Overview ................................................................................................................................... 4
Acceptable Use Policy ............................................................................................................... 5
Technology Support .................................................................................................................. 8
User Account and Passwords .................................................................................................... 9
BenUConnect/MyBenU/BenULive ........................................................................................... 11
Web Email ............................................................................................................................... 13
Email Etiquette ........................................................................................................................ 15
Blackboard Learning System .................................................................................................. 19
Computer Tips ......................................................................................................................... 20
Using the Internet and Registering Your Computer .............................................................. 21
How to Configure Your Windows XP Computer for the Internet ........................................... 23
How to Configure Your Windows 7 Computer for the Internet .............................................. 25
Cable TV ................................................................................................................................. 28
Network Jack Identification .................................................................................................... 29
Spam Filtering ......................................................................................................................... 30
Welcome to the Benedictine University technology community. We in Information Technology (IT) are very pleased to provide you services to enhance your educational experience at the University. This page is an overview of the Technology Information Packet for Students (TIPS) and highlights the most important information from various sections of the document.

Benedictine University voluntarily provides computing equipment and services. The primary purposes of this computing equipment are the academic, research, administrative and communications needs of its students, faculty and staff. To use these resources all Benedictine users must comply with our Acceptable Use Policy, a copy of which is included here. It is very important that you read and understand this essential document.

All students who are registered for classes at the University receive a user account. This account allows a student to access the Benedictine network, BenUConnect, and our email system. Benedictine University will use the student email system as a primary method to communicate information. It is your responsibility to check your Benedictine University email account on a frequent basis to insure you are aware of all University deadlines. If you would like to forward your email to a personal email address see the Web Email section in this packet to set all incoming mail to forward to an external email address. If you do not have access to a computer at work or home, then the two most likely places for you to gain access to your email are on the BU campus, where we provide computers for student use, or at your local public library.

If you are a resident student or live in a Founders’ Woods apartment, your room has connectivity to the Internet via a data jack and you will also have cable TV connectivity. To use the Internet you must register your computer, use virus protection, use Windows update to keep your operating system up to date with the latest security enhancements, and follow our Acceptable Use Policy. If the number of PCs in your room exceeds the number of jacks, you can sign out a mini-hub to expand the number of ports in your room. Benedictine University does not allow any personal hubs or routers on campus. Before calling for assistance on any TV/cable related issues, please be sure to read and follow your TV set’s instructions on how to setup/program channels into your TV. There are no telephones in individual rooms but a courtesy phone is provided on each floor of residence halls. Any chargeable call to off-campus numbers requires a calling card.

The “Password Reset” tool, which allows a student to change (reset) the password on his or her user account without calling the Helpdesk, is very convenient. To use this service please visit http://www1.ben.edu/stuadmin.

If you need technology assistance please contact the Benedictine University Helpdesk at helpdesk@ben.edu or at 630 829-6684. The helpdesk is staffed during normal Library hours. The Helpdesk is your first line of support and will assist you with user account issues, Blackboard access, Internet access, etc. If there is an issue they can not resolve over the phone, the Helpdesk staff members will create a trouble ticket and assign a technician. The Helpdesk team cannot help you with issues with your own PC or software. Resident Assistants keep a backup supply of printer paper for the residence computer labs.

We are very interested in hearing from you on how we can improve our service. The most immediate and direct means to contact us is to send an email to itsuggestions@ben.edu.
ACCEPTABLE USE OF BENEDICTINE UNIVERSITY TECHNOLOGY RESOURCES

Benedictine University voluntarily provides information technology resources for students, faculty and staff. This document:

- Provides guidelines for responsible use of Benedictine University’s technology resources by all users.
- Provides policies that Benedictine University uses in providing technology resources and network services to the University community.
- Explains enforcement procedures of these policies.
- Applies to all those using University computing equipment whether they are on or off campus.

Computing equipment means all computers, software, wiring, network components and network services owned and/or provided by Benedictine University.

GUIDELINES FOR RESPONSIBLE USE OF UNIVERSITY TECHNOLOGY RESOURCES

Benedictine University recognizes that free expression of ideas is central to the academic environment. For this environment to flourish, all users must adhere to the guidelines within this document.

Benedictine University voluntarily provides computing equipment and services. The primary purposes of this computing equipment are the academic, research, administrative and communications needs of its students, faculty and staff. The use of computing equipment for other purposes is tolerated provided that it does not violate (a) any federal, state or local law; (b) the University mission or policies; and (c) any guideline in this document. Access to all Benedictine University owned and/or operated computing facilities is a privilege and not a right. Individuals who refuse to follow the Acceptable Use Policy (AUP) will not be granted user accounts. Violations of the AUP by individuals with accounts may result in penalties included but not limited to closure of all accounts and revocation of all computing privileges. Other penalties may be levied up to and including dismissal from the University or termination of employment.

USER RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Maintaining privacy and security by keeping all passwords confidential.
- Honoring all computing security procedures implemented by the University.
- Not wasting resources i.e., logging off when not using a PC, printing only needed number of pages, storing only files needed for future use.
- Deleting old and unused email and file(s) on a regular basis.
- Maintaining the accuracy of private mail groups by updating when members change.

UNIVERSITY NETWORK RESTRICTIONS INCLUDE, BUT ARE NOT LIMITED TO:

- Users may not misuse, abuse or otherwise damage University computer equipment.
- No one may install or use any software or hardware designed to disrupt the security of any computing equipment, whether owned by the University or by others.
- No one other than Information Technology staff may download or install any software on any student-accessible university computer.
- No one may use University resources to support political or non-University related business interests.
- No one may sell or provide access to Benedictine University’s computing resources to outside individuals, groups or businesses except (1) as authorized by the Executive Vice President and (2) for authorized University business relationships.
• Recreational uses – such as game playing or music or video file sharing – are tolerated as long as they are (a) legal, (b) do not interfere with the primary purposes of the system, and (c) do not interfere with the primary purpose of your position at Benedictine, as determined by the Senior Director of Information Technology in consultation with other members of the university community.

• No one may engage in any activities designed to spy on network traffic or to access passwords, user IDs, files or programs of other users.

• No one may engage in software piracy or copyright infringement. Note that a single-copy software license is not a license to share software.

• No one may send, store, print or solicit receipt of email messages, files or programs that contain fraudulent, harassing, racist or obscene verbiage, visual or audio content. Exceptions may be made for legitimate academic research purposes.

• Note that any email message (other than official University business) sent to an individual after that individual has indicated in writing or via email that they no longer want to receive email from the sender constitutes harassment. Complaints are handled via the Enforcement Procedures section (see below).

• No one may use email to engage in “chain letter” or “spamming” [bulk “junk” email activity].

• No one may send, store, print or solicit receipt of email messages, files or programs that are offensive or in conflict with the Mission Statement of Benedictine University or federal or state laws, as determined by the Administrative Council.

• No one may use University computing resources for illegal behavior or activities as defined by federal, state, and/or local laws.

UNIVERSITY TECHNOLOGY RESOURCES AND NETWORK SERVICE POLICIES

Disclaimer: The responsibility for the content of personal files, programs, web pages and email rests solely with the individual and not with the University. Benedictine University does not monitor the contents or embedded links of personal user accounts or personal web pages although it expressly reserves the right to do so.

To preserve the integrity and maintain efficient functioning of the University’s computing facilities, the University enforces the following policies:

• All email (read or unread) stored within any folder of Outlook may be deleted after 90 days.

• Backup service for individual email is not provided.

• Bulletin Board messages of events will be posted for 30 days and then removed.

• The creation of public mail groups is limited to University departments, committees and official student organizations.

• A block of home directory (network drive) space is provided for each registered student.

• Computing resources are provided for academic, research, administrative and communications uses.

• The University reserves the right to establish time limits on the use of public workstations as needed.

• Benedictine University realizes that the free expression of ideas is central to academia, but will not tolerate the display of pornographic, obscene, abusive, racist or other inappropriate material at any public workstation. The University reserves the right to judge the appropriateness of material displayed on public workstations.

• The Benedictine University computing facilities constitute a private system. As such, the information stored on the University equipment is the property of the University with the exceptions noted in the Creative Works sections of the Faculty Handbook (Section 2) and Employee Manual (Section 4.0.17). The University respects the privacy of authorized users of its computing resources. Therefore, the University will not access the personal files or monitor the system usage of any authorized user without that individual’s consent, with certain exceptions:
  1. A subpoena.
  2. A written request from the Chief of the Benedictine University Police to provide information as part of an ongoing investigation by the Benedictine University Police. The Executive Vice President must endorse such a
request for non faculty employees/students, or the Provost and Vice President for Academic Affairs for faculty members.

3. A written request from a Systems Administrator, based on reasonable evidence that files or programs stored in an authorized user’s directory are the source of interference with the efficient functioning of the University computing facilities. The Senior Director of Information Technology must endorse such a request.

4. A written request from the President of the University.

5. A written request from University attorneys.

Information Technology will maintain records of all of these requests for access and will report the number of requests annually to the Information Technology Advisory Committee.

- Under the Illinois Freedom of Information Act, electronic files are treated like paper files.
- Student user accounts are deleted after graduation or after one year of inactivity. Employee user accounts are disabled as soon as the office of Information Technology is notified of termination of employment (faculty and staff).

ENFORCEMENT PROCEDURES

Benedictine retains unfettered discretion to monitor, authorize, control or stop the use of said technology at its sole discretion. Violations of the Acceptable Use Policy will be referred to the Associate Vice President of Student Life (students), the Provost and Vice President for Academic Affairs (faculty) or the Executive Vice President (non-faculty employees) for action through the established disciplinary processes of the University. The result could be these or other disciplinary actions:

- Files and/or programs may be deleted.
- User access privileges may be inactivated.
- User account may be removed.
- User may be suspended, expelled or terminated from University employment.

If a user believes that his or her rights have been violated by another user of the University computing facilities, he/she should report the incident to the Associate Vice President of Student Life (students), or his/her supervisor (faculty and staff) for appropriate action.
HELPDESK

Benedictine University has a helpdesk that is located in the University Library and is staffed during normal Library hours. If you need technology assistance please contact the Helpdesk at helpdesk@ben.edu or at 630 829-6684. The Helpdesk staff will attempt to assist you immediately with user account issues, Blackboard access, Internet access (for campus residents), etc. If there is an issue they can not resolve over the phone, the Helpdesk staff members will create a trouble ticket and assign it to a technician. If creating a ticket is necessary, please be sure to give relevant contact information and availability to facilitate contacting you. The Helpdesk cannot help you with problems with your own PC.

TECHNICIAN SUPPORT

The normal business hours for technicians are Monday through Friday 8:00 a.m. to 5:00 p.m. Once the ticket is assigned to the technician, he or she will contact you to resolve the problem. Technicians cannot help you with issues related to your own PC. Also, please be aware that support staff are constrained by modesty hours and are not allowed into residence halls before 11:00 a.m. and after 8:00 p.m.

COMPUTER LAB SUPPORT

Supplies for the labs are supported onsite every day from 8:00 a.m. to 10:00 p.m. Proactive measures are taken to monitor paper in the open labs. If you need paper in a residence hall lab please see your Resident Assistant. If you encounter a problem with a lab PC or printer please call the Helpdesk at 630 829-6684 to report the problem. A technician will be dispatched to resolve the issue during normal business hours.

AUDIO VISUAL

AV equipment can only be used for University reasons, and must be arranged for and picked-up by a faculty or staff member. AV personnel are on site seven days a week from 8:00 a.m. to 10:00 p.m. If you need AV support for Benedictine owned equipment, please call the AV staff at 630 829-6610 and they will dispatch an AV support person.

CABLE TV

Cable TV is supported Monday through Friday between the hours of 8:00 am and 5:00 pm. You should call the Helpdesk to report a problem with cable service. All students are responsible for programming their TV for cable channels.

AUTOMATED ASSISTANCE

To assist users in receiving timely service, we are adding to our automated services and tools. Currently students can change (reset) their user account password by using the “Password Reset” tool. To use this service please visit http://www1.ben.edu/stuadmin. Authentication information will be required. If you think your information needs to be updated please contact Ben Central at 630 829-6500 during normal business hours to validate or update your information. If your information is correct and you still need assistance, please contact the Helpdesk at 630 829-6684.

CUSTOMER FEEDBACK

To ensure we are delivering timely and appropriate service, we have implemented feedback mechanisms to measure customer satisfaction. The most immediate and direct way to provide feedback is to send an email to itsuggestions@ben.edu. Alternatively, if you call the Helpdesk and have a ticket entered you may be asked to complete a customer satisfaction survey that is generated randomly. Please take the opportunity to participate in these feedback channels to help us provide the most appropriate service to you.
ACCOUNT CREATION

A user account provides student access to network file and print services, BenUConnect and email via Outlook Web Access (OWA). A user account is created for students within 24 hours after they matriculate. Your email address will be first_name_last_name@ben.edu for incoming email. Benedictine University uses the student email system as a primary method to communicate information. It is your responsibility to check your BU email account frequently to insure you are aware of all University deadlines. If you would like to forward your Benedictine account mail to a personal email address, use a rule in OWA to cause all incoming mail to forward to an external email address. See pages 13-14 for a screen print and steps to follow.

ACCOUNT DELETION

Open unused user accounts pose a significant security threat to information systems. A hacker who gains control of such an account can utilize that account as a base of operations with less risk of being caught. Because of this possibility Benedictine University will remove accounts from the system when there has been no activity for one year. Deleting the account will also delete all data associated with the account.

LAB LOCATIONS

If you do not have access to a computer at work or home, then the two most likely places for you to gain access to your email are on the BU campus where we provide computers for student use or at your local public library.

<table>
<thead>
<tr>
<th>Open Labs and Clusters</th>
<th>Teaching Labs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kindlon 228</td>
<td>Kindlon 227</td>
</tr>
<tr>
<td>Birck (2nd &amp; 3rd floor hallways)</td>
<td>Kindlon 244</td>
</tr>
<tr>
<td>Krasa (main level &amp; lower level)</td>
<td>Birck 214</td>
</tr>
<tr>
<td>Residence Halls</td>
<td>Birck 236</td>
</tr>
<tr>
<td>Library (main level, 4th floor and 5th floors)</td>
<td>Scholl 218</td>
</tr>
</tbody>
</table>

THINGS YOU SHOULD KNOW ABOUT YOUR USER ACCOUNT

- Your user account will allow you to login at any of the above locations. It will also give you access to email and to BenUConnect.
- The only time you should use the teaching labs is if one of your classes meets in the teaching lab.
- You should not allow others to use your account login.
- You MUST login to the network in order to print, save files to your H: drive or to use any software that is accessed over the network.
- All students receive network storage called the home drive. You will be able to find this drive under My Computer with a title similar to this: john_doe on benufs\Home (H). The drive will allow you to save up to 100 MB of data.
- You are only allowed three failed login attempts, after which you must unlock your account. You can contact the Helpdesk at helpdesk@ben.edu or at 630-829-6684 to do it for you, or you can change (reset) your password yourself at http://www1.ben.edu/stuadmin. If you have problems with this self-service site, contact the Helpdesk instead. You will be required to know your student ID number and social security number.
INSTRUCTIONS FOR LOGGING IN

1. You will need to press CTRL + ALT + DEL at the same time. This will bring up an important message box from the University. After reading, either click OK or just hit Enter.
2. Now you should see a box labeled Logon to Windows. This window will have three boxes for input (User Name, Password, and Log on to).
3. For the User Name, enter b plus your student id (i.e., b1234567). This entry is not case sensitive.
4. For the Password, the first time you login to use your account you will enter the default password given to you by Student Advising or the Helpdesk. After you login and change your password, you will use the new one you have created. (Note: passwords must be a minimum of 8 characters and contain at least one number. They are case sensitive). You will be prompted to change your password periodically.
5. For Log On To, be sure that STUBEN is shown as the domain you are logging into.
6. After completing the steps above you will be able to use the university computer network.

PASSWORDS

Passwords are and will continue to be both the number one defense against computer intrusion and malicious activity. They also remain the number one weakness to security if we lack adequate standards and cooperation from all users. Advances in password cracking programs mean that passwords deemed “safe” in past years are now “crackable” within minutes if not seconds.

- **Duration:** Passwords will expire after 90 days
- **Length:** Passwords must be 8 or more characters.
- **Composition:** Passwords should be an alphanumeric mix. Special characters may also be included. (Examples: &time56clock; Guarant33d; #r00ster; TELa1200). NOTE: passwords are case sensitive.
- **Re-use:** Passwords may not be re-used if they are one of the most recent three used.
- **Predictable Patterns:** Simple or predictable patterns may not be used (examples: abc123 is not acceptable; firstname1 is not acceptable).
- **“Strong” Password:** Select a phrase, then use the first letters of each word, and include a number or special character (example: The Eagle Lands at Midnight = TEL@1200).
- **Password Security:** If you have trouble remembering a password, write it on a small piece of paper that you keep in your wallet or purse. Never post a password on your monitor, desktop, or any location where it can be seen by anyone else.

To change (reset) your own password, access the Student Password Reset Page, via http://www1.ben.edu/stuadmin/, and follow the directions on that page.

HELPFUL HINTS WHILE COMPUTING

- Save work frequently. This holds true especially when creating time-consuming documents.
- Save your work in two different places (i.e., save to your H: drive and to a USB flash memory drive). This should help prevent you from having to redo work due to disk failure or accidental deletion. Do not save files to the C: drive on lab computers. The files are automatically deleted when the computer is restarted or logged off.
- Always make sure you logoff a computer before leaving the work area. Leaving yourself logged in could result in someone reading or changing your work on your H: drive.
OVERVIEW

**Benedictine Network** – On-campus network resources are accessible from computers located throughout the campus. Secure off-campus connectivity is provided using a web-based service called “BenUConnect”. The BenUConnect URL is: [http://www1.ben.edu/BenUConnect](http://www1.ben.edu/BenUConnect). The BenUConnect page will look like Figure 1.

![BenUConnect](image)

**Student Information System** – Students can use the secure online application “MyBenU” to self-register; add and drop classes; view and print transcripts; view any financial/health holds; make payments; search for assigned advisors; and verify demographic information. MyBenU is available on-campus at [http://www1.ben.edu/mybenu](http://www1.ben.edu/mybenu) and off-campus using BenUConnect. The MyBenU page will look like Figure 2.

![MyBenU](image)
Course Schedules – Students can view course schedules online using “BenULive” to look at classes offered. Undergraduate, Graduate and Adult schedules are posted by term. BenULive is available at http://www1.ben.edu/benulive. The BenULive page will look like Figure 3.

Figure 3

ACCESSING BENCONNECT, MYBENU AND BENULIVE

1. You will need to be connected to the Internet on-campus or off-campus via BenUConnect using broadband or dial-up. The preferred browser to use is Microsoft’s Internet Explorer.

2. For MyBenU, you will need to disable your web browser’s pop-up blocker or add the Benedictine University website to the list of “Allowed Sites”.

3. For MyBenU, you must have both HTTP 1.1 Settings UNCHECKED. Settings are located here: Internet Explorer >Tools >Internet Options >Advanced >HTTP 1.1 Settings. Uncheck “Use HTTP 1.1” and “Use HTTP 1.1 through proxy connections” and click OK.

4. When prompted to log in, use b plus your student ID (example b1234567) and your password. The username and password you use will be the same for the network, email access, BenUConnect and MyBenU. Please remember to log off the system once you have completed your transactions.

WHERE TO GO FOR HELP

Student Services:
Please contact Ben Central by phone at (630) 829-6500 or via email BenCentral@ben.edu. Business hours are Monday – Friday 8:30 am -6:30 pm.

Fact Sheets:
Fact Sheet links are provided on MyBenU. Examples are: Self-Registration Fact Sheet, Student Account View and Payment Navigation, Grade Report View and Print Fact Sheet.

Technical Assistance:
Please contact the Helpdesk at helpdesk@ben.edu or at 630 829-6684. The Helpdesk is staffed during normal Library hours.
HOW TO GET YOUR UNIVERSITY EMAIL USING OUTLOOK WEB ACCESS (OWA)

1. You will need to be connected to the Internet via broadband or dial-up. The preferred browser to use is Microsoft’s Internet Explorer. Some features are unavailable using other browsers.

2. You can get to the email application by going to http://webvpn.ben.edu and logging in to BenUConnect. Enter the same username (preceded by stuben\) and password you use for network access. Click on Login. Click on the “Student Mail” link under Web Bookmarks in BenUConnect.

3. When you have successfully logged in you will see the OWA screen in Figure 1 below.

4. Don’t forget to Log Off near the upper right corner when you’re finished using OWA. This is especially important if you are using a shared or public computer.

FORWARDING EMAIL

If you would like to forward email from your student account to an outside email address to more conveniently check your email, complete the entries in the Rules window in Outlook Web Access as shown below and on the following page. Outlook Web Access can also be reached from the Student E-mail Login link on the Benedictine University home web page.

- Click on the 'Go to Rules' icon in the lower left corner of the OWA main screen.
- Click "New"
- Name the rule 'Forward student email'
- In Sent to People or Distribution List type in your name as it appears in the University’s email global address list (Example: jane_doe), then type in a semi-colon, followed by #All Student.
- Click 'Forward it to' button
- Enter the address you would like the mail forwarded to. (Example: janedoe@personalmail.com)
- Click 'Save and Close'
- A message will pop up that says 'This rule will be applied to every message'. Click OK

See the sample screen print on the next page.
Edit Rule: Outlook Web Access -- Webpage Dialog

https://stupo.ben.edu/exchange/80173457/?cmd=editrule

Save and Close Help

Rule Name (optional)  forward student email

When a message arrives

Where the

From field contains

Subject contains

Importance is

Any

Sent to

People or Distribution List your_name; #All Student

Or is

Sent only to me

Then

- Move it to the specified folder
- Copy it to the specified folder
- Delete it
- Forward it to (your outside email address)

Keep a copy in my inbox

https://stupo.ben.edu/exchange/80173457/?cmd=editrule
EMAIL ETIQUETTE

EMAIL AND ELECTRONIC COMMUNICATIONS PRACTICES, POLICIES, AND ETIQUETTE

Communicating via email gives you great power to reach many people, to inform them, to obtain information, and to irritate and anger friends and strangers alike. Some simple, common sense practices will help you use email as a productive tool in your personal and professional life and help you maintain positive relationships with friends and coworkers. Here are some generally accepted “do’s and don’ts” for email.

BEFORE YOU BEGIN: A REMINDER ABOUT BENEDICTINE’S ACCEPTABLE USE POLICY

• Benedictine University voluntarily provides computing equipment and services for the academic, research, administrative, and communications needs of its students, faculty and staff.

• Access to all Benedictine University owned and/or an operated computing facility is a privilege and not a right. Individuals who refuse to follow the Acceptable Use Policy (AUP) will not be granted user accounts. Violations of the AUP by individuals may result in penalties including but not limited to closure of all accounts and revocation of all computing privileges.

• …the information stored on the University equipment is the property of the University… the University will not access the personal files of any authorized user without that individual’s consent, with certain exceptions.

See the Acceptable Use Policy section of this packet for the complete text of Acceptable Use of Benedictine University Technology Resources. This document pertains to all students, faculty and staff.

MATCH YOUR COMMUNICATIONS MECHANISM. (EMAIL ISN’T RIGHT FOR EVERYTHING.)

• If you have information to disseminate, think about effective tools that work but do not waste resources or intrude on individuals not likely to be interested in your news.

• If you decide that you do not want to pay attention to email from any particular person you may use email filtering to divert such mail to a separate folder (for review at your leisure) or directly to your deleted items folder. You may filter email based on both the sender and on to whom the message was sent (in other words, you can accept messages addressed directly to you while filtering out messages from the same person sent to you via a distribution list).

SPAM = ELECTRONIC JUNK MAIL – DON’T SEND IT

• The web is filled with “spam” (electronic junk mail). Do not contribute to this annoying and wasteful problem.

• Remember that one person’s “interesting tidbit” may be someone else’s junk.

• Choose your audience carefully – do not send mail to public or private distribution lists unless a significant percentage of that list has a reasonable chance of being informed by your email.

• Do not flood the airwaves with incessant reminders about coming events – if you want to publicize an event by mass email, send one message well in advance and then another a day or two before the event.

• Remember that chain letters, political advertising, solicitations for non-university sponsored organizations or causes, proselytizing and any commercial venture not approved by the Executive Vice President are not acceptable uses of the BU email system.
JUNK EMAIL – WHAT TO DO IF YOU RECEIVE IT

• If you receive unsolicited, unwanted email from a member of the Benedictine community, REPLY to that individual, stating simply that you do not want to receive mail of this type from this individual. SAVE the original mail and your REPLY as evidence. (See Abusive Email – Dealing with it below)

• If the unwanted email is from a known vendor that you have done business with or from a legitimate group, then replying to them with a “take me off your list” should get results. BUT…

• If you receive unsolicited/unwanted spam-type email from someone unknown to you outside the Benedictine community – DELETE IT. DO NOT REPLY TO IT. Replying only provides proof that the “spammer” has found a live, currently used email account. Your account address may then be sold to dozens or hundreds of other spammers and junk mail merchants.

• Do not participate in CHAT groups, NEWSGROUPS, online “Surveys”, etc. – unless you want to be flooded with junk email.

• There is very little that you can do to shut off a flood of junk email once it has started. Just learn to use the DELETE feature.

• If you choose to subscribe to a listserv (an automated mailing list that distributes email among a group of users interested in specific topics), be sure that you print out and save the instructions on how to Unsubscribe should you find that the list does not meet your needs.

• If you find your Benedictine University email flooded with junk, then your best defense will be a quick finger on the DELETE icon. If the junk mail is flooding a personal email account with an outside provider (Hotmail, AOL, etc.) then you may just want to change your email address. Outside providers allow you to do this easily. You’ll have to inform all of your contacts about the new address.

SECURITY AND PRIVACY START WITH YOU

• Protect your password! Once someone has your password, they can read your email and they can send email in your name.

• LOGOFF! If you do not logoff (and close the browser when using web mail), you can be the victim of a “drive-by emailer”. Anyone using that computer can send offensive messages that come “from: you”.

• Remember that email is never private; it is more like a postcard than a letter. Any recipient can forward what you send to “the world”. And…BU reserves the right to read anyone’s email (see Acceptable Use Policy for details.)

• Deleting an email does not mean that it is “gone”. Email lives forever in the reels of backup tapes made nightly. If you don’t want it saved, copied, forwarded or shared…then don’t email it; pick up the phone and call.

STYLE – IT’S NOT THE SAME AS A PHONE CALL

• Be brief. You can usually fit everything you need to say on one screen.

• Use a blank line between paragraphs. It is easier on the eye.

• Email carries none of the tone of voice, facial expression, or other cues that tell us when someone understands what we mean. Stay away from sarcasm, and use emotion icons such as a smiley :) or a
<grin> to let someone know when you are joking. The net saying is “be precise in what you send, and forgiving of what you receive.”

- Use appropriate upper and lower case. In the email world, USING ALL UPPER CASE IS THE SAME AS YELLING.

- Many email programs do not display italicized or underlined words. If you want to emphasize something, you can use *asterisks. If you are really excited, you can SHOUT.

- Watch your spelling and grammar; people will form opinions about you by how well (or poorly) you handle the language. Remember that you represent both yourself and Benedictine University.

CONTENT - COMMON SENSE COUNTS

- Start your message with the name of the person you are addressing, just as in a handwritten note or letter.

- If your message is lengthy or complex you can use a word processor to compose the message. Once you are done, copy and paste the text into the email you are ready to send. This is preferable to attaching a document due to the fact the documents will be larger and consume more resources, and not every user will have the same word processor as you used. Also, users with slower connections will appreciate your consideration. Note incoming emails are limited to five megabytes.

- If you are replying to a message someone else has sent to you, it is often good to include short, relevant parts of his or her original message in your reply. This helps everyone remember what he or she is talking about. A greater than sign (>) signifies that you are repeating someone else’s words:

  > when will you be sending that article to us?

  We’ll get it to you next week; is Friday OK?

- End your message with your full name and your email address. (Some email systems allow you to automatically include your “signature” at the end of each message. It is a useful tool.)

SENDING EMAIL

- Always use a short, informative subject line. People are more likely to read your message if they know what it is about. (It is considered rude to leave the subject line blank- and mail with missing or non-descriptive titles may be deleted without being read.)

- Send mail to relevant people. Don’t broadcast mail to people unlikely to be interested or involved in an issue.

- Avoid flame wars! If you find yourself disagreeing with someone, do not start a volley of back and forth emails, with copies distributed to every known person on the distribution list! Get off your chair and walk down the hall to work out your differences of opinion face to face! Or at least, pick up the telephone and speak to the person. There is nothing better than personal interaction to resolve difficult issues. Email just does not work well for this situation.

ABUSIVE EMAIL - DEALING WITH IT

- Your first defense (if the sender is known to you or is sending from a BU email account) is to REPLY to an offensive message, stating that you are offended by the content of a message and that you do not wish to receive similar messages. SAVE and PRINT a copy of the original text and your reply as evidence should you need it.
If the sender is not known to you and is not sending from a BU mail account, then do NOT reply. Just delete the message. If you get repeated email then you may be able to complain to the mailers’ account provider (this has a modest percentage of success.)

If a student believes that his or her rights have been violated by another’s use of technology in a form of harassment, whether verbal, pictorial, or any other means, the individual should report the abuse to the Associate Vice President of Student Affairs for appropriate action. Save and print out any offensive messages you receive as evidence. See “Acceptable Use Policy” for more details.

If a faculty or staff member believes that his or her rights have been violated by another’s use of technology in a form of harassment, whether verbal, pictorial, or any other means, the individual should report the abuse to Personnel Resources for appropriate action. Save and print out any offensive messages you receive as evidence. See “Acceptable Use Policy” for more details.
Blackboard CE is the online course management system (CMS) used at Benedictine University. Many instructors use Blackboard to provide online enhancements to traditional lecture/discussion classes. Those enhancements might include distribution of course materials, threaded discussions and online quizzes. Courses offered in a blended format, and a few totally online courses, are taught using Blackboard. (Some online graduate courses may use the Angel CMS rather than Blackboard. Angel support is available at 866 291-1166.)

Students who are enrolled in any course that uses Blackboard are automatically enrolled in the corresponding Blackboard learning environment. Once a student logs in to Blackboard the student’s personal Blackboard Home Page (called the My Blackboard page) loads. Links to all that student’s Blackboard courses appear on the My Blackboard page.

Each student’s Blackboard ID and password are the same as his/her STUBEN campus network user name and password. Blackboard is accessed using a full-featured web browser by selecting or entering http://www1.ben.edu/blackboard

Detailed instructions for accessing Blackboard, and other Blackboard support documents, are available at http://www1.ben.edu/programs/TLC/Blackboard.asp. Students who experience Blackboard password problems should contact the Helpdesk at helpdesk@ben.edu or at 630 829-6684.
YOU CANNOT SAVE ANY FILES TO A LAB OR RESIDENCE HALL PC.

As long as you are working on a Benedictine-owned PC anywhere on campus, you can download files, install programs, save files, change settings – BUT ALL OF THIS WILL BE ERASED AS SOON AS THE NEXT PERSON LOGS ON – the PC will automatically reset itself to the standard Benedictine settings. This means that any file you saved to the PC’s C: drive (local hard drive) will be lost. **WHAT YOU SHOULD DO:** You have a couple of choices-

- Save files to your NETWORK HOME DRIVE (your H: directory). These files will then be available from any other Benedictine supplied PC that you log into.
- Save files to a USB flash memory drive (“thumb drive”) widely available at a reasonable cost.

EMAIL MAY BE PURGED AFTER 90 DAYS.

In order to keep the amount of email – which includes Inbox, Sent messages, Deleted messages – to a manageable size; the system may be set to automatically delete all mail more than 90 days old. This is an automated routine which will not generate any messages or warnings to you. **WHAT YOU SHOULD DO:**

- Save any web mail messages and attachments that you want to keep to a disk space that is outside of the email system (your H: network drive or removable media). If you are working on your own PC, save to your local C: drive or your flash memory drive. Saving a mail message to another location does NOT save any attachments. You must save each attachment separately – note that they will be saved as zipped files unless you change the default to another file type.

DID YOU KNOW THAT ALL DRIVES AND DISKS FAIL...SOONER OR LATER?

In other words, if you choose to save files only to the C: drive on your own PC or even to a removable medium when working on a Benedictine PC there is a very high probability that at some time you will lose some or all of your valuable documents- and the days, weeks, and months of work that went into creating these documents. **WHAT YOU SHOULD DO:**

- When working on a Benedictine PC: set up a directory structure on your H: drive and save everything to that directory space. All files on the H: drives are backed up every night. In addition, when creating critical material, also back up to a USB flash memory drive frequently so the probability of loss is as low as possible.
- For files on your own PC: Always make a copy onto another drive or disk. The easy way is to keep a USB flash memory drive handy. Every time you finish part of a document or close it, save it both to your C: drive and to the removable medium as well.
CONNECTING YOUR COMPUTER TO THE INTERNET

Resident students can connect to the Internet from their residence via the university’s network using wired Ethernet access. (See the next page for more details.) Wireless access is not yet available in residents’ rooms but is available in other campus locations. Follow this link to find them: [http://www1.ben.edu/it/wifi.asp](http://www1.ben.edu/it/wifi.asp).

Non-resident students may occasionally wish to connect via network jacks in the classroom buildings or wirelessly in campus hotspots.

To use the university’s network with wired or wireless access you must register your computer, comply with the rules below, and follow the Acceptable Use Policy included in this packet.

Configuring your PC for wired access to the web is covered on pages 23-27. First read the instructions below.

VIRUS PROTECTION AND REGISTERING YOUR COMPUTER

To protect the computer community from viruses and malicious attacks, it is mandatory that all computers connected to the University’s network be running updated virus protection and, if you are using the Windows operating system, all current Windows updates. In addition you have to login and download a temporary client security application (CSA) to your computer. The Bradford CSA will verify that your system meets the campus network security policies and will register the machine on the network so you can use it. After running the required tests, the CSA will automatically uninstall itself from your computer.

Resident students: Log in using your residence network jack and open a browser. (See pages 23-27 for help configuring your PC for web browsing.) The Bradford CSA welcome screen will open automatically. Read and follow the on screen instructions.

Other users: Instructions for using the Bradford CSA are available from the Helpdesk in the Library or an IT page on the Benedictine web site ([http://www1.ben.edu/it/internet.asp](http://www1.ben.edu/it/internet.asp)). Click on the Computer Registration Instructions link.

Please note: In order to maintain appropriate network security, Benedictine University requires re-registration every 60 days.

If you need assistance with this process contact the Helpdesk at helpdesk@ben.edu or at 630 829-6684.

WINDOWS AND VIRUS UPDATES

Once you have Internet access you will need to make sure your computer is kept updated with the latest Windows patches and virus definitions. The Helpdesk can give you instructions on how to accomplish these tasks and automate them for future use.

SPYWARE

A growing threat to the Internet community is known as spyware. These applications are silently downloaded to your computer and allow vendors to track your computer habits and shopping preferences. The applications also slow down your computer considerably and sometimes can even stop your computer from accessing the Internet. Microsoft Defender, Ad-aware and SpyBot-Search and Destroy are popular spyware removal tools that can be downloaded for free and will help clean your computer. You need to research and use these utilities at your own risk; we do not provide support for these applications.

HUB REGISTRATION

All residence rooms contain at least one network jack. See page 29 for help identifying a network jack.
If the number of PCs in your room exceeds the number of network jacks, you can sign out a hub to expand the number of ports in your room. Benedictine University does not allow any personal hubs or routers on campus. To obtain a loaner hub, contact the Helpdesk at helpdesk@ben.edu or at 630 829-6684. The Helpdesk staff will arrange a time for you to come by, sign a checkout form, and pick up the hub.

HARDWARE AND SOFTWARE SUGGESTIONS

Students who connect to the campus network would be best served with a computer that is less than two years old. For an operating system, Windows 7, Windows XP or the latest Apple OS are good choices. Office 2007 is currently installed in student labs if you would like to match this version on your own equipment.

HARDWARE REQUIREMENT FOR WIRED NETWORK ACCESS:

You will need a:

- Network card: 10/100 Ethernet network card (this is NOT a modem) with an RJ-45 socket.
- Connection cable: A straight through Category 5 network cable.

Network cards and cables are available for purchase through the Benedictine University bookstore. It is your responsibility to install (or have a qualified technician install) your network card into your PC.
HOW TO CONFIGURE YOUR WINDOWS XP COMPUTER FOR THE INTERNET

1. Make sure you have a 10/100 Ethernet card installed on your computer, and insert the Category 5 cable from the network card of your computer into the data jack in your room.

2. Start your computer and go to Start > Control Panel, and double-click the icon for Network Connections as shown in Figure 1.

3. After you double-click on the Network Connections icon, you see a screen similar to Figure 2 (Note: your screen might have more headings and selections for you to choose from).

4. Double-click on the icon for Local Area Connections and you will see the screen in Figure 3.

5. Now click on the “Properties” box. Your screen will now look similar to Figure 4.
6. Double-Click on Internet Protocol (TCP/IP). Now your screen will have a box like Figure 5.

- The General tab will be the first tab you will be working on; Make sure Obtain an IP address automatically has a dot next to it.

- Next make sure that there is a dot next to Obtain DNS address automatically.

- For the Alternate Configuration tab make sure there is no configuration (all the boxes should be blank and grayed out). The Advanced Tab near the bottom does not need any configuration.

- Now click on the OK button at the bottom. You should be taken back to the screen that looks like Figure 4. Click OK on this screen also. After you click OK you will have the screen from Figure 3, Click Close and you should be able to use your browser.

If you have any problems you can reach the Information Technology Helpdesk at helpdesk@ben.edu or at 630 829-6684.
**HOW TO CONFIGURE YOUR WINDOWS 7 COMPUTER FOR THE INTERNET**

Make sure you have a 10/100 Ethernet card installed on your computer, and insert the Category 5 cable from the network card of your computer into the data jack in your room.

Start your computer and go to Start > Control Panel, and click the icon for Network and Sharing Center shown in *Figure 1*.

*Figure 1*
After you click on the Network and Sharing Center icon, you see a screen similar to *Figure 2* (Note: your screen might have a somewhat different appearance).

*Figure 2*
Click on the icon for Local Area Connection and you will see the screen in *Figure 3*.  

25
Now click on the “Properties” button. Your screen will now look similar to Figure 4.

Double-click on Internet Protocol Version 4 (TCP/IPv4). Now your screen will have a box like Figure 5.
The General tab will be the first tab you will be working on. Be sure Obtain an IP address automatically has a dot next to it.
Next make sure that there is a dot next to Obtain DNS server address automatically. The Advanced Tab near the bottom does not need any configuration.
For the Alternate Configuration tab make sure Automatic private IP address is selected with a dot next to it. See Figure 6.

![Figure 6](image)

Now click on the OK button at the bottom. You should be taken back to the screen that looks like Figure 4. Click OK on this screen also. After you click OK you will see the screen from Figure 3. Click Close and you should be able to use your browser.

If you have any problems you can reach the Information Technology Helpdesk at helpdesk@ben.edu or at 630 829-6684.
CABLE TV

CABLE SERVICE
Cable service is provided to Benedictine University by Comcast Cable. Currently, we have a total of 84 standard cable channels, including one premium channel, Home Box Office (HBO). Digital channels are available at additional cost for each student who requests them. To subscribe to the digital channels, students should contact Comcast directly at (866) 594-1234 and mention they are a student at Benedictine University. The student is responsible for the billing for additional channels. **Internet service via Comcast is not available.**

CONNECTING YOUR TV
All students are responsible for programming their TV to receive the cable channels. Please follow the steps below when connecting your TV.

1. Before plugging in the power to your TV, connect your cable wire from the wall to your TV.
   a. This is very important because most TVs initiate channel searches when they are powered on.
   b. Try and use the shortest cable possible because the longer the cable, the less reception you'll receive.
2. Once your TV is connected to the cable wire, plug it in and turn the power on. Most TVs will automatically program the channels.
   a. **Do not** interrupt this process or you will have to begin the process from the beginning. Most TVs will program up to 124 channels.
3. If your TV does not program the channels please see the direction on how to set your TV for cable and how to program the channels. Here are a few generic instructions that usually work.
   a. Select menu, select antenna and make sure you channel type is set to cable (not line).
   b. Select menu, go to auto set or auto channel set and press enter. Your channels will then begin to program.

CABLE TV SUPPORT
Cable TV is supported Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. You should call the Helpdesk to report a problem with cable service.
There are significant differences between a telephone (voice) cable and an Ethernet (data) cable and their jacks.

### Ethernet Cables (data)

<table>
<thead>
<tr>
<th>Model</th>
<th>Phone Plug</th>
<th>Data Plug</th>
<th>8-pin Ethernet</th>
<th>4-pin Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>RJ-11 (Phone)</td>
<td>RJ-45 (Ethernet)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The University no longer provides residence telephone service. So Neuzil, Jaeger, and Ondrak communications receptacles contain deactivated phone (voice) jacks plus working Ethernet (data) and cable TV (video) jacks. These jacks are labeled for easy identification.

Helpful hints for **Founders' Woods'** residents:

Ethernet (data) and the deactivated phone jacks in Founders' Woods come in different configurations. All the jacks are by the windows in the bedrooms, usually on either side of the desk. The jacks are often hidden by the desk so be sure you have located all of the jacks.

A. Some rooms have the voice and data together.

If there are two jacks they will be labeled voice and data. Otherwise the smaller jack is the deactivated **phone** jack. If there is only one jack it is a data jack.

B. Many rooms have the phone (voice) jack on the opposite wall from the Ethernet (data) jack. Most rooms have two phone jacks but both are now deactivated.
RED CONDOR SPAM QUARANTINE SERVICE

What it is:
Spam Digest from Red Condor software is a spam trapping service subscribed to by the University. All faculty, staff and students are enrolled automatically. If you have reason to believe Spam Digest is not working on your email account please contact the Helpdesk at helpdesk@ben.edu or at 630 829-6684.

Mail sent to you will be automatically filtered before it arrives in your inbox and the spam will be stored in an online quarantine. You can safely view your quarantine anytime you like without risk from fraudulent and dangerous email.

What to expect from your spam filtering service:
1. Each day, you will be emailed a Spam Digest that includes the suspect email in your personal quarantine. Only suspect email that has arrived since the previous digest is included in each new Spam Digest.
2. Review the contents of the Spam Digest. If you see something you want, simply click the Release button to send it to your regular inbox. There is no need to delete the unwanted email you see in your Spam Digest.
3. You can adjust your personal email filter settings or search your quarantine by visiting your Personal Dashboard. A link is provided in each Spam Digest that will take you to the Personal Dashboard. No password or login ID is required.

To learn more, please read the frequently asked questions at [http://www.redcondor.com/support/](http://www.redcondor.com/support/).

**Important Note**

To ensure you receive your Spam Digest, it is important that you turn off the “Junk Mail” feature in your University Outlook account. To do that, log into your mailbox, click the “Options” button, scroll down to the “Privacy and Junk E-mail Prevention” section, and uncheck the box for “Filter Junk E-mail.” This will allow the new messaging security system to properly filter your mail.