



Orientation to the Allegheny Network

1. Getting Help.

- User Services Desk: Questions about usernames and passwords, computer labs, email, ftp, and other basic questions, located in Murray Hall. Call 332-2755.
- Online tutorials at <http://help.allegheny.edu/tutorials>
- Assistance with technology-related projects: Visit a Learning Commons Technology Consultant, located in Pelletier Library. Call 332-3364 or 332-2898
- Computer Showcase: Personal computer repairs at a special Allegheny rate, located in Murray Hall. Call 332-6225.

2. Logging on to a computer in any computer lab.

- **Ctrl + Alt + Delete**
- At the logon window type your **user name** and **password**, click **OK** when prompted.
- Note: Your user id name is the first 6 characters of your last name followed by the first initial of your first name. For example, John Smith's ID is smithj. If there is another John Smith, your ID may be smithj2 or smithj3.
- If you forget your password, contact User Services.
- Any work you create on a lab computer can be saved in C:/Home/Gator/My Documents while you are working on it. **BUT**, if you wish to keep your files for later use, you **MUST** save the files to your network account using WS_FTP or to a USB drive. **All** files saved on a lab computer hard drive are deleted when you log out.

Protect Your Data

Make sure no one is reading your email or using your network account to send junk mail. Make it a habit to logout from public lab computers.

(Ctrl+Atl+Delete>Log Off).

3. FTP: What is it and how do I use it?

- FTP (File Transfer Protocol) is used to eliminate the need to use floppy disks and to better secure your files. Files transferred to your network account with FTP are backed up daily and are accessible to you via the Internet from anywhere in the world – provided you have Internet access and know how to use FTP.
- Once logged onto a lab computer (see #2) look for a shortcut on your desktop that says, “**WS_FTP Pro**”. Double-click on this icon.
- A screen called “**WS_FTP Sites**” will appear.
- Select **hercules** then click **Connect**.
- A screen will appear asking for your password. Type your password in the field provided and click **OK**.
- The left-hand side of the FTP box shows the documents that you have saved on the lab machine. The right side of the FTP window shows the files in your network account. On the left side, click on the document you want to save to your network account and then click the arrow pointing to the right to save the file to the network. **NOTE:** When working with a Microsoft Office document, be sure to close the document before FTP-ing, or the document will not be transferred to your account.
- Once saved to your network account, your document will be accessible to you from any computer with Internet access. (see #4).

FTP From Your Computer

Windows Users: There are several free ftp programs available for download. One such program is Core FTP.

Download Core FTP:

<http://www.coreftp.com/>

Mac Users: To transfer files between your Apple Macintosh computer and your account, you need an ftp program such as **Fetch**.

Download Fetch:

<http://fetchsoftworks.com/>

Fetch License Information:

<http://help.allegheny.edu/tutorials/oncampus/fetch.php>

4. How to retrieve items saved on FTP.

- Logon to a lab computer (see #2).
- Logon to FTP (see #3).
- On the right hand side of the screen select the item you would like to work on and then click on the arrow pointing to the left-hand side of the screen.
- Then you can open that document in the corresponding application for editing.
- Before logging off the lab computer, remember to save your updated files using FTP to your network account.

Protect yourself from losing files – use FTP!

Use proper files retrieval steps to avoid the common mistake of losing updates to your file.

5. Checking email.

- Logon to a lab computer (see #2).
- Look for the icon on the desktop that says, “**Eudora**” and double click on it.
- Enter your password when prompted and click **OK**.
- You can check/send/receive messages.
- To delete email using a lab machine:
 - Highlight the email message and click the **trash can** button or press the **delete** key on your keyboard
 - Click **Special > Empty Trash**
 - Click the **Check Mail** button. You must do this last step to delete the message from the mail server.
- If you use your personal computer to read your Allegheny email, messages read in the lab that are not deleted from the mail server will also appear on your personal computer as new, unread email.

Why can't I see my messages on a public computer?

When you check your email in the labs, only messages that have not already been downloaded to your computer will appear.

http://help.allegheny.edu/tutorials/eudora_lab.php

6. Logging off a lab computer.

- You must log off a lab computer when you are finished. If you do not, you risk giving other people access to your email and network accounts.
- Be sure to save any work you did on the lab computer to your network account or USB drive before logging off (See #3).
- Press **Ctrl + Alt + Delete** keys, then choose **logoff**.
- Select **log off gator** from the drop-down menu if necessary.
- Click **OK**.

7. Helpful Links

Allegheny Computing Policies

<http://www.allegheny.edu/resources/computing/computingpolicies.php>

Computing User Services Desk

<http://help.allegheny.edu>

Computing Tutorials

<http://help.allegheny.edu/tutorials>

Learning Commons at Pelletier Library

<http://learningcommons.allegheny.edu>

Pelletier Library

<http://library.allegheny.edu>

Printing to a Public Printer From Your Laptop

<http://help.allegheny.edu/tutorials/print/index.php>

Stay Informed

Make <http://inside.allegheny.edu> your home page.

Set up your computer to receive the latest news from Computer Help Desk.

Learn more about how to subscribe to an RSS feed at:

<http://help.allegheny.edu/rss.php>

