



WELCOME TO TECHNOLOGY!!

The purpose of the Technology Orientation document is to introduce you to Information Technology within the English Department. The English Department is rich with technology tools and using them effectively will contribute to your efforts.

TECHNICAL SUPPORT

Office Location: Murray Hall, CAC Campus
Office 034
Monday-Friday 8:30 am to 5:00 pm
(732) 932-1148
(732) 932-8539
fax (732) 932-5217

Web Support – (732) 932-7387

Technical Staff: **Russell Clarke**, Manager of Information Technology Services
russell.clarke@rutgers.edu

Joe Phillips, Project Manager
joe.phillips@rutgers.edu

Otilio Soto, Information Technology Specialist
otilio.soto@rutgers.edu

Maritza Cruz, Web Production Manager
maritza.cruz@rutgers.edu

To receive Technical Support, you must complete an “**Online Technical Support Form**.” Within the office, you can access the form by clicking on the “Online Technical Support Form” icon which is located on every English department computer:



For remote users and others, the form can be accessed from any computer with Internet access by visiting <http://english.rutgers.edu/techsupport.html> and clicking “**Technical Support Form**” link. This web form is designed to capture the critical information necessary to properly and promptly troubleshoot your technical issue. If Internet access is an issue, forms are located outside the Tech Support Office (Room 034 in Murray Hall), the Murray Hall mailroom, all computing labs and at administrative locations on each campus.

Once the completed web form is received by Technical Support, you will receive an email confirmation, which will be used for tracking and feedback purposes.



SYSTEM RESOURCES

Every faculty and staff office system is equipped with the following software:

Microsoft Office 2000/XP Professional

- MS Word
- MS Excel
- MS PowerPoint
- MS Access

Corel WordPerfect 2000

Internet Browsers

- Internet Explorer
- Netscape Communicator/Mozilla Thunderbird

Netscape Messenger/Mozilla (*for email purposes*) – Please contact Technical Support for proper setup.

SSH (*for RCI/Eden file storage purposes*)

Note: To ensure optimum functionality of your system, please refrain from installing any software without the approval of Technical Support. If there is software that you feel would enhance your computing efforts, we will review the software and safely install it for you.

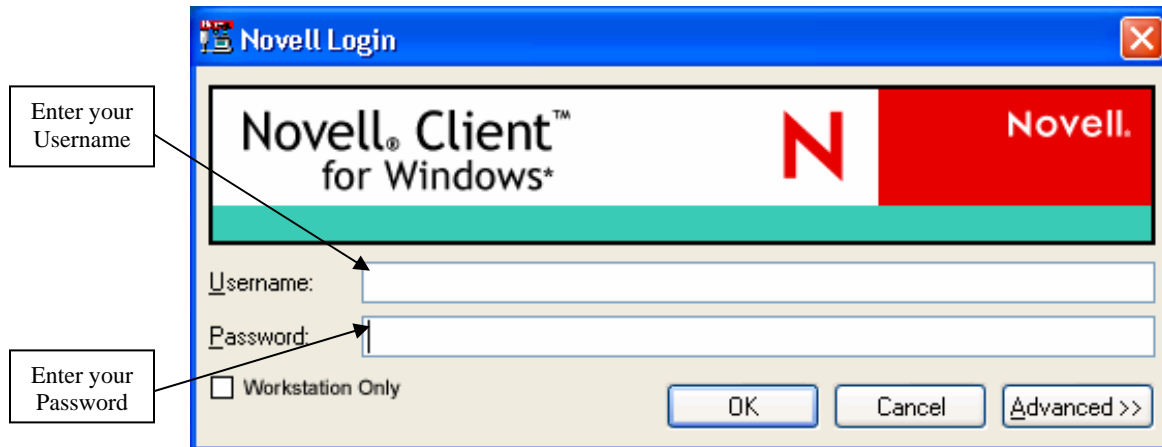
TRAINING

If you would like training in any of our available departmental technologies, please contact Technical Support to arrange one-on-one training. Throughout the academic year, Technical Support will also offer a variety of technology workshops to enhance your computing experience.



THE LOGIN PROCESS

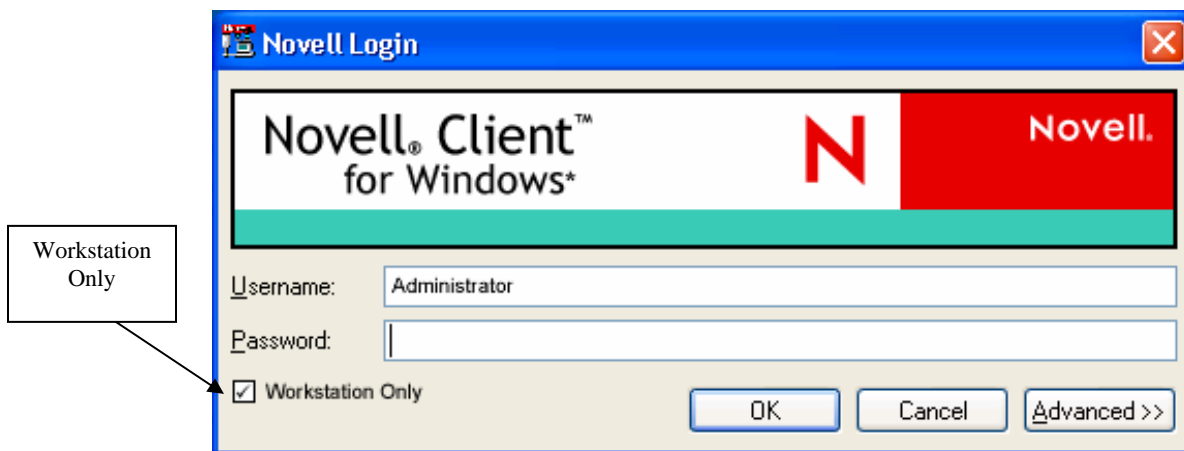
To login in to the English network, you will need a Novell username and password. A screen similar to the one below will appear when starting your computer:



Let's examine the above window. This window presents you with two fields where you can enter information. The topmost **"Username"** field is where you should enter your username. The bottom **"Password"** field is where you should enter your English Novell password.

Note. Please contact Technical Support if you need a Novell username and password.

If your Novell username and/or password do not work, you can check the **"Workstation Only"** box and enter your Windows 2000/XP password in the **"Password"** field. (**"Administrator" or "English" will be entered into the Username field by default.** -PLEASE DO NOT CHANGE.) Keep in mind that this method will not allow access to network resources (i.e., network drives, network printing); however Internet access is available.





After “**successfully**” logging in to Novell, you should see the following screen:

Windows NT/2000 Workstation

Name: Administrator

From: Your computer

Password:

Change your Windows NT/2000 password to match your NetWare password after a successful login.

OK Cancel Help

**DO NOT
CHECK THIS
BOX**



STOP. DO NOT ENTER ANYTHING IN THE “NAME” FIELD.
(This field is pre-set and does not need user entry.)

The bottom “**Password**” field is where you should enter your Windows 2000/XP password. Please enter “**english**” as the password and click “OK.”

NOTE: DO NOT click the “Change your Windows NT/2000/XP password . . .” box.

>> If you have any questions, please contact Technical Support: <<

**(732) 932-1148
(732) 932-8539**



THE ENGLISH NETWORK

The English computing network is comprised of a robust Novell server and Windows 2000/XP computers throughout four campuses (CAC, Busch, Livingston, Douglass) and nine buildings. Our network is connected to the Rutgers University main computing center which allows us tremendous computing power and superior security. We have also implemented additional department-wide security initiatives for increased network stability.

NETWORK PRINTING

All faculty are able to print to a networked HP LaserJet N2125 located in Room 102 in Murray Hall. This network printer is setup on every faculty system in Murray Hall.

NETWORK DRIVE STRUCTURE

The following table outlines the network drives that are available for your use. All data that is saved on network drives is backed up regularly.

Summary of English Network Drives and Directory Structure			
Drive	Brief Description	Folders	Comments
H:	Your Home Directory	User can create folders	For personal and/or highly confidential items.
S:	Scratch Drive	User can create folders	Not secure. Anyone can read, write, modify, or delete files. Quick way to give a file to another user. All files are periodically deleted by Tech Support. Absolutely no guarantee files will remain on the drive once copied there. No backups.
W:	Workgroup Drive	Folders created by Tech Support at user's request.	Joint project space so that work can be team-oriented. Defined users can read and modify these files.
X:	Apps Drive	Technical Support Only	Used by Technical Staff to distribute applications.
Y:	MSUpdates	Technical Support Only	Used by Technical Staff for critical updates.
Z:	Network System Drive	Technical Support Only	Used for Administrative and Network management purposes.

All Drives (except S: are backed up regularly). For critical files, we strongly recommend backing up data to a USB key drive or a zip disk.



Useful Links

<http://webmail.rutgers.edu> – Check your Rutgers' email from anywhere in the world.

<http://search.rutgers.edu> – Find a person, website, building, etc. that is affiliated with Rutgers.

<http://rucs.rutgers.edu> – Get the answers to your general Rutgers computer questions.

<http://rci.rutgers.edu> – To obtain your NetID. Answers to any questions regarding RCI email or services.

<http://eden.rutgers.edu> - Answers to any questions regarding Eden email or services.

<http://getit.rutgers.edu> – A vast resource of tutorials for the most widely used applications.

<http://teachx.rutgers.edu> – If tutorials aren't enough, you can take classes at the Teaching Excellence Center.

<http://www.libraries.rutgers.edu> – The Rutgers Library website contains over 100 links to various databases.

<http://nbp.rutgers.edu> – Your main New Brunswick/Piscataway Rutgers website.

<http://english.rutgers.edu> – The English Department's homepage.

<http://wp.rutgers.edu> – The Writing Program's homepage.