

Thiel College Information Technology



Thiel College Information Technology

Welcome to Thiel!

The Information Technology department , or IT, is here to help students, faculty and staff with all of their technology service needs.

Thiel College Information Technology

Students have access to numerous multimedia capable machines housed in labs across campus, as well as network connections in each residence. These connections help ensure that every student has the full range of information technology, including Internet access, available at his or her fingertips 24 hours a day.



All lab hours may vary depending on classes scheduled in the lab and also during finals. Check with the lab office in AC 125 for hours during semester breaks and summer.

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Student Personal Property Plan

National Student Services, Inc. offers a full service, low cost program to specifically protect the personal property of students. This program covers theft, fire, water damage and breakage for a number of your personal possessions, including your computer, DVD player, cell phone, MP3 player, calculator, textbooks, clothing, digital camera, etc.

How to obtain coverage?

Apply online at www.nssi.com

Note: This is not a Thiel College program.

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Technology Hotline – Ext. 4000

Where to go for help!

If you are having problems with your phone, computer, TV cable, or a network connection please call ext. **4000** and leave a message stating your name, room number, phone number, what the problem is and when you are available to contact to correct the problem. This help line allows the IT staff to resolve your problems quickly and efficiently.

Please only call this number if you are having problems with campus related equipment and technology so the IT staff can better serve you.

Please don't try to fix the problem yourself!

Thiel College Information Technology

IT Frequently Asked Questions (FAQ's)

Try our FAQ page first!



Current Students page



Information Technology page



FAQ's and other help



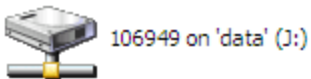
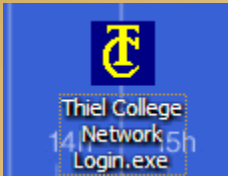
What if something goes wrong with my notebook?

The College will serve as the warranty administrator for **ALL** Thiel-issued notebook repairs. If a problem occurs while on campus, you will be directed to the campus Notebook Support Center. If the problem occurs while you are off campus, please call 724-589-4000 for further instructions.

You are responsible for informing the Notebook Support Center of any issues with your notebook!

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Accessing the network from your room



1. In order to login to your Thiel network account, you must double click the Thiel College Network Login icon on the lower right hand side of your desktop.

Note: This feature is available from on campus only.

2. Enter your Thiel student ID number and password, click OK. **Note:** If the error message, “Log on Failure: Unknown User Name or Bad Password,” appears you have entered your name or password incorrectly. Your password is case sensitive. Please try again. If the error message, “Network Path is not found” appears, please be sure your cable is properly connected to both the notebook and the wall jack. If this does not work, please contact the IT Help Desk at extension 4000.

3. At this point you should be able to access your personal “J” drive account. You may test this by double clicking the My Computer icon in the top left hand corner of your desktop.

4. Double click the icon located next to “[your student ID number] on ‘data’ (J:).” Your files and folders should appear.

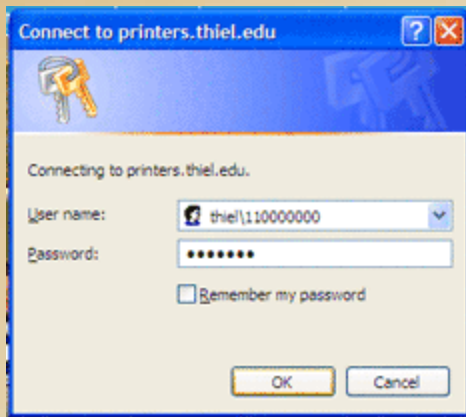
5. Any time that you restart your ThinkPad, you must repeat steps 1 and 2 to access your personal “J” drive.

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Choosing a Printer

To select a campus printer type <http://printers/printers> into the navigation bar

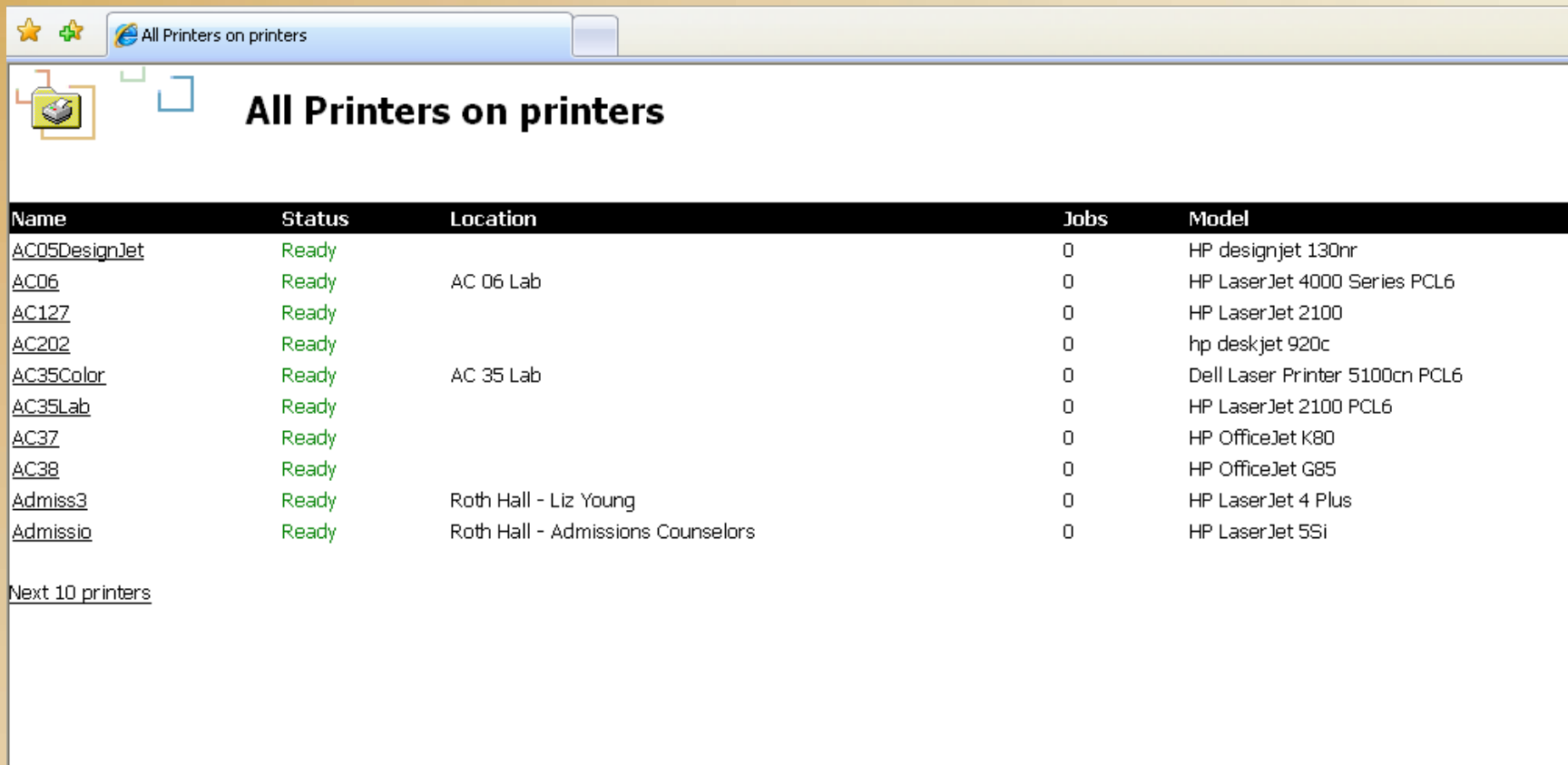
A “Connect to printers.thiel.edu” login box will appear; for username type thiel\your nine-digit ID number and use your Thiel network password for the password. (please not the slash before your ID number is a back slash, located to the left of the backspace button)



Printer login box

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Choosing a Printer, cont'd...



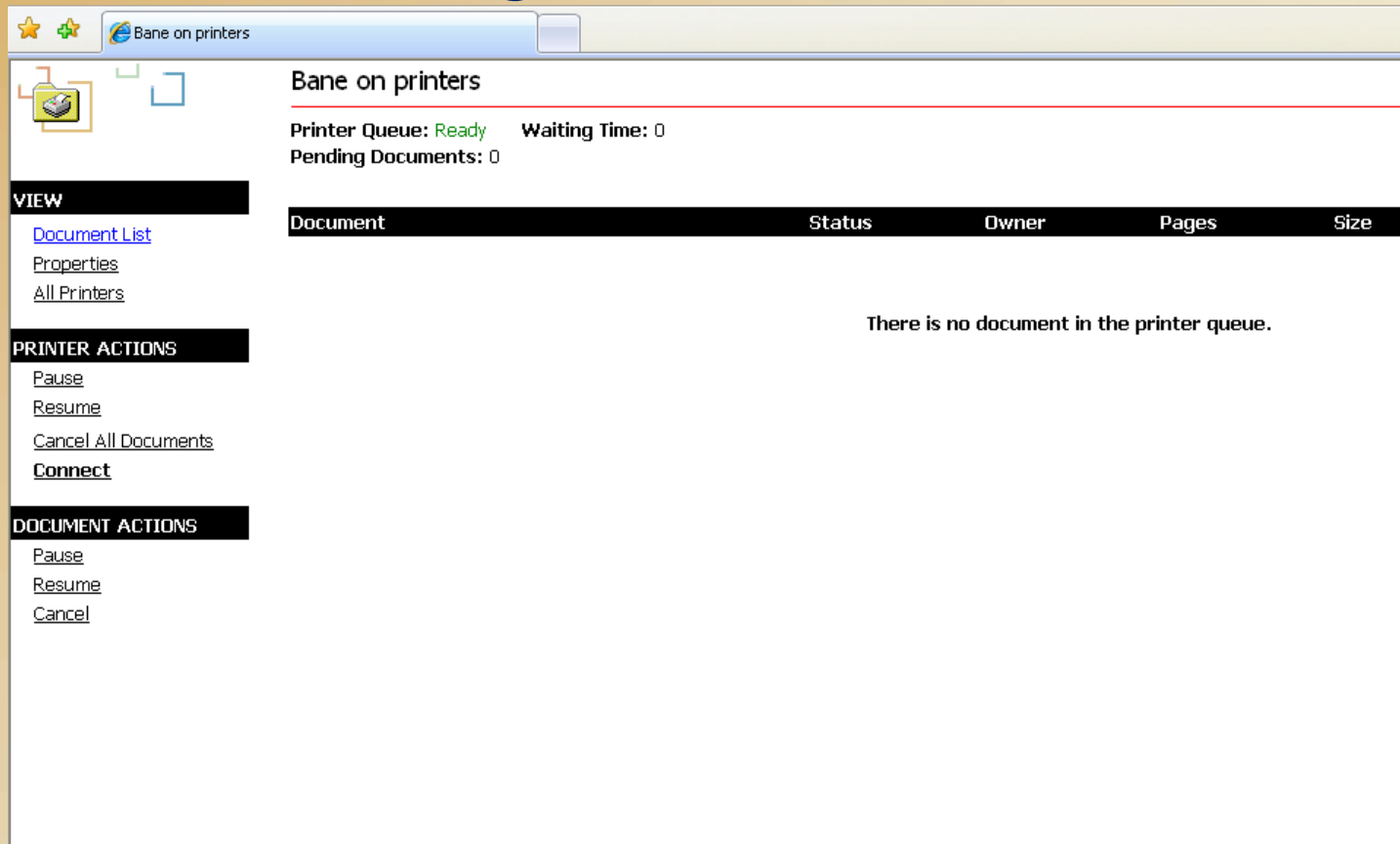
Name	Status	Location	Jobs	Model
AC05DesignJet	Ready		0	HP designjet 130nr
AC06	Ready	AC 06 Lab	0	HP LaserJet 4000 Series PCL6
AC127	Ready		0	HP LaserJet 2100
AC202	Ready		0	hp deskjet 920c
AC35Color	Ready	AC 35 Lab	0	Dell Laser Printer 5100cn PCL6
AC35Lab	Ready		0	HP LaserJet 2100 PCL6
AC37	Ready		0	HP OfficeJet K80
AC38	Ready		0	HP OfficeJet G85
Admiss3	Ready	Roth Hall - Liz Young	0	HP LaserJet 4 Plus
Admissio	Ready	Roth Hall - Admissions Counselors	0	HP LaserJet 5Si

[Next 10 printers](#)

Initial printer screen from printers/printers; browse to find the printer you want to add, then click to add

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Choosing a Printer, cont'd...



The screenshot shows a Windows printer queue window titled "Bane on printers". The window displays the printer's status as "Ready" with a "Waiting Time: 0" and "Pending Documents: 0". A table with columns for "Document", "Status", "Owner", "Pages", and "Size" is present, but it is empty. A message in the center of the window states "There is no document in the printer queue." On the left side, there are three menu sections: "VIEW" with options for "Document List", "Properties", and "All Printers"; "PRINTER ACTIONS" with options for "Pause", "Resume", "Cancel All Documents", and "Connect"; and "DOCUMENT ACTIONS" with options for "Pause", "Resume", and "Cancel".

Bane on printers

Printer Queue: **Ready** Waiting Time: 0
Pending Documents: 0

Document	Status	Owner	Pages	Size
There is no document in the printer queue.				

VIEW

- [Document List](#)
- [Properties](#)
- [All Printers](#)

PRINTER ACTIONS

- [Pause](#)
- [Resume](#)
- [Cancel All Documents](#)
- [Connect](#)

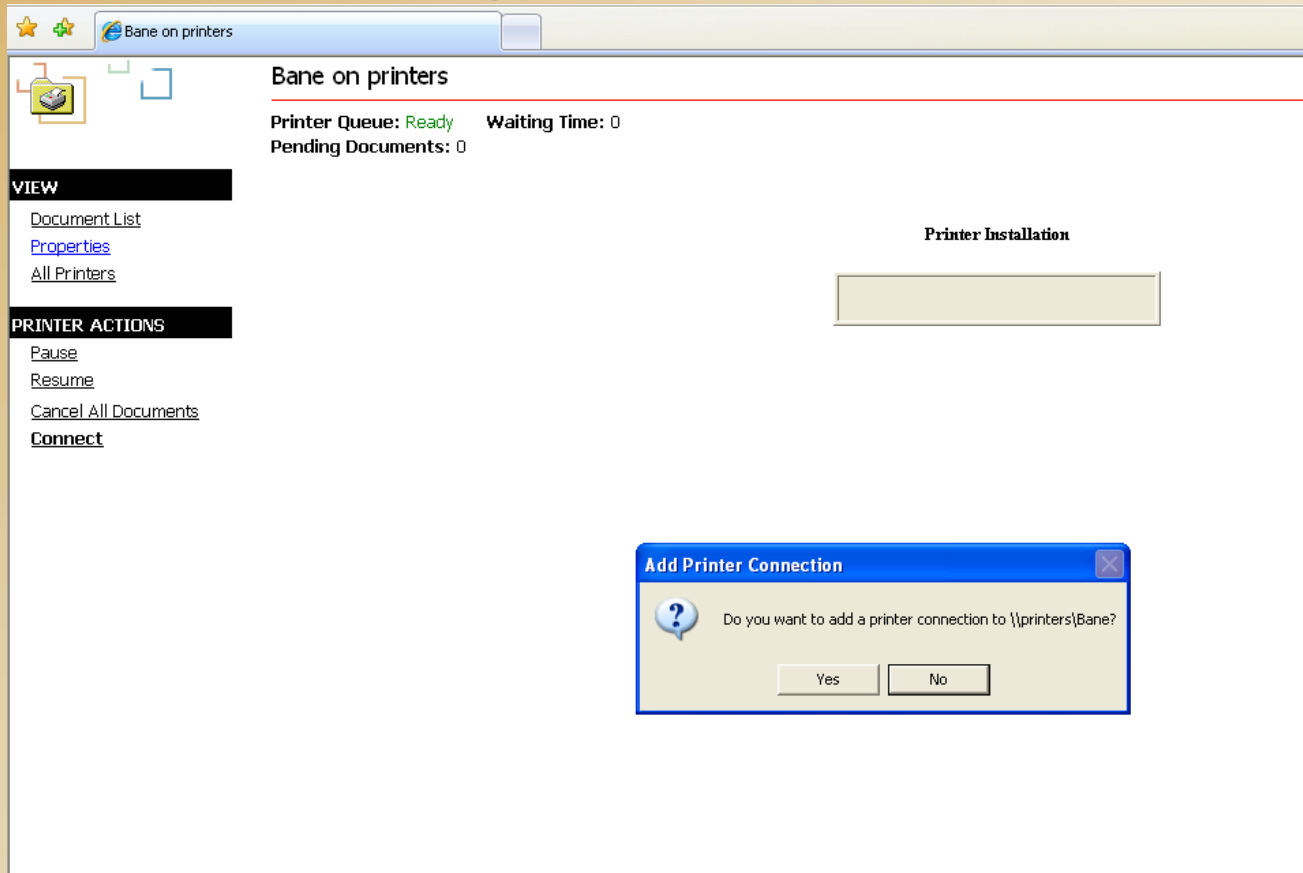
DOCUMENT ACTIONS

- [Pause](#)
- [Resume](#)
- [Cancel](#)

select connect from the printer actions menu

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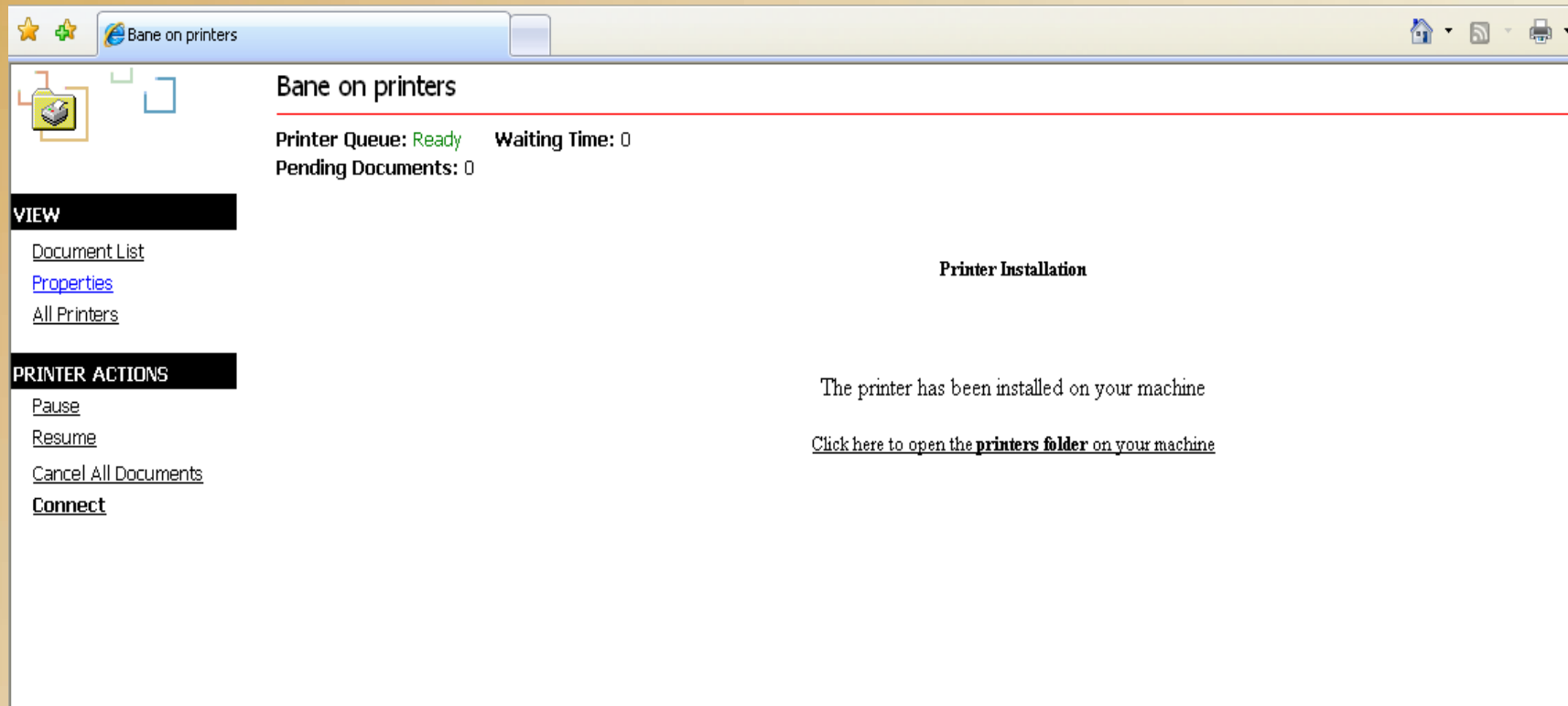
Choosing a Printer, cont'd...



Click yes to add the printers to your printer list

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Choosing a Printer, cont'd...



Successful connection to the selected printer you can open the printers folder on your notebook to test the printer or close this window and use the added printer.

What do I do if my notebook is stolen?

If your notebook is stolen, immediately contact Thiel's Public Safety office at extension 2222 or your local police authorities. You will need to complete a police report as soon as you realize what has happened. Also be sure to notify the Notebook Support Center immediately. The College recommends adding theft/loss insurance to your notebook. Information on your options for insurance is available in the Student Services office.

Will I be able to back-up my information on the network? Is my data protected?

You should plan to back-up your information onto DVD media, using the provided DVD-RW drive. Your network storage will not provide sufficient space for you to back-up your files, but can be used for document storage.

Please back-up your files to prevent major losses of data should something happen to your notebook!



File Sharing

There are personal risks involved with illegal file-sharing. It is important that you understand these risks not only because of the possibility of disciplinary action, but also to protect against criminal prosecution and the initiation of civil litigation by copyright holders. We would like you to be very aware that initiation of legal action by copyright holders is becoming more of a reality every day.

Though trading of copyrighted music, movies, games and software over the Internet has become commonplace, it is often not legal to do so. When copyright holders resort to legal actions, there is little the College will be able to do to protect copyright infringers.

File Sharing cont'd...

Some believe that “recreational file-sharing” is unlikely to be noticed. This is not the case. The reality is that copyright holders are significantly intensifying enforcement using automated scanning software to identify infringements, no matter how small. On April 4, 2003, the Recording Industry Association of America filed suit against four students at three universities for copyright infringement. Settlements ranged from \$12,000 to \$17,000. The recording industry continues litigation in file-sharing cases.

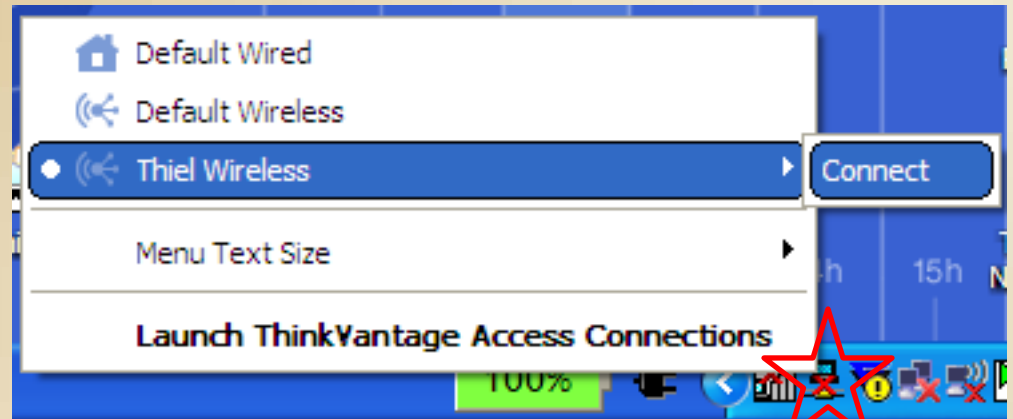
Of course, there are legitimate applications of file-sharing software and networks, and research on such peer-to-peer applications is expanding rapidly in the academic community. We will ensure that such tools remain unimpeded and balance all needs fundamental to our institution.

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Logging into Thiel Wireless

To Log into Thiel Wireless:

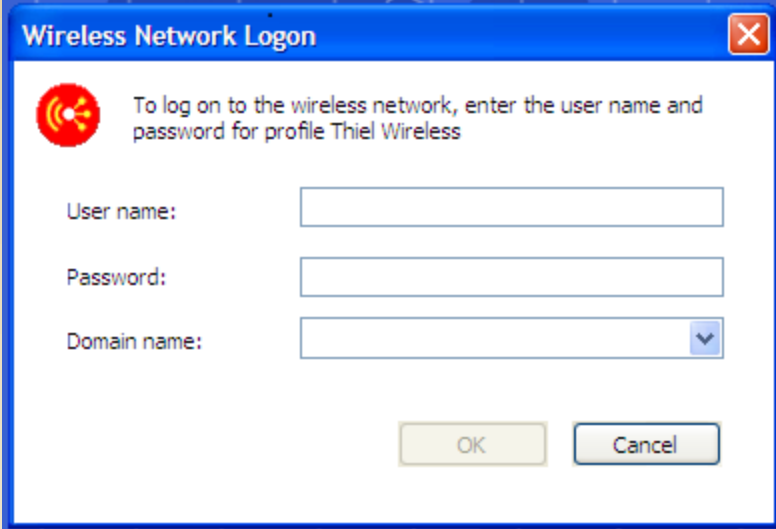
- Click on the Access Connections Icon
- Select Thiel Wireless
- Select Connect



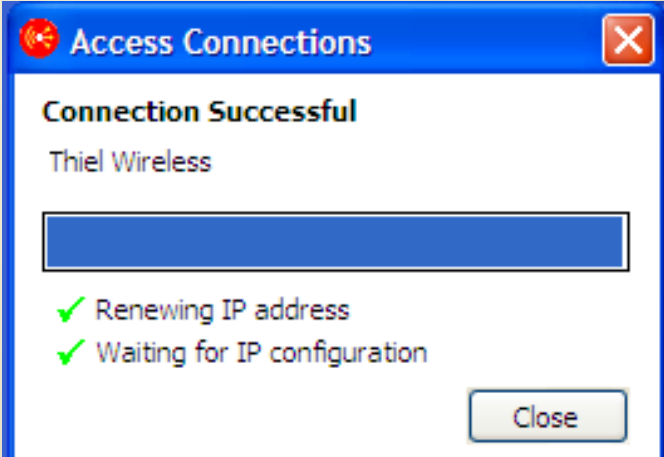
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Logging into Thiel Wireless, cont'd...

- A wireless Network Logon box should appear.
- Type in your username and password and press enter.
- **DO NOT** fill in the Domain Name field. Doing so could cause problems with the wireless connection.
- If successful, a “Connection Successful” Message should appear in the Access Connections window.



The image shows a Windows dialog box titled "Wireless Network Logon". It contains a red wireless network icon and the text: "To log on to the wireless network, enter the user name and password for profile Thiel Wireless". Below this are three input fields: "User name:" (a text box), "Password:" (a text box), and "Domain name:" (a dropdown menu). At the bottom right are "OK" and "Cancel" buttons.

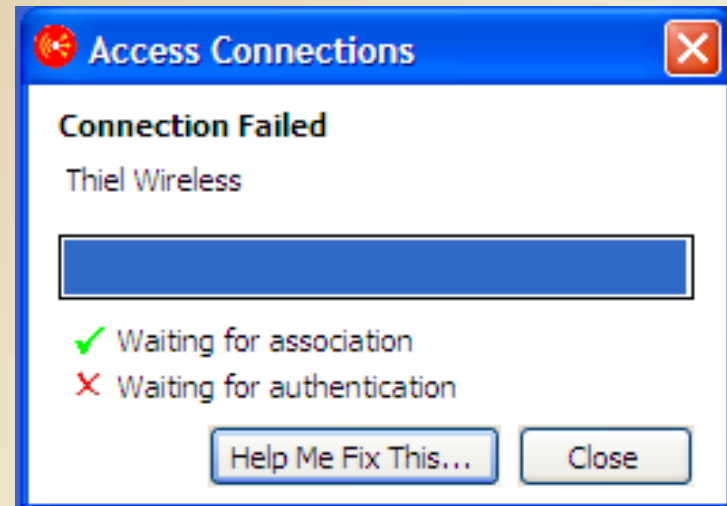


The image shows a Windows dialog box titled "Access Connections". It displays a "Connection Successful" message for "Thiel Wireless". Below the message is a blue progress bar. Two green checkmarks indicate the status: "Renewing IP address" and "Waiting for IP configuration". A "Close" button is located at the bottom right.

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Troubleshooting Thiel Wireless

If a “Connection Failed” Message appears in the Access Connections window, Please Note at which step the failure occurred.



- If it fails at the “Waiting for Association” step. Make sure that your are close to a Thiel Wireless connection and are receiving a strong signal. Also check to make sure that the wireless switch (on the front left edge of the Laptop) is turned on.
- If it fails at the “Waiting for Authentication” step. Check your password and try again.
- If it fails at the “Waiting for IP Configuration” step. Wait a few minutes to see if a connection establishes. If it does not connect, try again.
- If it fails at any other step, or fails repeatedly on one of the above steps, Please call 4000 for assistance.

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Outlook Web Access Email



Outlook Web Access Email login page

Accessing your Thiel email account is now easier than ever. With our Microsoft Office Outlook Web Access you can access your account from any computer anywhere!

It works similar to a Hotmail account - first visit <https://webmail.thiel.edu>.

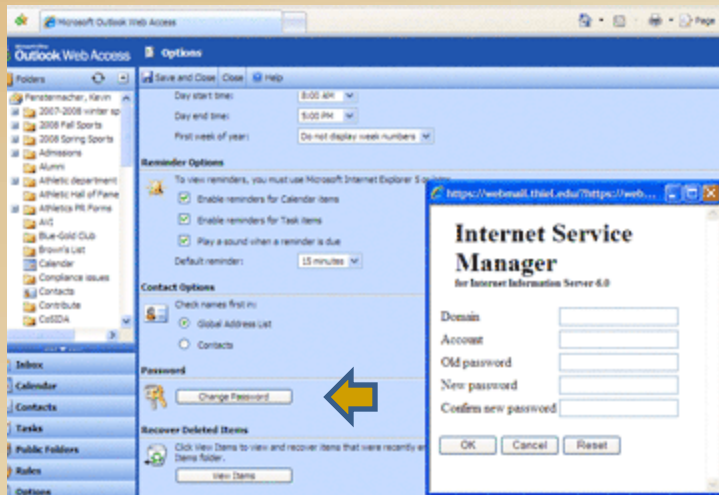
Your username is your Thiel ID number and your password is the same as the network password you have chosen.

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Using Outlook Web Access to change your network password



Outlook Web Access Email login page



1. Log into Web Access using your provided Thiel ID number and password.
2. Select options tab at the bottom of the blue bar on the left side of the screen.
3. Click the Change Password tab in the middle of the screen (next to the set of keys).
4. You will now see the Internet Service Manager popup.
 - For Domain, type Thiel
 - For Account, type your nine-digit Thiel ID number
 - Type in your old password
 - Type in your new password
 - Retype your new password

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Virus & Spam Protection

SOPHOS Client Security

SOPHOS is the College's Enterprise anti-virus and anti-spam solution. Sophos solutions are designed to maintain the highest level of protection by combining proactive protection with the industry's fastest speed of response to new threats. The solutions are tailored to the needs of enterprises with a large base of telecommuters often over multiple sites.

If this software is removed from your notebook, you will lose network access.

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Telephone service



All residential students are assigned a number and a voicemail box.

TO LOG INTO VOICE MAIL:

Dial voice mail at extension 3605 (From off campus, dial 724-589-3605)

Enter your voice mailbox number (your 4 digit campus phone number) then press #

Enter your password then press #

*The first time you access the voice mail system, your password is **55 + your extension number followed by #**. You need to reset it following the directions in the next section.

TO CHANGE A PASSWORD:

While logged into voice mail, press 84

Enter your password then press #. The first time you access the voice mail system, your password is 55 + your extension number followed by #.

Enter your new password.

Next, reenter your new password and press #

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Telephone service cont'd...



TO RECORD A GREETING:

While logged into voice mail, enter 82.

Press 1 for an external greeting, 2 for an internal greeting.

Press 5 to record, and # to end.

To listen to the greeting, press 2.

Press 4 to return to your messages.

TO SEND A MESSAGE:

While logged into voice mail, press 75.

Enter the extension number where you want to leave a message followed by #.

Press 5 to start recording a message and # to stop.

To replay the message, press 2; to send the message, press 79.

TO CHECK YOUR MESSAGES:

While logged into voice mail, press...

2 to play the current message.

6 to skip a message

4 to go back to the previous message.

76 to delete a message.

9 to call the sender.

1 to rewind a message by five seconds, and 3 to advance.

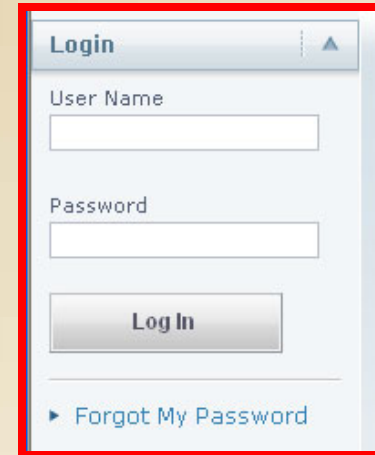
to pause.

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Self-Service



Self-Service login screen



Initial page: <http://iqweb.thiel.edu>

What is Self-Service?

Self-Service is a web-based software system designed to provide students, faculty, administrators and other members of an educational institution's learning community with "anytime, anywhere" access to information services.

How will I use Self-Service?

Self-Service will allow you to access your grades, view your schedule, register for classes, etc.

How do I logon to Self-Service?

You can access the Self-Service login page at iqweb.thiel.edu.

Your initial login ID has been set to your 9 digit Thiel ID number and your password is your 9 digit Thiel ID number plus an ! (EG: 110234567!).

Thiel College Information Technology

Blackboard has been replaced by Moodle



Initial Blackboard page:

<http://courses.thiel.edu>

Initial Moodle page:

<http://moodle.thiel.edu>

Blackboard will NO LONGER be in use for classes, beginning with the Fall 2011 semester. [Moodle](#) will be our new learning management system.

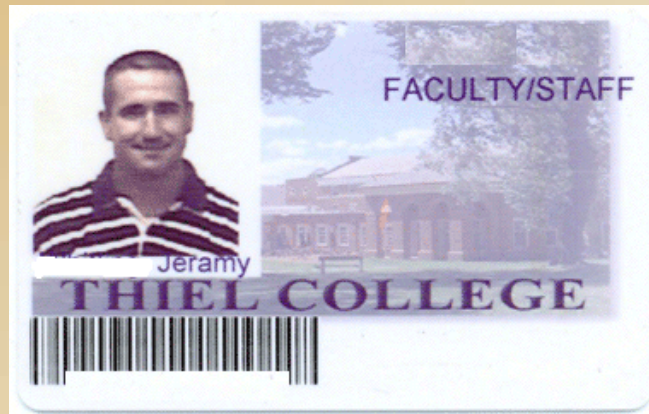
What is Moodle?

Moodle is an online course management tool that can help organize course materials online. Faculty use Moodle to create more engaging course material, help students prepare more effectively for class and even optimize time spent in course development.

Moodle incorporates web pages, email, discussion boards, chat rooms, small group areas, online quizzes, an online grade book, document sharing and more to create an online learning environment.

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Your Thiel ID Card

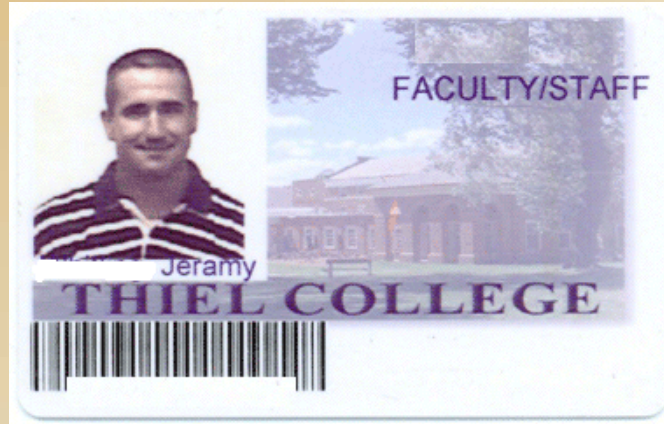


All Thiel students, faculty and staff are issued photo identification cards, which are to be carried at all times. Dining Services utilizes a computerized meal card access system to administer the food service program. Students may not eat in College dining facilities without their College ID. This policy is actively enforced. The College ID is also required for entrance to select campus events and facilities and is used to check books out of the library.

In the event an ID card is lost or stolen, a replacement must be obtained from the Public Safety office. Lost or stolen ID cards should be reported immediately to the Public Safety office. The cost of replacing a lost or stolen ID card is \$25.00.

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Building Access with your Thiel ID card



Your Thiel ID card is also used as a “key card” to access residence halls.

The card reader system allows a door to stay locked and alarmed at all times. When a person presents a valid ID card, the card reader sends a signal to bypass the alarm for a short time and unlocks the door to permit the person to enter. The door to each individual's room will still use a metal key.

Your valid Thiel ID card will allow you to access your residence hall only!

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Questions or Concerns?

If you have any questions or concerns after this session please contact the Support Center at extension 4000.

Off campus 724-589-4000
Email supportcenter@thiel.edu.

Microsoft Campus Agreement Student Users Acceptance

This acceptance form is valid for the Microsoft products listed below, which shall be referred to collectively herein as the "Software". Software is made available to you because Thiel College has purchased temporary licenses for the Software through Microsoft Enrollment for Education Solutions effective 10/1/2010 through 10/1/2011. Thiel College is extending to you the right to use the Software on a personally-owned computer or an institution-owned computer designated for your exclusive use. You do not own the license or the CDs, rather you are authorized to use the Software and associated media pursuant to the terms and conditions of the license(s) granted to Thiel College for the term of Thiel College's Enrollment for Education Solutions. You will be required to remove the Software from your personal machine immediately upon the earlier of (a) any event, with the exception of graduation, which causes you no longer to be a student of the institution or (b) expiration of the Enrollment for Education Solutions licensed period.

If you graduate during the Enrollment for Education Solutions term, the Software license will convert to a perpetual license (meaning you own the Software) as verified in your Student License Confirmation, which may be obtained from Thiel College at that time. The Student License Confirmation is proof of Software ownership.

You are granted the right to use the following Software per the terms of the Enrollment for Education Solutions Student Option: Microsoft Office Professional Plus 2010, Microsoft Project 2010, Microsoft Visio 2010
Please initial each statement:

_____ I will read and abide by the license(s) associated with this Software. License information is available at <http://www.microsoftvolumelicensing.com/userights/>

_____ I understand the minimum specifications to run the Software as listed.

_____ I understand that I will be required to remove the Software from my institution-owned computer designated for my use immediately upon the earlier of (a) any event, with the exception of graduation, which causes me to no longer to be a student of the institution or (b) expiration of the Campus Subscription Enrollment licensed period.

_____ I understand that if Thiel College does not renew the Student Option under the Enrollment for Education Solutions, then I must delete or remove the Software licensed to Thiel College under the Enrollment for Education Solutions from my computer at the time the enrollment expires or is terminated.

_____ I understand that upon graduation from Thiel College during the Enrollment for Education Solutions licensed period, the Software license will convert to a perpetual license (meaning I have full ownership of the Software).

_____ I understand that it is my responsibility to contact the institution to obtain the Student License Confirmation, which is proof of Software ownership, prior to graduation from the institution.

Signature

Date of Agreement

Name (Printed)

Student ID Number