Technology Session

Today’s topics

- Facilities
- Printing
- Networking
- Digital exams
- E-Mail
- Resources
- Good computing practices
- Services
- Post graduation
- Contact info
Facilities

Law library lobby computing cluster
Facilities

Law library lobby computing cluster

Workstations
- 14 Windows 8.1 64-bit Workstations
- 1 IUCat Touch Screen express station
- Software—Microsoft Office Suite 2013, Acrobat DC and Adobe Suites

Peripherals
- 2 flatbed scanners

Printers
- 4 IU-LS-PRN-BL3 release stations
Facilities

Law library computer lab
Law library computer lab

Workstations
- 15 Windows 8.1 64-bit machines
- Software: Microsoft Office Suite 2013, Acrobat DC & Adobe Suites

Peripherals
- 1 flatbed scanner
- 1 document feed scanner

Printers
- 1 IU-LS-PRN-BL3 release station

*Dedicated computing space for law students
Print Allotments
As a law student, you are issued:
  1000 pages per academic semester (40 credits) (fall, spring, summer) from IU

Double sided printing counts the same as single sided printing
  • Uses same amount of ink

Print credits (refund for poor quality)
  • [https://kb.iu.edu/d/ahpp](https://kb.iu.edu/d/ahpp) > select “Bloomington” > “Appeal” (see directions)

Check your allotment
  • [go.iu.edu/4a9](https://go.iu.edu/4a9) > select “Allotment” > “Bloomington”

Printing at IU Knowledge Base Information
  • [https://kb.iu.edu/d/besp](https://kb.iu.edu/d/besp)

More information about IU Print Allotments
  • [https://kb.iu.edu/d/aouh#about](https://kb.iu.edu/d/aouh#about)
# Printing

**Check your print allotment**

<table>
<thead>
<tr>
<th>Deposit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click the <strong>GO</strong> button to deposit a value into your IU Print account for immediate use around campus. This amount can be deposited using your Bursar account.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Account Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click the <strong>GO</strong> button to view your account activity. If you have any concerns, please note the Transaction ID before you leave...</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Monthly Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click the <strong>GO</strong> button to view the last six months of your UITS account activity.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Check Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click here to check the balance of your IU Print account.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Appeal</th>
</tr>
</thead>
<tbody>
<tr>
<td>The IU Print appeal process is designed to provide you with an escalation path if TCC Consultants are not accessible or are unable to resolve your issue. (Don't forget to include the Transaction ID, the amount you wish to appeal, and a complete description of your issue.)</td>
</tr>
</tbody>
</table>
Printing

All workstations in law library default to IU-LS-PRN-BL3

Printing from your laptop
  • Use IU Printer Finder
  • https://kb.iu.edu/d/ammz

Best practices
  • Save a copy of your file(s) to the desktop.desired folder, and then print, especially if printing PDF’s directly from Canvas/online resources
  • Wait 1-2 minutes before releasing print jobs
  • Keep track of allotment
  • Send PDF’s as PDF image
    - If a PDF file doesn’t print, this is more than likely the solution.
Printing

Printing PDF images
Printing PDF images
Printing PDF images
Printing

Print Release Stations
Printing

Print Release Stations
Printing

Print Release Stations

Hardware issues
  • Please ask for help
Available Wireless Networks:
- AT&T WIFI: free, but not secure and slower than IU Secure
- IU Secure: Can connect after connecting to IU StartHere, faster and more secure- Prompts for IU credentials to connect
- IU StartHere (NEW)- Used for first time network connections

Connecting to IU Secure

- After connecting to IU Start Here another web page should appear
- Click on the IU Secure Setup Wizard and then click start on the next page
- This will create your wireless profile
- Process is different for Android devices
  https://kb.iu.edu/d/azle
Networking

IU Secure

IU Secure is the university’s wireless network for all students, faculty, staff, and affiliates. It uses WPA2 Enterprise (Wi-Fi Protected Access) for authentication and encryption.

Are you an IU student, faculty, or staff?  
IU Secure Setup Wizard

Are you visiting IU?  
Connect as a guest

The University Information Security Office recommends that students using Windows or Mac OS X download Secunia Personal Software Inspector, a program that scans users’ existing software for vulnerabilities and available updates.
IU Secure Setup Wizard

This network requires that your system be configured for enhanced security in order to connect. Aruba Networks' QuickConnect wizard will guide you through the configuration changes.

You will need valid credentials such as username/password or a client certificate.

To begin, click the Start button.
Digital Exams

You will receive information via E-mail regarding

- Downloading the SofTest ExamSoft digital blue book software
- Log-in information pertinent to downloading/using software
- Instructions regarding registration, exam downloads/uploads

Mac users

- If you are running OS X Leopard, upgrade to OS X Snow Leopard, Lion or Mountain Lion. If you have OS X Snow Leopard, Lion, Mountain Lion, or Mavericks you are OK. OS X Yosemite is also supported

Windows users

- Vista, 7, and 8, 8.1 is supported.

*iOS and Android devices are not supported for digital exams
Available accounts (https://kb.iu.edu/d/adiz)
- Umail
- Exchange

uMail vendor password
- https://kb.iu.edu/d/awtn

Accounts Management
- itaccounts.iu.edu
- Create additional email address, email forwarding, change passphrase

Adding email to mobile devices:
- iOS: https://kb.iu.edu/d/bami
- Android: https://kb.iu.edu/d/bbcr

Can access Umail account directly: umail.iu.edu
Resources

Knowledge Base
  · kb.iu.edu

IUanyware
  · iuanyware.iu.edu

IUware
  · iuware.iu.edu

Cloud Storage
  · box.iu.edu
  · https://kb.iu.edu/d/bbox

IU Networking policies
  · protect.iu.edu/cybersecurity/policies

• Box sync
  https://kb.iu.edu/d/bcbk
  · cloudstorage.iu.edu

University Information Technology Services (U.I.T.S)
  · 812-855-6789
  · ithelp@iu.edu
  · ithelplive.iu.edu
  · uits.iu.edu
  · walk-in locations

MAUER SCHOOL OF LAW
INDIANA UNIVERSITY
Bloomington
Good computing practices

Anti-virus program
- Both Windows & Mac platforms need **ONE** anti-virus program
  - Also, Malwarebytes (anti-malware software)
  - Yes, Macs can get viruses

Operating system updates
- Apply Windows/Mac updates routinely

Manufacturer updates
- Visit e.g. Dell, Sony, Asus, HP website to check for driver updates specific to your model—some manufacturers include update utility

Save to multiple locations
- Local computer, flash/external drive(s) (ExFat is the cross-platform file system), cloud storage
Stay away from peer-to-peer file sharing programs.
- Cannot unblock UIPO access block

Do not interrupt the installation of system updates - Windows & OS X
- Can corrupt the OS and you can potentially lose EVERYTHING

Avoid Lexus Nexis flash drives
- Fail more often than not

Workstation log-off/lock

If experiencing wireless issues, try turning off/on wireless first

E-mail
- Will never receive an E-mail from the university or any of the encompassing departments to follow a link to verify/update information
Services

Hardware
- Component replacements (Hard Drive and RAM)
- Limited mobile device support
- Best for me to not touch in-warranty devices

Software
- OS re-installs
- Malware & virus removals
- “Optimizations” - fix slow machines
- Software installations

Data:
- Data back up
- Data recovery (if HD crashed or data was mistakenly deleted)

Networking
- Connectivity troubleshooting and other wireless issues
Post Graduation

E-Mail
- https://kb.iu.edu/d/ayni
- https://kb.iu.edu/d/banv

Box
- https://kb.iu.edu/d/bbru

Downloaded/Licensed Software
- https://kb.iu.edu/d/agze

Accounts
- https://kb.iu.edu/d/auow
Garron Quimby
Computer Support Specialist
lawlibcc@indiana.edu
812-855-9777
Desk hours: go.iu.edu/4a8 - Information will be hosted here, too
Schedule an appointment: doodle.com/lawlibcc
Closing thoughts

• If I am unavailable, please...
• If there are reoccurring issues related to wireless connectivity, printing, etc., please communicate with me.
• Assistance is limited to your equipment while in school
• Computer lab digital sign information
• Computer lab cellphone policy
• Appointments take priority over walk-ins
• My schedule
Questions?