

Hamline University

Information Technology Services (ITS) Student Services 2008-2009

The following is an overview of services available to students through the Information Technology Services (ITS) department. Details, instructions and further information for all of the services described below can be found through the Hamline website:

<http://www.hamline.edu/its>

Cable Television System All the residence halls and the apartment complex are connected to the University's cable TV system. This system is compatible with most cable-ready televisions. The cable TV system is administered by Media Services.

Computer Labs The University has a number of computer labs available for student and community use throughout the campus including: Bush Library, Sorin Residence Hall (24-hour lab), Drew Science, Robbins Science, and the Law School. Microsoft Windows computers are readily available with a wide variety of applications.

E-Mail Hamline students are required to use the email account provided by the University for official University correspondence. Many official University notices will be sent *only* via email, and students may also be required to submit assignments and/or receive course material via email. Hamline email accounts are active as long as a student is associated with Hamline; however, if that association is terminated, the account will expire after one month. Instructions on use of email accounts, changing passwords, etc. are on the website and more assistance is available by calling the **Helpdesk at x2220**.

ITS Helpdesk The Information Technology Services (ITS) Helpdesk, located in the basement of Bush Library, is the **starting point for answering your technology related questions**. The ITS Helpdesk is also responsible for checking out camcorders and digital cameras for student use. The Helpdesk can be reached by phone at x2220 or via email at itshelp@hamline.edu

Media Services This division provides a wide range of services such as setting up of AV equipment for classes and campus-wide events. For details call the **Helpdesk at x2220**.

Netstorage As part of the available network services, each student will be provided with 200 Megabytes of storage space accessible through the web. Note: This space is not designed to be permanent storage for your files, but rather enables you to easily and securely transfer files between campus and home without the use of floppies, CD's, etc. To access Netstorage, visit <http://www.hamline.edu/netstorage>. Check the ITS website for instructions on using this service or call the Helpdesk at x2220.

Piperline Piperline is a web-based service that provides you with the ability, through a web browser, to securely (via PIN number) check grades, register for classes, and change your e-mail password. Other Piperline services include: financial aid information, employment opportunities, class schedules, parking permit registration, etc. See the website for a tutorial on how to log on and use these services. Your Piperline PIN number is one of the most important numbers to keep secure to maintain the privacy of your data and identity. You should think of it in the same terms as the PIN on your credit card; keep it secure.

Piperline Account Problems?

Forget your password? Help is as close as the Registrar's Office. Contact them at x3000.

PiperBabble PiperBabble is an electronic bulletin board service where you can read and post announcements, announce rentals, sell and buy books, sell furniture or other items, post rides wanted and available, etc. It is designed to be the primary method of communicating such information to all Hamline community members (rather than e-mail), it is available at all times through a web browser and is essentially “self-serve” with the user able to control start and end dates. To access PiperBabble, login to Piperline and go to “Additional Services”.

Printing/Photocopying Hamline provides all students, upon registering, with a “printing and photocopying” billing code. This number is **different** from your Piperline PIN number (described above) and is used exclusively for printing and photocopying. If you forget it, you can always retrieve it by logging onto Piperline. When using any of the lab computers across campus (see Computer Labs above for more info), you can print to the public digital imaging machines (combined printers/photocopiers) by entering this number at the computer’s prompt. Since printing to the digital imagers is allowed only from lab computers, to print off a personal document, it must be transferred (using Netstorage, a flash drive, or email) to a lab machine to be printed. Color printing is available in the Sorin 24-hour lab. To use any of the public digital imagers for photocopying, you can swipe your ID card, which is encoded with your billing code (so take good care of it). Walk-up users (i.e., community visitors, alumni, etc.) may print or photocopy in the public computer labs by purchasing a card from Vendacard machines available in the computer labs and libraries, which contain a 7-digit billing code pre-loaded with fixed monetary amounts. These cards can be “re-charged” at the cashier’s window or a new card can be purchased.

Residence Hall Network Connectivity One network jack per pillow (doubles have two, singles have one, etc.) is provided in all the University’s residence halls and the apartment complex. Secure wireless is also available. Information about hardware requirements, connection and use policy, and support are available via our web site. In addition, the University also has a student-staffed technology position responsible for serving as liaison between ITS and residents.

Telephone Services Service for local, long-distance and voice mail is provided through the ITS Telecommunications department for the entire University. Students living in campus housing are provided a long distance authorization code for long distance access at reduced rates. A Telephone Policy and Procedure Guide can be obtained from your Hall Director or RA at check-in or from the Telecommunications Office. For more information on telephone services or if you have any questions, concerns, or problems you may contact Telecommunications at x2800 or Darci O’Connell at x2991. You may also stop by the office in Drew Science 301 or visit the website as described above.

Use of Hamline Network Use of Hamline’s network will be monitored in order to ensure its performance for teaching and learning purposes. After you connect your computer to the wall jack in your room, you will be asked to login to the network using your assigned username and password. (This will be the same username and password used for your Hamline email account).

Wireless All areas that relate directly to students and teaching/learning are now served by secure wireless connectivity. This includes all residence halls and the apartment complex, all classroom areas, all dining areas, the libraries, the Student Center, Sundin Hall and Anne Simley Theatre, etc.

Computer Requirements The minimum and recommend computer requirements are (or will soon be) available at www.hamline.edu/its under “Policies” and Hamline University “Recommended” Computer Requirements for 2008-09 School Year.