

Staff Technology Guide



The computer services provided for you at Emerson are designed to enrich your work experience. The Information Technology staff is available to assist you in using new technologies to enhance your productivity and to help you to improve the student experience here at the College.

Your Account

Your Emerson College network (or ECnet) account identifies you on the Emerson College network and allows you to access the computers and computer-related services afforded to you by the College. Your account information consists of a username, which is typically your first name and your last name separated by an underscore, and your password.

Please be sure to keep your password in a safe place and do not share it with anyone, as you will be held responsible for anything done under your account. By using your ECnet account, you agree to abide by the Emerson College Electronic Policy, which is available for review at <http://www.emerson.edu/helpdesk>.

To apply for an ECnet account, visit the Help Desk in room 404A on the 4th floor of 120 Boylston St. behind the elevators. Be sure to bring your Lion Card ID with you. Your ECnet account is usually available for you to use one or two business days after you submit your application.



Emerson Email



Your Emerson College email (or ECmail) account is the best way to contact internal and external business contacts. Your ECmail address is your ECnet username followed by “@emerson.edu.”

In the office, you'll use Microsoft Outlook to check your ECmail as well as to coordinate meetings and manage information. The IT Help Desk is available to assist you in adjusting your settings in Outlook. You can also access your ECmail account via the Web at <http://ecmail.emerson.edu>.

The ECmail Web interface allows you to organize your schedule and forward your ECmail to another email address. You can also use ECmail with your favorite email client software, like Microsoft Outlook. For more information, please visit <http://www.emerson.edu/helpdesk>.

Personal Web Directory

Your Pages folder is also a networked storage space. However, this folder is attached to your ECnet account and only you can log in to it. You can store up to 250 MB of data in your Pages folder, which you can use to host a Web page or store documents. There is also a private folder inside your Pages folder in which you can place files that you don't want viewed over the Web. For more information on how to use your Pages folder, visit the IT Help Desk Web Site.



Data Back Up and Storage



Cabinet is a networked data storage drive that allows you to easily back up data that is of importance to you, your department, and the College. Copying critical files to your Cabinet space will safeguard against data loss due to workstation malfunction. It also allows you to easily share important documents with your coworkers.

For more information on how to use Cabinet, please visit the IT Help Desk Web site at <http://www.emerson.edu/helpdesk>.

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Computer Labs and Internet Kiosks

The campus computer labs are available for staff to use during open access hours. There are also Internet kiosks placed throughout the campus available anytime the buildings are open for quick email or Web access.

For more information about the computer labs and kiosks, including current schedules and locations, visit <http://www.emerson.edu/labs>.

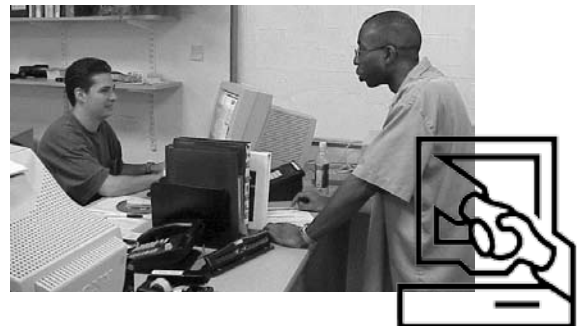
If you are in a computer lab and you find that you are in need of technical assistance, please contact the lab assistant. There are signs posted in the labs with details on how lab staff may be contacted.



Desktop Technical Support

For technical assistance and support, contact the IT Help Desk at x8080. The IT Help Desk maintains College-owned computer systems and provides technical assistance to the Emerson community. They are able to troubleshoot problems with office computer equipment and offer assistance and advice on any other computer issues you may have.

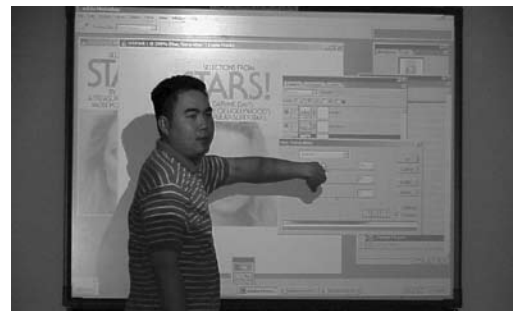
The IT Help Desk can also help with hardware and software purchases, including printers, new workstations, and workstation upgrades.



Workshops and Learning Opportunities

The IT Help Desk and the Department of Television, Radio and Film offer free workshops on popular software applications throughout the academic year. For more information, visit the IT Help Desk Web site.

Online, self-paced software workshops are available through Element K, a subscription service that provides Web-based computer training. More information on Element K is available at the IT Help Desk Web site.



Important Web Resources

News and events in the Emerson community
<http://www.emerson.edu/ecampus>

Access your office computer from off-campus
<http://www.emerson.edu/vpn>

Purchase ECcash and check your balance on-line
<http://www.emerson.edu/webvts>

The latest news in Information Technology at Emerson
<http://www.emerson.edu/itnews>

Virus protection for your office computer
<http://rx.emerson.edu>

Computer support and assistance
<http://www.emerson.edu/helpdesk>

For additional information please contact the IT Help Desk at 617.824x8080

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