

Information Services and Technology Support

Austin Hall, Room 113
(405) 574-1245

Need Help? Report telephone, network or computer problems to:

Phone: (405) 574-1245 (Information Services front desk)

Email: help@usao.edu

Web: <http://www.usao.edu/infoservices>

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Information Services (IS) provides the following services to the University:

- Administrative computer services
- Academic computer services
- Network/Internet support
- Telephone system maintenance and support
- Web Support
- Institutional Research and Assessment
- Help Desk support (405) 574-1359, 574-1275

The office of Information Services' primary purpose is the development and maintenance of present and future technological advancements for the University. Information Services (IS) supports the administrative and academic computing and technological activities for USAO, as well as the campus digital PBX/telephone system.

USAO's Acceptable Use Policy for computers and computer services:

<http://www.usao.edu/infoServices/USAOAUP.pdf>

USAO's Computer Network usage memorandum:

http://www.usao.edu/infoServices/Network_app.pdf

MEET THE INFORMATION SERVICES TECHNICAL STAFF!



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Telephone support:

Information Services (IS) is responsible for telephone system maintenance and support at USAO. Please report any telephone issues you are having for your on-campus housing phone line to IS. Both Sparks Hall and the Lawson Hall apartments have telephone jacks inside each room with a free connection for every resident. Students must provide their own telephone sets. No special telephone set is required inside the dorms/apartments as any basic analog telephone bought from electronic/retail stores will work inside student housing. All campus-housing telephones support caller ID. Please feel free to use a caller ID box or any phone with built-in caller ID inside the campus housing. All campus telephone numbers have built-in voicemail capability as well. New incoming freshmen will be provided a hard-copy of the instructions on how to activate and use their voicemail accounts on their on-campus housing telephone lines. You can also obtain the instructions online on our website (see link below). All on-campus student voicemail accounts are erased and reset at the beginning of every academic year (i.e. at the start of the fall semester which is around the end of August).

Voicemail Instructions:

<http://www.usao.edu/infoservices/studenttelephonevoicemailinstructions.pdf>

Student Telephone Usage Policy:

<http://www.usao.edu/infoservices/studenttelephonepolicy.pdf>

Campus Telephone Directory:

IS maintains a telephone number directory on our website that contains the campus telephone extensions of all staff and faculty offices at USAO. The directory also lists email addresses and office locations of all the people listed in the directory. You can choose to view the directory either alphabetically or by department. Please visit the following webpage to access it:

<http://phones.usao.edu>

Equipment checkout:

IS does check out technology equipment such as laptops, projectors, screens, etc, but only to USAO faculty and staff members. However, students or student groups/clubs at USAO can have their faculty/staff sponsor check out equipment on their behalf. The staff/faculty sponsor will be responsible for the equipment until it is returned back to IS.

Internet services:

All campus-housing residents are provided with a free high-speed (T3) connection in their dorm room or apartment on campus. IS maintains and administers all internet connections on campus. No special settings or software is needed to connect your computer to the network. As far as the hardware requirements go, all you need is a network card installed on your desktop or laptop, and a high-speed network cable (a.k.a. CAT5/CAT5e ethernet cable). Both can be very affordably purchased from either the USAO Bookstore or any large retail store or computer shop. Most new computers come with a built-in network jack.

VERY IMPORTANT: Before you can access the internet in your campus-housing, you must fill out a Network Access Form and turn it in to IS. Please make sure that all the information on the form is filled as accurately and completely as possible. You **MUST** know your dorm/apartment room number (and internal room number if you're in Lawson) along with your room's phone extension in advance before filling out the form. This will avoid any delays in your connection being switched on. You can come to IS and fill out a form or you can download and print the PDF version of the form from our website: http://www.usao.edu/infoservices/Network_app.pdf Incoming freshmen will receive a copy of the form as part of the Freshman Orientation package provided by Student Services. The internet connections in all campus housing at USAO will be turned off at the beginning of every semester so please be sure to turn in a new form to IS (you may turn it in a week early if you wish, to reduce your disconnection time). Please note that if you move at any time to another apartment or dorm room, you must also file a new form in IS.

Wireless Internet:

Access to the wireless network at USAO is free for faculty, staff and students but does require a login username and password, and the wireless service is limited to web browsing and e-mail. If you would like access to USAO's wireless network, please contact IS and we will provide you with a username and password. Please insure that the username and password provided to you for wireless access is kept secure and not shared with any non-USAO denizens.

USAO has 40-plus active wireless access points strategically placed around campus. We've tried to encompass as much area of the campus as possible. Specifically, we've installed the radio transmitters (wireless access points) in all the buildings around campus that have a regular flow of people. That includes Austin Hall, Trout Hall, Davis Hall, Gary Hall, the Student Center, Nash Library, the Fieldhouse, the Original Gym, Sparks Hall, and Lawson Court Clubhouse. There's at least one wireless radio transmitter -- if not two or three -- per floor of each building. This allows for continual uninterrupted access to the wireless network. Outside access is also available from most locations on campus grounds (with the exception of Bill Smith Ballpark).

In the residence halls, however, students will find their high-speed wired access to be a more practical choice. For students who live on-campus, IS would like to emphasize that the wireless network is not a good substitute for the hard-line high-speed internet access that is provided in every dorm room and apartment on campus. Wired connections are much faster and more reliable than wireless. The wireless network is simply a means to have convenient availability to the Internet with your portable wireless device when you're not in your dorm room or apartment.

No special software is required for wireless access on your laptop or desktop computer. As far as hardware requirements go, all you need is a wireless card (a.k.a. PCMCIA card) which can be purchased from either the USAO Bookstore or any large retail store or computer shop. Most new laptops come standard with a built-in wireless card.

FREE Music downloads:

USAO students can now get their music on their computers for **FREE!** As a subscribing school to the online music warehouse **Ruckus** (<http://www.ruckus.com>), USAO now offers students a legal way to download virus-free songs, (and for a nominal fee, you can even download movies and TV shows) as well as share their playlists with other students on campus. Ruckus is available free to students and for a nominal fee for faculty, staff and alumni. For more information, please visit the following webpages on USAO's website: <http://www.usao.edu/infoservices/ruckus.htm>
<http://www.usao.edu/infoservices/ruckus-faq.htm>

USAO Email accounts for students:

All USAO students are given a **free USAO email address** that can be used for the duration of their enrollment at USAO. Once you graduate, you can request an alumni email address which is also free. All USAO email addresses are maintained and administered by Information Services. All incoming freshmen have a student email address automatically created for them by their first week of classes at USAO. Please visit the following webpage for more information about setting up your USAO student email account: <http://www.usao.edu/infoservices/USAOemail.htm>. The above webpage also has information on how to change your college assigned password for your email account.

NOTE: Your USAO student email address is USAO's official means of communication to all students. It is the responsibility of students to regularly check their USAO email accounts for emails from faculty, staff, listserves etc.

Email listserve subscriptions for students:

All USAO students are automatically subscribed to the **USAO-Drovers** (USAO Sports updates), **USAO-News** (USAO-related events and news announcements) and **USAO-Official** (important announcements and emergency notifications) email listserves. While you may voluntarily remove yourself from the USAO-Drovers and USAO-News listserves, it is mandatory that you remain on USAO-Official. This listserve will be one of our means of contacting you in case of an emergency, such as a weather-related school closing. Lawson Hall and Sparks Hall residents are also automatically subscribed to their own respective email listserves. Only USAO-assigned student email addresses are used in any of the student listserves. The listserves can only be used to send out emails by authorized staff and/or faculty on campus. Unauthorized emails are automatically rejected by the email server. Student groups/clubs/organizations can also have emails sent out to the listserves through their USAO faculty or staff sponsor.

Computer labs on campus:

There are several computer labs on campus that students, staff and faculty can use for their academic needs. The computer labs have word processing, printing and document/image scanning capability, however only USAO faculty, staff and students can avail themselves of USAO lab usage. Lab patrons may be asked to show their USAO student ID card at any time.

NOTE: The lab printers only have black & white printing capability. To print in color, students/staff/faculty can have the USAO Printshop (TH 124) make color prints for them on standard or glossy paper stock. However, there is a fee for this service charged by the USAO Printshop.

Computer lab locations:

- Austin Hall
 - Computer Science Lab (Rm 108)
 - Math/Science Lab (Rm 213)
 - Microbiology Lab (Rm 312) – **For Microbiology students only**
- Troutt Hall
 - Business Lab (Rm 318)
- Davis Hall
 - Writing Lab (Rm 120),
 - Social Sciences Lab (Rm 122),
 - Music Lab (Rm 247) – **For Music students only**
 - Graphic Arts Lab (Rm 310) -- **Macintosh computers only**
- Gary Hall
 - Education Lab (Rm 214)
- Nash Library
 - Main level (Rm 203)
 - 3rd floor lobby

Lab usage guidelines:

- No drinks or food allowed inside labs.
- No loud music inside the labs. If needed, students can use headphones to listen to audio from their workstations.
- No form of inappropriate behavior whatsoever that can be construed as sexual harassment or harassment of any kind.
- Please avoid abuse of printing privileges by not wasting paper.
- If the lab printer's toner (i.e. ink) cartridge runs out, please don't try to change it. You can either inform IS or notify the closest division secretary. A fresh toner cartridge will be installed as soon as possible.
- Unless there is an afternoon/night class in progress, **all lab computers will automatically shut down at 5:00 pm every day.** Please make sure to save all your work on your own personal storage media (floppy disk, CD, DVD, USB flash drive) **BEFORE** 5:00 pm! Once the computers are shut down, any work in progress on them is lost as the computers are pre-programmed to reset themselves to a clean state every time they are restarted.
- Please understand that all the labs on campus with computers in them are not necessarily meant for general usage at all times. Priority is always given to students with academic needs for using the lab computers (sometimes depending on which particular lab itself is needed to perform certain academic requirements). There are also times when classes might be held inside the labs; in such cases, please vacate the lab unless you are a student who is participating in the class.

Quick Links:

- Check your USAO email through the web:
<http://webmail.usao.edu/>
- How to setup Microsoft Outlook to access your USAO email:
<http://www.usao.edu/infoservices/setup-Outlook.htm>
- How to block SPAM and filter your e-mail using Microsoft Outlook:
<http://www.usao.edu/infoservices/emailfilter.html>
- Change your USAO email account's password:
<https://www.onenet.net/password>
- Information about Microsoft Office 2007:
<http://www.usao.edu/infoservices/office2007>
- Email Hoaxes, SPAM, & Scams:
<http://www.usao.edu/infoservices/hoaxes>
- FREE recommended anti-virus software:
AVG: <http://free.grisoft.com/>
Trend Micro (online virus scanner): <http://housecall.trendmicro.com/>
- Virus information:
<http://us.mcafee.com/virusInfo/default.asp>
- FREE recommended spyware removal software:
SpyBot: <http://www.safer-networking.org/en/index.html>
Ad-Aware: <http://www.lavasoftusa.com/>
- Internet application/form for USAO on-campus housing:
http://www.usao.edu/infoservices/Network_app.pdf
- Voicemail instructions:
<http://www.usao.edu/infoservices/studenttelephonevoicemailinstructions.pdf>
- Student Telephone Usage Policy:
<http://www.usao.edu/infoservices/studenttelephonepolicy.pdf>
- How to check your on-campus phone's voicemail from off-campus:
<http://www.usao.edu/infoservices/intertel5.htm>
- Faculty and staff webpages:
<http://www.usao.edu/homepages.htm>
- Course Catalog information:
<http://www.usao.edu/catalog/>
- Campus Map:
http://www.usao.edu/pics2005/campus_2map.htm
- Campus Security (24 hours):
(405) 222-8066
- Health Services:
(405) 574-1331