

Oct 1999

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■ "Expansion of Graduate
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Course," Linda Lindeke and
Sara Aase ■ 2-101 BasicSci
/BiomedEng, East Bank

More info is on this website:
[http://www.umn.edu/dmc/
/initiatives/seminar-series](http://www.umn.edu/dmc/initiatives/seminar-series)

Information Technology Newsletter

Is it a Maroon and Gold ATM?

No! It's a Communications Kiosk, and they are popping up all over campus.

Ever wish there was a convenient place on campus to check your email or browse the Internet? That time is here! New communications kiosks are finding homes on the Twin Cities campus.

A communications kiosk? What's that?

A communications kiosk is a "computer in a box" where students, faculty and staff can check their email, view campus maps, register on-line or just browse the Internet.

Does it look like Goldie? Not quite, but the wood cabinet is adorned in the University maroon and gold colors. The cabinet contains an iMac computer with a direct Ethernet connection.



But I already have a laptop...

For laptop owners, there is a platform on the side of the cabinet where students can connect their personal laptops to the Internet. Students use their Internet ID and password to register their laptops with the University. Once students register their laptops they can connect to any communications kiosk on campus. (Detailed registration instructions are listed on every communications kiosk and in the "Connecting your laptop" article in this issue of the newsletter.)

Where are they?

Convenience, accessibility and high-traffic areas were the overall factors used to determine where to place the communications kiosks.

With some student input, 50 locations were selected. Some recipients (Coffman Memorial Union and the St. Paul Student Center) have placed chairs by their communications kiosks for added comfort.

As of late August, communications kiosks can be found at the following locations:

- Ackerman Hall North:
east side door
- Blegen Hall: basement bus entrance
- Blegen Hall: 3rd floor study hall
- Coffman Memorial Union: basement

- U Recreational Center: by the Pro Shop
- Science Classroom Building: lunch room
- St. Paul Student Center
- Willey Hall: 1st floor by the Post Office
- Willey Hall : basement, middle of vending machines
- Williamson Hall: next to the computer window pickup service



Who's responsible?

This project was not the efforts of just one department.

It is a group effort by the College of Liberal Arts (CLA), Networking and Telecommunications Services (NTS), Academic and Distributed Computing Services (ADCS), and the Office of Information Technology (OIT).

All units started with a similar goal in mind; to make access to the Internet more convenient for our students.

More Are Coming

Communications kiosks will continue to be placed around campus. Below is a list of campus buildings where more communications kiosks will be placed.



- **East Bank**
Amundson Hall • Appleby Hall • Architecture
• Johnston Hall • Kolthoff Hall • Moos Health Sciences Tower • Nolte Center
• Physics • Smith Hall

- **St. Paul**
Animal Science/Veterinary Medicine • Biological Sciences Center • Borlaug Hall • Classroom Office Building • Coffey Hall
• Food Science and Nutrition • McNeal Hall
• St. Paul Gymnasium
• Veterinary Teaching Hospital • Vocational-Technical Building.

- **West Bank**
Ferguson Hall • Rarig Center • Wilson Library

Disability Access

Five additional communications kiosks will be available for students, faculty and staff with disabilities. The locations are yet to be determined.

Malfunctions

If you have problems with a malfunctioning kiosk, please contact the ADCS administrative office at 612-625-1300.

Phase II

If more communications kiosks are needed on campus, Phase II of the project will begin.

■ Renee Wright, Academic and Distributed Computing Services with photos by Nicky Torzkadeh

Connecting your laptop to the Internet from a Communications Kiosk.

Get DHCP. Get a Cable.

To use the Ethernet connection at a U Communications Kiosk you need
• your laptop • an Ethernet cable • and a dynamic IP address configuration on your laptop. You get the dynamic IP address (domain host control protocol, also known as DHCP) configuration by:

1. Using your Internet ID and password to register your laptop with the University — after following the instructions at this Networking and Telecommunications Services website: <https://dhcp.umn.edu>
2. Then, change your personal laptop settings to accept IP addresses dynamically, as shown below.

If your laptop's operating system is:

Windows 95

- Go to Start > Settings > Control Panel and click on Network.
- Under the Configuration tab, double click on the TCP/IP component that is not a Dial-Up Adapter.
- Click on the IP Address tab.
- Select "Obtain an IP address automatically."

Windows 98

- Go to Start > Settings > Control Panel and click on Network.
- Select TCP/IP > Adapter and click on Properties.
- Click on the IP Address tab.
- Select "Obtain an IP address automatically."

Macintosh using Open Transport

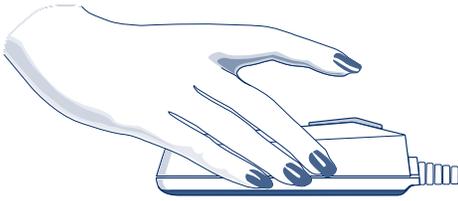
- Go to the Control Panel and open TCP/IP.
- Set the "Connect via" menu to Ethernet built-in and the "Configure" menu to "Using DHCP Server." All other fields should be blank.

Windows NT

- Go to Start > Settings > Control Panel and click on Network.
- Click on the Protocol tab.
- Select TCP/IP and click on Properties.
- Select "Obtain an IP address from a DHCP server."

Once you have completed this procedure, you will be able to connect your laptop to the Internet at all kiosks around campus. Any problems or questions? Call the ADCS HelpLine at 626-4276.

■ Instructions from the ADCS Knowledgebase, which is available from: <http://www.umn.edu/adcs>



Need to Read Your Email, Here, There, Everywhere?

Visit www.mail.umn.edu

Having trouble managing your email? We have a solution to one of your dilemmas: web mail. This new web browser based solution does not make you set up a profile or custom inboxes or answer questions about incoming and outgoing mail servers. This solution lets you quickly read, compose, forward and reply to email regardless of where you are accessing it. And it will leave the mail on the server (in your virtual post office box) until you specifically delete it.

This service only works with email addresses that end in umn.edu, i.e., the University's domain.

Click and Run

Our goal was to create a click and run program, not to replace whatever full featured email program you use. When you use web mail to fetch your email you get a typical inbox listing that provides this information for each message: from, subject, date/time. Select a message and you'll see its entire contents (even if it's a long listserv digest with MIME attachments), although some enclosures, such as pictures, will be downloaded to the machine you're using to access the mail. When you want to keep a copy of the mail you compose, just use the cc (copy) or bc (blind copy) options to send a copy to yourself.

How Does it Work?

1. Access this website: <http://www.mail.umn.edu>
2. Provide the three pieces of information shown in Figure 1.

What's my Email Account?

What you type in the "E-mail account" section depends on whether you are accessing your centrally assigned account or a different umn.edu account, for example, one that your department maintains.

The sample shown in Figure 1 follows the pattern for centrally assigned accounts, that is:

```
InternetID@InternetID.email.umn.edu
```

Like Eudora, POPmail and some other email programs, this web mail program requires the long Mail/POP server identifier (while Netscape mail, Outlook Express and some other email programs ask for a short version).

Department Accounts

If your department maintains an account in the umn.edu domain, you probably just need to type your email address in the "E-mail account" section, for example:

```
bogart@cdt1.umn.edu
```

■ Mary Kelleher. This web mail program is brought to you by Academic and Distributed Computing Services and the folks at popmail@tc.umn.edu to whom you can send feedback about web mail.

Figure 1: Type in Mail Account or Server Name

Name:	<input type="text" value="Humphrey Bogart"/>
E-mail Account:	<input type="text" value="bogart01@bogart01.email.umn.edu"/>
Password:	<input type="password" value="*****"/>
<input type="button" value="Login"/>	



New Directions in the Science & Engineering Library

Kathy Fouty, Associate Librarian, Science & Engineering Library



Do you use the Science & Engineering Library's services or collections? If so, you need to know about some changes that are coming soon as a result of the long-anticipated renovation of the Walter Library building. The renovation, which is expected to take up to two years to complete, will restore the original beauty of the building and update it to a state-of-the-art facility.

Overview

Library users will be happy to learn that air-conditioning will be installed as part of the Walter Library renovation. Also included will be the improvement of fire and safety issues, and the upgrading of electrical and telecommunications wiring. Reading rooms will be refurbished and illuminated by tabletop reading lamps and ceiling light fixtures similar to the original chandeliers. Another improvement that will make library users happy is the reconstruction of the book stacks, complete with ample lighting. To accomplish all of this, however, the Walter building must be vacated for the duration of the project, and the Science & Engineering Library moved elsewhere.

Impact

The Science & Engineering Library will remain in Walter Library through Fall Semester. Before classes resume Spring Semester, the Library will move to temporary quarters in Norris Gymnasium and the new Minnesota Library Access Center (MLAC), an underground storage cavern located in the Elmer L. Andersen Library. Staff, services and a portion of the collection will be relocated to Norris Gymnasium. The

bulk of the collection will go to the MLAC. We expect both moves to take only a few days to accomplish (over a weekend between Fall and Spring Semesters), so disruption for library users should be kept to a minimum. The Library will move back into the Walter building when the renovation is complete, some time in Summer or Fall 2001.

Collections and Services in Norris

Although the collection will be split between two locales, Norris Gymnasium will be the main service point for the Science & Engineering Library during the Walter building renovation. You can find Norris Gymnasium on East River Road near Elliott Hall, about a five-minute walk from Northrup Mall. A map is available at: <http://sciweb.lib.umn.edu/renovate/maps.html>

The Library's collection in Norris will consist of:

- reference materials (excluding maps and microforms)
- current journals (i.e., the current year plus the previous two years)

Library services in Norris will include:

- reference service for the Science & Engineering Library
- course reserves for East Bank classes
- circulation, Fines and Photoduplication services
- LUMINA-to-U document delivery services for faculty and staff, and students with disabilities (note: there is a fee for photocopies from this service)
- pickup point for Science & Engineering Library materials delivered, on request, from MLAC (Norris and the Mathematics Library will serve as pickup points; there will be two deliveries per day)



LUMINA is the on-line computer system of the University of Minnesota Libraries-Twin Cities, and includes MNCAT, the catalog of most of the books and periodicals in the Libraries' collections. Access to MNCAT is available free of charge with no password. Due to contracts with commercial vendors, many of the other databases available through LUMINA may be accessed only by University of Minnesota faculty, staff, and students; this restricted access also requires a campus email username (ID) and password.

Collections and Services in MLAC

MLAC is located on the West Bank of the Minneapolis Campus; a map is available at: <http://sciweb.lib.umn.edu/renovate/maps.html>

Science & Engineering Library materials will be housed in one of MLAC's storage caverns. Students, staff and faculty may request, via phone, email or fax, delivery of specific items to one of two pickup points on the East Bank: the Norris Gymnasium or the Mathematics Library (310 Vincent Hall). There will be two deliveries per day. Also, individuals using that portion of the Science & Engineering Library's collection housed in MLAC will be able to visit the facility to consult books and journals on-site or check books out.

The collection in MLAC will include:

1. entire circulating book collection
2. journals published three or more years ago
3. microforms
4. maps

The Science & Engineering Library services in MLAC will include:

- on request, two deliveries per day of materials to Norris or the Mathematics Library
- delivery of photocopies to Norris or the Mathematics Library on request; this service is limited to University faculty, staff and students and electronic delivery will be made when possible (note: there may be a fee associated with this service)
- LUMINA-to-U document delivery services for faculty and staff and students with disabilities. Note: there is a fee for photocopies from this service
- on-demand retrieval for all users of books, journals, maps and microforms from the storage caverns
- retrieval of several years of a journal, if needed
- browsing will be available to users who have a compelling need to do so; however, it is important to note that browsing in the MLAC storage caverns will not resemble browsing in a more traditional library setting; for more information see: <http://sciweb.lib.umn.edu/renovate/caverns.html>

Remote Use

Although we encourage you to continue visiting us during the temporary relocation of the library and its collections and services, there are a number of electronic alternatives available for those who prefer to

conduct research from their office or home. Options for remote access are offered through the Science & Engineering Library's web site at <http://sciweb.lib.umn.edu> and include:

- **Library Catalogs**
MNCAT, Big Ten Universities, metropolitan area, and state catalogs and more
- **Indexes and Databases**
indexes to journal articles and conference papers, technical reports, dissertations, patents, standards and more (including Applied Science & Technology Abstracts, Compendex, GeoRef, Inspec, Science Citation Index, Current Contents, etc.)
- **Electronic Journals**
full text on-line of hundreds of science and engineering journal titles
- **Library Services**
on-line forms for requesting materials from libraries on and off campus, recalling and renewing library materials, and asking reference questions

Special Workshop

For more detailed information about accessing and using these resources, consider attending our workshop, "Remote Use of the Library." A schedule of dates and times the workshop will be offered is available at: <http://sciweb.lib.umn.edu/bi/remote.html>

More Information and Updates

Although some disruption is inevitable during the relocation of the Science & Engineering Library's collections and services, our goal is to keep to a minimum any disruption or inconvenience for students, staff and faculty who use the Science & Engineering Library's collections.

Planning for collection access and library services during the two-year renovation period is still in process and many details are still being finalized. For the most up-to-date information, make sure you check out our renovation website: <http://sciweb.lib.umn.edu/renovate/main.html>

Also, please feel free to contact the Science & Engineering Library staff if you have any additional questions; our phone number is 612-624-0224. ■



Oracle Training: <http://www.umn.edu/adcs/training>



Last month we announced that departments can participate in the University's Oracle license program.

If departments need to train staff to use the software, we can also help. Academic and Distributed Computing Services is offering a 40-hour hands-on course this Fall. The course begins October 26 and ends December 2; here's the full description. The prerequisite is familiarity with data processing concepts.

Oracle: Introduction to SQL and PL/SQL

This 40-hour course is the first course required for any of the five Oracle professional development paths: Database Administrator, Web Publishing Developer, Java and Internet Application Developer, Enterprise Database Application Developer, and Design Architect. Taking this course will help participants prepare for part of the Oracle Certification Exam.

Topics include: understanding relational and object relational database concepts; controlling data and user access; using basic SQL Plus commands; understanding the features and syntax of PL/SQL; conditionally controlling code flow, loops, control structures and explicit cursors; handling runtime errors; retrieving, inserting, updating and deleting data; creating and maintaining database objects.

Fees: \$400 (students), \$550 (staff and faculty), N/A (Alumni and others). The fee includes the cost of a workbook, which will be distributed in class.

If there is sufficient interest, we'll offer more Oracle training. Currently our plans for Spring 1999 are to offer Oracle 8 Database Administration training. Other options are to offer Data Modelling and Relational Database Design training. ■

Science & Engineering Library continued

Library Recap 1: Where Will I Find...?

	Norris	MLAC
Reference Books	x	
Circulating Books		x
Current Journals	x	
(current year plus previous two; MNCAT will have up-to-date information on locations)		
Older Journals (3 or more years old)		x
Maps		x
Microforms		x

Library Recap 2: Services in Norris Gymnasium

- Science & Engineering Reference Service
- Course Reserves for East Bank classes
- Circulation
- Fines
- Photoduplication (for on-site photocopies)
- LUMINA-to-U (for faculty, staff and students with disabilities)
- Pickup point for MLAC materials

Library Recap 3: Services in MLAC

On-Site Use

- On-demand retrieval of items from the storage caverns
- Retrieval of several years of a journal
- Browsing
- Self-service photocopiers

Remote Use

- Document delivery service (requested MLAC materials delivered twice a day to Norris and the Mathematics Library)
- Photocopies of articles (for a fee), limited to faculty, staff and students
- LUMINA-to-U (for faculty, staff and students with disabilities)

Instructors Offered Free Instructional Technology Training



University faculty members and teaching assistants (TAs) can learn to use computer technology to enhance teaching and learning by taking technology enhanced learning (TEL) short courses, such as PowerPoint and the other courses listed below. Academic and Distributed Computing Services (ADCS) and the Digital Media Center (DMC) offer some of the training for no fee, other classes require a fee; the DMC will waive some course fees for qualified faculty.

Faculty WEBB-IT Series

The three-level WEBB-IT (Web-based Instructional Technologies) series introduces faculty members to how the web is being used to enhance teaching and learning and teaches them to create and manage their own course websites.

Level I

In the 12-hour first level course intended for faculty members who aren't familiar with the World Wide Web, participants learn Internet basics and how it can be used to enhance teaching and learning as well as how to:

- use Netscape to send email and browse and search the World Wide Web
- subscribe to mailing lists and LISTSERVs and
- conduct research with on-line library tools, such as the University Libraries' Research QuickStart and QuickStudy

Level II

In two 14-hour second level courses, participants create a course website with WebCT, an integrated course management and website creation tool, or Dreamweaver, a web page editor. In the WebCT class, participants learn to create simple course web pages and begin to use WebCT's computer-mediated communication, on-line quiz and student tracking tools. In the Dreamweaver course, they learn to work with graphics and more sophisticated web pages that can also be integrated into a WebCT site. (Many people take both courses because they want their course

website to incorporate content pages created with Dreamweaver as well as WebCT's interactive features.

Level III

In several shorter third level classes, participants explore how to use WebCT's content delivery, course management, quiz, and survey tools in greater detail.

TA Web Certification Program

The popular TA Web Certification Program acquaints TAs with TEL strategies and teaches them to create and maintain websites for the faculty members they assist. The program is part of the TEL initiative sponsored by the Office of the Executive Vice President and Provost (EVPP). Staff from ADCS and the DMC as well as the Center for Teaching and Learning Services (CTLS) and the University Libraries develop and teach the courses. During 21 hours of instruction, the TAs learn how to:

- follow a seven-step course website design process
- develop a TEL lesson plan
- create web pages using HTML code and a web editor
- lay out pages and design the navigation
- digitize and manipulate graphics for web display
- use computer-mediated communication tools effectively in a course
- comply with intellectual property issues and University publishing policies
- evaluate the effectiveness of TEL strategies

Two 20-seat sections of the course are offered for free each semester to TAs who are involved in some aspect of planning, designing, constructing, maintaining or evaluating a course website during the current academic year. Each participant must submit a form signed by a faculty sponsor verifying his or her TA or RA status, attend all six class sessions as well as complete a lesson plan, a WebCT discussion assignment and a technical skill test. Upon successful completion, he or she is awarded a certificate and a copy of Dreamweaver is sent to the sponsoring department. Faculty sponsors benefit as well since they gain trained assistants who can help them infuse TEL strategies into their courses.



Advanced Seminars

Faculty members and TAs can further explore technology enhanced learning issues in advanced TEL seminars, such as these offered this fall:

- Designing Hypertexts: Organizing Information
- Designing TEL Environments: Improving Usability
- Evaluating Uses of TEL: Developing Research Questions

They may also take other web development courses offered by ADCS to faculty, staff and students that do not focus specifically on course websites but can still help instructors create them, such as *JavaScript: Enhancing Web Page Appearance and Function* and *FileMaker 4: Putting Databases on the Web*.

Custom Multimedia Camps

ADCS and DMC staff can also work, for a fee, with representatives from University colleges and departments to provide customized TEL training for their collegiate or departmental faculty and staff. In the past, such courses have been called “camps” and have been extremely successful. Eight were held this past summer for faculty and staff from General College, the Masters of Social Work program, the College of Human Ecology and the Humphrey Institute.

More Information

- To obtain an on-line schedule of currently offered WEBB-IT and TEL seminar courses, see the training section of the ADCS website: <http://www.umn.edu/adcs/training>
- To obtain a paper copy, contact the ADCS administrative office by stopping by 190 Shepherd Labs or calling 612-625-1300.
- To request customized training, call our new training line: 612-625-2005.
- For information about the TA Web Certification Program, call the DMC at 612-625-5055 or see the DMC website: <http://www.umn.edu/dmc/create/ta-cert>

Related Articles

Newsletter articles are available on-line from the newsletter’s website: <http://www.umn.edu/oit/newsletter>

- Various TEL articles: Cumulative Index, T
- WebCT: September 1999
- TAs Certified: January 1999
- Dreamweaver: October 1998

■ Christina Goodland, Digital Media Center

Learning Software Design Competition



This information and event is announced on the Design Institute’s website: <http://design.umn.edu>

The University of Minnesota is sponsoring a competition to recognize the design of innovative educational software. Entries will be solicited in the areas of K-12 education, higher education, and training; awards will be given in each category.

Eligibility

Professional and student work is eligible; designs may be submitted in one of two divisions, professional and not-for-profit. (Not-for-profit includes student, pro bono, and conceptual work. All work completed for remuneration is considered professional.)

Submissions may be stand alone applications (i.e., software developed with a programming or authoring language), websites, or may incorporate innovative educational uses of commonplace application software (such as word processors, databases, spreadsheets). Submissions must run on Windows 95, Windows 98, Windows NT, or Macintosh OS, and must use English as a primary language. No other operating systems will be supported.

Fees, Dates, Winners

The entry fee for the professional division is \$100 US; the entry fee for the not-for-profit division is \$35 US. Work will be judged by experts in the field of instructional technology.

Winning designs (and others selected for inclusion) will be compiled and published; by entering, participants agree to provide a finished demonstration version of their design for inclusion.

More information will be available by October 1 and can be accessed through the Design Institute’s competition website: <http://design.umn.edu/LearningCompetition>

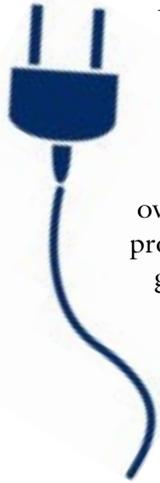
Submissions are due February 1, 2000. Awards will be announced in May, 2000. Co-organizers of the competition are:

- Simon Hooper: simon@tc.umn.edu
- Brad Hokanson: bhokanson@che2.che.umn.edu

Y2K Advice for Electronic Equipment

Ken Hanna, Year 2000 Coordinator, Office of Information Technology
<http://www.umn.edu/oit/year2000>

Rollover Advice



In addition to being my instinctive response to the clock-radio in the morning, “rollover” is a term used to refer to the time period around midnight on New Year’s Eve. As those of you who have been following my series of articles over the past few months know, I am a proponent of being prepared. Just as it is a good idea to be prepared for other problems such as weather-related (or construction-related?) utilities interruptions, we should be prepared for the rollover to the year 2000.

Researchers and laboratory personnel as well as those of you who are computer server administrators may want to take some extra precautions this New Year’s Eve. Why? Electronics of all sorts are to some extent sensitive to power fluctuations such as spikes and other variations in the electrical supply. One of the possibilities for the rollover period is a few more such fluctuations than is normal, so it would seem prudent to guard against them.

Unplug It

If you are in charge of important research or other electronic equipment, you may already have a battery powered UPS (uninterruptible power supply) that serves to remove spikes and conditions the power. If that’s the case and your electronics equipment is required to be operational over the New Year’s holiday, close monitoring is all that’s suggested. But if your equipment is of the sort that is less critical or is not UPS protected, you may want to consider a cheaper option: unplug it.

Check Out the Clock

Unplugging won’t solve all potential problems on Monday morning, though. For equipment with internal clocking, it is necessary to check now on the compliance of the clocking mechanism. Internal clocks

are inside most computers and some research equipment and are powered by internal batteries that will continue to operate the clock even if unplugged.

The ability of this clock to perform in a year ending with zeros, such as 2000, needs to be checked by testing or reviewing with the vendor’s website for Y2K compliance. If you are uncertain about whether there is a clock in a piece of electronic equipment, check the “equipment and embedded electronics” section of the University’s Y2K website: <http://www.umn.edu/oit/year2000>

By now you should have tested your computer to know if it will roll over correctly to the right year. If not, contact your local technical support for assistance or email me at the address below for a testing disk. For other equipment, we have found that manufacturers of non-computer electronic equipment generally do not recommend end-user testing of the clock or other functions. If so, contact the manufacturer or look at their web page for further information.

The Power Question

Another rollover possibility that has been the subject of much discussion and conjecture over the past year is loss of electrical power due to Y2K problems. Recently the utilities have become increasingly vocal in saying that New Year’s Eve will be no different than any other winter day in Minnesota as far as the chance of a power outage.

To be prepared for even the remote possibility of loss of power, you should back up your data (see articles in the July and August OIT newsletter at www.umn.edu/oit/newsletter) and unplug as much electronic equipment as possible. In cases where ongoing research results will be affected by an interruption in power related to year 2000, contact your Facilities Management zone manager to review alternatives or contact me. My email address for questions is: y2k@tc.umn.edu ■



ADCS Now Offers Web-based Survey Services



Have you wanted to find out what your customers think of your service?

Do you need to collect information for your research project?

Do you need data to support your dissertation?

Academic and Distributed Computing Services' consultants can design and implement your electronic surveys on-line, allowing you to use the convenience of the web to gather data or obtain feedback. Use our web page to collect your data.

We can provide the survey data in a variety of formats including SAS, SPSS, JMP, Excel and Microsoft Access files, as well as comma or tab-delimited text files. We can even analyze or summarize your data and report the results to you as text, Microsoft Word, or HTML (web page) documents.

- more information and a sample survey is on our web page: <http://survey.umn.edu>
- contact us by email: survey@umn.edu
- contact us by telephone: 612-625-0100

■ Curt Squires, Academic and Distributed Computing Services

<http://survey.umn.edu>

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>

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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>

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▼ **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, Enterprise PeopleSoft . 301-4357
 - web: <http://www.umn.edu/ccco>
 - by email: x-help@cafe.tc.umn.edu

■ Internet, Email and

Microcomputers and Distributed Systems 301-4357

- call-in: 8 am–11 pm ← Monday–Thursday
- call-in: 8 am–5 pm ← Friday
- call-in: noon–5 pm ← Saturday
- call-in: 5–11 pm ← Sunday
- walk-in 152 Shepherd Labs: 8 am–5 pm, M–F
- walk-in 50 Coffey Hall, St. Paul: 8 am–5 pm, M–F
- walk-in 50 HHH, West Bank: 1-5 pm, M-F
- web: <http://www.umn.edu/adcs/>
- by email for U of M: help@tc.umn.edu

Password: Forgot it? 301-4357

- NTS-TAC: Technical Assistance Center 301-4357
 - web: <http://www.nts.umn.edu>

▼ **Dial-in Computer Access**

Internet/SLIP: up to 53kps if v.90 612 627-4250
(56k K-flex, Flex56, X.2 protocols are unsupported)

Internet/SLIP: ADI & ITE (with MKO) 623-0291

SecurID Access HiSpeed (v.32) 19200-N81 626-1061
2400-N81(no parity/8 data bits/1 stop bit) 626-7770

▼ **Web and Internet Addresses**

Quick Guide

Information Technology Newsletter

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

Modem Usage (current activity on your account)

<http://www.nts.umn.edu/services/modemusage.html>

Internet/Email account management/validation

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

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

via Telnet/TN3270: admin.ais.umn.edu

OIT – <http://www.umn.edu/oit>

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

UM Bookstores – <http://www.bookstore.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

ADCS Hands-on Training and Seminars 625-1300
• self-paced training and customized training

• web: <http://www.umn.edu/adcs/training>

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

Computer Repair Services 624-4800

Computer Store, Williamson Hall 625-3854

Digital Media Center 625-5055

Statistical Software Support:

including SAS and SPSS 624-3330

Interim Associate Vice President and

Chief Information Officer, Steve Cawley 612 625-8855

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Oct 1999

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