

New Hire I.T. Orientation

Lane Community
College
I.T. Training

Agenda

- Online New Hire Orientation
- Novell and Windows Logins
- LCC Network: Novell Netware
- ExpressLane Login and Overview
- GroupWise Login and Overview
- DigiTar Spam Filter
- Lane Website and COPPS
- The Weekly Staff Newsletter
- How to Get Help

New Hire Online Support

- <http://lanecc.edu/it/training/facultyorientation.html>

Logins and Passwords

- You will have the following separate accounts:
 - Windows or Mac computer login
 - Novell Netware (not used on Macs)
 - Novell GroupWise
 - ExpressLane
- Each of these is a separate account for which you must keep track of the username and password.

Default Logins and Passwords

- ExpressLane
 - UserID = L#
 - Default PW = Date of Birth in this format: mm/dd/yy
- Novell Netware
 - UserID = lastname + first initial (jefferesont)
 - Default PW = 463lane
- Novell GroupWise
 - UserID = lastname + first initial (jefferesont)
 - Default PW = 463lane
- Windows or Mac computer login
 - UserID = lastname + first initial (jefferesont)
 - Default PW = Windows: 463lane, Mac: firstname

If You Forget Your Password -

- ExpressLane
 - Click “Forgot Password” on the ExpressLane login screen
 - Answer security question
 - PW will reset to default (date of birth - mm/dd/yy)
- Novell Netware
 - Call Help Desk at 4444
 - They will reset your password to default (463lane)
- Novell GroupWise
 - Call Help Desk at 4444
 - They will reset your password to default (463lane)
- Windows or Mac computer login
 - Call Help Desk at 4444
 - They will log into your machine and reset your password

Changing Passwords

- Novell Netware and Windows
 - (Alt+Ctrl+Del) > Change Password
 - Change both Novell and Windows to keep synchronized
 - If Windows login appears, leave blank and select “Synchronize”
- Novell GroupWise
 - Windows: Tools > Options > Security > Password
 - Mac: Preferences > Security > Password
 - WebAccess > Options > Password
- ExpressLane
 - Personal Information > Change Pin

LCC Network: Novell Netware

- New Accounts:
 - <http://lanecc.edu/it/hdrefs/emailinfosheet4.doc>
- Logging In - Can't log in without correct context
 - Click “Advanced” on login screen to see or change context
- Shared Drives – Allow departments and workgroups to share files
- Personal Folder - Secure storage for work files
- Using Mapped Drives – Novell mapped drives are downloaded to local machine when you log in
- Access your files via the web when off campus with Novell NetStorage

Windows User Accounts

- To add a new user account for yourself on an existing or shared computer:
 - Control Panel > User Accounts > Create New
 - See (Adding Users on Windows XP) at: <http://lanecc.edu/it/hdrefs/xpuser.html> for directions

Upgrades & Virus Protection

- Accept all “critical updates” from Microsoft. Some have important security patches.
- Anti-virus updates are automatically pushed out by I.T. You must log in to get them.
- Novell Netware and GroupWise updates are sent out by I.T. with notifications and instructions.

Lane Web Site

- Overview: www.lanecc.edu
- Quicklinks: Departments and Maps
- Staff Toolbar: Staff Info, ExpressLane, GroupWise WebAccess
- Lane Events: All events & room assignments
- COPPS
- Searching
 - Try searching for “calendar”

ExpressLane

- Help
 - Click HELP on any screen for contextual help
 - Select Help Menu for menu of all help pages
- ExpressLane Menu
 - Personal Information Everyone
 - Employee Services Everyone
 - Enrollment Services Everyone
 - Faculty/Advisor Services Faculty & Advisors only
 - Financial Information Mgt & Admin

GroupWise

- Includes Mail, Calendar, Discussion, Task, Notes, Checklist, & Address Book
- Desktop (PC & Mac on-campus) and WebAccess
- Posted (self-only) and Group (addressed) Items
- For help:
 - Quick Reference Card
 - Excellent Help System: Help > Help Topics > Index

DigiTar Spam Filter

- Filters all mail from outside of LCC BEFORE it arrives at our mail server
 - May allow some spam and junk mail through to your mailbox – you can “train” your filter to block more
 - May trap some good mail from off-campus sources – you can whitelist these sources
- Log into the DigiTar quarantine and set up your password as explained here: <http://lanecc.edu/it/training/DigitalHelp.html>
- Strategies for ensuring delivery of mail from students and other “known” outside sources are explained here: <http://lanecc.edu/it/hdrefs/digital-external-emails.pdf>

Lane Events

- All scheduled campus activities
- View by Event or by Location
- Select event or location category from list at right
- Schedule your own events, if desired:
 - To get a Requester account, contact Ron Rourke (rourker@lanecc.edu, x3343)

The Weekly

- Primary communications channel to all faculty and staff from college administration and departments
- Includes -
 - Events: Upcoming events
 - News: Announcements
 - Trainings: Staff training & professional development
 - Jobs: New job openings
 - Ads: Free personal ads for employees
- To Submit, follow instructions at:
 - <http://www.lanecc.edu/cops/newsletter.htm>
- Send submissions to: weekly@lanecc.edu

Information & Support

- **Help Desk:** General computer support
 - x4444, or HelpDesk@lanecc.edu
 - <http://lanecc.edu/it/helpdesk>
- **I.T. Training:** Software support and training
 - Michael Levick, X3349, LevickM@lanecc.edu
 - <http://lanecc.edu/it/training>
- **Resources** - <http://lanecc.edu/it/training/resources.html>
- **Instructional Technology Center:** Drop-In Lab & Support
 - Michael Levick, X3349, LevickM@lanecc.edu
 - <http://teach.lanecc.edu/itc/>
- **Faculty Webmasters:** Online teaching infrastructure & support
 - <http://teach.lanecc.edu/>, online@lanecc.edu

I.T. Quick Reference

- Login, hardware, and software glitches:
 - Help Desk: x4444, helpdesk@lanecc.edu
- Software Questions: levickm@lanecc.edu, x3349
- Help Desk & Training Resources
 - <http://lanecc.edu/it/training/resources.html>
- Finance References
 - <http://lanecc.edu/ic/fpdocs.html>
- ExpressLane help screens: Click on Help on any screen
- Lane Events accounts:
 - Contact Ron Rourke (rourker@lanecc.edu)
- Submitting to the Daily:
 - <http://www.lanecc.edu/cops/daily.htm>
- Public Safety Emergency: x5555
- Student Help Desk: x3333