

IITS News - Fall 2008



New Student Email System

We are excited to announce that during the Fall 2008 semester, Webmail, the current student email system, will be replaced by an email system based on the Exchange Labs interface powered by Microsoft Live@edu. The new system includes email, calendar, and much more!

In addition to the use of the new system, the format for all student email addresses will change. Currently, the student email address consists of the initials followed by three randomly generated numbers, e.g., abc123@longwood.edu. The new format is the first and last name separated by a dot @live.longwood.edu, e.g., John.Smith@live.longwood.edu. Students have been asking for a format change for some time and they will be thrilled with this change! It is our goal to have the implementation of the new system complete by October 27th. At the end of September students will begin use of the new system. A forward will be

set up from the Webmail account to the new account. Also at this time, all student email addresses will be changed in Banner to reflect the new format and the new address will be the "official" Longwood email account. Students will have the ability to use both their Webmail account and their account on the new system until October 27th at which time the Webmail account will no longer be available.

If you have web pages, forms, reports, etc. that contain the current student email format, please begin making plans to update prior to October 27th. Preliminary information concerning this change has been communicated to all students at this time. A communication campaign to include email, fliers, table tents, radio announcements, Rotunda article, etc. will begin in early September.



Extended Help Desk Hours

We are pleased to announce that beginning August 25th, the Help Desk will have extended hours to better serve the Longwood community. The new hours are:

Mon - Thurs: 7:45 am - 9 pm
Friday: 7:45 am - 5 pm
Saturday: 8:00 am - 6 pm
Sunday: CLOSED



Computer Lab Changes

Printing Quota Changes:

Beginning Fall 2008, printing quotas in the Academic Computing Labs and the Library will be managed by a dollar amount and not number of sheets as it has been in the past. Students will receive a quota of \$13.50 (the equivalent of 150 sheets of black and white) for printing in the fall and spring semesters and \$6.75 (the equivalent of 75 sheets of black and white) in the summer. Please note that color printing is at a rate of \$1.00 per page and will be charged against the quota. For clarification, the actual quota amount has not changed.

Lab Access:

Also for the fall semester, entrance into all academic computing labs will require a swipe of a Longwood ID card. This will provide a more secure work environment for the Longwood Community.



Training Opportunities....

Would you like to increase your knowledge and skills in Microsoft Word, Excel, PowerPoint? Are you interested in learning about the latest features available in Blackboard? Courses on these topics and much more are available to you!

The training schedule for Fall 2008 has been posted at:

www.longwood.edu/its/form.htm



Wireless Network Changes

We are pleased to announce that at the end of the Spring 2008 semester the wireless network was upgraded! The upgraded wireless network allows for a more stable and secure wireless network and provides you the ability to configure your laptop computer for the wireless network without placing a work order with the Help Desk!

If you currently have a machine configured for use of the old wireless network, there will be some initial steps that you need to take to connect to the new network. Information about the wireless network including complete configuration/connecting instructions is available at:

www.longwood.edu/helpdesk/wireless

Before you Purchase a Smart Phone..



Many faculty and staff members have contacted us to request assistance configuring a smart phone (Treo, Blackberry, etc.) to sync with their Longwood email and calendar. Please be aware that if the device is personally owned (not purchased by Longwood) we are not able to allow email to be downloaded directly to the device per the Virginia Information Technologies Agency (VITA) Security Standard.

Important Links:

Information & Instructional Technology Services:
www.longwood.edu/technology

Help Desk:
www.longwood.edu/helpdesk

Information Security:
www.longwood.edu/infosec

Instructional Technology Services:
www.longwood.edu/its

Did you know....

Cable television service for students is better than ever! A new cable television contract was negotiated over the summer and Longwood residential students now have available to them over 100 channels!

Macintosh Office 2008 software is now available for student purchase for a cost of \$6. Students order the software via the Software link on the User Support Services website.

MOAT

(Managed Ongoing
Awareness Tools)

As a reminder, it is mandated by the Virginia Information Technologies Agency (VITA) that Commonwealth of Virginia employees participate in annual security training. An email will be sent to your Longwood email account from support@awareity.com when your certification renewal is due. To learn more about this training please visit www.longwood.edu/infosec/moat/faq.htm

