

# Technology Guide Content

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## About this guide

Welcome to Hobart and William Smith Colleges. This guide provides an overview of the technology services available here and answers some common questions about technology needs. Use this guide as a reference, and feel free to contact IT Services with any questions or comments.

## About IT Services

### Mission

To provide Hobart and William Smith Colleges with timely, high-quality, and cost-effective information technology services and solutions which support all aspects of the mission of the institution.

### Where we are

IT Services' offices, including the Help Desk, are located on the first floor of Williams Hall. There is also a satellite Help Desk in the Library. The Technology Resource Center is in Gulick 206B, where the Instructional and Research Technology team is located. Classroom and Event Support is located in the basement of the library and provides audiovisual support to the campus. Print Services is located in the basement of Scandling Center. The Post Office is on the first floor of Scandling Center.

### Who we are

IT Services is a multi-disciplinary team with expertise in technology, education, operations management, business, and project management. We collaborate with all of the constituents of the Colleges in finding solutions and services that make the best use of technology. The staff of Information Technology Services is focused on bringing to you the best academic and administrative computing services possible.

## How to contact us

### Walk-in

Walk-in support is available at any IT Services location. The Help Desk in Williams Hall is open Monday through Thursday 8:30 a.m. to 8:00 p.m. and Friday 8:30 a.m. to 6:00 p.m.

### Phone

Support by phone is available at extension 4357 Monday through Friday 8:30 a.m. to 8:00 p.m. and Saturday and Sunday 10:00 a.m. to 11:00 p.m.

### E-mail

Support by e-mail is available at [helpdesk@hws.edu](mailto:helpdesk@hws.edu).

### Service forms (open a request)

To submit a request, just go to <http://www.hws.edu/itservicerequest> and fill out the form, call extension 4357, e-mail [helpdesk@hws.edu](mailto:helpdesk@hws.edu), or come see us on the first floor of Williams Hall.

We are a support center offering service to students, staff, and faculty on a first come, first served basis.

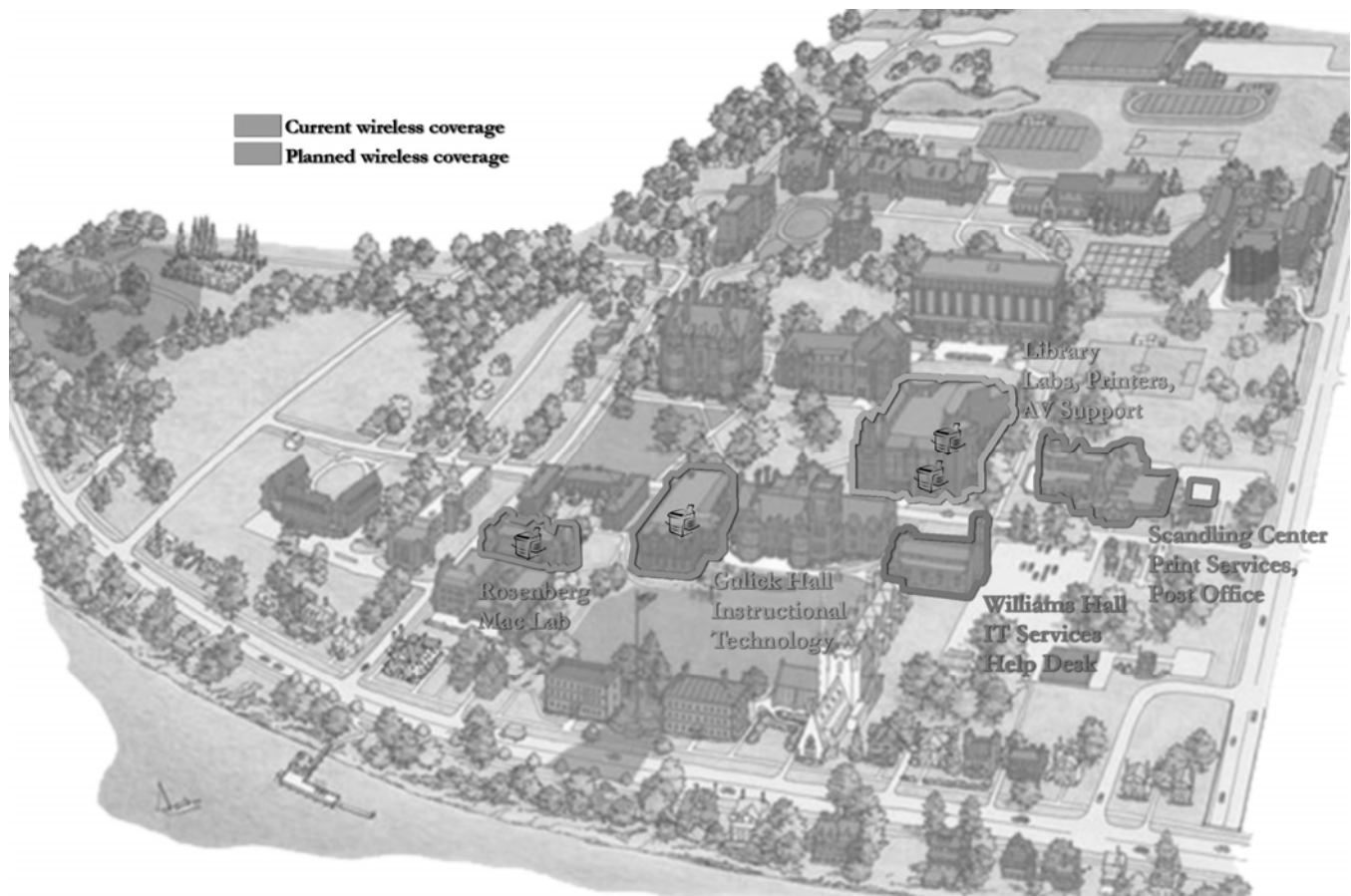
### Check open requests

You can check your open service requests at <http://www.hws.edu/itservicerequest>.

## Campus facilities

### Map

This map illustrates the locations of computer labs, printers, and IT Services' department offices around campus.



### Labs

Both public and specialized computer labs, in several locations around campus, provide office and multimedia software and equipment, along with printing and instructional facilities. Each lab includes the Microsoft Office and Adobe CS2 software suites, GIS software, and black laser printing. There is also specialty software installed in certain labs used by particular academic departments.

- Multimedia (MM) lab in the library (with color laser printing and a scanner)
- All-Night Study (24-hour) lab in the library
- Library room 2007
- Library room 3007
- BI lab in the library
- Rosenberg Basement (Macintosh lab with 25 Intel-based iMacs including the iLife suite)
- Gulick 208
- Technology Resource Center in Gulick 206-B (with color laser printing, video editing and scanning)

### Classrooms

Many classrooms on campus have integrated computer and multimedia projector systems available for academic uses. For example, the Geneva Room in the Library has a computer integrated in its podium, a VCR, overhead, film, and computer projectors with screens, a CD player, and a PA system.

## Library

In addition to traditional library services, computer labs and loaner laptops are available for student use inside the library. Loaner laptops may be checked out from the circulation desk.

## Residence halls

Student rooms have ports to connect to network, phone, and cable TV services. The residence halls have wired network access to provide the fastest speeds, relative to wireless.

## Network access

### Wired

All campus academic buildings and residence halls have wired network access built in. All you need to do is bring an Ethernet (CAT5, CAT6, or “network”) cable, plug it in to the wall and your computer and follow our network authentication process, which includes installing an authentication agent to sign in to, getting the latest system security updates, and installing our anti-virus software. Details on this process are available at <http://www.hws.edu/connectwired>, and support is available at the Help Desk. Instructions follow.

Before gaining access to the HWS network, you must complete *Network Authentication*. You must first connect to the *wired* network before gaining access to HWSWireless. Once you complete the steps below, you may follow the instructions on our website to set up your secure connection to HWSWireless.

1. Plug your computer into the wired network using a CAT 5 or CAT 6 network cable, available for purchase at the HelpDesk. NOTE: A network cable is different from a phone cable.
2. Open up a web browser, preferably Internet Explorer on Windows or Safari on Mac.

- The following page will appear on your screen, rather than your normal homepage:



- Log into this screen using the HWS user ID and password you were given for your email. NOTE: User IDs are made up of your two initials, followed by 4 numbers. Do not use your entire email address, just the ID.
- You will be prompted to download and install a Cisco Clean Access agent, which will then come up with a log in screen that looks like this:



6. Enter your HWS user ID and password again, and follow the onscreen prompts until it says that you have successfully logged onto the network.  
NOTE: This may take several steps and restarts of the computer. You will need to uninstall any antivirus software you currently have, and install the HWS antivirus program. Then you will be prompted to install operating system updates, which may also require you to restart your computer.
7. HELP!
  - Assistance for Clean Access authentication is available at our Network Clinics in Gulick 206A. Please check the schedule on the insert of this guide, or call the HelpDesk for dates and times.
  - For a small fee, you may also bring your computer to the HelpDesk to complete the network authentication process. This will be on a first-come, first-served basis, and may take additional time to complete. We recommend you attempt the process yourself first.

## Wireless

The Colleges and IT Services have been working to strategically deploy wireless networking on campus. Currently the wireless network is based on 802.11g technology. HWSGuestWireless is available to campus visitors and will appear under wireless network lists. HWSGuestWireless only provides HTTP access at a limited bandwidth. Please keep in mind that you should not deploy or connect wireless access points yourself, as you will compromise the security of the campus network, and of your information.

Detailed instructions for connecting to the private wireless network are available at <http://www.hws.edu/connectwireless>.

## Laptops and other computers

We encourage students to bring a laptop computer to campus in order to take advantage of widely available wired and wireless network, printing, and other learning resources.

## Purchasing

Students may purchase discounted laptop computers and related equipment at any time through our Student Computer Purchasing Program at <http://www.hws.edu/computer>. Each of the computers that we offer comes with the maximum length hardware warranty.

## Accidental damage protection

We also recommend purchasing Accidental Damage Protection insurance to cover such problems as spills, drops, theft, or lightning. We offer insurance through Safeware, available by phone at 1-800-800-1492 or online at <http://www.safeware.com/hobartwilliamsmith/>.

## Software for sale

The Help Desk offers Microsoft Office 2007 for Windows, Microsoft Office 2004 for Macintosh OS X for \$15, Windows XP, and Vista Home Premium for \$15.

Antivirus software is available as a free download and is required for network access on campus.

## Specifications

Computers not purchased through this program should meet the following recommended specifications:

### Windows/PC:

- Processor: Intel Centrino (Pentium M) or Pentium 4 1.6 GHz or higher (or equivalent)
- Operating System: Windows XP Professional or Vista
- Memory: 1GB RAM or higher
- Optical Drive: CD-RW/DVD-ROM drive
- Ethernet Card: 10/100/1000 card
- Ethernet Cable: cat. 6

## Apple/Macintosh:

- Processor: Intel Core Duo or higher
- Operating system: OS X, 10.2 or higher
- Memory: 1GB RAM or higher
- Optical Drive: CD- RW/DVD-ROM drive
- Ethernet Card: 10/100/1000 card
- Ethernet cable: cat. 6

## Responsibility

It is our expectation that if you bring a computer to campus, you are responsible for:

1. Reading and understanding all manuals provided by the manufacturer.
2. Performing a basic computer setup
3. Providing all system restoration media and keeping them in a safe place.
4. Meeting minimum campus standards for connection to our network

NOTE: If you do not meet the minimum campus standards, you will not be allowed to connect to our network.

## Services provided

IT Services supports network access, software and hardware, technology for classrooms, classes, and events, e-mail, and more. A comprehensive list is available at <http://www.hws.edu/administration/itservices/services.asp>.

## Service and product list

The Help Desk and Classroom and Event Support provide the following products and services. Please check our web site or call the Help Desk for current prices.

- Hardware/Software Diagnostics
- Network cables
  - 15' CAT 6
  - 25' CAT 6
- Network Setup  
Note: Does not include Ethernet card installation
- Hardware Installation
- Operating System Reload with Data Backup
- Hard Drive Replacement with Data Backup
- System Optimization, including virus removal, spyware removal, disk defragmentation, and software patching
- Additional Services
- Software
  - Microsoft Office 2007 for Windows XP or Vista
  - Microsoft Office 2004 for Mac
  - Microsoft Windows Vista Home Premium
  - Additional software including Adobe and Macromedia products available on our website
- Video media
  - VHS 120-minute
  - VHS 160-minute
  - DVD
  - Digital 8mm
  - Mini DV Digital
- Video production
  - Copy VHS
  - Copy DVD
  - Video editing
- Audio media
  - Tape 90-minute
  - Tape 120-minute

- CDs
- Audio production
  - Copy Tape
  - Copy CD
  - Audio Editing

## Classroom and Event Support

Classroom and Event Support provides technical support and a wide variety of audio-visual services to the Colleges, including classrooms, public lectures, symposia, and other official events. CES technicians set up, troubleshoot, and repair audiovisual equipment in Smart classrooms and are responsible for a wide variety of audio/visual support services including, audio and video recordings and reproductions, equipment loans and technical support to students and faculty.

Located in Warren Hunting Smith Library, the Classroom and Events Support team of IT Services is staffed by two full-time technicians, Roy Dewar and Ray Miller and is augmented by student workers. The staff places a high value on delivering timely, personalized service response to classroom technical emergencies as well as professional audio-visual technical support of college events.

The following audio-visual equipment used in conjunction with support of classroom requirements is available for loan: Video Camcorders, cassette recorders, LCD projectors, DVD/CD players.

Part of the Operations and Technical Support team, we operate under one universal phone number for support: extension 4357 (HELP). This one-number system best enables the team to support the campus community and allows our HWS colleagues to have a single point of contact. In addition, we offer Web-based support via our online work-order submission form at <http://www.hws.edu/itservicerequest> as well as by e-mail at [helpdesk@hws.edu](mailto:helpdesk@hws.edu).

## Film showings (16 mm, VHS, DVD, etc.)

Classroom and Event Support Staff are responsible for equipment set up and servicing. It is not responsible for picking up media from the library and/or facilitating media showings in a class. All media reservations are scheduled through the Film Booking Services office in the library, [filmbook@hws.edu](mailto:filmbook@hws.edu), <http://academic.hws.edu/library/filmbook.asp>), two weeks prior to the show date, unless you own the media or have acquired it elsewhere. If you will need assistance with equipment set up, contact the IT Services Help Desk, ext. 4357, two weeks prior to the showing. Classroom and Event support will insure that the equipment is setup and in working order. Please note that all Smart Classrooms are already enabled for VHS/DVD showings. A listing of classrooms and their technical components can be found at: <http://reservations.hws.edu>.

## Audio and Video Recording

Classroom and Event Support can record lectures and events, duplicate and edit audio-visual media. Requests should be submitted two weeks prior to the due date. Submissions with less lead-time run the risk of being denied due to insufficient staff or equipment. Please note that any recordings of classes must be requested by faculty via the IT Services Help Desk, extension 4357. Depending on the nature and scheduling of the request, there may be situations where there will be insufficient personnel to cover all requests for a given date and time. In these instances, Classroom and Events Support will work with faculty to identify alternative options for meeting their recording requests. Requests for video taping guest speakers, from outside the HWS Community, must be accompanied by written permission from the speaker. Securing this permission is the responsibility of the sponsor of the event.

## Emergency Support

Classroom and Event Support staff are on call to help with unexpected problems encountered in class, during the hours of 8:30 a.m. to 8 p.m., or by special arrangement. This includes missing or broken equipment. Contact the Help Desk, by phone, extension 4357, during the above hours to have someone dispatched immediately. In some cases, the Classroom and Event Support staff will provide an on-call number for after-hours emergency support.

Please be as specific as possible with your request. Within one business day, you will receive a call or email from Classroom and Event Support to confirm your request.

## Print Services

Print Services offers high-speed black and white digital printing and copying, color printing and copying, laminating, binding, folding, and cutting. They also offer wide format poster and banner printing, foam core mounting and wide format

laminating. They are located, temporarily, in trailers next to Scandling Center. More information about their services and fees is available at <http://www.hws.edu/printservices>.

## Post Office

The HWS Post Office offers a wide range of services including Express Mail, Priority, 1st class, certified, insured, and delivery confirmation. It also offers the sale of postage stamps, post cards and stamped envelopes. The Post Office may be reached at extension 3504 or e-mail [postoffice@hws.edu](mailto:postoffice@hws.edu) and is located, temporarily, in trailers next to Scandling Center.

Hours of operation are from 9:00 a.m. to 5:00 p.m., Monday through Friday, from 9 a.m. to noon on Saturdays during the academic year, and from 9:00 a.m. to noon and 1:00 p.m. to 4:00 p.m., Monday through Friday, in the summer.

All students should use their Scandling Center address. Not using the proper address will cause a delay in the delivery of your mail. Your address should read:

YOUR NAME  
YOUR 4 DIGIT BOX # SCANDLING CENTER  
GENEVA, NY 14456

Only use your 4 digit box number, not PO Box or Box in the address.

## Instruction

IT Services' Instructional and Research Technology team provides one-on-one support and training for academic computing resources in the Technology Resource Center in Gulick 206B, which is available for walk-ins or by appointment Monday through Friday 8:30 a.m. to 5:00p.m. Support topics include video editing, scanning, color and black-and-white laser printing, both Mac and PC software support in things like BlackBoard, Surveyor, MS Office, Adobe Creative Suite 3, iLife, and much more. They also provide instructional documents for common tasks. Contact information and more details may be found at <http://www.hws.edu/administration/itservices/training.asp>.

## Phones and calling

### Phone service

Each dorm room has been assigned a telephone number. On-campus and local calls are free of charge. Long-distance calls require the use of a toll-free access number (i.e. calling card or credit card). You will need to bring your own touch-tone phone if you wish to use this service. We recommend having a corded phone in your room so that you don't have to worry about interfering signals, service interruptions in case of power loss, or poor cell phone reception.

### Voice mail

Voice mail service is available upon request on a first come, first served basis at <http://www.hws.edu/getvoicemail>, or by calling the Help Desk at extension 4357. You may, alternatively, bring an answering machine to campus.

To access voice mail from a campus telephone, dial 3113. From off campus, dial 315-781-3113.

Your mailbox number is the last four (4) digits of your telephone number; followed by the # sign. To access your voice mailbox, enter your extension number, then a # sign followed by your password (the temporary password is 3200 on all mailboxes) and a # sign, as prompted. Now you are in the voice mail system and can perform any of the following functions. The system will not allow you to use your extension number as your password. You will need to reset your password the first time you sign on to voice mail. CallPilot will reject your password change if it's too short or too simple. If your password needs to be re-set, please call ext. 4357 for assistance.

84=Change your password

Follow the steps as prompted by the system. Please do this ASAP for your own privacy.

89=Personal Verification (your name, number, and/or department)

This allows you to remove your telephone number from any message you leave.

- 5 to record
- 2 to playback

- 76 to delete
- 5 to re-record

829=Greetings (while in Greetings, press 9 to record your name)

1 for external callers (from off campus) and 2 for internal callers (on campus)

- 5 to record
- 2 to playback
- 76 to delete
- 5 to re-record
- # to stop

When listening to your messages (after you have logged into system) pressing:

- 2 will play a message
- 1 will skip backwards
- 3 will go forward
- # will pause
- 2 will continue
- 6 will go to the next message
- 4 will go to the previous message.
- To hear a specific message, press 86, the message number, and #.
- To delete a message, press 76 while playing the message.
- If you have deleted a message in error, pressing 76 during the same session will restore the message.

At any time press:

- \* for general help
- 7\* for message command help
- 8\* for mailbox command help or call the help desk at ext. 4357 or e-mail [helpdesk@hws.edu](mailto:helpdesk@hws.edu)

## Numbers

Student numbers are posted in the printed and online directories. Questions about your extension may be directed to the Help Desk at extension 4357.

- Student numbers from off-campus: (315) 787-xxxx
- Faculty/staff numbers from off-campus: (315) 781-xxxx
- All numbers from on-campus: xxxx (last 4 digits of full number)
- External dialing: 9 + number for local numbers, 9 + 1 + number for toll-free calls (800, 877, 888, etc.)

## Network storage

Every student is given 50MB of personal network storage on the “M Drive” server, which should be sufficient for academic documents and may be archived to CD or other media. This is accessible from any campus computer, is regularly backed up, and provides secure storage for personal documents. Instructions for accessing the M Drive from on campus are available at <http://www.hws.edu/networkdrives> and in this guide under *Mapping Network Drives (M, N and I)*.

## E-mail

All students are given @hws.edu e-mail accounts upon enrollment, which they may access at <http://webmail.hws.edu>. The accounts have a 500MB storage limit. We use customizable anti-SPAM technology on every HWS e-mail account, which can block or allow addresses, lists, or various types of e-mail. The options for this service are available at <http://antispam.hws.edu>.

We are not able to support student use of mail clients, such as Outlook, Entourage, or Mail. Mobile devices, such as web-enabled cell phones and PDAs may conveniently access HWS e-mail at <http://webmail.hws.edu/oma>. Note that if an unsupported device message appears, OMA will still function on you device, such as a Blackberry.

## Printing

There are networked printers in all of the public computer labs and throughout the Library.

All students receive a credit at the beginning of each academic year. Black and white printing costs \$.05 per page (one-side) and color printing costs \$.75 per page (one-side). Once the credit has been depleted, students may purchase additional credits at the Help Desk.

Larger or more complex print jobs may be sent through Print Services on campus.

## Television Service

Each residence has one standard cable hookup per room. Basic cable is provided free of charge. Additional cable services can be purchased directly through Time Warner Cable at 1-800-756-7956.

## Security

### Anti-virus software

IT Services provides anti-virus software to all students as a download on campus free of charge in order to promote a safe, reliable computing environment. Installation of our anti-virus software is required for network access on campus. We offer support for installation, scanning, and updating at the Help Desk.

### Updates

We encourage all HWS community members to keep their computers up to date with the latest software security patches to protect the confidentiality, integrity, and availability of computing resources.

### Passwords

Electronic resources at HWS are often secured and require you to use your HWS username and password to access them. Your username and password are your identity on the network and Internet and should be protected appropriately. You are responsible for activity using your username and password, so you should *never share it with anyone or write it down*, or you risk becoming a victim of identity theft and possibly losing your data. You should also choose a secure password, as described below.

### Password recommendations:

- Use a mix of upper and lower case alphabetic characters.
- Use a mix of numbers and letters.
- Use punctuation marks.
- Use something you can remember--mnemonics can help. For example, a good password is TfbbTwff. How do I remember that? "The fair breeze blew. The white foam flew." (Samuel Taylor Coleridge)
- Intentionally misspell words.
- Substitute numbers and punctuation for letters.
- Use at least 8 characters in your password, preferably 10 or more.

### Avoid the following:

- Never use your login name in any form (as-is, reversed, capitalized, doubled, etc)
- Never use your first or last name in any form.
- Never use your spouse's, child's, pet's, or mother's maiden names.
- Don't use information about yourself that is easily obtained. This includes license plate numbers, phone numbers, social security numbers, car make, street names, etc.
- Never use a word contained in the dictionary unless you misspell it.
- Never use a password that is less than 8 characters.

### Changing your password

You should change your password on a regular basis, such as at the beginning of each month or season. If you think someone has stolen or cracked your password, you should change it immediately. To change your HWS password, log on to any Windows computer on the HWS network, press Ctrl-Alt-Del, click Change Password, enter your current password, enter your new password twice, and click OK.

## Tips for healthy computing

The following are some best-practices tips for taking care of your computer.

- Keep up to date with security updates and anti-virus software.
- Avoid exposing your computer to high temperatures for extended periods of time, such as leaving it in your car in the sun.
- Keep liquids away from your computer. One spill can destroy all of your data and invalidate your warranty.
- Avoid illegal software, pirated data sites and programs, and suspicious web sites and messages, they can install malicious programs, such as adware, spyware, or viruses, on your computer.

## Common pages or resources

### HWS Daily Update

The Colleges' home page, <http://www.hws.edu> redirects to the Daily Update on campus, which includes recent and upcoming news and events relevant to the HWS community. The Daily Update is accessible directly at <http://www.hws.edu/news/update/dailyupdate.asp>. Requests for information or posting may be directed to the office of communications.

This page also includes options to search for content on the whole site or for student, staff, or faculty contact information. The directory search is available directly at <http://www.hws.edu/administration/people/index.asp>.

### Blackboard

Blackboard is a course management program that provides faculty with the ability to communicate with students in their classes from the Web by posting content, using discussion boards, and more. It is available at <http://courses.hws.edu>.

### Student Web Services

Students may access Student Web Services to sign up for classes, view posted grades, course schedules, and other academic-related services at <http://sws.hws.edu>. To log in to SWS, use your Campus-Wide ID number (CWID) and your PIN, which may be obtained from the Registrar's office.

### Quick Links

The Quick Links menu provides shortcuts to many resources available on the HWS web site and is available on nearly all HWS pages.

### IT Services

Available at <http://www.hws.edu/administration/itservices>, the IT Services page includes links to contact information, help request forms, instructional documents, and more.

### Acceptable/appropriate use guidelines

Guidelines for acceptable use of HWS e-mail services are available at <http://www.hws.edu/emailuse>.

Guidelines for acceptable use of HWS network resources are available at <http://www.hws.edu/networkuse>. Please keep in mind that you may not deploy or connect wireless access points (airports, routers, and the like) yourself, as you will compromise the security of the campus network, and of your information.

### Comment/suggestion/complaint avenues

If you have any comments, suggestions, praise, or complaints about any service that we provide or you receive, please let us know by phone at extension 4357 or by e-mail at [helpdesk@hws.edu](mailto:helpdesk@hws.edu).

### Support

Students may call extension 4357, e-mail [helpdesk@hws.edu](mailto:helpdesk@hws.edu), or come in to the Help Desk in Williams Hall for help with their computers. We offer software and hardware support for a nominal charge (see "Contacts and Support" for details).

Questions, diagnostics, and warranty repairs on IBM/Lenovo and Gateway laptops purchased through our program are free of charge.


## Frequently asked questions (FAQ)

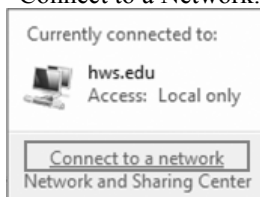
- **What is the M:\ drive?**  
This folder is often called the “M drive” because it is a personal folder automatically mapped as M: for Windows computers connected to the Colleges’ domain. This personal folder has a default storage quota of 50 MB for students. To directly access this folder, users can direct their file manager to \\fsrv\username\$.
- **What is the N:\ drive?**  
This folder is often called the “N drive” because it is a shared folder automatically mapped as N: for Windows computers connected to the Colleges’ domain. Folders located in this location on the file server contain many subfolders for course, department and work group file sharing. These shared folders have a default disk quota of 50 MB. To directly access this folder, users can direct the file manager to \\fsrv\pcccommon.
- **What is the I:\ drive?**  
This folder is often called the “I drive” because it is a shared folder automatically mapped as I: for Windows computers connected to the Colleges’ domain. This folder contains many common programs needed by students, faculty, and staff. To directly access this folder, users can direct their file manager to \\fsrv\netcommon
- **How do I open a Help Desk ticket?**  
To open a work order, you can e-mail [helpdesk@hws.edu](mailto:helpdesk@hws.edu), call extension 4357 (315-781-4357 from a cell phone), come see us on the first floor of Williams Hall, or open a request online at <http://www.hws.edu/itservicerequest>.
- **How do I change my Windows password?**  
Log into any Windows computer on the HWS domain (using your network credentials), press Ctrl-Alt-Del, select Change Password, enter your old password once and your new password twice, and press OK.
- **How do I see student self service to review my bill, class schedule, grades, etc?**  
Log in to <http://sws.hws.edu> with your CWID and your PIN (available at the Registrar’s office).
- **Who do I call for help with technology issues?**  
For long-term, emergency, repair, training, or any other technology needs, you can call the Help Desk at extension 4357.
- **Where can I go to print?**  
Students can print to the networked printers in all of the campus public labs, such as those in the library.

## Help documents

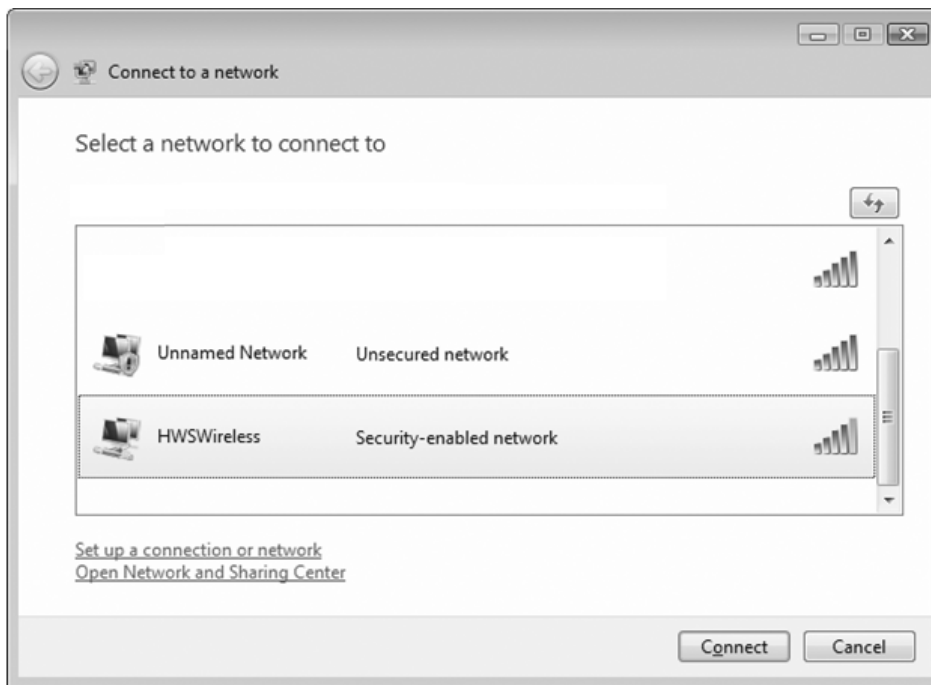
If you have any trouble with the steps in these documents, please e-mail use at [helpdesk@hws.edu](mailto:helpdesk@hws.edu) or call us at extension 4357.

## Connecting to HWSWireless with Windows Vista

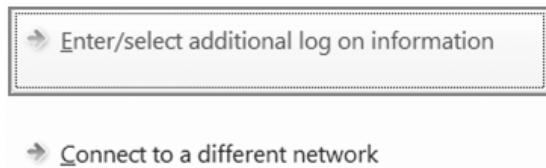
1. Plug into the wired network (see “Accessing the Internet and Network)
2. Visit [www.hws.edu/vistawireless](http://www.hws.edu/vistawireless) to obtain a wireless certificate.
3. Click the network icon  in the bottom right corner of the screen. The following menu will appear. Click “Connect to a Network.”



4. Select HWSWireless from the list and click the “Connect” button.



5. A dialog box will ask for additional information to connect to the network. Click “Enter/ select additional logon information.”



6. Type your HWS username and network password into the appropriate boxes. In the third line for “Logon domain” type HWSMICRO



7. Please wait while your computer connects to the wireless network:
8. A box will again prompt you for additional information. Click “Enter/ select additional logon information”
9. Click “OK” to validate the server certificate:



10. Congratulations! You have successfully connected to HWSWireless. Check “save this network” if you wish to have it remember these settings.  
Successfully connected to HWSWireless



## Connecting to HWSWireless with Windows XP

If your computer is joined to the domain, please skip “Installing the HWS Root Certificate” and go to “Connecting to HWSWireless”. Your computer is joined to the domain if you press Ctrl-Alt-Delete to log on to your computer with your HWS username and password.

If your computer is not joined to the domain, please install the HWS Root Certificate before attempting to connect to HWSWireless.

## Installing the HWS Root Certificate

To install the HWS Root certificate:

1. Connect to the wired network
2. In your Web browser, go to <http://certificates.hws.edu/certsrv>
3. Click Download a CA certificate, certificate chain, or CRL

**Select a task:**

- [Request a certificate](#)
- [View the status of a pending certificate request](#)
- [Download a CA certificate, certificate chain, or CRL](#)

4. Click Download CA certificate  
[Download CA certificate](#)  
[Download CA certificate chain](#)  
[Download latest base CRL](#)  
[Download latest delta CRL](#)
5. On the file download window, click Open
6. Click Install Certificate



7. Follow the Import Wizard
  - a. On the welcome screen, click Next
  - b. On the Certificate Store screen, leave “Automatically select the certificate store based on the type of certificate” checked and click Next
  - c. On the completion screen, click Finish  
A successful import alert window should appear.
8. Click OK until you get back to the desktop

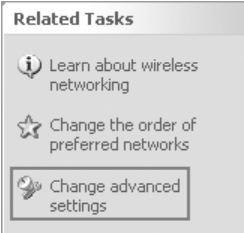
## Connecting to HWSWireless

To connect to HWSWireless:

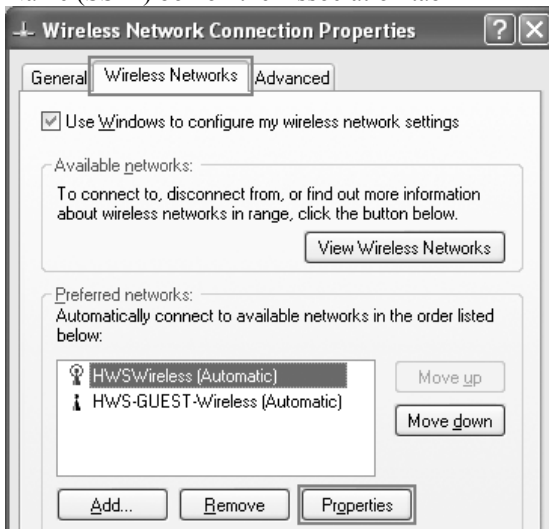
1. Disconnect from the wired network
2. In the system tray by the clock, right-click on the wireless icon



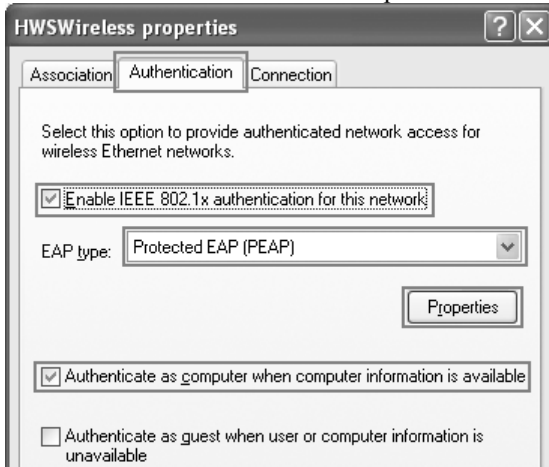
3. Select View Available Wireless Networks
4. In the Wireless Connections window, click Change Advanced Settings



5. Click the Wireless Networks tab
6. In the Preferred networks area, look for HWSWireless  
If HWSWireless is already listed in the Preferred networks area, select it and click Properties  
If HWSWireless is *not* listed in the Preferred networks area, click Add, then type HWSWireless in the Network Name (SSID) box on the Association tab

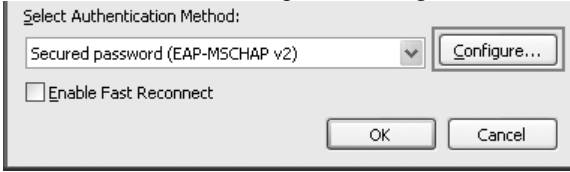


7. In the HWSWireless properties window, click the Authentication tab
8. Check the box Enable IEEE 802.1x Authentication
9. From the EAP type dropdown menu, select Protected EAP (PEAP)
10. Check the box Authenticate as computer when computer information is available



11. If your computer *is* joined to the domain, click OK until you are back at the desktop  
Your computer is now ready to connect to HWSWireless.

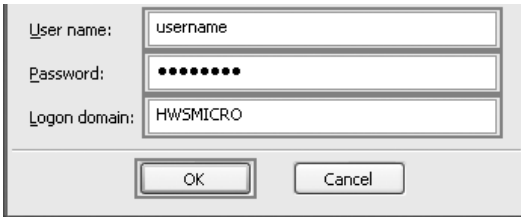
- 12. If your computer is *not* joined to the domain, click the Properties button under EAP type
- 13. On the Protected EAP Properties dialogue box, click Configure



- 14. Uncheck Automatically use my windows username and password (and domain if any)
- 15. Click OK until you are back at the desktop
- 16. When you connect to HWSWireless the first time, click on the bubble alert



- 17. In the Credentials window, enter your HWS username and HWS password and Set the logon domain to HWSMICRO and click OK



You can now connect to HWSWireless in any HWSWireless zone.

## Connecting to HWSWireless with Mac OS 10.4

### Before Connecting to HWSWireless

Before you connect to HWSWireless, you must download the appropriate certificates and configure your computer for HWSWireless.

To install the certificates:

1. Connect to the HWS wired network
2. Open a web browser such as Firefox or Safari
3. Visit the page <http://certificates.hws.edu/certsrv>
4. Login with your HWS username and password
5. Click Download a CA Certificate, certificate chain or CRL

#### Select a task:

[Request a certificate](#)

[View the status of a pending certificate request](#)

[Download a CA certificate, certificate chain, or CRL](#)

6. Click Install this CA Certificate

[Install CA certificate](#)

[Download CA certificate](#)

[Download CA certificate chain](#)

[Download latest base CRL](#)

[Download latest delta CRL](#)

Firefox Users:

7. At the Trust Certificate Authority window, check all Trust boxes



8. Click OK

Safari Users:

After you click Install this CA Certificate a file called certnew.cer will appear in your downloads window.

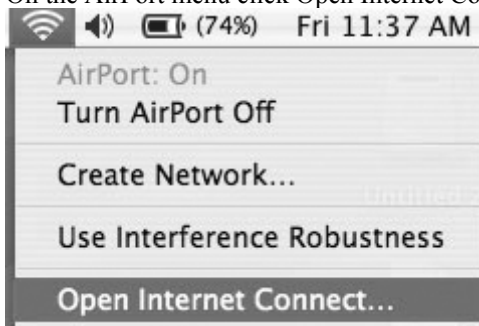
7. Double-click the icon for certnew.cer

8. At the prompt to save it in your login keychain, click OK

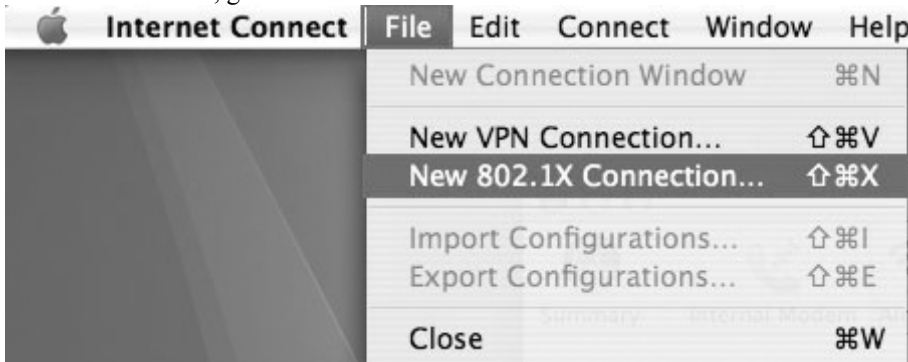


### To configure the wireless connection:

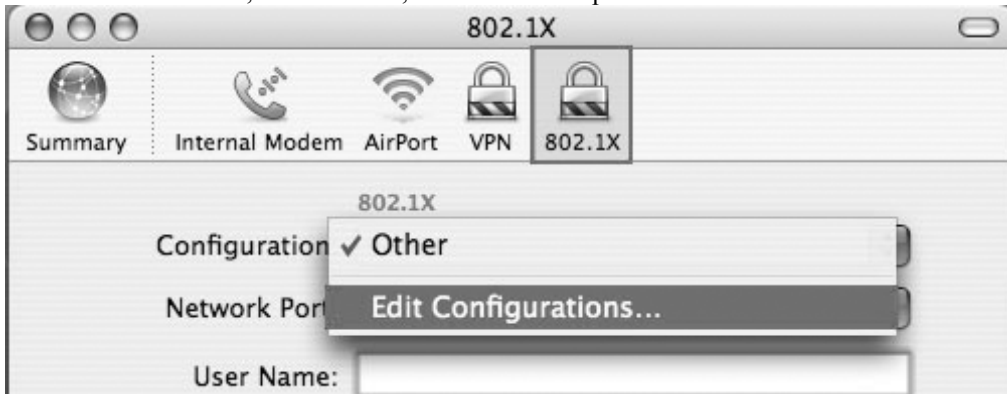
1. From the menu bar, pull down the AirPort Icon Menu
2. If your AirPort is off, click Turn AirPort On
3. On the AirPort menu click Open Internet Connect



4. In Internet Connect, go to File > New 802.1x Connection

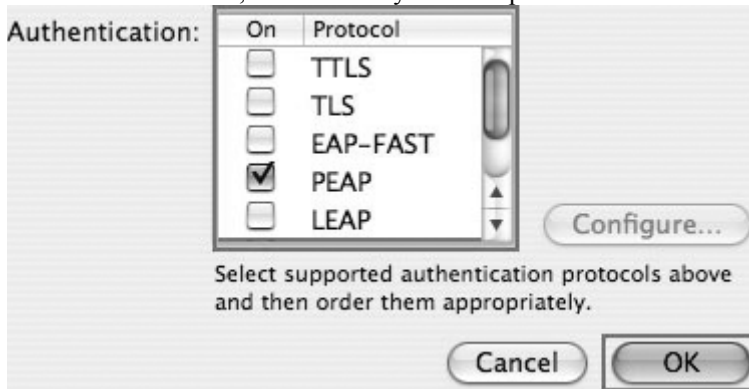


5. In the 802.1X window, in the toolbar, click the 802.1x padlock



6. Pull down the Configuration menu and select Edit Configurations

7. Set up the 802.1x configuration as follows:
  - Description: HWSWireless
  - Network Port: AirPort
  - User Name and Password: your HWS credentials
  - Wireless Network: HWSWireless
9. Under Authentication, uncheck every box except PEAP



10. Click OK
11. On the 802.1X window, click Connect. A Verify Certificate window will appear.
12. On the Verify Certificate window, click Show Certificate
13. On the next Verify Certificate window, check Always trust these certificates
14. Expand the Trust Settings arrow
15. Set all the Trust Settings to Always Trust and click Continue

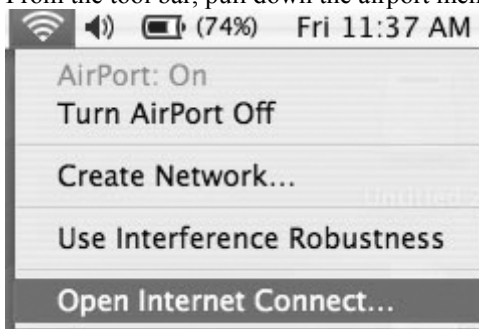


16. Close Internet Connect

## Connecting to HWSWireless

To connect to HWS Wireless:

1. From the tool bar, pull down the airport menu and select Open Internet Connect

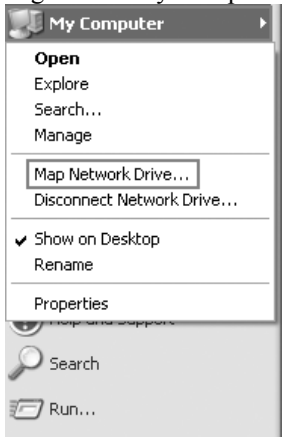


2. Click the 802.1x padlock
3. Click Connect

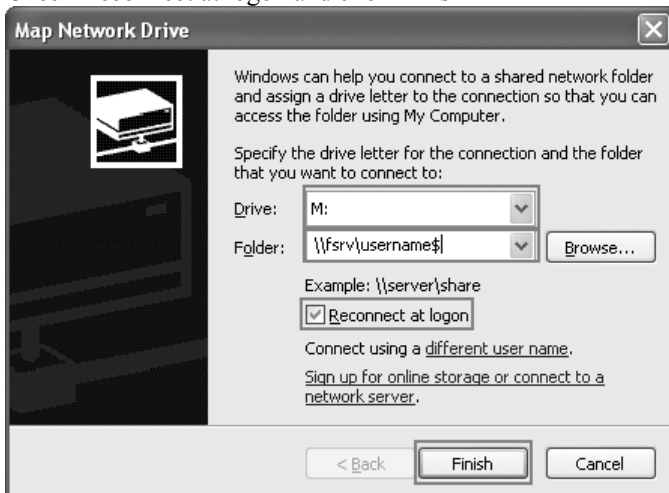
## Mapping Network Drives (M, N, and I) Windows XP and Vista

To map your network drives:

1. Right-click My Computer or Computer and select Map Network Drive



2. In the Drive dropdown menu, choose the drive letter: M, N, or I and enter the folder location in the Folder field
  - For M: enter \\fsrv\yourusername\$
  - For N: enter \\fsrv\pccommon
  - For I: enter \\fsrv\netcommon
3. Check Reconnect at logon and click Finish



4. If prompted for a username and password, enter yourusername@hws.edu and your password and click OK  
A new window will open showing the folder contents.

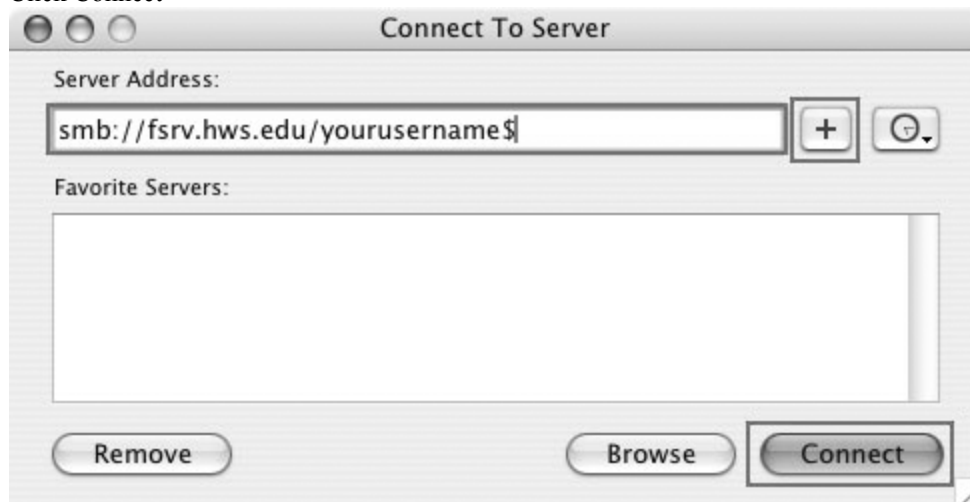
## Mapping Network Drives (M, N, and I) Mac OS 10.4

To map your HWS network drives:

1. Click on the desktop
2. On the main menu, click Go > Connect to Server



3. In the Connect to Server dialog box, type in the Server Address for the drive you want:
  - M: drive is smb://fsrv.hws.edu/yourusername\$
  - N: drive is smb://fsrv.hws.edu/pccommon
  - I: drive is smb://fsrv.hws.edu/netcommon
4. Click the plus sign to add the address to your favorites
5. Click Connect



- When prompted to enter your domain, username and password, the domain is HWSMICRO, username is your HWS username, and password is your HWS password and click OK

