy purposes*****

Call the Reference Desk at 573-651-2230 with any questions.

- Select an online index or database link from the library homepage. <http://library.semo.edu>
- Enter your last name in the first text box.
- Enter your SE ID# plus **SEMO** in the second text box.

Example: S12133456SEMO

- Click on the **login** button.

Southeast ID#: The number & letter sequence, as circled on the ID, followed by the letters **SEMO** (letters may be upper or lower case).

Online Courses

Southeast Online provides courses and degree programs which can be completed online at Southeast Missouri State University. The high quality of instruction found in our traditional courses is maintained in Southeast Online.

How do Online courses work?

Online courses are taught as distance learning classes and require no on-campus meetings. You can access the class web site by going to **<http://portal.semo.edu>**. Login with your *Southeast Key and password* (your Southeast Key must be activated). Once you log in to the portal, click on the **My Courses** tab. Locate your online course and click on the web site link. You will be able to communicate with your instructor and other students through email. You must be familiar with Southeast e-mail and know how to access it. All assignments and course work are completed online. You participate in the course via e-mail, reading assignments, papers, homework, class discussions, online quizzes and exams, or other activities. Grades are available in the online class grade book.

How do I contact someone at Southeast Online?

Southeast Online staff always welcome questions or comments. You may contact CSTL by e-mail at **Southeastonline@semo.edu**, by phone at 573-651-2298 or by mail at Southeast Missouri State University, Center of Scholarship Teaching and Learning, One University Plaza-MS4650, Cape Girardeau, MO 63701.

What are some tips to help me be a successful online student?

- Technical help can be found at <http://online.semo.edu/help>.
- Realize that you are much more in charge of your learning and will have to be self-disciplined to keep up with the course work.
- Following the two hours of study for one hour of class rule of thumb, expect about nine hours of work per week in a three credit hour regular semester class.
- Check your e-mail frequently.
- Log on to your class website frequently.
- Allow a reasonable amount of time for instructor responses.
- Contact the instructor by e-mail or phone for help if you are having any trouble with the class or materials.

PC Recommendations

Recommendations for students who already own a computer:

Computer Type	PC	Macintosh
Processor	Intel Pentium IV or equivalent	Power Macintosh (G3 or faster)
Memory	256MB RAM	256MB RAM
Hard Drive	20+ GB	20+ GB
Operating System	Windows XP with service pack 2 and all critical updates	OS X with security updates
Software	<ul style="list-style-type: none"> -Microsoft Office XP or newer -Internet Explorer 7.x -Adobe Acrobat Reader 8.x -Current antivirus software with current update subscription (On campus residents provided a free copy) -Anti-spyware/malware 	<ul style="list-style-type: none"> -Microsoft Office 2001 -Safari 2.x -Adobe Acrobat Reader 8.x -Current antivirus software with current update subscription (On campus residents provided a free copy) -Anti-spyware/malware
Other Hardware	<ul style="list-style-type: none"> -10/100BASE-T Ethernet adaptor (usually built-in) -15'-25' CAT-5 Ethernet cable -CD-RW drive -USB Flash Drive (for portable storage and backups) 	<ul style="list-style-type: none"> -10/100BASE-T Ethernet adaptor (usually built-in) -15'-25' CAT-5 Ethernet cable -CD-RW drive -USB Flash Drive (for portable storage and backups)

Notice

Users are required to adhere to all aspects of Southeast Missouri State University policies on responsible use of University computer resources, as well as any and all university, city, county, state, and federal regulations, including copyright laws and software licenses.

PC Recommendations

Recommendations for students who plan to purchase a new computer:

Computer Type	PC	Macintosh
Processor	Intel Core Duo or equivalent	Intel Core Duo
Memory	1 GB RAM (Windows XP) 3GB RAM (Windows Vista)	1 GB RAM
Hard Drive	40+ GB	40+ GB
Operating System	Windows XP with service pack 2 and all critical updates	OS X with security updates
Software	-Microsoft Office 2007 -Internet Explorer 7.x -Adobe Acrobat Reader 8.x -Current antivirus software with current update subscription (On campus residents provided a free copy) -Anti-spyware/malware	-Microsoft Office X -Safari 2.x -Adobe Acrobat Reader 8.x -Current antivirus software with current update subscription (On campus residents provided a free copy) -Anti-spyware/malware
Other Hardware	-10/100BASE-T Ethernet adaptor (usually built-in) -15'-25' CAT-5 Ethernet cable -DVD-RW drive -USB Flash Drive (for portable storage and backups)	-10/100BASE-T Ethernet adaptor (usually built-in) -15'-25' CAT-5 Ethernet cable -DVD-RW drive -USB Flash Drive (for portable storage and backups)



Computer Performance Tips

Free online virus scan: <http://housecall.trendmicro.com>.

If you are experiencing trouble browsing the Internet, it may be due to:

- The presence of spyware, viruses, and worms on your own or other network-connected computers.
- The presence of browser helpers like HotBar, ClearSearch, or Comet Cursor.
- The use of peer-to-peer programs like BitTorrent and Limewire.

You can protect your own computer's performance by:

- Never opening an attachment or hyperlink included in an unexpected or oddly-worded e-mail message.
- Using the Close button (the X in the upper right corner) to close out unexpected pop-up windows.
- Using the Windows Disk Cleanup feature to remove unnecessary files (Open **My Computer**, right-click on the local hard drive, select **Properties** from the pop-up menu, click on **Disk Clean-up**).
- Using the Windows Disk Defragmenter feature to optimize data storage (Click on **Start** menu, click on **Program Files**, click on **Accessories**, click on **System Tools**, click on **Disk Defragmenter**).
- Researching the effects of any program that you are considering installing on your computer.
- Discontinuing file-sharing activity (File-sharing is often illegal and subject to a loss of network rights, prosecution, or both).
- Keeping your operating system up-to-date with Windows critical updates.

Computer Performance Tips

- Removing undesired programs using the **Add/Remove Programs** in the Control Panel.
- Removing spyware from your computer.
- Installing and regularly using an up-to-date anti-virus software package.

If you find it necessary to remove spyware or viruses/worms from your computer, follow these recommendations:

1. Remove spyware using a spyware removal utility. Several free applications, such as *Ad Aware* and *Spybot*, are available from:

<http://www.download.com>

A copy of these programs can be downloaded and burned to a CD from any open computer lab.

2. Install and run a **current** antivirus program to identify and disinfect or remove any infected files. Set your virus software to update on a daily basis.
3. Install the Windows critical updates from:

<http://windowsupdate.microsoft.com>

Reboot when instructed. Return to scan for additional updates required for the new update installations. When an option, set your Windows to run automatic updates.



Problems? Contact IT Help Desk at x4357



Bulletin for ResNet Users:

Windows Vista: At this time there is minimal support for computers running the Windows Vista operating system. More support should be available by the Fall 2008 semester. For more information go to <http://www6.semo.edu/helpdesk>.

FREE anti-virus software available to all campus residents. Download upon campus arrival at: <http://patch.semo.edu/antivirus>.

What to Bring with you to the Residence Halls:

- Computer, monitor, and all cables.
- Ethernet cable.
- All **Restore CDs** that came with your computer.
- All software CDs installed on your computer.
- Southeast Student Technology Handbook (available at First Step).

Technology Checklist

Activate your SE Key

While attending First Step, you will activate your SE Key to enroll in classes. To activate your SE Key, go to <http://portal.semo.edu>; click on the **Activate SE Key** link located under the Login dialog box. On the SE Key Sign In page, you will be required to log in using your SE ID number and PIN (day and year born; example: birthdate: April 17, 1986 = 1786).

Prior to Campus Arrival

- Remove spyware by downloading and running spyware removal software. Both Ad-ware or Spybot Search & Destroy are available to you free at <http://www.download.com>.
- Run all critical Windows updates and upon completion, turn on automatic updates.
- Remove all file sharing software and peer to peer programs prior to campus arrival.

Upon Arrival

- If you failed to pack your Student Technology Handbook, pick one up from:
 - Residence Hall desks.
 - Open computer labs: Dempster Hall, Rm 113, Crisp Hall, Rm 215, Towers Complex, Rm 107, Magill Rm 104, Kent Library, Information Commons, 3rd Floor, River Campus Seminary, Rm 103 (ARC).
 - IT Help Desk: Towers Complex Rm 109 or Academic Hall Rm 140.
- Set up your computer.

Start your computer; open your Internet browser; follow ResNet connection instructions on the ResNet web page. If your Internet browser does not redirect you to the ResNet page, type in the following web address: <http://splat.semo.edu>.

Install anti-virus software and immediately download anti-virus updates, regardless of the age of your computer.

ResNet (Residential Network)

Southeast provides a high quality network to students, faculty, and staff. To ensure acceptable levels of bandwidth are available for the pursuit of the University's mission, temporary blocks on Peer-to-Peer (P2P) software are required. In addition, interference with the University network may result in disabling your connection until the issue has been resolved.

Reminder: File sharing of copyrighted material is prosecutable.

ResNet Tips

Web, e-mail, and other academically related protocols are designated to hold the highest priority in regard to the Residential Network (ResNet). Even during times that blocks are removed, certain network uses rank a lower priority. At times, when Internet traffic is high, lower priority network uses may not work.

It is imperative that all critical Windows operating system updates are conducted.

For computers to run at an optimum, spyware must be removed on a frequent basis.

Updated Anti-Virus Software is a MUST!! Download at <http://patch.semo.edu/antivirus>.

ResNet Policies

Southeast provides Internet access for each student living in campus residence halls via a 10 Mbps Ethernet connection. Connecting to a large high speed network shared by thousands of other personal computers is inherently different from connecting to the Internet at home via an ISP. Management of such a network requires strict adherence to a set of policies that help insure the integrity of the network. Southeast's Information Technology Department manages the residential network (ResNet) with the knowledge that it is primarily intended for use in academic pursuits. To help insure proper operation of ResNet, please review and adhere to the following policies:

- Network connections must be made with a Category 5 Ethernet cable directly between your computer's network interface card and the wall jack. No intervening hubs, switches, routers, wireless equipment, or other networking devices may be used.
- Computers attached to the Residential Network (ResNet) must have all relevant operating system security patches installed. For Windows-based systems these are normally the **critical** updates found using Windows Update.
- All computers must be running up-to-date-antivirus software.
- Your Southeast Key (SE Key) must be used to obtain an IP address once your computer is attached to ResNet. No hard coded IP addresses are permitted without prior approval of Information Technology.
- No computer may act as a server on ResNet. This includes web servers, ftp servers, file sharing (e.g., Kazza, Morpheus), etc.
- No part of a computer (files, hard drive, or peripheral devices such as printers) may be shared between machines on ResNet.
- Only the TCP/IP protocol may be used on ResNet.
- Operating systems that have no vendor support are not allowed to be used on ResNet. These include Windows 95/98/ME and as of October 10, 2006, Windows XP SP1.

Visit <http://www6.semo.edu/infotech/ResNet/policies.htm> for details.

*****See Next Page for Continuation of Policies**

Information Technology

For IT HELP call: 573-651-4357

ResNet Policies Cont'd

- Information Technology is charged with maintaining security and managing bandwidth on ResNet. If a problem can be isolated to a particular port, that port will be deactivated. Due to the automation of this process, we will be unable to notify those affected. From time to time it might be necessary to disconnect entire floors or buildings to locate the source of a problem.
- The use of packet sniffing software and/or hardware is prohibited.
- Information Technology will not perform Network Interface Card installs, hardware repairs, or software maintenance on student computers.
- Information Technology will assist students in making a connection to ResNet. If a problem can't be resolved over the telephone, assistance will be provided in-room or via carry-in at Information Technology's discretion.
- Information Technology personnel may enter student rooms while the student is present or when accompanied by a Residence Life staff member to perform troubleshooting activities or to locate unauthorized networking devices that are disrupting the network.
- Traffic on ResNet is subject to prioritization at Information Technology's discretion to insure bandwidth availability for academically related activities.
- Firewalls may be used by Information Technology to protect network resources. Both traffic prioritization and firewalling may have negative impacts on some types of traffic.
- The University e-mail system (using SE Keys) and the University telephone system will be the primary methods of contact regarding ResNet issues. Failure to reply to a request for information may result in temporary disconnection from the network if such action is deemed necessary to protect network services.
- Violation of ResNet policies or Southeast's Computing policies may result in disconnection from ResNet. Violators will be referred to the Dean of Students for possible disciplinary action.

For details, visit

<http://www6.semo.edu/infotech/ResNet/policies.htm>

ResNet Internet Access

Ethernet Connectivity

All Southeast Missouri State University residence halls offer high-speed **ETHERNET** connectivity, referred to as our residential network (**ResNet**). Each room is equipped with one LAN (local area network) jack per bed. Two computers per occupant may be registered (for example: PC and laptop).

Requirements

- PC with appropriate NIC (Network Interface Card) and LAN cable. (If needed, both NIC and LAN cable are available from the Southeast Bookstore.)
- Activated Southeast Key.

Student Responsibilities

Students are responsible for purchasing and installing the Network Interface Card (if needed—most computers now have integrated network cards), connecting LAN cable to the PC and residence hall LAN jack, and configuring the PC Internet connections. It is essential that your operating system and computer operate free of errors or malicious activity (spyware, virus infections, Trojans, worms, etc.) in order for the Ethernet connection to work properly. If you are experiencing problems with your computer or operating system, it is your responsibility to contact a computer store vendor for repair. It is **recommended** that you bring copies of your operating system and application software to campus for you to use during troubleshooting if necessary.

NOTE: Information Technology reserves the right to permanently or temporarily disconnect your ResNet access until any inappropriate, illegal actions, or issues have been resolved.

ResNet Internet Access

Configuring Local Area Network Connections for Windows

1. Click on **Start** button; click on **Settings** from the pop-up menu; click on **Control Panel**.
2. Double click the **Internet Options** icon; click on the **Connections** tab.
3. Click on **Never dial a connection**; click on **LAN Settings** button.
4. Click on **Automatically detect settings**.

Save settings by clicking on each **OK** button in the dialog boxes until you are returned to the desktop.

Getting connected with Resnet

1. Open your Internet browser program (i.e. *Internet Explorer*). The **RESNET registration web page** should be displayed in your browser window. Type in <http://splat.semo.edu> if registration is not displayed.
2. To complete the registration process, enter your Southeast Key and password in the appropriate text boxes; read all policies and click on the **Accept** button. The **Registration Complete** page should open. If this page fails to display in a separate window, disable your pop-up blockers.

ResNet TCP/IP Registration Information

Please enter your SE Key and password.

SE Key: e.g. jksmithis

Password:

Once you receive the pop-up message in your browser window, you must **reboot the computer** for completion of the registration process.

ResNet Internet Access

Troubleshooting

If Ethernet setup should fail, try the troubleshooting steps below, opening your browser after each step to check for ResNet registration web page availability (see page 36, Getting Connected with ResNet).

- Check to make sure you are plugged into the LAN jack (not the telephone jack). LAN jacks are labeled LAN (example: LAN7).

- Check LAN cable connections on the computer.

- Recheck your Internet Options settings.

- Renew IP address: click on the **Start** button, click on **Run** from the pop-up menu. In the dialog box, type **command then click OK**. In the DOS window type **ipconfig /renew** (a space separates **ipconfig** and the */*).

- Remove LAN cable from your computer and LAN wall jack; re-connect to ensure a good connection.

- If you have a wireless network card, disable it under *Network Connections*.

- Check **Device Manager** to verify NIC operation (make sure there isn't a yellow exclamation point or red "X" next to the Ethernet card). Do this by clicking on the **Start button**; click on **Settings** from the pop-up menu; click on **Control Panel** icon; click on the **System** icon; click on the **Hardware Tab**; click on the **Device Manager** button.

(Troubleshooting cont'd on next page)

ResNet Internet Access

(Cont'd from page 37)

Install a malware removal program such as *Adware, Spybot Search & Destroy*. You can download this free software from **<http://download.com>** using any computer lab PC. *Windows Defender* is also recommended and available free at <http://www.microsoft.com>.

Remove any programs that have been installed on your computer without your permission (spyware/malware) such as *Bonzi Buddy, Gator, Double Click, Brilliant Digital, Wild Tangent, Adult Tracker, Save Now, and Market Score*.

If registration appears to be successful, but Internet Explorer continues to redirect to the registration page, clear out the browser cache.

Steps for Internet Explorer 7

- Open Internet Explorer 7.
- Click on **Tools, Internet Options**.
- On the **General** tab under **Browsing History**, click **Delete**, select **Delete Cookies**, click **Yes** to delete all cookies.
- Click **Delete Files**, click **Yes** to delete all internet files.
- Click **Delete History**, click **Yes** to delete history.

Close the Internet Explorer. Open Internet Explorer to verify that your homepage opens. If Internet Explorer loads your homepage, then the problem should be resolved. If these steps fail to resolve your problem, contact the Information Technology Help Desk.



Telecommunications

Telephone Service & Equipment for On-Campus Residents

Basic telephone service (unlimited local, campus, toll free, & collect calling) is part of room and board fees. There are no installation or monthly service charges. All student rooms on campus have telephone jacks connected to the university telephone system. Students must supply their own telephone. Any model or type will work although a touch tone telephone is required for authorization code use and voice mail retrieval. To dial an on-campus extension, dial the last four digits of the telephone number.

Local Service

Our area code is (573) and the prefix for the residence halls is "339" and "332". The prefixes for faculty/staff are "651", "290", and "986". To dial an off-campus number **9** must be dialed first, then the number.

Sign-up for Long Distance Service, Caller ID, or Second Line

Students wishing to sign up for long distance service through the university need to fill out a contract form located in the Telecommunication office (GS-1) or from <http://www6.semo.edu/telecomm/student-services.html>. Click on Sign-Up for Long Distance Service. An authorization code will be issued so that each call can be billed to the student's account. Students need to key in this authorization code when placing long distance calls.

There is a \$150 credit limit on long distance calls. When this amount is reached, between regular billing cycles, long distance service is suspended until all charges are paid. Incoming collect, third party or 900 calls are not permitted. Students receive discounted long distance and Internal rates. Contact Telecommunications at x2575 for current rates.

Students wishing to sign-up for Caller ID or private line may do so at <http://www6.semo.edu/telecomm/student-services.html>.

Billing

Students are billed monthly through the university billing system. Students are expected to pay the entire amount of their phone charges every month. A detailed summary of all long distance calls will be available to the student by contacting Telecom at x2575.

Technical Difficulties

If a student is experiencing any problems or difficulties with the University telephone system, cable TV hookup, or LAN jack connection, please call the Telecommunications Office at ext. 2575.



Telecommunications

Voice Mail (Audix)

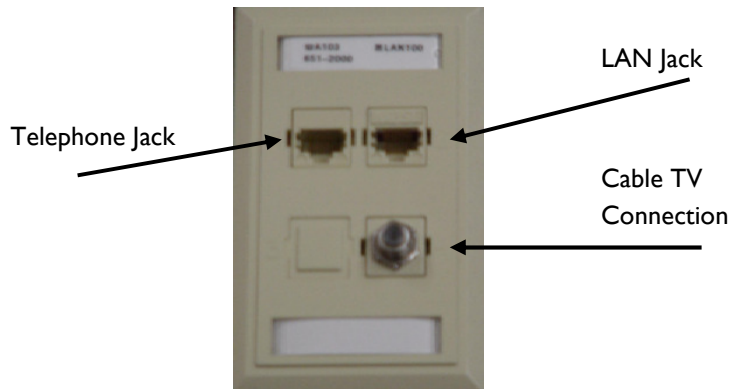
The university provides voice mail, Avaya Intuity Audix, to all on-campus students. This service is activated when the students arrive on-campus. Basic answering machine capability for every phone number is provided. Instructions for use are available when the student moves in. Audix is offered free of charge.

Main Features:

Audix log in = Dial 2660	Change Password = Press 5
Access Messages = Press 2	Delete Messages = *D
Create Personal Greeting = Press 3	Skip Message = #

Cable Television

Cable TV is provided to every residence hall room and fees are part of the room rate. Over 70 broadcast channels are available.



Notes

Employment Opportunities:

If you are interested in a position with the Open Computer Labs, review the requirements and job duties located online at www6.semo.edu/openlab/employment.asp. An online application can be completed at www6.semo.edu/openlab/webapplication.asp.

Technology Quiz

1. Downloading and sharing copyrighted music or movies without permission is illegal.
 - A. This is false. Everyone does it.
 - B. This is silly to worry about because the artists earn TONS of money.
 - C. This is true and I may be sued or prosecuted as a criminal if I do it.
2. Which of the following statements are true in describing Southeast's procedure for responding to copyright violation complaints?
 - A. Once Southeast is notified of the violation , the Information Technology department will send an email message notifying the student of the complaint.
 - B. The email notification will reaffirm that violation of copyright laws is clearly against the Acceptable Usage Policy covering Southeast's computing facilities.
 - C. Offending students will be directed to immediately remove the files in question from his/her computer and to cease using software to access copyrighted material again.
 - D. Request for the offending student to respond to the email message with a confirmation that the files associated with the copyright violation have been removed is included in the message.
 - E. Offending student's ResNet connection will be turned off until student complies with email request from Information Technology.
 - F. All statements A through E are true.

3. Just as I might lend my car to my roommate, it is OK to let my friends borrow my SE Key user name and password so they can access the network.
 - A. This statement is true. It is my access information.
 - B. This statement is false. My SE Key user account information is for my use ONLY.
 - C. This statement is true if my friend and I are taking the same class.
 - D. This statement is false, but it is OK to share them with my little brother.
4. Which of the following statements are true?
 - A. I am responsible for all activity that occurs using my password or other electronic resources registered in my name, even if the activity is inappropriate or violates University policy.
 - B. I should protect my SE Key password as I would my banking account access.
 - C. Both statements above are true.
5. If I am found guilty of violating policies for the appropriate use of the campus network
 - A. I may lose my privilege to use the campus network.
 - B. I may be subject to other sanctions from the Dean of Students Office.
 - C. I may be liable to prosecution under federal, state, or local ordinances.
 - D. Statements A through C are all possibilities.
6. If my University network connection has been closed due to virus infection or spyware/malware activity which adversely affects the residential network
 - A. I must remove viruses or spyware/malware from my computer before being reconnected to the network.
 - B. I can take my computer to an Information Technology Help Desk office where I will be educated in performing the virus and spyware/malware clean-up.
 - C. Both statements, A and B, are options for Southeast students.

Answers to quiz can be found on page 2.

Important Telephone Numbers

Emergency	911
IT HELP Desk	651-HELP (4357)
Information Technology	651-2217
Southeast General Information	651-2000
Telecommunications	651-2575

Useful URLs

Information Technology

<http://www6.semo.edu/infotech>

- **IT HELP Desk**
<http://www6.semo.edu/helpdesk>
- **Open Computer Labs**
<http://www6.semo.edu/openlab>
- **Telecommunications**
<http://www6.semo.edu/telecomm>

My Southeast Portal

<http://portal.semo.edu>

Kent Library

<http://library.semo.edu>

Southeast Online

<http://online.semo.edu>

Southeast Missouri State University

<http://www.semo.edu>

Information Technology
Academic Hall, Room 110, MS3600 IT Help Desk, Academic Hall, Room 140 & Towers Complex 109 Telecommunications GS-1, MS7780

