

GUSTAVUS

GUSTAVUS ADOLPHUS COLLEGE

Welcome

Gustavus Technology Services 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. If you have additional questions or concerns, please contact us at helpline@gustavus.edu, 507-933-6111 or <http://gustavus.edu/gts>. Please see our FAQ pages for first year students: <http://gustavus.edu/go/faq>

Gustavus User Account

All Gustavus students are granted a user account. This user account includes a Gustavus e-mail address, network storage space and web publishing space. This space is limited by your quota, which is set at 1 GB. While on campus, your account also provides you with 24-hour access to the internet.

First Middle Last
Your Gustavus Username is: username

Account Activation

Before you can use your Gustavus account, you must activate it. Activation is simple and will take less than 5 minutes. To activate your account, please visit: <https://gts.gac.edu/gts/activate>

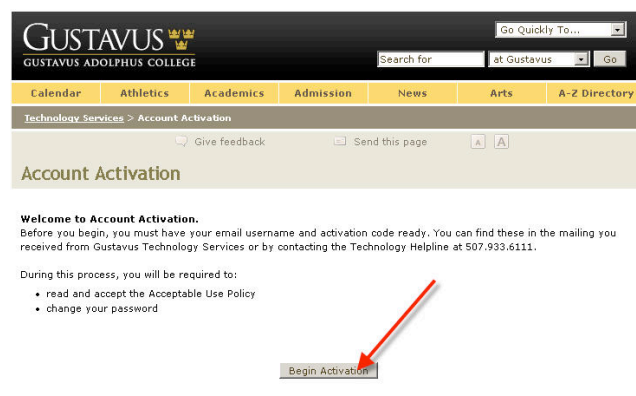
Your Gustavus Activation Password is: password

E-mail

Your Gustavus e-mail address is **username@gustavus.edu**.

After activating your account, you can check your Gustavus e-mail by visiting: <https://webmail.gac.edu/>

We are also beta testing a new mail interface, you can use that at : <https://newwebmail.gac.edu/>



Need Help or Questions?

Technology Services provides a Technology Helpline that supports the computing needs of the Gustavus community. The Technology Helpline is the primary point of contact for all technology related questions, problems and concerns. The Helpline is located in the Olin Hall computer lab and can be reached at 507-933-6111 or helpline@gustavus.edu. The Helpline is available 7 days a week and over 80 hours a week during the academic year.



New Student Orientation

Technology Services staff from the Helpline will be available in the Residence Halls during the orientation and move-in period in the fall. The Technology Helpline will be open special hours and be offering special services during this time to help new students get connected and answer any questions or concerns.

Computer Labs

There are many computer labs around campus. These labs are located in most residence halls, academic buildings, the Campus Center and the Library. The labs contain a mix of Apple Macintosh, Windows and Linux computers. All labs are connected to the campus network and are equipped with black and white laser printers. For additional information regarding campus labs, please see: http://www.gustavus.edu/gts/Computer_labs

What About My Own Computer?

Do I need to bring a computer to campus?

Gustavus does not require students to bring their own computers to campus, however, many choose to do so. All residence hall rooms are networked with wired ports (one per student) allowing students the option to connect their personal computers directly to the Gustavus network and the Internet. All First Year students will receive a cable for connecting. Most residence hall spaces are also covered by our wireless network. About 98% of last years first year students brought some type of computer to campus. More than 95% of those machines were laptops.

If I'm going to buy a computer, where do I start?

Laptop, desktop, Apple Macintosh or Windows? Start by making those decisions. We suggest that your choice reflect your own lifestyle, habits and personal preferences. Laptops are more mobile and take less space, two important factors for college students. They can also be more expensive and more prone to theft and damage. Your platform choice should be determined by your comfort level and previous experience. Gustavus owns and supports both Apple and Windows, so the decision is completely yours. Last year 72% of the computers brought by First Year students were Windows, and 28% were Apple Macintosh.

Does Gustavus sell computers?

Gustavus does not sell computers to students, but does maintain a relationship with Apple Inc. allowing students to purchase machines at an educational discount via the Internet, directly from Apple. For information on ordering from Apple, please visit the Apple Educational Web Site (<http://apple.com/education/store>) or call 1-800-MY-APPLE.

Many other vendors also offer hardware and software at academic and educational discounts, be sure to ask for your student discount when you are shopping.



What should I look for when I go shopping?

Gustavus has *minimal requirements* for participating on our campus network, and also *recommendations* for new machines. Any new machine is going to exceed our minimal requirements. Before connecting to our network all machine must have current virus protection and up-to-date security patches.

<input checked="" type="checkbox"/> Operating System	For Windows we recommend Windows Vista Home Basic or Home Premium (Windows XP or higher is required)	For Apple Macintosh we recommend OS 10.5 (OS 10.4 or greater is required)
<input checked="" type="checkbox"/> Processor	2 Ghz Intel Core 2 Duo (recommendation)	
<input checked="" type="checkbox"/> RAM	2 GB or higher (recommendation)	
<input checked="" type="checkbox"/> Networking	For wireless we recommend wireless G or N. For wired 10/100 Base - T Ethernet (required)	
<input checked="" type="checkbox"/> Warranty	We recommend a 3 year warranty	
<input checked="" type="checkbox"/> Software	<p>For general productivity, Gustavus uses the Microsoft Office suite of applications. Microsoft Office is installed on all public access lab computers. Microsoft Office is available for purchase at an educational price for students from most retailers, including the Book Mark (507-933-6017).</p> <p>For Windows users, it is recommended that you use an antivirus product before you get to campus. When you arrive on campus, Gustavus provides Symantec EndPoint Protection for all students. It will be available for download once you are on campus. You will need to un-install any other antivirus software first.</p> <p>We recommend the use of Mozilla FireFox as alternative to Internet Explorer because it is a more secure browser. For more information please see: http://mozilla.com/firefox/.</p>	

What should I do before I bring my new computer to campus?

- ☒ Make sure your machine has all the critical updates installed.
- ☒ Verify that you have all your necessary documentation, serial numbers and installation CDs when you come to campus.
- ☒ Download and install Mozilla FireFox (<http://www.mozilla.com/firefox/>).
- ☒ Before transporting your machine to campus, it is wise to make backups of any critical data.

Once I get to campus, how do I connect to the network?

All machines must be registered to work on the campus network. Once on campus, the registration process is a simple web based process. Setup your computer, plug it into the network and launch a web browser (Internet Explorer, FireFox or Safari). If you need help or assistance, the Technology Helpline (x6111) will be available during the move in and orientation period.

What should I do to protect myself and my computer?



If you use a computer on the Internet, it is very important that you protect your computer and yourself from viruses, spyware and other malicious attacks. We have suggestions for protecting and safeguarding yourself and your computer. These suggestions include – using a firewall, applying critical updates, using up-to-date antivirus software and using safe computing habits.

What is a Firewall and do I need one?

A personal firewall is a piece of software that controls access to your computer from the network and yes, you need one. Windows XP Service Pack 2 and Vista both come with a personal firewall enabled by default. The Apple Macintosh operating system is also automatically configured with a firewall, all the communication ports are closed and all native services are turned off by default.

What are critical updates and how do I apply them?

Critical Updates are updates to the operating system that are necessary for security reasons. Windows users can get updates by visiting: <http://www.windowsupdate.com> when using Internet Explorer. Vista users can launch Windows Update from the Start Menu (Start Menu – All Programs – Windows Update). Updates for Apple Macintosh are set in the Software Update section of the System Preferences. We recommend you set your machine to automatically check for updates daily.

Do I need an antivirus application?

Yes, Windows users need an antivirus application or virus protection software. It is a computer program that protects your computer from viruses, spyware and malware. Many computers come with antivirus software pre-installed. Gustavus provides Symantec EndPoint Protection free of charge to Gustavus students when they arrive on campus in the fall. Please note: antivirus software must be kept up-to-date. This is typically done automatically from within the application.

What else can I do to protect my computer or myself?

✓ **Be Careful at Social Networking Sites** – Always be wary of posting personal or private information and pictures to social networking sites like Myspace, Facebook or blogs. Social Networking Sites can be fun, and a good way to keep up with and make new friends. Be aware that **no information posted on these sites is private**. It is available to anyone on the internet, possibly forever. Be sure to use the privacy settings and preferences. This includes parents, peers, friends, the government, potential employers and graduate schools. There have been incidents of stalking, identity theft and other consequences tied to these types of sites.



✓ **Don't Get Caught Phishing** - Phishing is a term used to describe a method of identity theft. Phishing typically involves an e-mail message and web site that appear to be from a legitimate company. Victims are asked to provide personal information such as passwords and credit card numbers in a reply e-mail or at the bogus Web site. Don't respond to e-mail messages that appear to be from your bank or credit card issuers, no matter how legitimate they appear. Don't give personal information to anyone asking for it via e-mail. Be cautious when clicking links in e-mail messages. Remember, **Gustavus will never ask you for your e-mail password via e-mail**.

✓ **Watch Out for E-mail Spam and Attachments** – Be wary of unsolicited e-mail (spam). Gustavus uses an application called SpamAssassin to control spam. Your new e-mail account is using this application to automatically mark and remove spam from your inbox. If you need help with this, or have problems, please contact the Technology Helpline (x6111).

Don't open attachments, without knowing what they are, even from people you know, unless you are expecting them.

✓ **Block Pop-ups** – We recommend you use a pop-up blocker. Gustavus recommends FireFox for a web browsers (<http://mozilla.com/firefox>), it is pre-configured to block pop-ups.

✓ **Don't Use File-sharing Applications**– Be cautious using programs like LimeWire or Bit Torrent. You can easily download viruses, trojans and copyrighted materials. Students at higher education institutions have been targeted by law suits involving copyright infringement and illegal sharing in past months. The sharing of copyrighted material is illegal.

✓ **Use Passwords** – Make sure all accounts on your computer are password protected. Make passwords complicated by mixing letters and numbers, and don't use words found in the dictionary.

✓ **Back Up Your Data** - Make sure you have two copies of any data that is important to you. Flash drives or CDs are great tools for making backups. Remember all electronic media can fail.