



**Full-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.

The Office of Smith IT

The 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

Saturday Call for Hours

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

A/V assistance can also be requested online at: <http://www.rhsmith.umd.edu/smithit/onlineforms/>

All Audio Visual requests must be preceded by a confirmed room or space reservation before the request will be considered.

●●● Important Notice ●●●

Summer 2011 is shaping up to be an especially busy one for the Smith IT staff. Several major projects relating to computer lab space, file and printer access, and remote application access are underway. The information presented here is as complete as possible at our publishing deadline, but we encourage you to visit the Smith IT website to get the latest updates on these services.

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)¹

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.

¹ <http://www.nethics.umd.edu/aup/>

- 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 passwords is strictly prohibited.

Data Ownership

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

Data Storage

There will be no storage of digital media files (audio and/or visual) on Smith servers 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

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

By accepting and using any 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.

Technology Infrastructure @ College Park

••• Important Notice •••

We are reviewing the available open lab space in preparation for Fall 2011. There will likely be changes to this information before the start of classes. Check the Smith IT website for the latest information on this subject.

Computer Labs and Software in Van Munching Hall at College Park

Open Lab

Room: 1572

Access: All BMGT Students, Faculty and Staff

8 am – 10 pm M-Th; 8 am – 6 pm F; 10 am – 8 pm S-S

***Note:** You may report technical problems to helpme@rhsmith.umd.edu or by visiting the Office of Smith IT in room 3520 VMH during normal office hours or 1530A at all other times.

Open Lab and the Team Spot

Room: 3515\3515A

Access: All BMGT Students, Faculty and Staff

8 am – 10 pm M-Th; 8 am – 6 pm F; 10 am – 8 pm S-S

***Note:** 3515A is the Team Spot. This lab is intended for collaborative work on student group projects. These workspaces do not require reservations and are first come, first serve. You may report technical problems to helpme@rhsmith.umd.edu or by visiting the Office of Smith IT in room 3520 VMH during normal office hours or 1530A at all other times.

Mac Lab

Room: 3507

8 am – 10 pm M-Th; 8 am – 6 pm F; 10 am – 8 pm S-S

***Note:** This lab is open during regular lab hours unless reserved. To reserve this lab, contact the Help Desk at x52269 or helpme@rhsmith.umd.edu. Reservations are posted on the door.

For more information on labs in Van Munching Hall, please visit: <http://www.rhsmith.umd.edu/smithit/labs-classrooms/>

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

Available Software

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)
- Internet Explorer
- Other applications for specific classes (i.e. Minitab, Visual Studio, XLMiner, etc.)

For a more complete list, visit:

<http://www.rhsmith.umd.edu/smithit/labs-classrooms/labsoftware.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 - 6pm. Equipment may not be taken overnight without

advanced approval of the Help Desk Manager. Additionally, students will have to surrender a Student ID for the full duration of the equipment loan. Upon returning the equipment, the 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 Mini-dv or Hard drive. Format is determined by availability and use. All students must provide their own media.

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

Wireless at College Park

Van Munching Hall has full WiFi coverage by the campus' network. All students can connect to the network 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: helpme@rhsmith.umd.edu

Printing at VMH

••• Important Notice •••

This summer we are working on major changes to how student printing will work. The current printing instructions listed below may or may not be in effect at the beginning of the Fall Semester.

The Office of Smith IT manages networked printers in every lab, office hallway, and in every office suite. **Smith MBA students receive 600 pages each semester** that may be used in any lab and the Grad Lounge. When that quota is exceeded, you must use the campus Pay for Print system (see Pay for Print section below for more details). Lab printers have duplex capability, and we encourage you to use this feature.

Please be considerate of your peers. Reserve large print jobs (50 pages or more) for less busy times. Discard your unwanted pages in the appropriate recycling containers. Print jobs not picked up may be picked up by mistake by others or cleared away at any time. Lab printers

Pay for Print (Pharos)

Campus OIT has provided our labs the ability to use Pharos, a Pay-For-Print solution for all students to print to our printers. This is also a solution for any Smith MBA student that may have reached the quota of 600 pages per semester and require additional printing. Pay For Print requires a Terrapin Express account. If you do not have one, there are a few ways to open a Terrapin Express account. A minimum of \$20.00 must be added to your Terrapin Express account. You don't have to spend the \$20.00 on printing, you can also use your Terrapin Express at South Campus Dining Hall, Rudy's (located inside VMH), or any other dining facilities on campus. The following are the options to start a new Terrapin Express account:

- Online – visit <http://dining.umd.edu/terrapin/activate> and follow the instructions on the site. Use your credit card to open a new account and add a minimum of \$20.00 to your balance.
- In Person – Bring your student ID and a minimum of \$20.00 to:
 - Contract Office
 - Room 1109, South Campus Dining Hall
 - 301-314-8064
- a minimum of \$20.00 to:
 - Contract Office
 - Room 1109, South Campus Dining Hall
 - 301-314-8064

WEPA Print Kiosks

WEPA (Wireless Everywhere Print Anywhere) is a new pilot print service that will provide students with a printing option from their own laptop while on Campus

There are three ways to print using a WEPA kiosk:

1) WEB

Printing an Uploaded File. You can print previously saved documents by simply uploading them to the WEPA web site:

- a. Go to www.wepanow.com
- b. Enter the site, then click *Print Now*
- c. Login to your WEPA account
- d. Click the *Print Now* button
- e. Click *Browse*. Browse to the location on your computer where your files are stored. Select the file you want to print, then click *Upload*.
- f. Select your Print Options

- g. Click *Send to WEPA*
- h. Your file will be uploaded to the WEPA server and assigned a release code. Make note of your release code, then click *Close*.
- i. Click *Print Now* to upload more documents, or *Logout* to exit.
- j. Go to any WEPA kiosk and sign in with your release code. You will be able to release your print job, and the cost of the prints will be deducted from your WEPA account.

2) USB

Printing from a USB Drive. You can print directly from your USB drive at any WEPA print kiosk. This option does not require you to have a WEPA account.

- a. Go to any WEPA kiosk
- b. On the main screen, select *Print from USB*
- c. Insert your USB drive into the USB slot
- d. Follow the on-screen instructions to print your document
- e. Documents printed directly from a USB drive must be in either PDF or Microsoft Office format

3) Local

Printing from Word, Internet Explorer, etc. If you are at a computer that has the WEPA client installed, you will be prompted to login to your WEPA account whenever you print a document from an application:

- a. With your document open, select *File*, then *Print*
- b. When prompted for a printer, choose the *WEPA printer*
- c. Select options for black & white or color printing
- d. Login to your WEPA account when prompted
- e. Your print job will be uploaded to the WEPA system, and assigned a release code.
- f. Go to any WEPA kiosk and sign in with your release code. You will be able to release your print job, and the cost of the prints will be deducted from your WEPA account.

How to Pay for WEPA

At the moment there are two ways to pay for the print jobs:

1) WEPA Card

In order to print using the WEPA kiosk you can use the WEPA card.

- 2) **Create a WEPA Account.** In order to use the full functionality of the WEPA system, you will need to create a WEPA account, however, you can print from a USB key directly at any WEPA kiosk without a WEPA account.

- a. Go to www.wepanow.com
- b. Enter the site, and then click the *Print Now* button.
- c. On the next screen, click *Register Here*.
- d. Fill out the registration form and click *Register* to create your WEPA account.

Place Funds in Your WEPA Account. In order to print using your WEPA account, you will need to place funds in it.

- a. Login to your WEPA account at www.wepanow.com
- b. On the Welcome Screen, click *Deposit Funds*.
- c. Enter your credit card details, billing address information and the amount you want to put into your account.
- d. Click *Submit*.

Cost: WEPA charges \$0.09 for black & white copies, and \$0.49 for color copies.

2) Paying for Prints at the WEPA Kiosk with a Credit Card

When printing directly from a USB drive at the WEPA kiosk, you have the option of paying for your prints by swiping a **credit card** without logging into or even creating a WEPA account. However, there is a \$0.20 surcharge per print job when you pay for your prints by swiping a credit card at the WEPA kiosk. You can avoid this surcharge by paying from your WEPA account. You can even add value to your WEPA account by swiping a credit card at the WEPA kiosk, and there is no surcharge for doing this.

Drivers

- Drivers can be downloaded from the Smith IT website for Windows and Mac

Note that when you install the driver, it will set itself as your default printer until you change it.

WEPA kiosk print drivers are installed on the Computer Lab image. To print to a kiosk from a computer lab, select either "WEPA-BW" or "WEPA-COLOR" from the print dialog. From there, follow the instructions for 3) *Local* under *How to Print with WEPA*.

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/index.aspx/>

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/>

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, the Testudo student information system (where courses are added or dropped), the Blackboard online course materials system, 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 course-related 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: John Doe

Your directory ID is: JDoe

U ID: 003061865

The email address listed for you is: jdoe@umd.edu

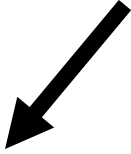
Messages sent to jdoe@umd.edu will be forwarded to jdoe@rhsmith.umd.edu

Your entry in the directory:

John Doe - jdoe
jdoe@umd.edu
 Student
 Robert H Smith School of Business
 Van Munching Hall (039)
 University of Maryland, College Park MD 20742

Home:
 1865 Campus Drive
 College Park MD 20742
 Phone: 301-405-0000

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, Personal Information Stored by Campus, and 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

- ▶ [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". Underneath the button is a blue hyperlink that reads "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 an input field labeled "E-mail Address:" with the text "john1@rhsmith.umd.edu" entered inside the box.

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

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

ELMS Login Login using your Directory ID and Password Log in with a non-Directory account (i.e. elms-faculty-username, elms-college-username, etc.) <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. 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>	Smith School News NEWS RELEASE: April 29, 2009 - Smith School Survey Finds 73 Percent of Consumers Cutting Back Center for Complexity in Business Holds Inaugural Conference Up next on Smith Business Close-Up: Diving into the Job Search: Casting a Wide Net in a Big Pool The 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
News from Smith IT <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 Tetudo or ARES for fac/staff. Check your profile data - update as needed!	Announcements <small>Please contact ELMS support at elms@umd.edu if you have any questions about any announcements below.</small> May 13th - ELMS outage due to database issues 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. May 13th - ELMS outage due to campus network issues ELMS (powered by Blackboard) access was affected between 12:30 am and 4:30 am (EDT) due to a network issue on campus. ELMS Memorial Weekend Outages May 22nd - ELMS Emergency Maintenance Service 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. May 25th - ELMS Service Pack Update & Learning Objects Update 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. 2009 Innovations in Teaching and Learning Conference - Recordings Available
Browser Checker Use the button below to check if your web browser is properly configured to use Blackboard <input type="button" value="Test Browser"/>	

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

The screenshot shows the Blackboard Academic Suite interface. At the top, the navigation menu includes 'Home', 'What's New' (circled in red), 'Course Sites', 'Faculty Resources', 'Student Resources', 'Training', 'University Libraries', and 'FAQs'. Below the menu, the user is greeted with 'Welcome, Stephanie' and 'Modify Content' and 'Modify Layout' buttons. The main content area is divided into several sections: 'My Calendar' (no events), 'ELMS Questions and Assistance' (with contact info for Business School, Engineering School, and other courses), 'My Courses' (listing enrolled courses like 'Introduction to Business Computing', 'ALL COURSE CONTENT', 'GRADING', 'Introduction to Communication Inquiry', 'Intermediate Macroeconomic Theory and Policy', and 'IT Training'), and 'ELMS OIT Training Workshop Handouts' (with links to PDFs for getting started, managing the grade center, and managing course content).

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



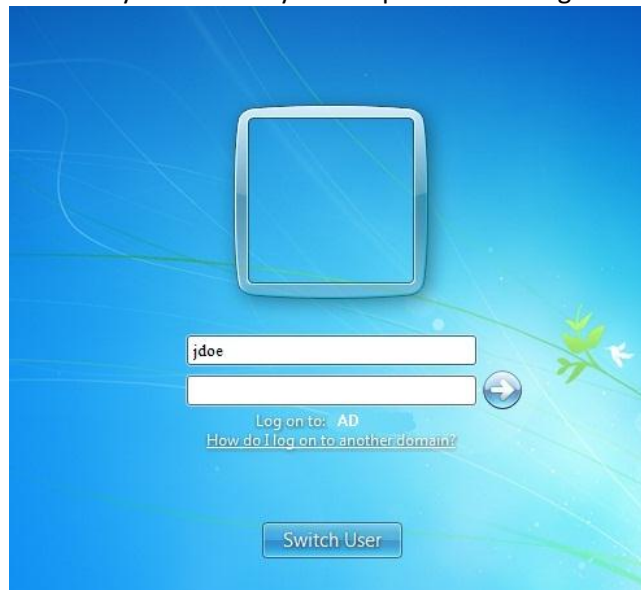
Login Screen for systems joined to AD using Windows XP

Use your Directory ID and password to login



Login Screen for Systems joined to AD using Windows 7

Use your Directory ID and password to login



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.

MyApps – 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. myApps/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 myApps/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.

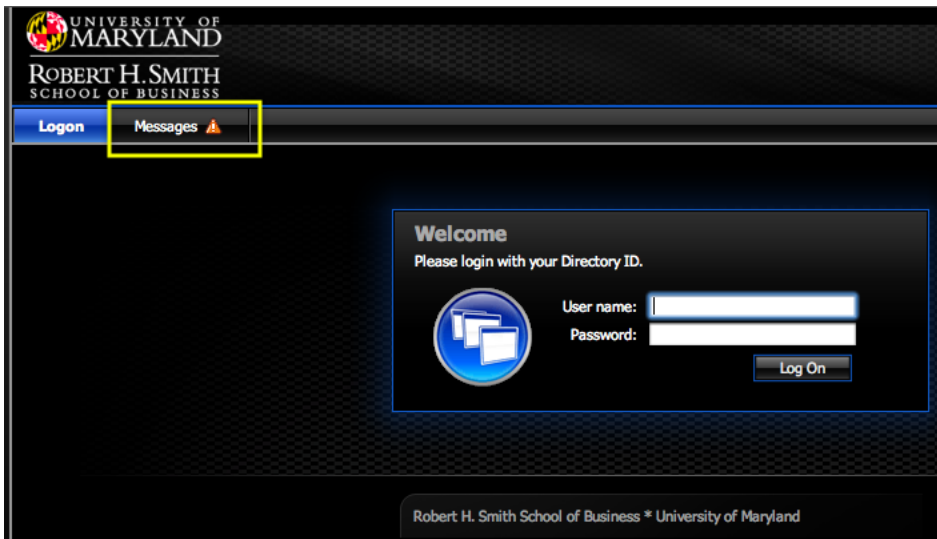
Behind the scenes, what happens is that using Citrix will launch your program on a server in Van Munching Hall, and put the display of the running program over the Internet to your local computer. Even though the program is running remotely, you will still be able use local disks and printers.

Getting Started – Obtaining a Citrix Client

To access myApps, go to <https://myapps.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**.

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.

Applications Messages

Logged on as: yeess Log Off

Applications here are provided to BMGT students/faculty/staff and students taking BMGT courses. Search

Applications **Content**

Main Select view: Icons Refresh

MS Office Stats & Analysis Lotus Notes VBIC Windows Explorer

Hint: You can view your resources in several different ways. Use the Select view control to change the way that your resources are displayed.

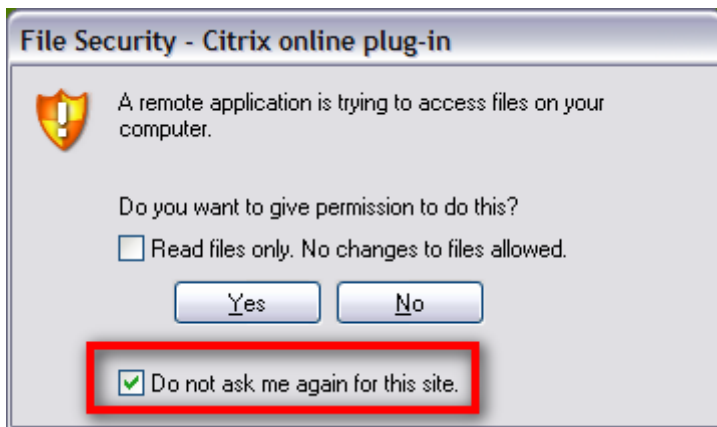
Applications **Content**

Main

WEPA - Mac Printer Driver WEPA - Windows Printer Driver

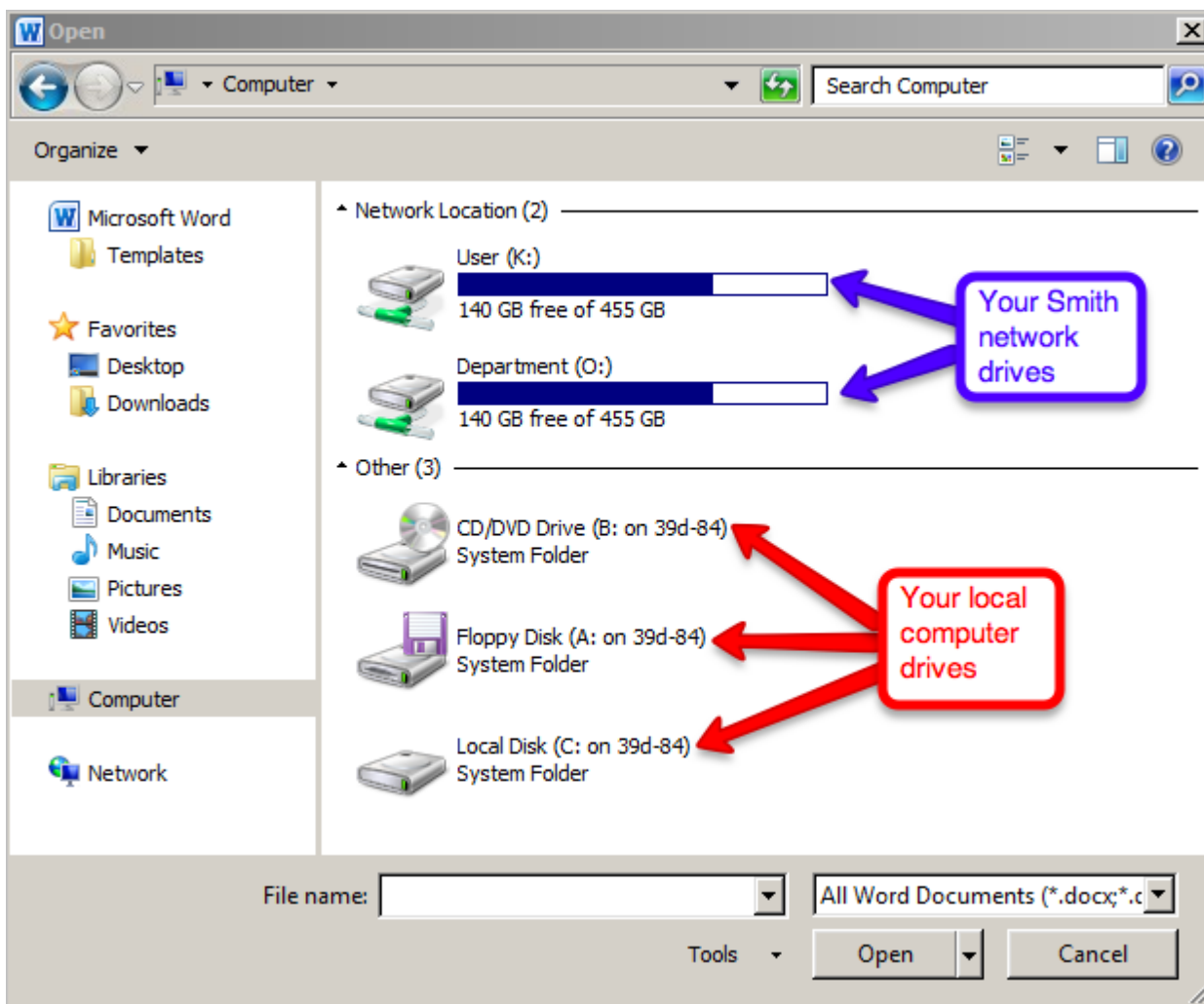
Hint: Unable to find the resource you need? Use Search to locate it for you.

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 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.

Email and Collaboration Tools

RHSmith Webmail

RHSmith Webmail is a flexible, high-function Web browser-based client option to use the reliable, security-rich messaging and collaboration capabilities of the RHSmith Webmail servers. In addition to the Web browser-based interface we also provide access to your mailbox using industry standard protocols such as POP3 and IMAP.

Please visit <http://training.rhsmith.umd.edu> to see complete documentation, training videos and more for help on using RHSmith Webmail.

Accessing your RHSmith Webmail account

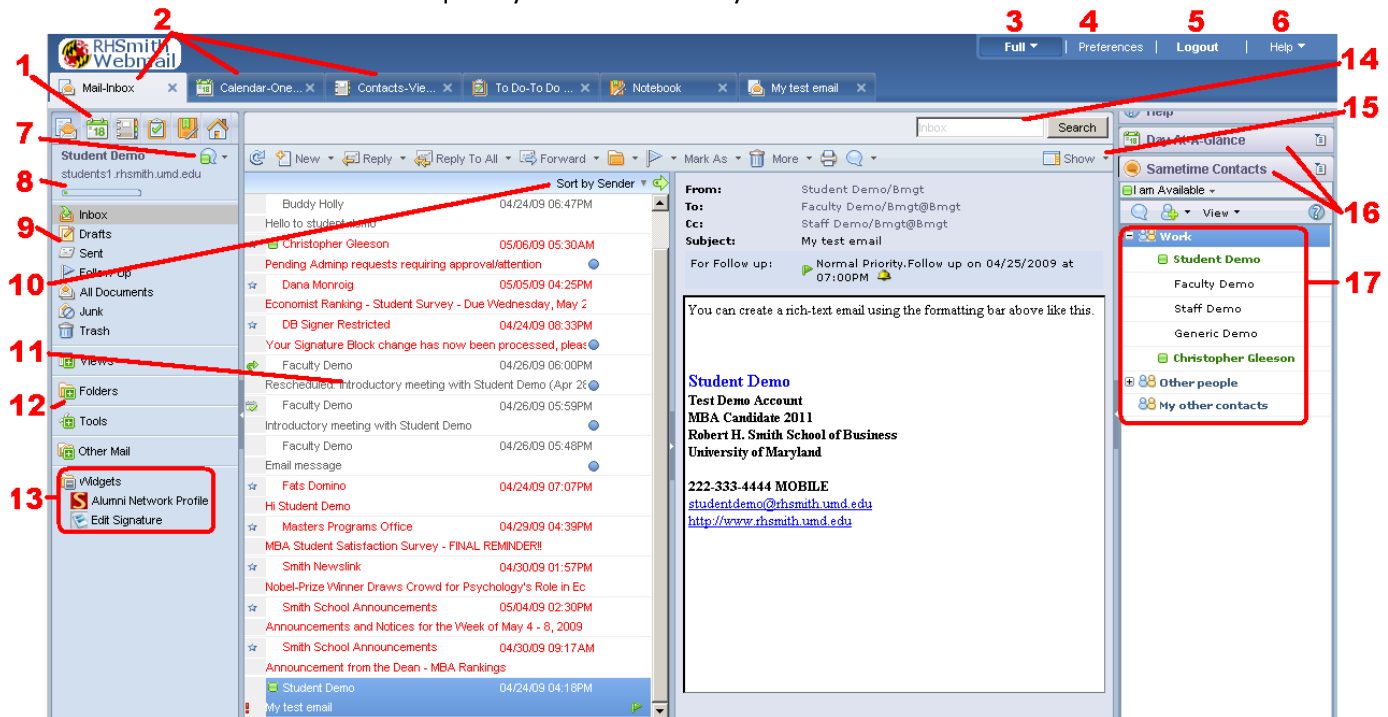
Go to <http://students.rhsmith.umd.edu> and login using your Smith username and password.

Changing your RHSmith password

Go to <http://reset.rhsmith.umd.edu> and login using your Directory username and password. Enter and confirm the new password you would like to use and click "Reset My Password."

Working with your RHSmith Webmail Mailbox

Listed below are some of the more frequently used features of your mailbox as shown in the screenshot:



- 1: The **Switcher** allows you to open various areas of your RHSmith Webmail account, such as your emails, calendar, address book, to do lists and notebook.
- 2: When you open a new area using the **Switcher** or open a document such as an email, it opens in a new tab along the top of your mailbox. You can switch between open items by clicking the relevant tab or close them by clicking the **x** on each tab.
- 3: You can switch between the different display views of your RHSmith Webmail account. Pictured above is the **Full** view and is compatible with Firefox, Internet Explorer and Safari. The **Lite Mode** view is more suited to low-bandwidth situations, such as accessing the internet via dial-up. You lose some functionality with **Lite Mode** such as the full

calendar but you can switch back and forth whenever you wish. The **Ultralite Mode** is designed for mobile devices such as the iPhone and is also the recommended accessibility view.

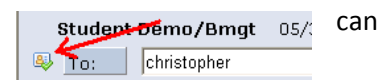
- 4:** You can set many preferences from this link which control how your RSmith Webmail account functions.
- 5:** When finished working with your mailbox, it's always a good idea to **Logout!**
- 6:** There is a lot of online comprehensive help available by clicking on this link. It will open the Help system in the sidebar panel (described further below) so you can access help while continuing to work with your mailbox.
- 7:** This shows your online status for our **Instant Messaging** service (called **Sametime**). You can change your status to be Available, Away, In a Meeting, Do Not Disturb or Logout. See item 17 below for accessing your buddy chat list
- 8:** This bar displays your mailbox usage. Each RSmith Webmail account comes with a generous 1Gb quota and this graphic will allow you to keep an eye on your email usage. Keep on top of your mailbox quota by deleting unwanted emails, by not replying to all with attachments and/or history and you can always save large attachments to your computer's hard drive and then remove them from the email.
- 9:** This area shows the default standard 'system' folders of your mailbox. This includes your Inbox, Drafts, Sent, Follow-up, All Documents, Junk and Trash. Item 12 below is where you create your own personal subfolders for managing and storing your email .
- 10:** The **Sort by..** link allows you to re-order your message view (item 11) as you prefer. You can have it sorted in many different ways. The default is in date order with oldest messages showing at the bottom.
- 11:** This area is where the list of emails for the folder you are currently looking at are displayed. You can scroll the list up or down to see more messages.
- 12:** Under **Folders** is where you can create your own personal folder structure to store and organize your emails. Please **do not** create any subfolders that are named the same as a system folder, such as **Inbox** or **Sent** as this may cause issues for you later when trying to find emails.
- 13:** The **Widgets** area are when you can find small scripts that the RSmith Webmail admins add to perform certain functions. The default **Widgets** for all students are the **Alumni Network Profile** that will take you to your Alumni profile where you can fill out your information and the **Edit Signature** link that allows you to create your RHS approved format signature block.
- 14:** The search box allows you to search your email for messages. Your mailbox is full-text indexed so you should be able to search by any keyword to find your emails.
- 15:** The **Show** button controls whether the preview pane is displayed and whether it is shown at the bottom underneath the message list, or by the side of it (as shown in the screenshot above). You can also use the **Show** button to display and hide the **Sidebar Panel** (item 16).
- 16:** The **Sidebar Panel** contains extra useful tools. You can find the help system for your RSmith Webmail account here, as well as the **Day-at-a-glance** calendar (DAAG for short). The DAAG is a quick snapshot of your appointments for the day so you don't have to open the full calendar. You can also find your **Sametime Contacts** list here as well (item 17).
- 17:** Your **Sametime Contacts** list holds the names of people you have added to that you like to send/receive instant messages with. The contact list is integrated with your Inbox and other areas of your RSmith Webmail account so you can start a conversation with anyone who is online by right-clicking emails so you can delete the unnecessary duplicates and keep your mailbox size under control.

Exercise: Sending e-mail / Attaching files

In this exercise, you will be sending a test message with file attachment to yourself.

Click on the New button. A blank e-mail form appears.

In the **To:** field, e-mail addresses can be typed (e.g. jsmith@rsmith.umd.edu.) or you can click on the **To:** button and select a contact from your address book or the RSmith Address book. However, RSmith Webmail also provides an easier way of entering email addresses by entering name information. Type in as much of the name as you want and then either press **F9** or click the icon that appears to the left of the **To:** button. Your RSmith Webmail will search the address books and find any possible matches. If only one match is found, the name is completed in the name box, otherwise the list of possible matches is displayed so the correct one can be selected.



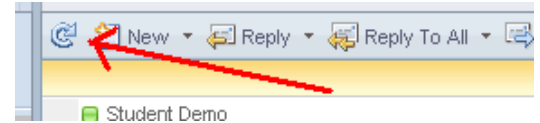
In the "Subject" field, type 'Test message'.

Press the **Tab** key to move to the body of the message, and for this exercise, type few of text. Before this message is sent, other formatting such as Bold, Italics, color change, and spell checking can be applied using the icon bar on top of the message box. Try some of these features now.

We will also attach a file to this message. While in the body of the message, type a few blank lines at the end of the message, click on the Paperclip icon at the top of the window (you can also use the **Attachments** link towards the bottom of the window. Select a document from your computer and it should now appear in your message. Click the **Send** button.

Reading e-mail

You should see the new mail from yourself in your Inbox. Note that you may have to refresh the screen by pressing the **F9** key or clicking on the circular arrow on the Inbox window. Double click the red message to read it. In RSMail Webmail the red color denotes unread messages, however using **Preferences > Mail > Display** you can change this with the **Unread Mail Indication** setting. Also note, the paperclip shows message has an attached file.



Opening Attachments

When you receive a message with attachments, double click on it to open it and double click the attached file.

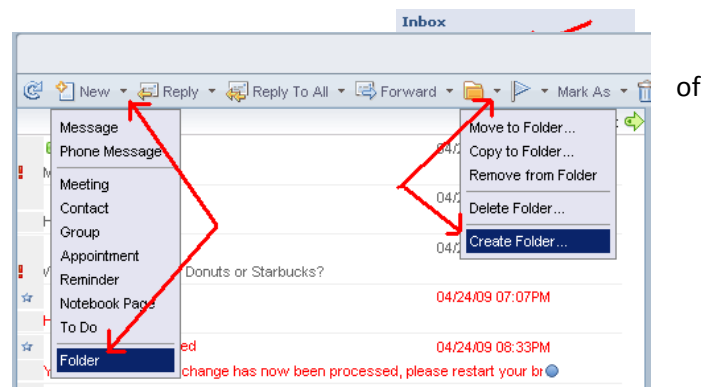
Exercise: Replying to E-mail

Click on the Reply button or use the drop-down arrow next to it to perform other reply options, such as Reply without Attachments. In the message body, type some more text and then click **Send**. You can now close the window of the original message.

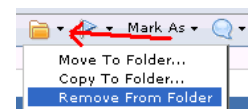
Exercise: Organizing e-mail using folders

To organize messages, folders can be created that appear similar to Inbox, Drafts, Sent folders shown on the left side of the screen. You can create a new folder in a number of ways:

- 1) Click the drop down next to the **New** button and select **Folder**.
- 2) Click the drop down next to the **Folder** icon and select **Create Folder**.
- 3) Right-click in the message list area and choose **New > Folder** or **Folder > Create Folder**.



Now give the folder a name (but not the same as an existing folder such as Inbox or Sent). To file a message in a folder, click and drag it with your mouse to the folder, or use the **Folder** icon on the toolbar and select **Move to Folder**.



Exercise: Deleting E-mail

To permanently delete e-mail, click on the message you would like deleted. Next press the **Delete** key on your keyboard or use the **Trashcan** icon on the toolbar. The document is moved to the **Trash** folder where you can restore it or permanently delete it. Note that messages in the **Trash** folder are automatically deleted after a couple of days. **If items are deleted from the All Documents folder or views such as Mail Threads they are removed from all folders. All Documents and Mail Threads are special views that show all of your emails in all your folders in long list. Delete it here, you delete it everywhere.**

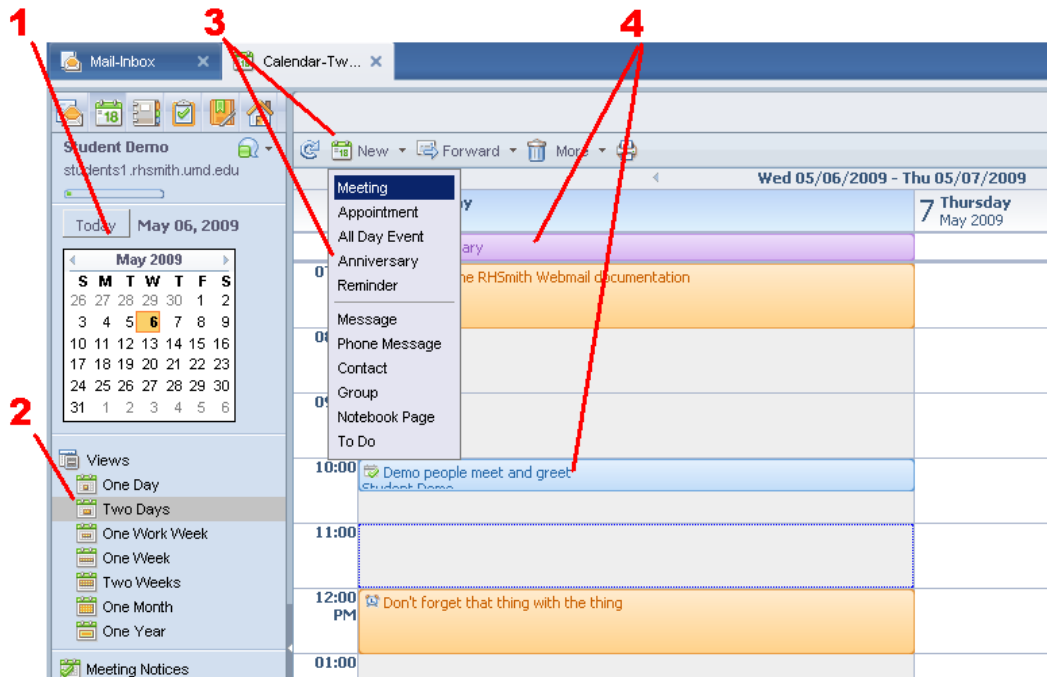
Note: According to the University of Maryland Acceptable Use Policies for Computing Resources, mass mailings (spamming) are not permitted. Students who need to use mass mailings for legitimate purposes should contact the MBA office.

Note: The R.H. Smith School of Business has a **Spam filtering service** watching all mail coming to the school's server from the Internet. Some Spam will still get through. When you receive Spam, please forward the message to spam@postini.com. If done consistently, this will work to reduce spam.

Note: The R.H. Smith School of Business also uses **anti-virus** software to scan attachments leaving and coming into the school. If you receive a message that contained a virus, it was almost certainly already cleaned and quarantined. To assist with this, do not open any suspicious emails, especially those containing attachments and/or those from senders whom you do not recognize. Also, limit your R.H. Smith address exposure. Avoid using it when registering online or doing other things not school or work related that require providing an email address.

Working with your R.H. Smith Webmail account – the Calendar view

Access your R.H. Smith Webmail Calendar by clicking the Calendar icon on the **Switcher**. Some of the more common features listed below:



- 1:** Change the day, month or year that you are currently looking at (you can also scroll more slowly using the arrows above the displayed appointments and meetings in the main panel).
- 2:** Switch between different views of your calendar, such as **One Day, Two Days, One Week, Month** or even **Year**.
- 3:** Create new calendar items by clicking the **New** button or using the arrow next to it to create different types.
- 4:** You can see individual appointments, meetings and reminders in a planner view.

The following Calendar entries can be created:

- Appointment:** Has specific start and end time e.g. meeting
- Meeting:** All appointment features + invitation to attendees by mail
- Event:** Activity spanning one or more days e.g. vacation, business trip
- Reminder:** Note to yourself regarding specific time on specific day
- Anniversary:** Single day occurrence that requires day only

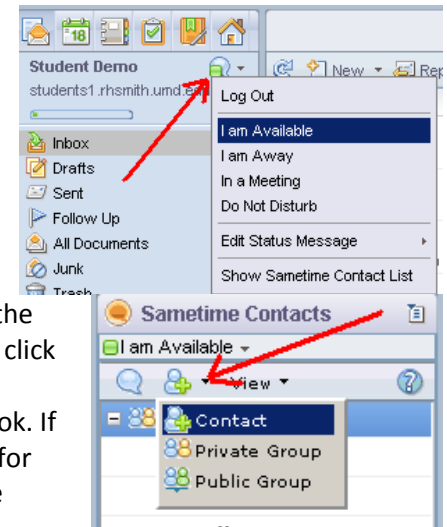
Create a new Calendar entry by either double-clicking the time slot you want to add or by clicking the **New** button.

Working with your RSmith Webmail account - Instant Messaging

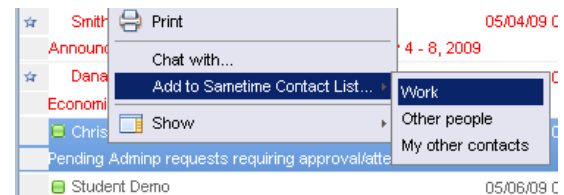
When you log into your RSmith Webmail account, you will be logged into our Sametime Instant Messaging server by default as well, with a status of "I Am Active."

To change your status to "I am Away" or "Do Not Disturb Me" simply click the Sametime icon and make the change. **Note:** You will be able to see others' status and others will be able to see your status. Take note of the small icon next to their name in your Inbox. A green square denotes availability to chat while a yellow diamond denotes that they have marked themselves as 'away' and a small stop sign means 'do not disturb'

In order to edit your Sametime contact list, you'll need to display the contact list in the sidebar panel. Click on the Sametime icon and choose **Show Instant Contact List**, or click the **Show** button and open from there. Once the list opens up, click the icon of the person with the green cross to add a group or person from the RSmith Address Book. If you choose Contact, you can add a person to your Instant Contact List by searching for their name. Similarly you can add a group from the RSmith Address book the same way. A private group can be created to sort how you store the contacts in your list.

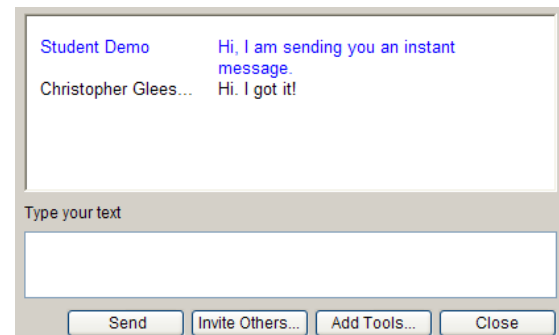


Note that you can also add a contact to your list by right-clicking an email in your Inbox and choosing Add to Instant Contact List



To start a conversation you can either open your Instant Contact List and double-click the name of the person (assuming they are online as indicated by the green square next to their name) or you can right-click an email from them as in the previous picture and choose Chat with...

A new window will appear where you can chat with the selected person. You can also invite other people to attend the chat and make it a multi-way conversation. Using the Add Tools button allows you to perform other meeting tasks such as sharing your screen etc. This functionally takes your Instant Messaging Chat and turns it into a full Sametime meeting (more information on Sametime included later in this document).



Note that if you like using the Instant Messaging in your RSmith Webmail account you can download a standalone client that you can install on your own computer that doesn't require you to be logged into your RSmith Webmail account. You can find the install at <http://sametime.rhsmith.umd.edu> and we have clients for Windows, Mac OS X and also for Linux. Once you've downloaded the client, install the software and configure it. When prompted for the server address, use **sametime.rhsmith.umd.edu** and the username/password combination is your Smith username/password that you login to your RSmith Webmail account. The standalone client also has the ability to add users from GoogleTalk, AIM and Yahoo! to your contact list (this functionality is not available in the RSmith Webmail client due to the licensing agreements. This document has more details on using the Standalone client with other chat networks - <http://bmg3-notes.rhsmith.umd.edu/training/UsingSametime8.pdf>

Alternatively you can also use the Sametime Instant Messaging application on your Blackberry to stay in contact with your fellow students. On your Blackberry handheld device, open the Blackberry Webbrowser and go to <http://sametime.rhsmith.umd.edu/mobile>. Select your mobile device type and download the program. When

configuring it, the server address for Sametime is **sametime.rhsmith.umd.edu** and you will need to enter your Smith username and password.

Accessing your RSmith Webmail account using IMAP or POP3

Your RSmith Webmail account is accessible via IMAP or POP3 if you prefer to use your own email client. The required settings for configuring your client are as follows:

Username/Password: Your username/password combination to login to RSmith Webmail.

IMAP:

Incoming mail server: students.rhsmith.umd.edu Port: 993 SSL or 143

POP3:

Incoming mail server: students.rhsmith.umd.edu Port: 995 SSL or 110

It is recommended that you use SSL for these connections to ensure your data is protected going to and from the servers.

SMTP:

Outgoing mail server: smtp.rhsmith.umd.edu Port: 25

SSL can be used on port 465, or if you prefer you can use TLS on port 25.

Please see your email client's documentation and help files on how to configure your email client.

Updating your RSmith Address Book/MBA Network Profile

You have a profile stored in the MBA Network site that links to your entry in the RSmith Address Book. By updating your profile it will synchronize back to your Address Book entry.

Login to your RSmith Webmail account and go to the **Widgets** area and click on **MBA Network Profile**. This will direct you to your profile where you can click on the **Edit Profile** button below your name and fill out your personal and work information. For more information go to <http://mbanetwork.rhsmith.umd.edu>.

Updating your University email forwarding

Ensure that you get all of your campus email (including blackboard messages from your instructors) by logging in at <http://www.testudo.umd.edu/apps/saddr/> and setting your Smith email address as your "E-mail Address."

Postini Spam Filters

The Smith School has implemented a service called Postini that filters spam and helps prevent it from ever arriving in your RSmith Webmail Inbox. You will receive a summary email message twice a week alerting you to the fact that inbound mail has been quarantined, and you have the option to read those messages, deliver them to your inbox, and to exempt similar messages from being tagged as spam in the future. You can also change the settings to determine how aggressive the filters should be. Please be sure to check your message center regularly to ensure that important messages are not being blocked by the filter.

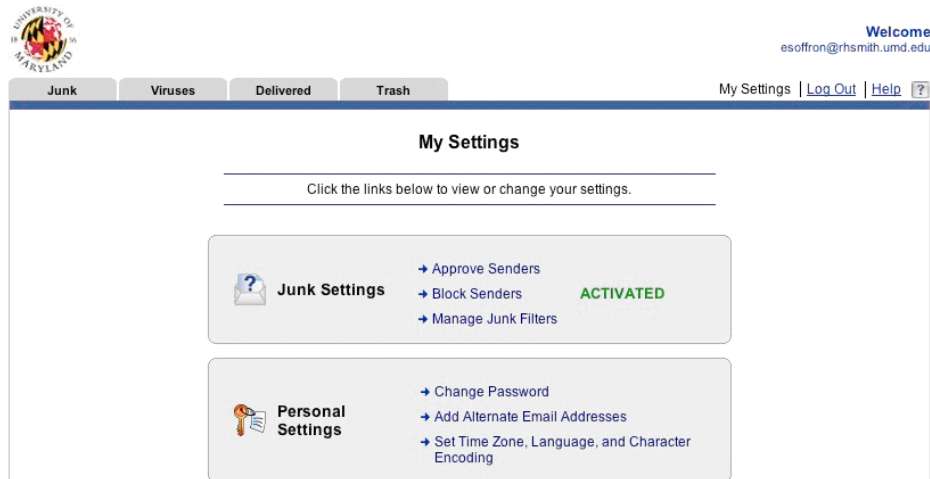
Logging into Postini

To Login to Postini go to <http://login.postini.com>

Username: *Your Email Address (example: helpme@rhsmith.umd.edu)*

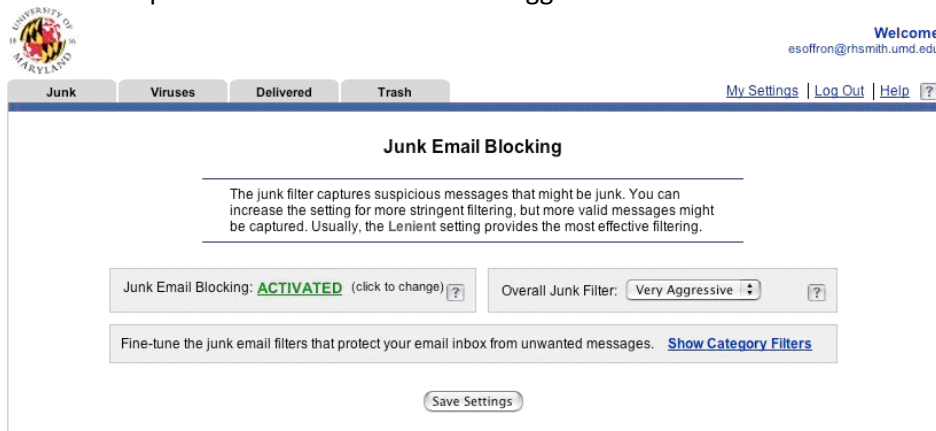
Password: *Initially set to a random password. If you do not know/cannot find your password, attempt to login with a fake password and then click "Forgot Password" to have a new one emailed to you. You can then login and reset your password to one you prefer.*

To change the password for your Postini Account go to **My Settings** and under **Personal Settings** click on the link for **Change Password**. Then follow the prompts for changing your password.



The screenshot shows the 'My Settings' page in Postini. At the top left is the University of Maryland logo. At the top right, it says 'Welcome esoffron@rhsmith.umd.edu'. Below the logo are tabs for 'Junk', 'Viruses', 'Delivered', and 'Trash'. To the right of these tabs are links for 'My Settings', 'Log Out', 'Help', and a question mark icon. The main content area is titled 'My Settings' and contains the instruction 'Click the links below to view or change your settings.' There are two main sections: 'Junk Settings' and 'Personal Settings'. 'Junk Settings' includes links for 'Approve Senders', 'Block Senders' (which is marked as 'ACTIVATED'), and 'Manage Junk Filters'. 'Personal Settings' includes links for 'Change Password', 'Add Alternate Email Addresses', and 'Set Time Zone, Language, and Character Encoding'.

Next, go to **My Settings** and the **Manage Junk Filters** link to make sure that the **Junk Email Blocking** is **ACTIVATED**. On the same page you can adjust the aggressiveness of your filtering. We suggest setting the **Overall Junk Filter** to at least **Strict**. If you still receive a lot of spam set the filters to be more aggressive.



The screenshot shows the 'Junk Email Blocking' settings page. At the top left is the University of Maryland logo. At the top right, it says 'Welcome esoffron@rhsmith.umd.edu'. Below the logo are tabs for 'Junk', 'Viruses', 'Delivered', and 'Trash'. To the right of these tabs are links for 'My Settings', 'Log Out', 'Help', and a question mark icon. The main content area is titled 'Junk Email Blocking' and contains the instruction 'The junk filter captures suspicious messages that might be junk. You can increase the setting for more stringent filtering, but more valid messages might be captured. Usually, the Lenient setting provides the most effective filtering.' There are two main settings: 'Junk Email Blocking: ACTIVATED (click to change) (?)' and 'Overall Junk Filter: Very Aggressive (?)'. Below these settings is a link for 'Show Category Filters' and a 'Save Settings' button.

See <http://www.rhsmith.umd.edu/smithit/itsupport/postini.html> for more details on Postini.

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

The Netcentricity Research Laboratory

Characterized by global connectivity, real-time collaboration and rapid and continuous information exchange, Netcentricity is a ubiquitous force reshaping every facet of our markets, organizational cultures, and personal lives at the dawn of the twenty-first century.

The Netcentricity Laboratory (Netlab) supports cutting-edge netcentric practices in an integrated environment. The lab comprises the high-tech teaching and research environments of integrated supply chain management/ eCommerce, financial markets, and behavioral aspects to provide a seamless multidimensional view of netcentric practices as they impact a myriad of market applications.

Currently Netcentricity Research Laboratory consists of four labs, and each Netlab offers a special suite of applications. For locations, contact information and what is available in each lab please see the following list. Currently, All Netlabs can ONLY be accessed in two ways:

1. By being registered in a course that is being taught in one of the labs
2. By participating in a research project with a professor who will use the netlab.

Netcentric Supply Chain Management Laboratory

Room: VMH 3522

- Oracle [E-Business Suite](#) 11i
 - Enterprise resource planning (ERP)
 - Advanced supply chain planning
 - Demand planning
 - Inventory optimization
 - Order promising
 - Supply chain optimization
- CAPS Logistics
 - Supply Chain Designer
 - Supply Chain Coordinator
 - TransPro (transportation management)
- Oracle Business Intelligence
 - OracleAS Discoverer 10g
- SAP
 - SAP Purchasing
 - SAP MRP
 - SAP Forecasting
 - SAP ERP Game
- Global Supply Chain Game
 - Simulation on Supply Chain Management

- Community of practice
- Online real-time supply chain management ecourse
- Real-time netcentric portal
 - Workflow automation
 - Advanced chain planning and forecasting
 - Event management
 - Executive control/key performance indicator

TIBCO ActiveEnterprise middleware

Netcentric Financial Markets Laboratory

Room: Research: VMH 1318; Teaching: VMH 3505

- Real time Financial data and news feed from Reuters
- Historical data, analytics and spreadsheet functionality from Reuters premium desktop suite 3000Xtra
- Real time Financial data and news feed from Bloomberg
- Historical data, analytics and spreadsheet functionality from Bloomberg

Netcentric Behavioral Laboratory

Room: Research: VMH 3518, VMH3518A)

- MediaLab, an application for developing computer-based experiments and surveys
- Sametime and Quickplace, applications for facilitating virtual team interactions
- Microsoft's Visual Studio, for developing software applications
- Audio and videotaping capabilities

Netcentric eMarkets Laboratory

Room: Research: VMH 3509

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.