



**MacMurray College**

**Student Computing Resource Guide**

# MacMurray College - Student Computing Resource Guide

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# MacMurray College - Student Computing Resource Guide

## Introduction

This document addresses some of the most common questions students have regarding Information Technology at MacMurray College. In this document, you will find an overview of available technology on campus, information on how to connect your computer to the campus network and Internet connection, and information on how and where to find assistance with campus technology.

## Overview of Available Technology

The following list introduces some of the technology resources that are available to students at MacMurray.

- **Email:** Every currently-enrolled MacMurray student (both full- and part-time) receives a student email account. New students are supplied with account details (address and password) when they register for classes.
- **Computer Labs/Student Use Computers:** Computer labs are located in several locations throughout campus for student use.
- **Wired Network:** Each MacMurray College residence hall room is equipped with high speed Internet connections. Internet connections in the residence halls are free of charge for students who bring their own computers.
- **Wireless Network Access:** If you have a laptop computer, you can move around campus and still stay connected to MacMurray's network. Wireless network access is available to current faculty, students and staff. This service is an extension of the traditional hard-wired networking ports available in offices, classrooms, dorms, labs, and other areas.

## Email

- Student email accounts can be accessed by visiting <https://mail.mac.edu/owa>.
- There is no cost or fee associated with the student email account.
- If you have forgotten your email address information, please submit a SchoolDude request at <http://www.mac.edu/help>.
- Accounts are deleted when courses are not taken through completion for two consecutive terms.
- Students whose inbox exceeds 100 MB are subject to having their messages permanently deleted by system administration. This is necessary for the proper functioning and upkeep of the email system.
- All campus communications will be sent to your MacMurray email account.

## Computer Labs/Student Use Computers

Computers for student use can be found in the Library, Mac Hall Room 11, Ed Complex Room 203, Norris Ed Nursing Lab, and the Center for Learning Excellence in the Ed Complex. Hours for these locations may change throughout the year. Changes in hours are sent via MacMurray email and posted on MacMurray's website.

## Software Availability

All lab computers are equipped with a minimum of Microsoft Windows XP, Microsoft Office, and Microsoft Internet Explorer. Other software may be available in certain locations as requested for particular courses. Installation of additional software is prohibited unless permission is granted by the Office of Information Technology.

## Policies

- No food or drink is allowed.
- No cell phone usage.
- Maintain a quiet environment and be respectful of others.
- Please inform staff of any issues or problems.

## Network Access – Wired

If you are bringing a computer to MacMurray, please read this section carefully. To gain access to MacMurray's network or to the Internet, your computer must complete an online registration process. Registration to the network helps to ensure that all members of the campus community receive reliable network and Internet service. This process also checks to make sure that each computer on the network has current virus and spyware protection.

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The first time you access the MacMurray College network using your personal computer, you will need to spend some time registering your computer on the network. Until registration and an initial security scan have been performed, the computer will have limited access to the Internet. This limited access will allow you to download all the required software.

The registration process begins automatically when you connect to the campus network and open your Internet browser (e.g. Internet Explorer, Mozilla Firefox) for the first time. You should immediately see the computer registration page. If you do not see the page, please visit: <http://macrr:8080/registration/index.html>.

The registration pages guide you through a series of informational screens describing the registration process. Make sure to accept any security certificate prompts that may appear during this process in order to register your computer on the network.

You will need to know your MacMurray College email username (your email address without the “@mac.edu” portion) and password to login when prompted and complete the process. If you do not have this information, please submit a SchoolDude request at <http://www.mac.edu/help>.

### Network Registration – Requirements

In order for the registration process to be completed successfully, your computer must meet the following requirements/restrictions:

- Ethernet card or built-in port (sometimes referred to as a network interface card or NIC)
- 1 standard RJ-45 Ethernet cable (sometimes referred to as a patch cable)
- Software provided by MacMurray (available for download at [http://www.mac.edu/resources/it\\_downloads.asp](http://www.mac.edu/resources/it_downloads.asp))
  - Persistent Security Agent (A program that will automatically download once connected to MacMurray’s network, the Agent will periodically scan your computer to verify your version of Windows or Mac OS and related updates, antivirus and antispyware products. No other data is collected.)
  - Antivirus Software: Available for download once connected to MacMurray College’s network
  - Antispyware Software
- The latest security patches for your operating system
- Removal of all peer-to-peer software (KaZaA, Limewire, BitTorrent, etc.)
  - This type of software is prohibited on MacMurray’s network and will prevent full network access. The presence of this type of software at any time while connected to MacMurray’s network will disable your network access. Access will only be restored once the software has been completely removed. (See the Residential Network Acceptable Use Policy at [http://www.mac.edu/resources/it\\_policies.asp](http://www.mac.edu/resources/it_policies.asp).)

### Network Registration – Ensuring the Health of Your Computer

#### Step 1: Obtain and Install Antivirus Software

We require that all student computers have and maintain antivirus software in order to use the campus network and Internet connection. Currently supported packages are: Symantec Antivirus, Norton Antivirus, and McAfee VirusScan. MacMurray College provides students with a free copy of Symantec Antivirus to use while on campus.

Students are strongly encouraged to install and run the College-provided antivirus software. Once on-campus, the software can be downloaded via Internet Explorer by visiting [http://www.mac.edu/resources/it\\_downloads.asp](http://www.mac.edu/resources/it_downloads.asp). If you are using a Mac, please visit the Office of Information Technology to obtain the antivirus software.

Symantec Antivirus is provided by MacMurray College and is free of charge to students. The Office of Information Technology is very familiar with this product and can better support it on the campus network. Unfortunately, we do not support antivirus programs other than those listed above; therefore, we cannot guarantee network access if a student is not using supported antivirus software.

**Note:** We recommend students uninstall all other antivirus software before installing Symantec Antivirus since it may conflict with network security implementations.

#### Step 2: Turn off System Restore (Windows XP)

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Before a computer with Windows XP is scanned for viruses, the System Restore Utility should be turned off. This will ensure that if a virus is found, System Restore will not inadvertently reinstall the virus on the computer.

**Note:** Windows XP users must be logged into an account with Administrator rights. Disabling System Restore will remove any saved restore points.

- Click Start.
- Right-click the “My Computer” icon, then click “Properties.”
- Select the System Restore tab.
- Check the box labeled “Turn off System Restore on all drives.”
- Click Apply.
- Click Yes.
- Click OK.

**Note:** We recommend students uninstall all other antivirus software before installing Symantec Antivirus.

### Step 3: Scan the Computer for Viruses

Once antivirus software and its updates have been installed, a full virus scan must be run before attempting to connect to MacMurray’s network. The process for running a scan varies based on the software installed on your computer. Students should consult the Help menu for their software to determine how to scan their computer. This scan ensures that the computer is secure and virus free before accessing the campus network.

### Step 4: Turn On System Restore

- Click Start.
- Right-click the “My Computer” icon, then click “Properties.”
- Select the System Restore tab.
- Uncheck the box labeled “Turn off System Restore on all drives.”
- Click Apply.
- Click Yes.
- Click OK.

### Step 5: Set Windows to Update Automatically

Windows XP and Vista have the ability to automatically update themselves as updates are released by Microsoft. Often, these updates include important security upgrades for the Windows operating system. By allowing the computer to download and install these updates automatically, the computer is less likely to be exploited by malicious software and viruses.

To configure Automatic Updates:

- Click Start.
- Click Control Panel.
- Double-click Automatic Updates.
- Select the Automatic (recommended) option.
- Choose an appropriate day and time when the computer is typically on and a network connection is present.
- Click OK.

**Note:** if the computer is not on and/or a network connection is not available, Automatic Update will not run.

Windows 95, 98, and ME are no longer supported by Microsoft and are not supported on MacMurray College’s network. A computer with those operating systems will not be able to complete the network registration process.

### Step 6: Protect Against Spyware

Spyware is software that is designed to collect information while you browse the Internet. It attempts to provide links to sites via pop-ups, banner ads, and extra toolbars within your Internet browser. Spyware can install itself without your knowledge and is usually picked up on sites where you download free software and games, smiley packages for email, etc. Over time, spyware can become annoying by creating pop-ups, slowing

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your computer's performance, and making Internet browsing difficult. It can also generate a large amount of Internet traffic on the network.

The MacMurray College network requires that students have at least one of the following antispyware tools: Spybot Search and Destroy or Ad-Aware 2007. These tools act much like antivirus programs. They will scan your computer for current spyware infections, remove spyware, and prevent future spyware installations.

Both tools are available for download by visiting [http://www.mac.edu/resources/it\\_downloads.asp](http://www.mac.edu/resources/it_downloads.asp).

### Network Registration – Step-by-Step Instructions

Once you reach the registration page, follow these steps:

- Windows Users
  - Click on the “Start” button next to “Students, Faculty, and Staff for Windows.”
  - Click the “Download” image.
  - Click “Run.”
  - Click “Run” in the second dialog box.
  - Click “Next.”
  - The Agent will install. When given the option, click “Close.”
  - A Login dialog box will appear. Type in your username and password and click “Login.” (This dialog box will appear periodically, and you will need to login this way each time.)
  - Your computer will then be scanned for the required and restricted components. A progress dialog box will appear.
  - A Windows Security Alert for Java™ Platform SE binary may appear. Click “Unblock.”
  - If your computer does not successfully pass the PSA scan, it will be quarantined and a message will appear on your screen indicating any problem areas. There will also be links that will assist you in fixing the problem. Once you have gone through those steps, you can have the PSA scan your computer again and re-join the network.
- Mac Users
  - Choose the second option: “Students, Faculty, and Staff for OSX.”
  - Type in your username and password, select your device type, and click the “Download” image.

### Network Registration – Important Notes

- Once you have received a message from the PSA stating that you have successfully registered, it can take up to an hour to gain full network access. This is especially true at the beginning of the semester when everyone arrives on campus.
- While your computer is being registered to the network and scanned, you may notice that your computer loses network connection a few times. This is normal.
- To test your network connection and to see if you have full access, try browsing to any off-campus webpage. <http://www.google.com> is a good option.
- Do not unplug your network cable or restart your computer for at least 30 minutes after you begin the registration process. This can disrupt the process.
- If you have waited for an hour, you have not been informed that there are problems you must fix, and you do not have full access to the Internet, restart your computer. If, after your computer restarts, you are still unable to browse the Internet or you receive errors, please submit a SchoolDude request at <http://www.mac.edu/help>.

### Automated Network Protection

Automated scans for virus-related activity are conducted on a continual basis across the campus network. If the scans detect virus activity from your computer, your computer will be quarantined and you will need to update your antivirus software, scan your computer for viruses, and remove any infections found. You can then use the PSA to scan your computer again and reconnect to the network if all virus activity from your computer has stopped.

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## Network Access - Wireless

The MacMurray College campus has many wireless “hot spots” students may use to connect to the MacMurray College network and Internet. For the most current list of wireless access locations on campus, please visit

[http://www.mac.edu/resources/it\\_access.asp](http://www.mac.edu/resources/it_access.asp).

Please be aware that the speed and performance experienced on a wireless connection is affected by distance from the wireless radio, interference, and by the wireless components within each individual computer. Students may need to adjust their location to obtain the best possible signal.

**Note:** It is against network policy for any other group within the college to install, attach or deploy wireless/wired LAN internetworking hardware and/or software without the express written permission of the Office of Information Technology.

## Guest Access – Unsecured

The simplest and fastest way to connect to MacMurray’s wireless network is to use the MACGUEST wireless network. This wireless network is available in all wireless locations. This connection provides Internet access only.

The MACGUEST wireless connection does not require any network registration or login and password. The connection is open to anyone who wishes to use it. Data sent over this connection is not encrypted and is not secure. Therefore, it is not advisable to send sensitive, personal information or credit card information over the Internet while using the MACGUEST wireless network.

To connect to the MACGUEST network on a Windows XP or Vista computer:

- Open Control Panel.
- Click on Network Connections.
- Right-click on Wireless Network Connection.
- Select View Available Wireless Networks.
- MACGUEST should appear in the list. Select it.
- Click Connect.
- You will see a message that states that the connection is not secure. To connect, choose Connect Anyway.

## Student Access - Secured

MacMurray College also provides a secure wireless network and Internet connection for students. The secure connection provides encryption and data security and requires a login, password, and a downloaded security certificate. Data sent over the secured network is protected so that only the computer sending information and the website receiving the information can read the information being exchanged. A secure network connection is highly recommended for any type of Internet activity that may include the exchange of sensitive information such as credit card information and social security numbers.

If you choose to connect to MacMurray College’s secured wireless connection, there is a one-time setup process which includes installing a security certificate and requires a MacMurray login name and password.

Instructions for connecting to the secured wireless Internet connection can be found at

[http://www.mac.edu/resources/it\\_access.asp](http://www.mac.edu/resources/it_access.asp).

## Network Access – FAQ

### What if the Registration Page doesn’t come up when I open my browser?

- Ensure the machine is properly configured for use MacMurray College network. (See Computer Configuration for the MacMurray Network in the How To section.)
- Release/Renew your computer’s IP address. (See How To section.)
- Restart your computer.
- Scan your computer for any viruses and spyware and allow your software to remove the problems found.
- Clear your browser history, cookies, and temporary Internet files. (See How To section.)
- Turn off the Windows firewall. (See How To section.)

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- Unplug the network cable from the wall or computer and turn the computer off. Plug the network cable back into the wall and computer, then restart the computer. Open a browser window and see if you have network access.
- (Optional) Try opening an alternate web browser, such as Firefox, to access the registration page. The Mozilla Firefox browser is less vulnerable to spyware than Internet Explorer, which may improve the likelihood of successful registration.
- Contact the IT department for assistance.

### What if I've already registered and I am being asked to register again?

- Release/Renew your computer's IP address. (See How To section.)
- Restart your computer.
- Scan your computer for any viruses and spyware and allow your software to remove the problems found.
- Clear your browser history, cookies, and temporary Internet files. (See How To section.)
- Turn off the Windows firewall. (See How To section.)
- It may take up to one hour for the network to complete your computer registration request.

### What if I have problems accessing the network after successfully registering my computer?

- If the computer has been infected with a virus or with spyware, network access may have been disabled. Scan your computer for infections and try again. (See How To section.)
- If successful registration has been indicated, but the Internet cannot be accessed from your computer, leave the computer on and plugged in to the network. Registration may take up to an hour to process after you've received a "successful registration" notice.
- Other problems may be related to network outages, or wiring/physical port damage may have occurred. You may want to try a different network cable but do not attempt to use to a different network port, because it may interrupt the registration process.
- Submit a SchoolDude request at <http://www.mac.edu/help>.

### What kind of computer should I bring to campus?

You may bring virtually any kind of computer to campus. Brands are not important. If you wish to connect to the campus network, you will want to make sure that you have a PC with Windows XP or Windows Vista, or a Mac with OS X. Our technicians are more familiar with supporting PCs so service may be slightly faster for PC problems.

### Will you fix my computer?

Our IT department staff will assist students with network access issues. We require the "Student Network Issue Repair Request Form" (found at the end of this document) to be completed either before or during the drop-off. Incomplete forms will result in longer resolution times. Additionally, if you are bringing a laptop, we will require the power cord, since we may need to keep the laptop past the life of the battery.

For licensing and warranty reasons, our staff cannot service students' personal computer hardware or software.

If you are experiencing problems with your computer that are not related to MacMurray's network, there are a few options:

- If your computer is under warranty, contact the manufacturer for assistance.
- Take your computer to a service center. There are a couple of options in Jacksonville:

BLH Computers  
(217) 245-2600  
<http://www.blhcomputers.com/>  
Located at 832 South Main

Staples  
217-245-9648  
Located at 1813 W. Morton Ave.

**Note:** These businesses are listed as a service to our students. MacMurray College does not endorse either business, nor does MacMurray College guarantee the quality of work or pricing from either business.

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## Can I bring my own wireless access point, router, or switch?

Routers, wireless access points, or any other devices that act as a DHCP server to generate IP addresses or allow multiple computers to access one connection, are not allowed on the network. Computers on these devices will not be able to complete registration. (See the Residential Network Acceptable Use Policy at [http://www.mac.edu/resources/it\\_policies.asp](http://www.mac.edu/resources/it_policies.asp).)

## Does MacMurray College provide a network cable for my residence hall room?

No, MacMurray College does not provide network cables for students. Network cables may be purchased at the bookstore.

## Network Access – How To...

### Computer Configuration for the MacMurray Network - PC

- Click on “Start” > “Settings” > “Control Panel.” **Note:** In Windows XP, the “Control Panel” setting can be found directly under the start menu.
- Double click on the “Network and Dial-up Connections” control panel. **Note:** In Windows, there are two views: Category and Classic view. If you are operating in the “category” view, click “Switch to classic view” on the left to display the “Network Connections” control panel. Double click to open it.
- In the “Network Connections” window, right click on the “Local Area Connection” icon and select “Properties.”
- In the “Components checked are used by this connection:” area, scroll down until you see “Internet Protocol (TCP/IP).”
- Select “Internet Protocol (TCP/IP)” and click “Properties.”
- Verify that you have the computer set to “Obtain an IP address automatically” and “Obtain DNS server address automatically.”

### Computer Configuration for the MacMurray Network (Mac):

- Click on “System Preferences” on the Dock menu.
- In the “System Preferences” window, click on the “Network” button under the “Internet and Network” heading.
- Highlight the “Built-in Ethernet” option and click the “Configure” button.
- Select the “TCP/IP” tab; verify that the “Configure IPv4” pull-down menu is set to “Using DHCP.”

### How to obtain a machine MAC and IP address (Windows 2000/XP):

- Click on the “Start” button, Select “Run.”
- Type “cmd” or “command” (no quotes), hit Enter.
- When the black DOS screen appears, type “ipconfig /all” (no quotes), hit Enter.
- Note: MAC address is listed as “Physical Address.”

### How to release and renew an IP address (Win2000/XP):

- Click on the “Start” button, Select “Run.”
- Type “cmd” or “command” (no quotes), hit Enter.
- When the black DOS screen appears, type “ipconfig /release” (no quotes), hit enter.
- Type “ipconfig /renew” (no quotes), hit enter.
- **Note:** A successful release is indicated when the IP address reads 0.0.0.0. A successful renew is indicated when the IP address reads 10.6.x.x (if a computer has already been registered through port authentication), or 10.13.x.x (if a computer is still in the network registration process). If your computer has been quarantined for a virus or shut down through a policy violation, your IP address will read 10.12.x.x. If your computer is not configured properly it may return a 192.168.x.x number and you may need to contact the IT Department for assistance.

### How to clear out Internet Explorer Temporary Files, History, and Cookies:

- While Internet Explorer is open, click on the “Tools” menu, and select “Internet Options.”
- Under the default “General” tab, click “Delete Cookies,” and click “OK.”

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- Click “Delete Files.” Check “Delete all offline content,” and hit “OK.”
- Click “Clear History.”
- Click “OK” to close.
- **Note:** Clearing these files may clear any usernames and passwords that are automatically entered for you at certain web sites.

### How to turn off Windows Firewall (Windows XP):

- Click on “Start” > “Settings” > “Control Panel.” **Note:** In Windows XP, the “Control Panel” setting can be found directly under the start menu.
- Double-Click “Security Center.”
- Click “Windows Firewall.”
- Select the “Off” option.
- Click “OK.”

## Network Access – Policies

**Terms of Service:** [http://www.mac.edu/resources/pdf/it\\_terms\\_of\\_service.pdf](http://www.mac.edu/resources/pdf/it_terms_of_service.pdf)

**Peer to Peer Policy:** [http://www.mac.edu/resources/it\\_policy\\_p2p.asp](http://www.mac.edu/resources/it_policy_p2p.asp)

**Computer Use Policy:** [http://www.mac.edu/resources/pdf/it\\_policy\\_computer.pdf](http://www.mac.edu/resources/pdf/it_policy_computer.pdf)

**Online Help Desk:** <http://www.mac.edu/help>

**IT Department Pages:** <http://www.mac.edu/resources/index.asp>

## Contacting the Office of Information Technology

Do you have some questions, or need assistance? Here is how to reach us.

Using SchoolDude, our online help desk, you can submit a request for assistance 24 hours a day, 7 days a week. A technician will review the request during business hours and will work to resolve the issue as quickly as possible. Please visit <http://www.mac.edu/help> for access to SchoolDude, as well as instructions for its use. Can't access SchoolDude? Call the IT Help Desk at (217) 479-7032. Our office is located in Kathryn Hall, room 305. Office hours are Tuesday through Thursday 7:30 AM – 5:30 PM and Friday 7:30 AM – 5:00 PM.

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### Important Information to Note

When you contact the IT department for assistance, you may be asked for the following information. It is a good idea to keep this information in a place that is easily accessible.

MAC Address: \_\_\_\_\_

MacMurray Username: \_\_\_\_\_

Computer Brand and Model: \_\_\_\_\_

Operating System: \_\_\_\_\_

Computer Serial Number: \_\_\_\_\_

Computer Login (if applicable): \_\_\_\_\_

Computer Password (if applicable): \_\_\_\_\_

Residence Hall and Room Number: \_\_\_\_\_

