



School of Music Technology Information Fall 2011

Technology Support

Technology support is provided by the School of Music's Tier I technology staff person, Carolyn Nichols. She can be reached at 852-3616 and Carolyn.nichols@louisville.edu and is located in Room LL30. For home computer support, and when Carolyn is not available, please call the UofL Help Desk at 852-7997.

Websites

The School of Music website is located at <http://louisville.edu/music> and the main university website is located at <http://louisville.edu> The School of Music Facebook page is at <http://www.facebook.com/uoflmusic>

For official School of Music policies and documentation, please go to: <http://louisville.edu/music/faculty-staff/resources-for-uofl-music-faculty-staff> There is also a link to the Business Office at the top of the page.

Email

GroupWise is the university-wide e-mail client available in three formats: as software for PC and MAC available for free from <http://louisville.edu/it/compssoftware/available> and in a website format at: <https://gwwebic.louisville.edu/ICSLogin/?%22https://gwwebic.louisville.edu/%22> and for mobile access using Intellisync. It is highly recommended that the client software be used over the web format. This software is free for both office and home installation for UofL employees.

The newest version of GroupWise is Version 8.0.1. This should be upgraded both at home as well as here at UofL.

Installing GroupWise 8.0.1 HP1

1. Once logged in to the iTech Xpress store (<http://louisville.edu/it/compsoftware/available>) and after navigating to the Free Software page where the new GroupWise Upgrade can be found, click on the **Download** button for the version you need for your computer's operating system (Windows vs. MAC, etc.). This step will only download the software to your computer and does **not** automatically install it. The installation is a separate step. Make sure you make note of where the GroupWise file is downloaded to because you need to locate it in the next step.
2. Locate the downloaded GroupWise file (for Windows users, it is named gw801hp1.exe) and double-click on the file/icon to start the installation. You will then need to click on the **Install** button in the windows that opens.
3. You will see a series of files being extracted. The window will be named **GroupWise 8.0.1HP 1 Setup**. Once this extraction finishes, it will disappear and a new window will appear in several seconds showing the actual installation of GroupWise. The new window will be labeled **GroupWise Setup Progress**.
4. After several minutes, when the installation finishes, you will see a new window that says that the GroupWise setup is completed. In this window, click on the **Finish** button.
5. To check that the installation is successful: Open GroupWise, and click on the **Help** menu item on the top toolbar. Then select **About GroupWise**. In that window, the **Program Release** version should be 8.0.1 1/8/2010. Anything earlier means you do **not** have the new upgrade installed.

Spam and Junk E-mail

Spam and Junk e-mail have become serious problems for everyone. The new Spam setup instructions and information can be found at <http://louisville.edu/it/information/topics/spam-filtering-overview> .

ULink

ULink is a UofL website which requires the user to login with their UofL Username and Password. Once logged in, faculty and staff can access a large amount of personal data on the Faculty/Staff Services tab found at the top of the page.

ULink: <http://ulink.louisville.edu/>

Changing Passwords – On the My Page tab, under the Quick Links section is a selection to Change Password. This is where you must go to change your UofL/Ulink password prior to its expiration. You will be notified by email from Security & Account

Management when your password is ready to expire. You **MUST** change the password before the expiration date!

Paycheck – Your current and past paychecks can be viewed by clicking on the Paycheck selection under the Personal Info section on the Faculty & Staff tab.

Your Computer Accounts – Your personal computer accounts can be viewed from the Information Technology section on the My Page tab, and are listed by those you currently have and those you can request to have. A request for an account can be made online from this page.

Course Rosters & Grades – Faculty can access their class rosters and input their grades from the Academics section in ULink on the Faculty & Staff tab.

Ordering Textbooks – These can be ordered online from ULink by clicking on the link under the Academics section.

Blackboard Issues – Contact the Delphi Center for all Blackboard issues. They are the only ones who can make changes to your Blackboard account or web pages.
Delphi Center contact info: Joni Allison: 852-8565 or Linda Leake: 852-1677

Computer Security

Anti-Virus Software

Everyone should have Symantec Endpoint Protection antivirus software, version 11.0.6100.645 installed on their computer. To check which version you have, double-click on the Symantec gold shield in the bottom right corner of your System Tray. Click on the Help and Support button and then choose About and look for the version number on the window that opens.

Symantec Antivirus software can be downloaded for free for work and home computers at the UofL iTech Xpress store: <http://louisville.edu/it/compsoftware/available>

You can install the new version over the old one - **do NOT uninstall the current version before upgrading to the new one!**

Log in to the iTech Xpress store website using your ULink UserID and Password. Once logged in, click on the **Free Software** link at the left side of the page. Then click on the **Virus Protection** link in the middle of the page. Choose the version of Symantec Antivirus that applies to your computer. Once you have downloaded the installation file, you must double-click on it to run the installation.

Windows Updates

This is an extremely important process which should be performed on a weekly, or at least, biweekly, basis. Doing so will help prevent a lot of viruses and other malicious problems.

Your Windows Update process should be set to run automatically:

1. To set this up, go to your Start button and choose Control Panel.
2. In the Control Panel window, select Automatic Updates.
3. Choose the option to download and install the updates automatically. Then select a time for these to run when your computer will be powered on.

How to Perform Windows Updates Manually:

1. Click on your Start button and then choose either Windows Update or All Programs/Windows Update.
2. A new web browser window will open and you will be taken to the Microsoft Windows Update site. Follow the instructions there to download and install all necessary updates.
3. Reboot your computer for the updates to take effect.

Wireless Internet

The University of Louisville provides wireless networks in many public areas on all three campuses, including the School of Music. Faculty, staff, and students can set up secure wireless access using the built-in features of the Windows and Mac operating systems. You will log in to the UofL Secure network using your ULink User ID and Password. You may register guests for short-term network access. Visit the following website for wireless configuration guides, hardware requirements, connection instructions and a link to request guest access: <http://louisville.edu/it/services/network/wireless/>

SmartBoard

<http://smarttech.com/trainingcenter/material.asp>
<http://www.youtube.com/watch?v=MqmrIqWQiAw> (training demo)
Classrooms 125 and 263 are equipped with Smart Board technology.

Tegrity

<http://louisville.edu/it/services/classrooms/tegrity>
<http://www.tegrity.com/showcase.html>
Tegrity Campus 2.0 is the leading Web class capture system, impacting learning, student

satisfaction and retention across the entire institution. Tegrity makes class time available all the time by automatically capturing, storing and indexing every class on campus for replay by every student. Educators know that the more students can see, hear, and experience a class, the better they learn. With patented Tegrity “Search anything” technology, students instantly recall key class moments for replay online, or on iPods and mobile devices. Faculty members wishing to use Tegrity in studio settings may see Carolyn Nichols (Room LL30, 852-3616) for guidance in setting up studio computers.

Blackboard

<https://blackboard.louisville.edu/>

Blackboard is an online course management system utilized at UofL to teach on-line courses and used in support of classroom instruction. It allows faculty to upload course information, such as syllabi, course readings and assignments, for students in a variety of formats, including Word, Adobe PDF and PowerPoint documents. Faculty can also provide grades on an ongoing basis during the semester, and can communicate with students using both real-time chat and discussion group formats. In addition, faculty can deploy the test creation tools and offer online exams. Images, audio and video can also be added to Blackboard courses. The university offers several workshops on using the Blackboard Course Management System, from basic to advanced levels of instruction. Visit the website for information on faculty training.

Telephones

UofL uses a system called Voice over IP or VoIP, which works by taking the voice signals on your telephone, converting the signals to digital information, and sending them over the Internet instead of over traditional telephone lines. VoIP phones plug into the network outlet and the computer plugs into the back of the phone, so one outlet serves both devices. For dialing and voicemail instructions see

<http://louisville.edu/it/communications/phones>

Long distance calls must be restricted to University business. The telephone system will not complete outgoing long distance calls without an ELD access number. Contact the Unit Business Manager if an access number is needed.

<http://louisville.edu/it/communications/phones/longdistance.html>

Scanner Facility

There is a computer, printer and scanner available for use in the Business Office in the Dean’s suite.

Music Instructional Lab

The Music Instructional Lab in Room LL28 is available for student and faculty use when classes are not in session. Please ask your students to clean up after themselves so that we can keep the lab looking as professional as possible.

An **Elite XL 40** large-format laser printer by GCC is installed in the lab. It prints a maximum imaging area of 11.69” X 35.11”.

Printers

Networked printers are available for printing on every floor of the School of Music building. Instructions and printer locations are listed here:

<http://louisville.edu/music/faculty-staff/resources-for-uofl-music-faculty-staff/technology-support.html>

Purchasing Software

The UofL **iTech Xpress store** located at <http://louisville.edu/it/compssoftware/available> has both free university software such as GroupWise and Symantec’s Anti-virus programs, as well as fee-based software available for download. You will need to sign in using your UofL UserID and Password to gain access to the store. Contact your Division Head for permission to use division funds and the corresponding SpeedType code for purchases.

Technology & Software Training

Periodically, training is provided by individuals at the school. These training opportunities are announced via your GroupWise e-mail. For university training opportunities, please visit the UofL IT training website for courses and to sign up online: <https://louisville.edu/it/help/training>

School of Music Technology Committee

The School of Music has a Technology Committee that meets periodically throughout the school year to discuss technology issues and to make recommendations for new and improved technology. Please address any technology-related issues you have to one of the committee members listed below:

Carolyn Nichols, Tech Support & Chair
Chris Doane, Dean
John LaBarbera, Faculty

Krzysztof Wolek, Faculty
Paul York, Faculty
Bruce Heim, Faculty
Michael Radmacher, IT Client Partner