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www.umn.edu
/dmc/initiatives
/seminar-series

Information Technology

Newsletter

Laptop Rentals and Wireless Computing

▼ Laptop rental additions: Apple iBook and more locations

Now you can rent an Apple iBook; it comes equipped with the Apple Airport Card for wireless Internet connection in various places around campus. And, of course, you can still rent the Dell Inspiron Notebooks.

In addition to the 93 Blegen location, the laptop rental program is now available in the Technology Helplines in 152 Shepherd Labs and 50 Coffey Hall. Rentals are still only for one day, Monday–Friday, starting at 8:00 a.m.

For more information on renting laptops during the day, see this Website:
<http://lighthouse.micro.umn.edu/laptoprental>

▼ Wireless connections in Wilson

Those who are using wireless PCMCIA cards on campus can access the Internet in Wilson Library on the West Bank where wireless Internet connections are available in the main study areas. How does it work?

- ▶ Only PCMCIA cards that are registered through the DHCP service can use the wireless connections, a step we've taken for all the laptops available through our rental service. To register your own laptop, follow the DHCP link on the Networking and Telecommunications Website: <http://www.nts.umn.edu>
- ▶ Compatible laptops will access the Internet in the Wilson Library central study areas, from the basement through the fourth floors.

■ Peter Oberg, Office of Information Technology

E-mail Guidelines

▼ Don't check too often

Did you know that checking for new e-mail too frequently consumes a lot of resources and may actually prevent you from receiving mail in a timely manner? A surprising number of people's e-mail is set to automatically check for mail every minute or so.

We recommend checking for new e-mail no more than once every 10-15 minutes, a frequency setting that most full-featured e-mail software supports. (Figure 1). We encourage you to set longer intervals. You can override the automatic settings if you're waiting for an urgent message: select the "get new messages" option from your e-mail client.

▼ Keep inboxes small

Those who use POP or IMAP protocols can leave mail on the server in their Incoming Mail Server's inbox. (See January 2001 newsletter.) People who keep a large volume of e-mail in the server's inbox use more resources than just the storage space they've been allotted. When people clear out those inboxes, they are frequently surprised at how much faster the system works.

Whenever you fetch e-mail, even if there is only one new message to be displayed, the system must read through every message in your Incoming Mail Server's inbox. Then the mail server and the e-mail client on your computer must communicate with each other to determine which messages you haven't seen yet, a process that gets slower as the inbox gets bigger. Large inboxes are the most common reason for perceived slowness in the e-mail system.

Managing POP protocol

The POP protocol is the default setting for most e-mail software. Some who use the POP protocol select the "leave mail on the server option" without realizing the mail is not actually deleted from their Incoming Mail Server's inbox. These people are unaware that the server's inbox is growing because when they "fetch" mail they only get new messages;

and their software does not remind them that messages they've fetched, filed or discarded on their own computers are still stored in the Incoming Mail Server's inbox.

The "leave mail on the server option" is appropriate if you read mail from multiple computers, and you set up one e-mail client to not save messages. It is also appropriate if you occasionally use Webmail to clean up the Incoming Mail Server's inbox:
<http://www.mail.umn.edu>

Since POP protocol users who have more than 500 messages in their Incoming Mail Server's inbox are probably unaware of its size, we periodically send them e-mail advising them to clean up the server's inbox or call the Technology Helpline to find out what steps to take.

▼ Bad combination

People who check e-mail very frequently and who also have large Incoming Mail Server inboxes will get poor performance.

When people clear out their inboxes, they are frequently surprised at how much faster the system works.

While your e-mail client software is checking/downloading mail, the system cannot deliver newly arrived mail. As the inbox grows it is possible for the "fetch new mail" operation to take more time than the "check for new mail" interval, resulting in a loop where that user never actually downloads all new mail.

■ Technology Helplines, Phil Kachelmyer, Mary Kelleher

Figure 1: setting e-mail time limits

Don't set up your software to automatically check for new e-mail more often than once every 10-15 minutes. Intervals of 30 minutes or more are preferred; and even longer intervals work for many people, as does manually checking for new mail rather than using the automatic setting.

Most e-mail software lets you set time in minutes. Pegasus is one example that can set time in seconds; Pegasus should be set to a minimum of 600 seconds.

To get help changing the timing setting you can, of course, call the Technology Helpline. The exact menu selections for any option tend to change when software gets updated.

Sample settings are listed below.



Eudora

1. Mac OS: from the *Special* menu select *Settings*
2. Windows: from the *Tools* menu select *Options*

- Then from the scrollable icon list, select *Checking Mail*.
- There you'll find this entry:
Check for mail every __ minutes.

Type in the desired time interval. To turn this feature on or off, click its checkbox.



Netscape Navigator or Messenger

▼ Netscape 4.0, 4.5 and higher

1. From the *Edit* menu, select *Preferences*.
2. In the *Category* box, click the plus sign or arrow preceding *Mail & Newsgroups* and select *Mail Servers*.
3. Then follow instructions below and remember to click the OK buttons on all windows you have opened.

▼ Netscape 4.5 and higher

- In the *Incoming Mail Servers* section, select the mail server, then click the *Edit* button.
- In the resulting windows, select the *General* tab and look for this entry:
Check for mail every __ minutes

Type in the desired time interval. To turn this feature on or off, click its checkbox.

▼ Netscape Messenger 4.0.x

- Click the *More Options* box and look for this entry: *Check for mail every __ minutes*

Type in the desired time interval. To turn this feature on or off, click its checkbox.



Microsoft Outlook

▼ Outlook 2000, Windows, Internet only option

- From the *Tools* menu, click *Options*.
- Select the *Mail Delivery* tab and look for this option: *Check for new mail every __ minute(s)*

Type in the desired time interval.

▼ Outlook Express 5, Macintosh

- Click on the *Tools* menu and select *Schedules*.
- Look for the *Send & Receive* option and click on the *Edit* button.
- In the *When* section you can set a repeating schedule.

Which version of Outlook?

To find out which version of Outlook you have, open Outlook. From the *Help* menu select *About Microsoft Outlook*. In the resulting window, look in the upper right-hand corner for the version number.



Is your e-mail ugly and dangerous, too?

In June 2000 we reported that the Office of Information Technology's (OIT) mail server administrators are exploring whether the University can use antivirus software to check e-mail messages without slowing the system down too much or imposing other drawbacks. We're still checking. But the results of a recent test should interest you.

Enclosures can be hazardous

The University's central e-mail servers deliver about 3 million messages each week. Recently we've tested some virus detection software on e-mail that passes through these servers and found that more than 30,000 had enclosures with viruses. We think a 0.1% chance of getting an obnoxious or hazardous virus should make people cautious.

E-mail attachments are so common some people routinely send all e-mail that way, a practice we'd like to discourage.

Today you need to consider that every Microsoft Word document could really be a small computer program, thanks to macros, a useful way to automate routine tasks — unless the macro is a malicious Melissa (a virus that made headlines in the summer of 1999). Word macro viruses are still one of the largest categories of annoying and treacherous computer code.

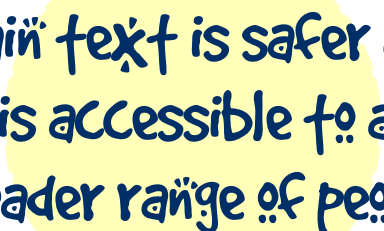
If you use "Wordmail" or unthinkingly send Microsoft Word documents instead of plain text, consider changing how you compose mail. Figure 1 has some steps for turning off Wordmail.

The case for plain text messages

Not only is plain text safer, it is accessible to a broader range of people.

Plain text means: no HTML and no word processing documents. We get many examples of easy to read and understandable plain text e-mail. Figure 2 has some examples of plain text e-mail with short paragraphs and blank lines between, making the text easy to read without resorting to bold text or font changes.

Sending plain text mail is also good netiquette. Ugly e-mail frequently shows up in electronic mailing lists that include people who are used to exchanging e-mail with colleagues who use exactly the same software that they do; they may not realize that the rest of the world uses a huge variety of e-mail programs.



Plain text is safer and
is accessible to a
broader range of people.

Figure 1: Turn off WordMail

When Wordmail is enabled, Outlook or Exchange will use Microsoft Word as the default e-mail editor for new mail and forwarded mail.

To turn it off, follow your e-mail client's instructions; representative samples are below.

■ Outlook 2000, 98 and 97

- From the **Tools** menu, select **Options**, then...

▼ Outlook 2000

- In the **Options** dialog box, click the **Mail Format** tab.
- Under **Message format**, deselect the **Use Microsoft Word to edit e-mail** checkbox and click OK.

▼ Outlook 98

- In the **Options** dialog box, click the **Mail Format** tab.
- In the **Send in this message format** field, select **Plain Text** and click OK.

▼ Outlook 97

- In the **Options** dialog box, select the **Email** tab.
- Deselect the **Use Microsoft Word as the Email Editor** checkbox and click OK.

Figure 4 shows you how to turn off HTML mail, using Netscape Communicator 4.5 as an example.

URLs still supported

Plain text does not mean you must give up clickable Web addresses.

When you read e-mail in your inbox or mail folders that contains a Web reference like this

For more on accountability at U, see <http://www.umn.edu/govrel/accountability.htm>

you'll still be able to click on it to automatically go to that Website.

Today's full-featured e-mail software recognizes URLs (Universal Resource Locator), the standardized addressing scheme that lets you access resources on the Internet. As long as the text begins with *http://*, the software can turn it into a clickable hyperlink.

Keep your antivirus software up-to-date

Even if the University purchases and maintains centralized e-mail scanning software, individuals will still have to run antivirus software on their personal computers.

Viruses and other malicious code can be passed around via non-word processing documents, Web pages, security holes in workstations and removable media such as diskettes and CDs — and the scanning software might not be able to scan all encrypted encloses.

■ Technology Helplines, Phil Kachelmyer, Mary Kelleher

Figure 4: Turn off HTML formatted mail

This figure uses Netscape Communicator 4.5 as a representative example.

1. From the *Edit* menu, select *Preferences*.
2. Click *Formatting*. If you do not see the *Formatting* option, click the plus sign or triangle next the *Mail & Newsgroups* label.
3. The resulting window shows the formatting options below.

Message formatting

- Use the HTML editor to compose messages
- Use the plain text editor to compose messages

When sending HTML messages to recipients who are not listed as being able to receive them :

- Ask me what to do if the message has HTML formatting, otherwise send plain text
- Convert the message into plain text (may lose some formatting)
- Send the message in HTML anyway (some recipients may be unable to read it)
- Send the message in Plain Text and HTML (uses more disk space)

You can override this setting for any message through the options panel of the message composition window.

Related OIT newsletter articles

- Norton Antivirus Software (March 2001)
- Viruses: a Wake-up Call? (March 2001)
- E-mail Inboxes: POP or IMAP (January 2001)
- Computer Security @ Home (January 2001)
- A Growing E-mail Appetite (August 2000)
- Concerned About E-mail Viruses? (June 2000)
- Security and Shared Resources: Timely Reminders (March 2000)
- E-mail: Self-serve Setup Instructions (August 1999)
- Netscape Mail – Servers and Signatures (September 1997)
- Viruses. Be aware. Be careful. (July 1997)

What's your Web IQ?

Nancy K. Herther, University Libraries, <http://www.lib.umn.edu>

Are you hoping to do more of your research using the Internet? Are you working on class assignments that require Internet-based research?

Learning to judge the Web and better evaluate its value as a research tool, for information or enjoyment, is not easy.

Students frequently stop in the Libraries with some information they have found on the Web, seeking to verify or get more information on a topic. Some Web pages are very well-designed, even fancy; however, the content is the key issue. Today, anyone who can create a brochure can create a Website. Add a search feature and many call their Websites databases. In reality many are still not much more than brochures or resumes or some type of promotional material. Developing critical, discriminating skills to deal with today's expanding Web is not easy. Here are some tips that might help you out.

■ You see, but you do not observe. ■
Sir Arthur Conan Doyle (Sherlock
Holmes), *A Scandal in Bohemia*, 1892

A rose by any other name

A Website, like brochures or any other type of publications, is intended as a form of communication. Web pages generally fall into five categories or types.

1. **Personal:** these are Web pages created by an individual – and many Websites that offer on-line e-mail also offer their clients the ability to create their own Websites as an option or perk for signing up. These Websites may cover family history, give resume/personal histories or other information; and they can have a variety of endings in their URLs (.com, .edu, .net and so on).
2. **Business/Commercial:** these can be the official pages for some established company (such as Sony, IBM, ADM, Microsoft) or a small start-up. These sites can provide information for investors, product information, services and other information. Often these sites have a .com in the URL, but may have .net or other identifiers instead.

3. **Advocacy:** just as any group can create a pamphlet or brochure, so can it create a Web page. Some are very well done and professional in appearance; some are deceptively presented so that it is not always easy to identify potential bias.
4. **News:** whether it is from an established news group (a newspaper, televised news group, etc.) or from an aggregator of some type (such as pewinternet.org) covering links to information on some particular subject or issue, this is a very popular type of Internet site today.
5. **Informational:** governmental organizations, schools, colleges and others have used the Web to provide an additional avenue of communication with their user groups. For instance, the University's class schedules are now on-line as are IRS publications and legislative bill tracking. The URL for these sites often have .edu or .gov but may also have .net or other identifiers.

■ If you put tomfoolery into a computer, nothing comes out of it but tomfoolery. But this tomfoolery, having passed through a very expensive machine, is somehow enobled and no one dares criticize it. ■ Pierre Gallois

Learning how to identify the source/producer of some Website isn't always easy. Are the responsible organizations and individuals listed? Do they give citations of some sort for all of the information that they cite? Do they carefully distinguish facts/information from commentary/opinion? Is the Website kept up-to-date as information and knowledge change?

For some good information on how to evaluate information on Websites, see one of these Web pages. I often use them in my handouts and with classes. Both do an excellent job of helping any Web user become more discriminating in their evaluation and use of these resources.

- "Thinking Critically about World Wide Web Resources" from the UCLA Library:
<http://www.library.ucla.edu/libraries/college/help/critical/index.htm>

- “Evaluating Web Resources” from Widener University: <http://www2.widener.edu/Wolfgram-Memorial-Library/webevaluation/webeval.htm>

Won't get fooled again

Even Sherlock Holmes would find the Web a sticky wicket. For example, imagine looking for information on gun control. If you checked out the site of L.A.R.G.O (Lawful and Responsible Gun Owners) or the National Rifle Association of America, you would find very different information than you will by going to, for example, the Center to Prevent Handgun Violence.

- LARGO: <http://www.largo.org>
- NRA: <http://www.nra.org>
- Handgun control: <http://www.handguncontrol.org>

Abortion, capital punishment, animal research, censorship and prayer in school are other good examples of issues where the coverage and opinions you get will vary greatly depending on where you go on the Web.

■ The first principle is that you must not fool yourself, and you are the easiest person to fool. ■ Richard Feynman

An often-cited example of Websites established to ‘fool’ users as a way to stress the importance of Web evaluation is the “Mankato, Minnesota Home Page: Its natural wonders, history and culture,” which provides town and tourism related information on Mankato like you’ve never seen before: <http://lme.mankato.msus.edu/mankato/mankato.html>

Another one worth a look is an article on “Feline Reactions to Bearded Men” which purports to be from the humorous journal, *Annals of Improbable Research*: <http://www.improbable.com/airchives/classical/cat/cat.html>

■ You can fool too many of the people too much of the time. ■ James Thurber

Check out the Mankato and feline Websites. Yes, they are funny; but a careful look will show how easily the look-and-feel of a Website can fool or influence the casual Web user.

Sorting out the forgeries

Do you still think Web research is a no-brainer? If so, then check out the King Center Website, established by Coretta Scott King: <http://thekingcenter.com>

Now take a good look at this site <http://martinlutherking.org> which was created to have the look-and-feel of the King Center site. This Website, however, was created by the white-supremacist group Stormfront, and it contains a variety of erroneous and/or misleading information. There is nothing on the Stormfront site which either clearly identifies its position/purpose or its source/sponsor.

■ It has long been an axiom of mine that the little things are infinitely the most important. ■ Sir Arthur Conan Doyle (Sherlock Holmes) *A Case of Identity*, 1892

Sometimes even the experts are fooled. During the Kosovo war in June 1999, a news item – widely reported on CNN and elsewhere – stated that former Joint Chiefs of Staff Chairman John Shalikashvili had posted a 2,000 word essay on the Web that attacked Clinton’s handling of the Kosovo conflict. In reality, the Website was a fraud and Shalikashvili (who was out of town fishing the weekend that the news reports surfaced) had to issue statements denouncing the posted report as a forgery. The news reporters themselves were fooled by the Website, reporting this as fact – so, it can happen to anyone.

Where can you go for help?

If you need to improve your Web IQ or find ways to help your students become more sophisticated users of the Web, contact one of the libraries here on campus. Trained library staff will be happy to help you individually, refer you to library-sponsored workshops on Web research, or even come to your office or class to give you or your students a brief tour of the Web.

■ Communications about this column should be addressed to: Nancy K. Herther, Social Sciences Bibliographer, 170b Wilson Library, West Bank; 612-624-2020; n-hert@umn.edu

■ The case has, in some respects, been not entirely devoid of interest. ■ Sir Arthur Conan Doyle (Sherlock Holmes) *A Case of Identity*, 1892

Books in Print & Ulrich's Periodical Directory

New On-line Resources from the Libraries

Kate McCready, Wilson General Reference Service, <http://www.lib.umn.edu>

The University Libraries have acquired two new on-line resources for campus wide access for the next year: *Books in Print* and *Ulrich's Periodical Directory*.

- Information on award winners, bestsellers and more
- Over 500,000 full-text reviews
- E-mailing and downloading capabilities

How to Access

Go to LUMINA, the University Libraries' Web page: <http://www.lib.umn.edu>

Select "Reference Sources."

Then click on "Books, Periodicals, and Publishing." Both new databases are listed there (available only to students, faculty, and staff of the University of Minnesota, unless you are accessing these from a U of M campus library).

▼ Books in Print

While this standard reference work has been available on-line for several years through the University of Minnesota Bookstores, their version does not allow for publisher searches or complicated combination searches, such as subject and author. The Libraries have now subscribed to this resource from Bowker, the corporation that compiles the data and publishes the print version. This new access brings several advanced search features that have been in demand.

Booksinprint.com is comprised of the following print titles: Books in Print; Books Out-of-Print; Children's Books in Print; Forthcoming Books; Bowker's Publisher Authority Database; Bowker's Complete Video Directory; and Words on Cassette. The database includes:

- Over 3.5 million title records
- 165,000 records on publishers, distributors, wholesalers and book agents

Searching

Searching Bowker's Books in Print could not be easier. The Quick Search feature allows you to perform a search on a keyword, a title, an author or an ISBN (International Standard Book Number) from the home page. You could also browse the database by major subjects or browse by several indexes including author, title or publisher. The Advanced Search interface gives you many options for performing simple and complex searches.

The display record of a book is very complete. It provides you with the physical information, page numbers, prices (hard and soft cover), author and publisher. The display also supplies links to the publisher's information and allows you to quickly search for other works by the author.

There are over 500,000 full-text reviews provided in the database, and summaries of many of the titles are available as well. You can easily select individual or multiple titles for displaying, printing, downloading and e-mailing.

Searching for publishers is one of the nicest features of this database. Publisher records not only provide you with a list of the titles in print that they have published, but also shows you the contact information and address of the publisher and, when available, provides a link to their home page.

Book Room and other services

Forthcoming Book Room is another service provided by Bowker. This section presents you with information about books that are to be published soon, but are not

■ Any intelligent fool can make things bigger and more complex...it takes a touch of genius — and a lot of courage — to move in the opposite direction. ■ Albert Einstein

yet in print. There are also several entertaining segments to this service.

- “In the Media” allows you to browse books that have been highlighted by recent television and radio shows (Oprah, NPR, etc).
- “Publisher’s Spotlight” shows you new titles that publishers are trying to showcase.
- “Bowker Bookwire” provides book industry news, guides to literary events and author tour information.
- “Bowker’s Children’s Room” provides access to thousands of books, audiocassettes and videos for children and young adults. You can search by age, grade, subject, setting and more.
- “Bowker’s Fiction Room” allows you to search for fiction titles by character. It also recommends new titles based on fiction works that you know you like.

All information in this database is supplied to Bowker from individual publishers. Bowker updates the on-line database daily.

▼ Ulrich’s Periodical Directory

This is a completely new resource available to the University community. Ulrichsweb contains nearly a quarter-million serial (periodical) records, including:

- Academic and scholarly publications
- Consumer magazines
- Electronic publications
- Monographic series
- Newsletters
- Newspapers
- Trade publications
- ‘Zines

And many other types of serial publications — whether published regularly or irregularly, and whether they’re active, ceased or forthcoming publications. You can search by the current title, the previous title, the announced title and even the translated title.

Because Bowker provides our access to this database, the same search features exist here as in Books in Print. You can perform a Quick Search on a keyword, the title or ISSN (International Standard Serial Number). You can also go to the Advanced Search.

Each title in the Ulrichsweb database is displayed in two ways — briefly on the Search Results screen and in more detail on the Full Display, which is divided into as many as six tabbed areas:

1. Full Description

provides complete bibliographic data on the title, plus hyperlinks to e-mail addresses, URLs and other titles in the same subject category.

2. Other Editions/Formats

tells whether a title is available in an electronic format (such as on-line or on CD-ROM); has an edition in another language; has a supplement; or has other related titles.

3. Document Access

tells you who provides A&I, document delivery or reprint services for a title.

4. Publisher and Ordering Information

provides address and contact data for the publisher, editorial sponsors, and ordering, subscription or distribution offices.

5. Advertising, Rights, Demographics

tells who to contact for advertising information or rights to use information from a serial.

6. Reviews

lists full-text reviews from Magazines for Libraries and/or Library Journal.

Lighthearted features

There are also some lighthearted features of this database. These segments include the Periodicals Reading Room and the UlrichsWeb News.

- The Reading Room highlights different groupings of titles. The latest group that they highlighted was Spanish language titles that are available on-line.
- The News section focuses on current hot topics in the field of serial publishing. The latest topic examined how close we are to the age of all-electronic journals.

Links to Books in Print and Literary Market Place.com are also provided on Ulrich’s home page.

■ Kate McCready, General Reference, Wilson Library, 180 Wilson Library, West Bank

UCS: University Computer Services

Moving in May to 2218 University Avenue

After anticipating the move for months, May is nearly here!

Barring a natural disaster, the 2218 building completion date is scheduled for mid-April, and the actual UCS move is scheduled for the first week of May. The UCS Website will post moving details as they become available: <http://www.umn.edu/ucs>

UCS will continue to offer services, but there may be a slight delay during the week of the move. Call UCS at 612-624-4800 for more information; the UCS phone number won't change.

Why move?

- The newly remodeled building will be a more convenient East Bank location.

- UCS customer parking will be available on the east side of the building.
- There will be a bigger used computer showroom.
- The building houses various departments from the Office of Information Technology (OIT). This will enable us to provide more of a complete technology service.

Where is 2218 University?

The building is located at the intersection of Huron Blvd. and University Ave. See the UCS Website for a map: <http://www.umn.edu/ucs>

What services are offered?


UCS pools the resources of key technology units to provide the University of Minnesota community

with a complete line of computer support and services, available from one point of contact. UCS offers short-term and long-term service options, such as:

- Computer software consultation and support
- UNIX support and consultation
- Server support and file storage
- Used computer pick-up and recycling
- Computer hardware support and upgrades
- Computer training

Same phone number

UCS will have the same phone number at the new location: 612-624-4800

 Renee Halvorson, University Computer Services

Information Technology Newsletter Subscription Request

Add to paper copy mailing list.

(You can also email this information to: oitnsltr@tc.umn.edu)

Name _____.

If University of Minnesota Twin Cities Campus Mail:

Use your departmental mailing address. Do not use your personal office address.

Optional: Include Campus Mail Code: <http://umn.edu/lookup>

Department _____.

Department Mailing Address _____

If U. S. Postal Service:

Address _____.

_____.

City _____ State _____ Zip _____

You can **FAX** the coupon to 612-625-6817.

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For alternate subscription information, see: <http://www.umn.edu/oit/newsletter/subscription.html>

▼ Help

Phone: Area Code = 612

Computer Misuse or Abuse (also see Procedure 2.8.1.1)

- Emergency Network Help Line 625-0006
- Non-emergency, e.g., spamming: abuse@tc.umn.edu

1 Help • 7/24/365, unless otherwise noted 301-4357

■ CCO: central systems, PeopleSoft

- web: <http://www.umn.edu/cco>
- by email: x-help@cafe.tc.umn.edu

■ Internet, Email, Microcomputers, Distributed Systems

- call-in Monday–Thursday • 8 am–11 pm
- call-in Friday • 8 am–5 pm
- call-in Saturday • noon–5 pm
- call-in Sunday • 5 pm–11 pm
- walk-in 8 am–5 pm, M–F:
152 Shepherd Labs; 93 Blegen; 50 Coffey Hall
- web: <http://www.umn.edu/adcs>
- by email for U of M: help@tc.umn.edu

■ Passwords: new and forgotten ones

■ NTS-TAC: Technical Assistance Center

- web: <http://www.nts.umn.edu>

▼ Dial-in Computer Access

Internet/PPP/SLIP: up to 53kps if v.90 612-627-4250

(56k K-flex, Flex56, X.2 protocols are unsupported)

Modem Usage (current activity on your account)

www.nts.umn.edu/services/modemusage.html

▼ Web and Internet Addresses

Quick Guide

Information Technology Newsletter

<http://www.umn.edu/oit/newsletter>

Internet/Email account management/validation

<http://www.umn.edu/validate>

MNCAT/LUMINA (Library) – <http://www.lib.umn.edu>

Office of Information Technology

<http://www.umn.edu/oit>

Onestop Services – <http://onestop.umn.edu>

Techmart – <http://www.techmart.umn.edu>

UM News Server – news.tc.umn.edu

▼ General

Phone: Area Code = 612

Threats, UM Police Department 911 on campus

- off campus 624-3550

Technology Training Center 625-1300

- web: <http://www.umn.edu/adcs/info/training.html>

Computer Accommodations Program–voice/tty ... 626-0365

U Computer Services/Computer Repair Serv 624-4800

Digital Media Center 625-5055

Statistical Software Support:

- including SAS and SPSS 624-3330

Associate Vice President and

Chief Information Officer, Steve Cawley 612-625-8855

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