**Welcome!**

Gustavus Technology Services (GTS) would like to welcome you to Gustavus!  It is our hope that this letter will supply you with the information necessary to answer most of your technology-related questions.

**What is GTS?**Gustavus Technology Services (GTS) is the one-stop shop for any technology need you may have while you are at Gustavus. GTS consists of Instructional Technology, Media Services, Telecommunications, Administrative Information Systems (AIS), the Technology Helpline and User Services, Core Services, and Web Services. With the exception of AIS, we are located in Olin Hall. The department is under the direction of Bruce Aarsvold. All technology related questions should be called in to the Technology Helpline (x6111) or e-mailed to helpline@gustavus.edu.

**Gustavus Username**

All Gustavus community members are provided with a user account.
**[[First Name Last Name]]**
Your Gustavus Username is: **[[username]]**

**Passwords**

Gustavus has four passwords that you will use daily.

·      **Email password** – This password will also be used for your Home Directory, Moodle, Gustavus Google Calendar, and Gribly.

·      **WebAdvisor** – WebAdvisor initially will give you a random password, but you are able to make it the same as your e-mail password. It will not change when you change your e-mail password.

·      **Computer Login** – Your computer login will be the same as your e-mail password.

·      **Voicemail Password** – Your voicemail password will only be used to retrieve voicemails. The password will need to change every so often. You will be prompted to change it when the time comes.

·      **Datatel** - Not all Gustavus users will need a Datatel login. This password is created by Dave Maas and can be changed to match your e-mail password. The system requires you to change your password every 26 weeks.

**Computer Login**Please use your e-mail username and the password with the **GUSTIE** domain selected.

If your e-mail password doesn't work, please use the password **PASSW0RD (all caps, a zero, not an "o")** to login.

Then you will need to point your web browser to **http://webmail.gac.edu** and login.

Please restart your computer and then you will be able to use your e-mail password to login.

Changing your e-mail password also changes your computer login password.

\*E-mail passwords can be changed at the following web site:  https://gustavus.edu/go/tools

**Current Operating System**
Windows 7 Enterprise

**Storing Your Files**
Please save files in the Documents folder. You can access this folder either in the Start Menu or on the desktop. All of your documents will be located here.

**Computer Applications**

·      E-mail – Mozilla Thunderbird

·      Web Browser – Internet Explorer and Mozilla Firefox

·      Multimedia applications – located in the Multimedia Program folder in the Start Menu

·      Microsoft Office 2010

·      Adobe CS5 Suite

**Datatel**Datatel is the system that provides advanced information management systems for higher education. There are many parts to Datatel including accounts payable, human resources, institutional advancement, admissions information, academic records, student billing, registration, etc.

**Printers**If there is not a printer installed or if you need another printer installed on your computer, please contact the Technology Helpline for assistance.

**Technology Helpline**
GTS provides support to the members of the Gustavus community through the Technology Helpline, located on the first floor of Olin Hall. The Technology Helpline is a group of student workers led by full-time User Services staff members, who are specially trained and dedicated to the serving the hardware, software, and networking needs of the campus community. If you have questions or concerns, please contact us at helpline@gustavus.edu , (507)933-6111, or browse the website and submit a problem ticket at <http://gustavus.edu/GTS>

**Technology Services Website: http://gustavus.edu/gts**Our website has five main components: a news section, the ability to search our website for information, the ability to submit a help request, the ability to chat live with one of our staff members, and finally a place to modify your email account called our GTS Tools page.

·      Items on the GTS Tools page: **http://gustavus.edu/go/tools**

o   Check your disk usage

o   Check your bandwidth usage

o   Change your e-mail password Add alternate e-mail address, in case you forget your password

o   Create and edit email lists

o   Configure your spam handling preferences

o   Set a vacation message

o   Forward your email

·      News portion

o   Contains the blogs of the different groups within the Technology Services department. You can subscribe to them with a RSS reader such as Google reader, Bloglines, etc.

**Faculty/Staff Profiles**

The faculty/staff profile system allows you to quickly and easily manage your biographical profile. You can upload photos, documents, and a curriculum vitæ with just a few short clicks. Faculty members also receive generated course lists, making it an extremely informative and useful page. Profiles are automatically linked from department homepages, and profile content can also be utilized elsewhere on your website. To get started, visit <http://gustavus.edu/profiles/edit>

**The Gustavus Gribly: http://gustavus.edu/gribly**The Gribly is the online photo directory of Gustavus faculty, staff, and students, which is maintained by our Web Services group. It also serves as the gateway to course email aliases, your professional profile, and your emergency contact profile. Your Gustavus username and email password is required to visit this page.

**WebAdvisor: http://gustavus.edu/go/webadvisor**WebAdvisor is the online gateway for students to access their grades, class schedules, degree progress, transcripts, etc. Faculty and staff can also access WebAdvisor to view class rosters, pay information, employee account information, budget, student employee information, budget information, or enter grades online. Your Gustavus username and WebAdvisor password is required to access this information.

**Google Calendar:** [**http://google.gustavus.edu**](http://google.gustavus.edu/)

Google Calendar is a campus-wide calendaring application. With your Gustavus username and password, you can use Google Calendar to manage and share your calendar and schedule meetings with other people at Gustavus. You can call the Helpline to schedule a training session for you and your department.

**Home Directory**Every user account includes a network storage space/web publishing space. This storage space is accessible anywhere on campus and is backed up nightly. Each faculty/staff member is provided with 1GB of storage space. If you feel you need more storage, please contact the Technology Helpline to request additional space. To access your home directory, click the Map My Home Directory icon on the computer's desktop. For more information, please visit <http://gustavus.edu/gts/Home_Directory>

**Computer Training**Please call the Technology Helpline or visit our web site to find out more information about computer training. We offer training throughout the year at various times.

**Free Software**If you are a Gustavus faculty/staff member and you are provided with an office computer, you are eligible to install the Microsoft Office suite on your home computer at no cost. You are also eligible to install our Gustavus provided Symantec Endpoint Protection (antivirus) on your home computer. To obtain this software, please stop by the Technology Helpline in Olin Hall to borrow these discs.

**Good Computing Habits**

·      **Backing up data** – be conscientious of backing your data up. Our preferred backing up method would be using an external hard drive in conjuntion with Apple's Time Machine product or Windows 7 Backup utility. Also, an easy way to back up important data is to use a USB flash drive that you periodically copy to.

·      **Spam/Phishing** – Please be wary about emails regarding bank account numbers, passwords, personal information, etc, from people you don’t know. **GTS will NEVER ask you for your passwords.** If you receive a lot of SPAM, please visit the GTS Tools page to adjust your SPAM sensitivity.

·      **Attachments** – don’t automatically open attachments without knowing what the file is, even from people who you know.

·      **Pop-ups** – use a pop-up blocker when surfing the Web, Gustavus recommends Mozilla Firefox as a web browser, as it automatically is configured to block pop-ups.

·      **Filesharing** – don’t use peer-to-peer (P2P) programs on your computer such as Limewire and use caution when using BitTorrent, as it is easy to download viruses, trojans, and or copyrighted materials.

·      **Passwords** – make all accounts on your computer password protected. Make them complicated by mixing letters, numbers, and symbols. Please see **http://gustavus.edu/gts/Password**