



**Part Time MBA Technology Orientation
The Robert H. Smith School of Business
University of Maryland, College Park**

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WELCOME

Introduction

The Office of Smith IT welcomes you to The Robert H. Smith School of Business. This packet is designed to provide you with important information on how to gain access to the computing resources you will need throughout your program.

University of Maryland Policy on the Acceptable Use of Information Technology Resources

(Approved as amended by the University Senate on April 3, 2006. Signed by President Mote on April 5, 2006)

Primary Principles: Freedom of Expression and Personal Responsibility

Freedom of expression and an open environment to pursue scholarly inquiry and for sharing of information are encouraged, supported, and protected at the University of Maryland. These values lie at the core of our academic community. Censorship is not compatible with the tradition and goals of the university. While some computing resources are dedicated to specific research, teaching, or administrative tasks that would limit their use, freedom of expression must, in general, be protected. The university does not limit access to information because of its content when it meets the standard of legality. The university's policy of freedom of expression applies to computing resources.

Concomitant with free expression are personal obligations of each member of our community to use computing resources responsibly, ethically, and in a manner which accords both with the law and the rights of others. The university depends first upon a spirit of mutual respect and cooperation to create and maintain an open community of responsible users.

General

This policy sets forth standards for responsible and acceptable use of university information technology (IT) resources. These resources include computer systems, computer labs, applications, networks, software, and files.

IT resources are provided to support the academic, research, instructional, and administrative objectives of the university. These resources are extended for the sole use of university faculty, staff, students, and all other authorized guests to accomplish tasks related to the status of that individual at the university, and consistent with the university's mission.

Those using university IT resources, whether at the university or elsewhere, are responsible for complying with security standards set forth by the Vice President and Chief Information Officer (VP/CIO), safeguarding identification codes and passwords, and for using them solely for their intended purposes. Individuals are solely responsible for their personal use of IT resources and are prohibited from representing or implying that statements related to such use constitute the views or policies of the university.

The maintenance, operation, and security of IT resources require responsible university personnel to monitor and access systems and networks. To the extent possible in the electronic environment and in a public setting, a user's privacy will be preserved. Nevertheless, that privacy is subject to applicable federal and state law, including the Maryland Public Information Act, and the needs of the university to meet its administrative, business, and legal obligations.

Prohibited Conduct

The following provisions describe conduct prohibited under this policy:

- Altering system software or hardware configurations without authorization; disrupting or interfering with the delivery or administration of IT resources.
- Attempting to access or accessing another's accounts, private files, e-mail messages, or intercepting network communication without the owner's permission except as appropriate to your job duties and in accordance with legitimate university purposes.
- Misrepresenting oneself as another individual in electronic communication.

- Installing, copying, distributing, or using digital content (including software, music, text, images, and video) in violation of copyright and/or software agreements or applicable federal and state law.
- Engaging in conduct that interferes with others' use of shared IT resources.
- Using university IT resources for commercial or profit-making purposes or to represent the interests of groups unaffiliated with the university or unassociated with the normal professional activities of faculty, staff or students without written authorization from the university.
- Ignoring individual departmental or unit lab and system policies, procedures, and protocols.
- Facilitating access to university IT resources by unauthorized users.
- Exposing sensitive or confidential information or disclosing any electronic information that one does not have the authority to disclose.
- Knowingly using IT resources for illegal activities. Criminal or illegal use may include obscenity, child pornography, threats, harassment, copyright infringement, university trademark infringement, defamation, theft, identity theft, and unauthorized access.

Enforcement

Violation of the provisions of this policy constitutes unacceptable use of IT resources, and may violate other university policies and/or state and federal law. Known or suspected violations should be reported to the appropriate university computing unit. Reports may also be sent to the security unit within the Office of Information Technology (abuse@umd.edu). If possible, reports should include a copy of any non-sensitive information relevant to the putative violation.

Violations will be acted upon by the appropriate university authorities and/or law enforcement agencies. Violations may result in the restriction or revocation of access to IT resources; faculty, staff, or student disciplinary action; academic dishonesty proceedings through the Student Honor Council; or legal action.

The VP/CIO or designee may suspend, block, relocate to a secure location, or restrict access to information and network resources when necessary to protect the integrity, security, or functionality of university IT resources or to protect the university from liability. Notice of such action will be provided to the designated security contact for the affected unit.

Administration

Individual areas within the university (including divisions, colleges, schools, and departments) may elaborate upon this policy with unit-specific policies as long as they do not violate the spirit and intent expressed elsewhere in this policy.

Consistent with university System of Maryland requirements, this policy will be reviewed and updated annually or as needed based on the recommendations of the VP/CIO.

Smith School Specific Policy Addendum to the University of Maryland Policy on the Acceptable Use of Information Technology Resources

Password Protection

Users should comply with the strong password policy set forth by the Smith Office of IT. Sharing of the password is strictly prohibited.

Data Ownership

The users are responsible for security and access control of the data created, stored and deleted on their personal computer and any publicly accessible computers.

Data Storage

There will be no storage of digital media files (audio and/or visual) on the server unless they are related to teaching or learning. It is permissible to store mail files, including mail archives, in your network drive.

Privacy Protection

The maintenance, operation, and security of IT resources require responsible university personnel to monitor and access systems and networks. To the extent possible in the electronic environment and in a public setting, a user's privacy will be preserved. Nevertheless, that privacy is subject to applicable federal and state law, including the Maryland Public Information Act, and the needs of the university to meet its administrative, business, and legal obligations.

Agreement for Smith School Help Desk Service Access

The users, by accepting and using any personal computing device provided by Smith School of Business, agree to allow the Help Desk to have unlimited access to the computing device. This access is only for purposes of performing service and support, both requested and non-requested.

If the personal computer uses external passwords like password protected screensaver or BIOS boot password, the user must provide the password to the Help Desk Manager.

By accepting and using the computing device, the users also are certifying that they understand that failure to furnish the Help Desk with the appropriate password or tampering with our administrative account access will result in a complete forfeiture of our support for your system.

Communication

Individuals are solely responsible for their personal use of IT resources and are prohibited from representing or implying that statements related to such use constitute the views or policies of the university.

GETTING CONNECTED

University Directory ID

Many systems on campus use the University Directory ID for security (sometimes called the LDAP ID). Your username and password are maintained in that system, not by any of the systems that connect to it. You must know your username and password stored in that directory to be a student on this campus. Systems that use it include the MyUM portal (which includes the MySmith tab for remote access to Smith-specific applications), the Testudo student information system, Blackboard, and the campus' wireless network.

If you have never used your University Directory username or password, or have forgotten what they are, you can look up your username and set your password at: <http://www.directory.umd.edu/>

To set your initial password:

First time users who don't have a password or who don't know their directory user name should open their web browser and go to: https://directory.umd.edu/password?new_user. Click yes to proceed through the Security alert message if you see one.

Identity Verification

We need to verify your identity in order to set up your University Directory ID. Please supply the following information. We will check the information you supply here against information on file.

The Last Five Digits of Your SSN (or SID for international students)

Your Date of Birth

Your Last Name

[Go to Main Password Management Page](#)

Here you will be asked some questions to verify your identity. Note that if the campus doesn't have the correct information on file for you that you will not make it past this screen. If that is the case, you will have to talk to the campus' help desk at 301-405-1400.

If you make it past the identity verification page you will be asked to answer some security questions and to set your password. For Directory passwords, the following quality rules are applied:

- A password must be at least 8 and no more than 32 characters in length.
- A password must contain **at least one** uppercase letter.
- A password must contain **at least one** lowercase letter.
- A password must contain **at least one** character from the set of digits or punctuation characters (such as # @ \$ & among others).
- A password may not begin or end with the space character.
- A password may not contain more than two consecutive identical characters.
- Note: The following characters currently may not be used in passwords: () * \

You should confirm that the information in your directory entry looks correct. **In particular, it's important that your forwarding address be set correctly.** This is where University systems will send your email, including all email sent to you by faculty through Blackboard! Correct your email address, plus any mailing or phone address problems in Testudo (<http://testudo.umd.edu>).

Directory Information

To change your Directory Password, please go to the Change Password Page.

[Change Password Page](#)
[Forgot Password Page](#)
[Update Security Questions Page](#)

Entry for: Ernest C. Soffronoff III

Your directory ID is: ernie

U ID: 101518466

The email address listed for you is: ernie@umd.edu
Messages sent to ernie@umd.edu will be forwarded to esoffron@rhsmith.umd.edu

Your entry in the directory:
Ernest C. Soffronoff III - ernie@umd.edu
Manager
BMGT-IT Smith
3520E Van Munching Hall
University of Maryland, College Park, MD 20742-1871
Phone: +1 301 405 8309

Home:
Silver Spring MD 20902
Phone: [REDACTED]

Note: This display may include some information you have requested not be generally released. If this is the case, the general [search](#) will display only that information which is not restricted. You are able to see this information only because you have authenticated yourself to the system. Do you need to correct anything? Visit ares.umd.edu.

Registration, Grades, Course Descriptions

Testudo

Testudo is used by the entire university for a variety of tasks. You will use Testudo primarily to check your official grades at the end of the semester, check your account balance, check your financial aid, and sign up for classes.

<http://www.testudo.umd.edu/>



TESTUDO
Interactive Web Services for Current Students, Prospective Students, & Alumni

Admissions
Records & Registration
Schedule of Classes
Course Descriptions
Financials
Campus Services
Residency Classification
Parent Access
Academic Calendar
USM
Search

▶ Students dismissed at the conclusion of Spring 2005 may [apply online for reinstatement](#).

▶ Find your UID by going to [Student Schedule](#).

▶ Learn about [Tutoring Services](#) available on campus.

▶ Learn about the [Student Honor Pledge](#)

▶ Keep your [email address](#) up to date .

▶ Let your fingers do the walking on the Online [Yellow Pages](#)

▶ [Graduate Student Deadlines](#)

▶ [Register to Vote](#) online, or call 1-800-222-VOTE!

Changing your e-mail Address in Testudo

In order to ensure that your University email gets sent to your rhsmith.umd.edu account, you will need to change your forwarding address in Testudo. To do this you will need to log on to Testudo and follow the steps below:

NOTE: The Testudo system will only accept updates during the following hours of operation:

- Mon-Fri: 7:30am--11pm
- Sat: 7:30am--11pm
- Sun: 5pm--11pm

1. Go to www.testudo.umd.edu. On the left side of the main Testudo page, click on **Records and Registration**.
2. In the Limited Access section, click on the link **Change Address / E-mail**.

Limited Access

- Appointment and Registration Status
- [Change Address / E-mail](#)

3. A new webpage will appear to explain what will happen next. Read the page and then click on the **Submit** button at the bottom of the page.
4. The next webpage will ask you to enter your Directory ID and directory password. Enter in the information and click on the appropriate button (depending on whether or not you are in a computer lab).

**OIT will never ask you to put your password into an e-mail message, but scammers will.
Do not share your password with others!**

Current Students



The screenshot shows a login form with two input fields: "Directory ID or UID:" and "Directory Password:". Below the fields is a button labeled "Login with University Directory Login".

[Click here if you do NOT know your Directory Login](#)

5. On the next webpage, find the **E-mail Address** setting. Enter the email address where you would like to receive mail in the box.
 - If you want to put your rhsmith.umd.edu email address here, make sure the email address ends with "@rhsmith.umd.edu". For example, if your Mail@umd username is **john1**, you would enter your email address as john1@rhsmith.umd.edu



The screenshot shows the "E-mail Address:" label followed by an input field containing the text "john1@rhsmith.umd.edu".

6. To save your changes, scroll down to the bottom of the webpage and click on the **Update Address Information**.
7. Your e-mail address record has now been updated and you can quit Testudo.

Using Online Course Management

Blackboard

Blackboard is the online course management tool used at UMCP. This tool includes course documents (including syllabi), discussion forums, course calendar of events, homework assignment submission and return, tasks, collaboration, and other learning tools **for the current semester.**

**You may access courses in Blackboard until 3 weeks after the course ends.
After that time you will not be able to access material from this site.**

The login tab also has a link to a public view of course syllabi that can be accessed without logging in or being enrolled in a course. This is useful if you'd like to review a syllabus for a course you're interested in taking before actually enrolling.

Exercise: How to Access the Blackboard Online Courses:

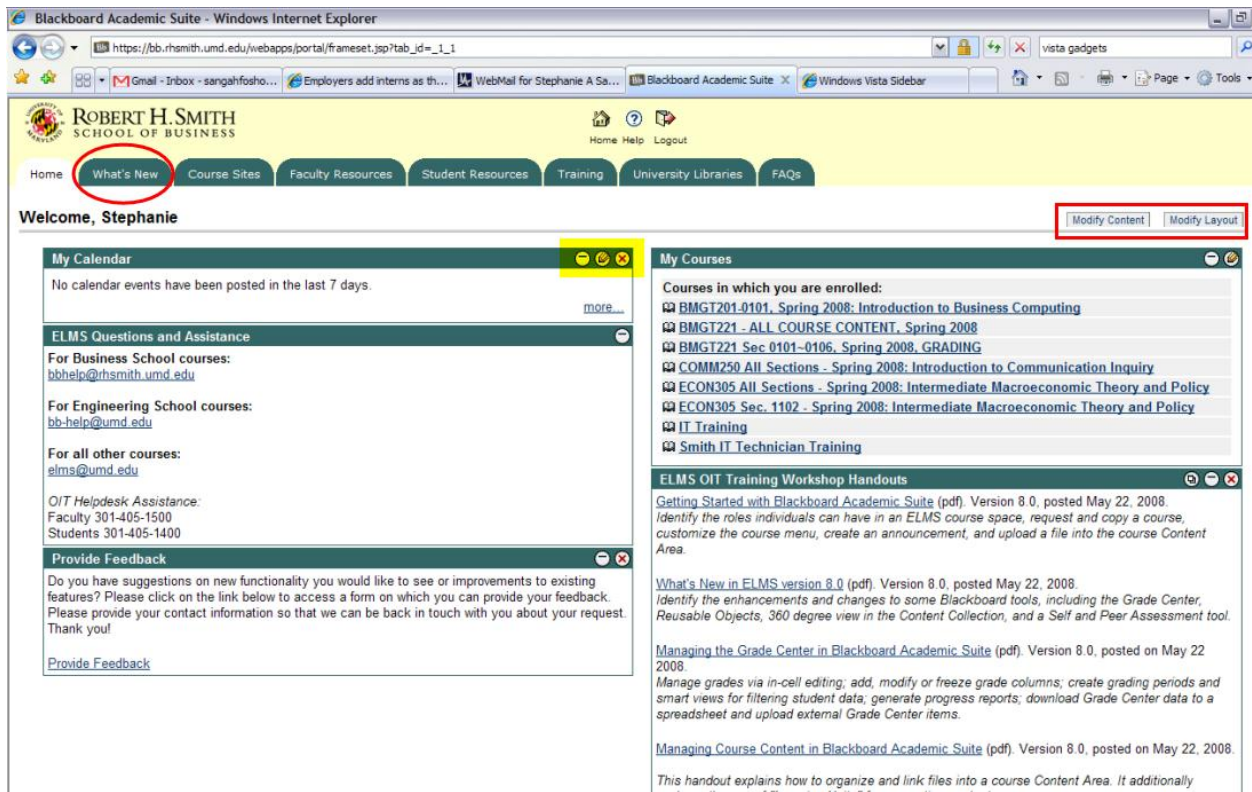
Open your web browser and go to: <http://bb.rhsmith.umd.edu/>.

In the Smith login tab hit the Login button to enter your University Directory username and password.


Smith Login

<p>ELMS Login</p> <p><input type="button" value="Login"/> using your Directory ID and Password</p> <p>Log in with a non-Directory account (i.e. elms-faculty-username, elms-college-username, etc.)</p> <p><small>By logging in, you agree to respect all applicable laws regarding course content, and to abide by the University of Maryland's Policy on the Acceptable Use of Information Technology Resources.</small></p> <p><small>The Office of Information Technology (OIT) will never ask you to put your password into an e-mail message, but scammers will. Do not share your password with others!</small></p> <p>News from Smith IT</p> <ul style="list-style-type: none">Faculty - use this tool to transfer a Final Grade in Blackboard to UMEG. No re-typing all those grades! ALSO - If your TA is listed and approved/endorsed in UMEG they can do the upload now too.Students - Most BB courses will become unavailable three weeks after your final exam - so keep a copy of course materials as you go.Instructors: Backup your BB gradebook every semester. Student grade information is no longer accessible from within Blackboard after they leave the University. Download gradebook data to Excel at the end of every semester for your records.Faculty - Remember to request software you need for class on any open lab, classroom or the portal! Deadline is May 20 for Fall '09.Email reminder- Blackboard uses the email address listed for students in Testudo or ARES for fac/staff. Check your profile data - update as needed!	<p>Smith School News</p> <ul style="list-style-type: none">NEWS RELEASE: April 29, 2009 - Smith School Survey Finds 73 Percent of Consumers Cutting BackCenter for Complexity in Business Holds Inaugural ConferenceUp next on Smith Business Close-Up: Diving into the Job Search: Casting a Wide Net in a Big PoolThe New Edition of Research@Smith is Online!NEWS RELEASE: April 24, 2009 - U.S. News & World Report Ranks U-Md. MBA Program Among Nation's Best <p>Announcements</p> <p><small>Please contact ELMS support at elms@umd.edu if you have any questions about any announcements below.</small></p> <p>May 13th - ELMS outage due to database issues</p> <p>ELMS (powered by Blackboard) was unavailable between 10:50 pm and 11:12 pm (EDT) due to issues with the database environment at our hosted site.</p> <p>May 13th - ELMS outage due to campus network issues</p> <p>ELMS (powered by Blackboard) access was affected between 12:30 am and 4:30 am (EDT) due to a network issue on campus.</p> <p>ELMS Memorial Weekend Outages</p> <p>May 22nd - ELMS Emergency Maintenance Service</p> <p>ELMS (powered by Blackboard) will be unavailable on Friday, May 22nd from 3am to 8am. As part of Blackboard's ongoing maintenance and in an effort to provide the best possible service, Blackboard Engineers will be modifying the existing infrastructure at our hosted data center.</p> <p>May 25th - ELMS Service Pack Update & Learning Objects Update</p> <p>ELMS (powered by Blackboard) will be unavailable starting Monday, May 25th at 12:01 am (EDT) to update our system to improve performance and stability. ELMS will be available by 6:00 pm (EDT) on Tuesday, May 26th. Visit the Faculty Resources tab for notes on the resolved issues that will be addressed by this update.</p> <p>2009 Innovations in Teaching and Learning Conference - Recordings Available</p>
<p>Browser Checker</p> <p>Use the button below to check if your web browser is properly configured to use Blackboard</p> <p><input type="button" value="Test Browser"/></p>	

When you log in successfully, your Blackboard courses will be displayed similar to this:



The *What's New* tab will show items that have been recently posted in your course sites, giving you an easy way to find new content without having to enter all of your courses.

Click the *Modify Content* or *Modify Layout* to make your Blackboard Home page look the way you want it to look, or use the *Quick Edit icons*  in the upper right corner of each channel to minimize, edit, or remove that channel. If you remove something and want it back later, you can retrieve it in the *Modify Content* view.

If all your courses aren't listed

1. Not all instructors request course sites in Blackboard, so it may happen that not all your classes show up under you're My Courses channel.
2. It can take up to 24 hours after you add a course in Testudo for Blackboard to reflect schedule changes in your My Courses channel.
3. It can take up to 24 hours after a registration block is cleared by the Registration office for you to have access to the course in Blackboard.

Other information of interest to students can be found on the Smith IT Student FAQ webpage, <http://www.rhsmith.umd.edu/blackboard/moreinfo/studinfo.aspx>

Login to Public Computers

••• Important Notice •••

This summer we are working on major changes to how student access to computers and files will work. The instructions listed below are close to how we expect things to look in the fall, but might change slightly. For any clarification you might need, check the Smith IT website or with the help desk.

All students should use their Directory ID to log in to public computers. Depending on the function of the computer the login screen might look slightly different, but the key is to always pick Directory ID or AD when logging in and to use your directory credentials. Below are how some of the login screens might look depending on the OS or role of the machine.

In the Mac lab there is only one type of login screen.

Login Screen in labs using Windows XP

Use your Directory ID and password to login



The screenshot shows the 'Log On to Windows' dialog box in Windows XP. The title bar reads 'Log On to Windows'. Below the title bar is the Windows XP logo and 'Microsoft Windows XP Professional'. The copyright information 'Copyright © 1985-2001 Microsoft Corporation' is visible in the bottom left and right corners. The main area contains the following fields and controls:

- User name:** A text box containing 'jdoe'.
- Password:** An empty password text box.
- Log on to:** A dropdown menu with 'Directory ID' selected.
- Log on using dial-up connection.
- Buttons: OK, Cancel, Shut Down..., and Options <<

Login Screen for systems joined to AD using Windows XP

Use your Directory ID and password to login



The screenshot shows the 'Log On to Windows' dialog box in Windows XP, similar to the previous one but with 'AD' selected in the 'Log on to:' dropdown menu.

- User name:** A text box containing 'jdoe'.
- Password:** An empty password text box.
- Log on to:** A dropdown menu with 'AD' selected.
- Log on using dial-up connection.
- Buttons: OK, Cancel, Shut Down..., and Options <<

Login Screen for Systems joined to AD using Windows 7

Use your Directory ID and password to login



The screenshot shows the Windows 7 login screen. The background is a blue gradient with a green plant. A large, empty square box is centered at the top. Below it are two text boxes: the first contains 'jdoe' and the second is empty. To the right of the password box is a right-pointing arrow button. Below the password box, it says 'Log on to: AD' and 'How do I log on to another domain?'. At the bottom center is a 'Switch User' button.

Accessing Your Files and Drive Mappings

Students logging into a Smith lab or classroom system on Active Directory (AD) will automatically have some network drives mapped. All users will have a “K” drive, which is their home directory, and may have other drives if they’re required for their employment or coursework. For example, “O” is often used for departmental files, and “T” for course-related files.

Personal Windows Machine

If the user is using a system that isn’t a member of the campus domain (for example, a personal laptop computer), but is on the campus network, the “K” Drive can be mapped with these steps:

1. Right click “**Computer**” or “**My Computer**” and a menu will appear.
2. Pick “**Map Network drive**”
3. A window will appear. In the Drive field choose the letter “**K**” for the drive letter.
4. In the folder field enter
`\\files.rhsmith.umd.edu\students\<Directory ID>`
(for example, `\\files.rhsmith.umd.edu\students\jdoe`).
5. Place a check mark in “**Reconnect at Logon**” to have the drive appear next time you use your computer
6. **IMPORTANT:** Click “**Connect using a different user name**” and an authentication box will appear. Put your Directory ID info into these boxes. For the username, make sure the format is like `AD\<Directory ID>` (for example, `AD\jdoe`), then click “**OK**”
7. Then click “**Finish**”

Personal MacOS Machine

1. In the finder, hit Command-K, or go to the Go -> Connect to Server... menu.
2. In the Server Address field, enter
`smb://files.rhsmith.umd.edu/students/<Directory ID>`
(for example, `smb://files.rhsmith.umd.edu/students/jdoe`)
3. Hit the + icon to add your entry to the list for use again later.
4. When you hit the Connect button you will be presented with a dialog box prompting for your username and password. Put your Directory ID info into these boxes. For the username, make sure the format is like `AD\<Directory ID>` (for example, `AD\jdoe`), then click “**OK**”

REMEMBER: this technique can only be used when you are using the campus’ local network. For off-campus access to files and applications see the next section.

SmithApps – Remote access to applications and files

Starting in Fall 2011, the Smith School moved their online portal presence out of the campus MyUM system and made it a standalone system. SmithApps is a Citrix XenApp tool that allows Smith students, faculty, and staff to access applications and files that are normally only available in Van Munching Hall computer labs. These applications are delivered to any computer with Internet access that has the Citrix client installed.

The goal of SmithApps is to provide the Smith community an off-campus solution to access on-campus services and applications so that the community can do their work, research, and studies anywhere that has Internet access. It also provides Mac users a way to use Windows-only applications (such as Visio or Access) on their Mac.

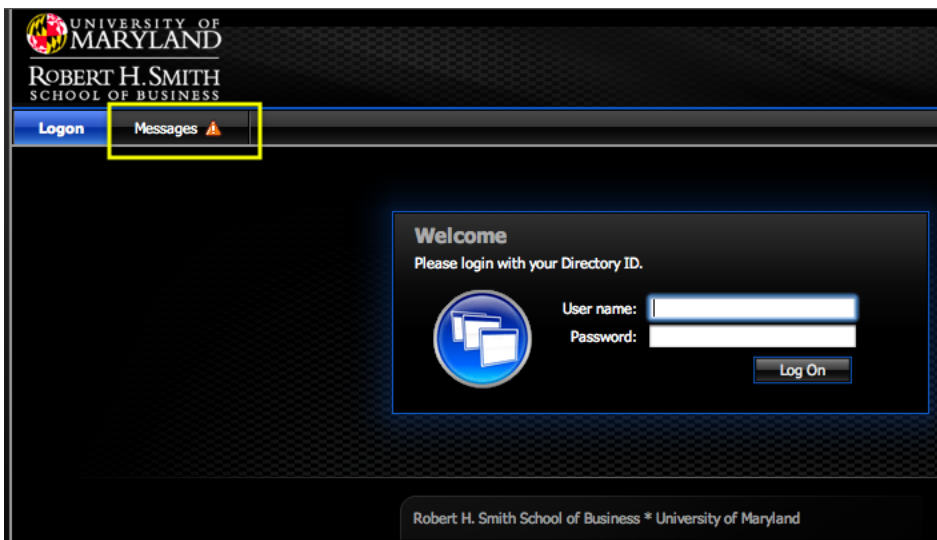
Behind the scenes, what happens is that using Citrix will launch your program on a server in Van Munching Hall, and put the display of the running program over the Internet to your local computer. Even though the program is running remotely, you will still be able use local disks and printers.

Getting Started – Obtaining a Citrix Client

To access myApps, go to <https://smithapps.rhsmith.umd.edu>. If you do not have the Citrix client installed yet, you will see an exclamation mark (!) at the top where it says “Messages”. Just click on the “Message” tab and follow the link to download the client.

Note: Some users may already have the Citrix client installed for accessing servers run elsewhere, perhaps by a current or previous employer. There is no need to install a new version of the client – our system should be compatible with most other versions you might have installed, and shouldn’t interfere with any existing configuration.

Once the client is downloaded, double-click on the file to start the installation. The installation is straightforward, and you should accept all default settings by just clicking NEXT and OK until it is finished.



If you have the client installed already and is still prompting you to download the client, it may be that you have a very old version of the Citrix client. You can choose to upgrade the client by clicking Download or just skip the download click the link on the right that says “Already Installed”. An older version may still work with our version of Citrix, but if you are experiencing some problems launching applications, you may want to upgrade the Citrix client.

Download Client

If you want to download and install the client, click **Download**.

Download

Click here if you need the Citrix client

Click here if you already have Citrix client installed

Other Options

- Already installed
- Try later
- Log off

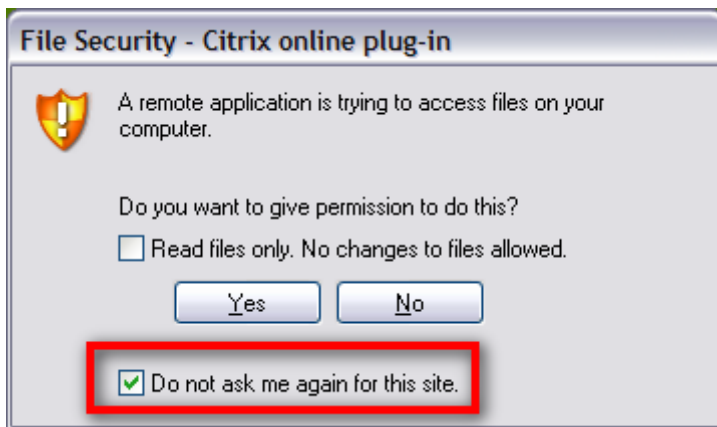
Clicking **Download** will install software on your computer. [More information on security...](#)

Using myApps

You will need to use your Directory ID to log in. Once you are logged in, you will see all the applications you will have access to. There will be a 2nd tab called "Content" that is also available. This tab contains any downloads or external links that may be helpful to you. Just click on the application you want to use to launch it.

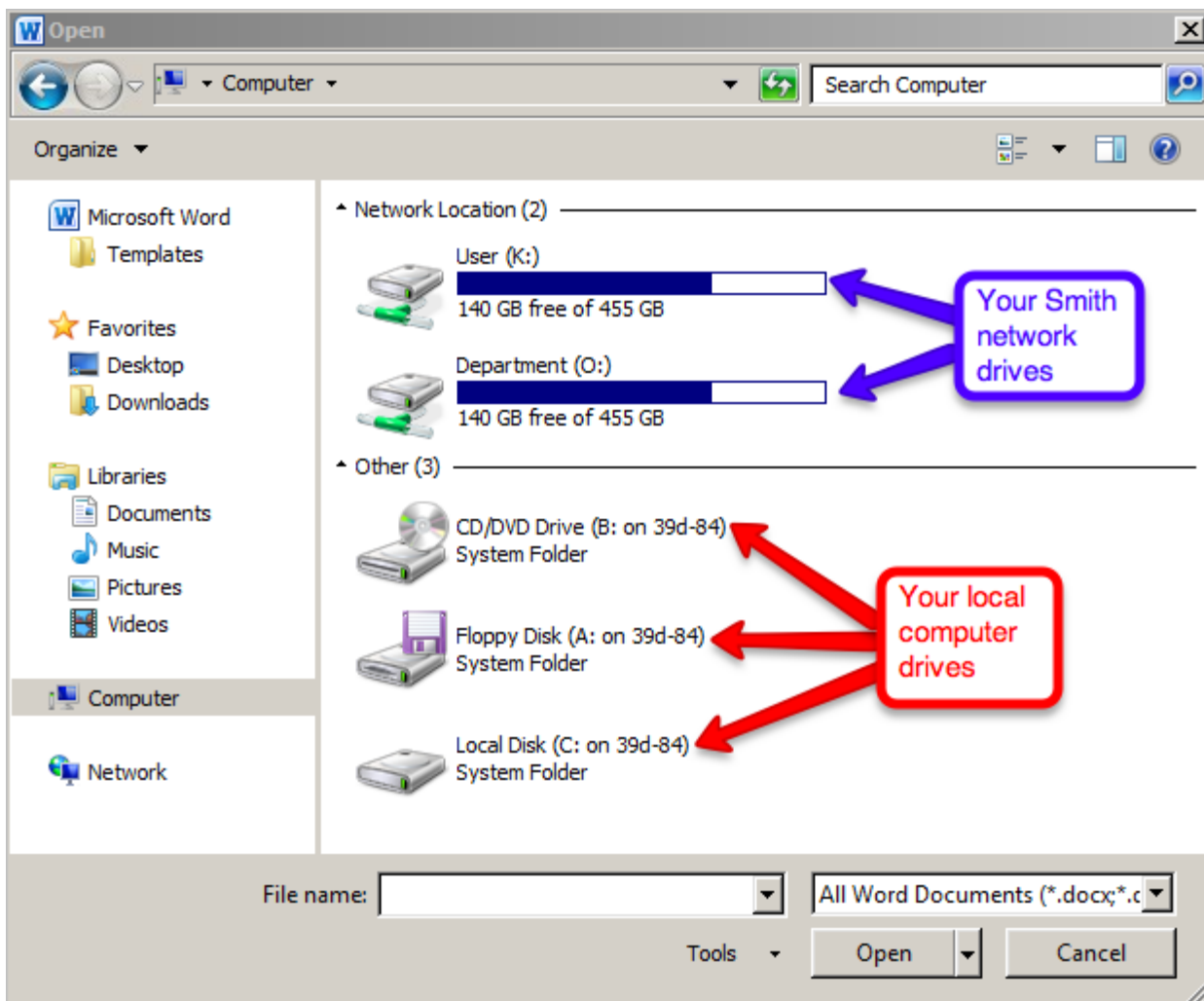
The screenshot shows the myApps interface. At the top, there are tabs for 'Applications' and 'Messages'. Below the tabs, it says 'Logged on as: yees' and 'Log Off'. A message states: 'Applications here are provided to BMGT students/faculty/staff and students taking BMGT courses.' There is a search bar and a 'Search' button. Below this, there are two tabs: 'Applications' and 'Content'. The 'Applications' tab is active, showing a 'Main' section with a 'Select view: Icons' dropdown and a 'Refresh' button. The main area contains five icons: MS Office, Stats & Analysis, Lotus Notes, VBIC, and Windows Explorer. A hint at the bottom says: 'Hint: You can view your resources in several different ways. Use the Select view control to change the way that your resources are displayed.' The 'Content' tab is also shown, displaying two icons: WEPA - Mac Printer Driver and WEPA - Windows Printer Driver. A hint at the bottom says: 'Hint: Unable to find the resource you need? Use Search to locate it for you.'

The first time you launch an application, it may prompt you about File Security. You would want to checkmark "Do not ask me again for this site" and click "Yes" to give the application access to read/write files onto your local computer. If you clicked "No", then you will not be able to open files from your local computer to work with nor save your work onto your local computer.



You can work with files that are located on your own computer. For example, you may want to open a Word document file. Go to File > Open and you will see a Windows file explorer window. Click on Computer on the left menu and you will see all the drives on the computer that you are using located on the bottom half of the screen and your Smith network drives on the top half of the screen. Just navigate to the location of where your file is located and click "Open".

When you want to save a file, you will do the same.



Remote Access to Files

Note that one of the applications we publish is Windows Explorer. This gives you a very easy, yet secure, way to access your files when you are not on campus. If, for example, you need to move a file from your Smith network “K” drive to a USB drive, you can run Windows Explorer in myApps and simply drag and drop the file inside that window.

Important Warnings about using myApps

Make sure you understand the following warnings. Not understanding them could cause you to lose your work!

- Make sure you are NOT saving your files on the application server and only to your “K” drive. To ensure the application servers are safe for all users to use and don’t get malware or viruses, all user-created files are purged daily and are not recoverable!
- The Favorite and Libraries section on the left window in the image below will link to your local Documents, Music, etc. **ONLY IF YOU ARE RUNNING WINDOWS.** It will not redirect the folders if you are using a Mac. Be cautious if you are using the links on the side when you are saving a file. Double check to make sure that is correctly showing YOUR computer folder.

Smith School Calendar

<http://www.rhsmith.umd.edu/news/calendar.html>

The screenshot shows the 'EVENT CALENDAR' for the Robert H. Smith School of Business. The search bar contains 'dingman'. The calendar is for April 2005. Events are listed by day, with color-coded backgrounds. Callout boxes point to the search criteria, the color-coded event boxes, and a link to change months.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
28	29	30	31	1	2	3	
	NMGF Speaker Event TBD 12:30 PM-01:30 PM AMA's Business Etiquet.. Benjamin Banneker Room of the Stamp Student Union 05:00 PM-09:00 PM		6th Maryland Finance Sy.. VMH 6th Maryland Finance Sy.. VMH Tech@Smith Student- Facu. Frank Auditorium 12:30 PM-01:30 PM Monthly MBA Networking .. Gordon Biersch 06:00 PM-09:00 PM Monthly MBA Networking .. Gordon Biersch 06:00 PM-09:00 PM Monthly MBA Networking .. Gordon Biersch	EMBA 4 Classes 6th Maryland Finance Sy.. VMH 6th Maryland Finance Sy.. VMH African Cultural Event Graduate Hills 06:00 PM-11:00 PM	EMBA 4 Classes 6th Maryland Finance Sy.. VMH 6th Maryland Finance Sy.. VMH Karaoke Night Barking Dog - Bethesda, MD 08:00 PM-11:00 PM		

The Smith School Calendar helps to strengthen internal and external communications about what's happening at Smith. This dynamic web-based event calendar allows you to easily find event information, from one central location. It includes external links to UMD calendars, and others features, as described below.

Features include:

- ❑ A public dynamic web-based events calendar that allows you to easily find event information from one central location. Includes external calendar links to UMD Academic and others alike.
- ❑ Selection options for which events calendars to display and in which format (default displays Main Events). Select styles for calendar or listed format, by day, week, month, or year.
- ❑ Includes a full-text keyword search for all calendar entries.
- ❑ Calendar color-coding helps you easily find events of interest.
- ❑ Calendar events can be exported to other calendars (such as Google or Outlook) via iCal/vcs export (click on an event to see the export links).

Contact the MBA Association (MBAA) to get your event listed on the Smith School Calendar.

RHSmith Webmail

RHSmith Webmail is the email and database program used by the school and is a web- based email client. RHSmith Webmail can be used from any computer with Internet Explorer, Firefox or Safari. The majority of our part-time community will forward their email to their current work addresses; therefore, they do not have an RHSmith Webmail account by default. If you would like to obtain an individual RHSmith Webmail account rather than forward your email, go to: <http://www.rhsmith.umd.edu/smithit/onlineforms/> and click on New Account Request.

Anti-Spam Filtering

The majority of email providers already offer anti-spam services (such as Yahoo!, AOL, Gmail, Hotmail etc). As the majority of our part-time community forward their email to another address that most likely has anti-spam filtering on it already, we do not enable this service automatically. If you find you are getting a lot of spam through your RHSmith address, please request a Postini Anti-Spam account by going to <http://www.rhsmith.umd.edu/smithit/onlineforms/> and then click on New Postini Anti-Spam Account Request.

Virtual Business Information Center

VBIC is the Virtual Business Information Center, a web site produced by the UM Libraries, the College of Information Studies, and the Smith School. It is available at <http://vbic.umd.edu>. It hosts many valuable and technical accounting links, such as tax codes, accounting standards, and government links. You can access many websites for free from VBIC that you would otherwise have to pay for, such as Hoover's and Dow Jones. Use MySmith to access VBIC from off-campus; VBIC can be found inside the Citrix portlet.

Note: the Smith IT Office does NOT support VBIC. For help, contact:

Zaida Diaz Phone: (301) 405 – 9156 Email: zd11@umail.umd.edu

Lily Griner Phone: (301) 405 – 9278 Email: lg30@umail.umd.edu

OTHER TECHNICAL RESOURCES

Technology Infrastructure @ College Park

The Office of Smith IT at College Park

The Main Office of Smith IT is located in **Room 3520 Van Munching Hall**.

Hours of Operation: Monday - Friday 8:00 am-5:00 pm

Phone: (301) 405-2269

Website: <http://www.rhsmith.umd.edu/smithit/>

Email: helpme@rhsmith.umd.edu

Audio Visual support is available in room 1530A (near loading dock) VMH Hours of Operation: Monday - Thursday 7:30 am - 10:00 pm

Friday 7:30 am - 5:30 pm

Note: These hours are subject to change and will be posted otherwise.

Computer Labs in Van Munching Hall at College Park

For a complete list of labs in Van Munching Hall, please visit:

<http://www.rhsmith.umd.edu/smithit/labs-classrooms/labs.aspx>

Note: Lab hours are subject to change and will be posted otherwise.

Computer Lab Software Available in Van Munching Hall

The following is a basic list of applications that are installed and supported on the R.H. Smith Lab Computer Image:

- Microsoft Office (Word, Excel, PowerPoint, Access, FrontPage)
- Lotus Notes (For Electronic Mail and Database use)
- Internet Explorer
- Other applications for specific classes (i.e. Minitab, Ship Smart, Oracle, Visual Basic, etc.)

For a more complete list, visit: <http://www.rhsmith.umd.edu/smithit/labs-classrooms/labs.aspx>

Loaner Equipment Available at College Park

The Office of Smith IT has equipment that can be borrowed by our customers for temporary use. All equipment must be reserved in advance and must be picked up in person (we do **NOT** deliver or set up the equipment). When you pick up the equipment, you will be required to sign it out. Students may borrow equipment for on-site use only and only during Smith IT Help Desk Business Hours: Monday - Friday 8am - 5pm.

Additionally, students will have to surrender his/her Student ID for the full duration of the equipment loan. Upon returning the equipment, his/her Student ID will be returned.

We strongly recommend making the equipment reservation requests in advance to ensure availability. **If you would like to make a reservation, please contact the Smith IT Help Desk by email at helpme@rhsmith.umd.edu or by calling x52269.**

Equipment Available for Loan at College Park

Laptops - The Office of Smith IT has a series of laptops that may be borrowed.

Each of these laptops is configured with our standard software image, which includes Windows XP and Office 2003. Loaner laptops come with a built in wireless card. **Note:** Customers may not install programs on our loaner laptops. Also, any files saved on the laptop are subject to deletion at any time after you have returned the laptop to us.

Projectors - We have a series of LCD projectors, which can be connected to a laptop via VGA cable for mobile projection.

Note: If you reserve a laptop from our office, you are only reserving the laptop. If you need a projector, you must make a second, separate reservation for the projector.

Digital Camera - A Digital Camera is available for short-term loan. It is your responsibility to use the bundled software and cabling to connect the camera to your PC and download the images from the camera. If you don't have access to a PC to do this, you can log into one of the PCs in the Smith IT Help Desk area and download the camera images, however, we will **NOT** download the images for you. All images stored in the camera are subject to deletion at any time after you have returned the camera to us. Please check the date stamp setting on the camera prior to using the camera. We cannot fix the date on pictures that have already been taken with an incorrect or missing date stamp.

Video Camcorders and Tripods- Video Camcorders and tripods are available for a short-term loan through Smith IT either through the website or the Helpdesk. The camcorder format is either standard VHS or Hard drive. Format is determined by availability and use. All students must provide their own tapes.

Wireless Keyboards and Mice - The Smith IT Helpdesk provides wireless keyboards and mice for use in conference rooms, classrooms, and labs. Like other loaner items, these must be signed out and returned on schedule. The Smith IT Helpdesk will **NOT** deliver or pick up this equipment.

CD-RW / ZIP Drive - External drives which can be connected to your computer. Includes software, but does not provide media such as Cd's or Zip disks.

Wireless at College Park

The R. H. Smith School of Business provides a wireless network that MBA students can connect to through the use of a wireless card and software. This is a self-governed and supported service. For more information, visit: <http://www.rhsmith.umd.edu/smithit/wireless/> or email: wireless@rhsmith.umd.edu

Videoconferencing Services

The R. H. Smith School of Business provides a videoconferencing network that MBA students can use to collaborate with other students internally or with others off-campus. There are two applications that support these activities:

First, the Smith School operates a videoconferencing collaboration application using Lotus Sametime. Lotus Sametime is similar to Microsoft NetMeeting in that it supports video, audio, and application sharing but also chat and whiteboard features for meeting purposes. **For more information about Lotus Sametime, please visit:**

<http://www.rhsmith.umd.edu/smithit/sametime/>

Second, the Smith School also supports traditional videoconferencing needs through the use of its Polycom Videoconferencing telecommunications equipment. This service utilizes traditional IP and ISDN videoconferencing technology. You may want to consider using this technology as a part of the MBA consulting projects or in your job search process. **For more information about the Polycom option, please visit:**

http://www.rhsmith.umd.edu/smithit/avsupport/video_conf.aspx

University Office of Information Technology

The Office of Information Technology (OIT) is responsible for providing technical support for the entire University and focuses attention on services that support the educational mission (teaching and research) of the University.

OIT Contact info:

Location: 1400 Computer and Space Sciences building

Phone: (301) 405-1400

Website: <http://www.oit.umd.edu>

All Computer Labs at College Park

There are also several labs on campus, outside of Van Munching Hall that provide computers for student use. For a complete list, please visit: <http://www.oit.umd.edu/wheretogo/>

Discounted Computers for UMD students, faculty and staff

The University's ACT – Academic Computers for Terps – program offers Apple and Dell products at prices below standard discounts, as well as technical support and warranty protection. See <http://act.umd.edu/> for more information. **There is also a Terrapin Technology Store with display models and select computer related products. For location and hours see <http://www.oit.umd.edu/techstore/>**

Free and Discounted Software to UMD students, faculty and staff

The University offers some free and discounted software to UMD students, faculty and staff. For more information go to: <http://www.oit.umd.edu/slic/>

Additional Software Training

The University offers a series of non-credit computer training classes to faculty, staff and graduate students who are employed by the College Park administrative, instructional, and research communities. Topics range from introductory through advanced offerings of popular applications like the Microsoft Office Suite, Adobe Acrobat and Photoshop, HTML, Macromedia Dreamweaver and Flash, and more. To view offerings, and register for classes go to <http://www.training.umd.edu>.

Mail@UMD

To learn more about the campus mail system, visit <http://www.oit.umd.edu/new/student.html>

Policies and Procedures

COMPUTER LABS in College Park:

The R.H. Smith School of Business enjoys state of the art technology in our computer labs. In order to bring about long-term success, pleasant appearance and functionality, we appreciate your cooperation on the following;

NO Food or Drink is permitted in the labs. Please discard all food and drinks prior to entering the labs. We will have staff members routinely check labs for food and drinks. Repeating offenses will be taken seriously and will result in the loss of access to the computer labs. Recycle. Please place all unwanted paper in the recycle bins located inside the labs. Need Assistance, Have Feedback? We want to hear from you, so visit our Smith IT Help Desk or send an email to: helpme@rhsmith.umd.edu.

We hope that you will enjoy our facilities. As you interact within these spaces, please let us know how we can improve upon your lab experience.

LAB ETIQUETTE:

Be courteous to fellow students when using the labs. Abusive behavior toward other students or staff may result in revocation of lab privileges.

Study groups may utilize lab resources as long as the conversation and noise level do not disrupt the work environment of other users. If doing so, there is a limit of one computer per person and you must leave all hardware and furniture in its original place.

If you leave your computer unattended, your machine may be forfeited. When leaving the computer lab, save and close all of your work, remove all disks, make sure your area is clean of papers etc, and logout. **Note:** Make sure your account is completely logged out before leaving.

ABUSE:

Misuse of the systems, excessive “hogging” of the facilities and use of the University’s equipment for non-University related business might all be considered grounds for disciplinary action.

Modification of hardware and software configurations in the lab is strictly prohibited. This includes modification of the settings and configuration of printers and modification of system software. Software license agreements and copyright laws are strictly enforced in the computer labs. Copying licensed software from the lab workstation hard disks or file servers is a violation of federal copyright laws and of University policy.

NOTICES:

The Office of Smith IT reserves the right to post notices in and around the labs. These notices may involve changes to lab hours, lab closures, system outages, or other pertinent information. Changes will be posted with as much advanced notice as possible. Users will be responsible for knowing and adhering to the new information at all times.

SECURITY:

Do **NOT** allow anyone access to your computer account information. Also, when using email, do not open any suspicious messages, especially those containing attachments and or those from senders whom you do not recognize.

For security purposes, labs may be monitored and taped 24 / 7. If you notice any suspicious people or activity, report it to the Smith IT Helpdesk immediately.

DO NOT prop the lab doors open at any time. Labs that require card access are only meant for those authorized to use them. This policy is meant for your safety and the safety of the equipment. Students found in violation may have lab privileges revoked.