

Students and Computers • Getting Started

Welcome to Emory & Henry College! Please read this document in its entirety for important information about the E&H College network and how to access it. As soon as you are provided with your Emory & Henry email and network login information, you will be able to log into a special website where all the tools necessary to prepare your computer for accessing the Emory & Henry College network are located. The address is: <http://getstarted.ehc.edu>.

Please be sure to have your login ID and password with you when you log in.

This information was assembled to help prepare our students and their parents in making wise decisions about their individual computer needs and to acquaint them with the college's policies and procedures regarding Information Technology Services.

Emory & Henry College Information Services **Student Security & Network Acceptable Use Policy**

All students receiving a network access account must read and agree to the following policies and guidelines. Enrollment at Emory & Henry College signifies agreement to abide by all rules, regulations and policies of the College. Please note that all policies are subject to change. Notification of changes will be posted. This document will be reviewed and published regularly on the College website and in various official College publications such as the Student Handbook. All network users must adhere to the most current published revision.

All students, faculty, staff, and administrators have a network account assigned to them for their individual use while at Emory & Henry College. Emory & Henry computerized information systems exist to promote shared access to computing, communication, and information necessary to serve the teaching, research, and administrative needs of the entire campus community. These systems and the data they contain are vital resources of considerable monetary and intellectual value, in addition to important personal information which must be handled in a secure and confidential manner. Access to computer systems and networks, including e-mail and web material placed on or distributed through the systems and networks owned or operated by Emory & Henry College is a privilege, not a right, and requires adherence to College policies and to federal, state, and local laws. Thus, all account holders of the College's information facilities have a responsibility to use these systems in a respectful, ethical, professional, and legal manner.

The purpose of the network is to support the teaching, research, and administrative needs of the College. The network is not designed nor intended to support the downloading of copyrighted material, such as, unlawfully obtained music, videos, and software. Such activities are not permitted at any time. On-line gaming is strongly discouraged as it requires a major portion of the College's available internet bandwidth for the use of a single individual, which can disrupt the research and other legitimate activities of the College community of network users. Similarly, network users should not deploy more technology assets than one per person on the College network. For example, it is acceptable to have a personal computer with peripherals directly connected to the computer such as printers, scanners, or other devices; but it is not acceptable to deploy network hubs to attach such peripheral devices directly to the College network. Network sharing equipment such as hubs and routers will be removed from the network when discovered. Continued unauthorized use of College Internet bandwidth assets will result in disciplinary action. Appropriate use is always ethical, reflects academic honesty, the security and confidentiality of personal information, and shows restraint in the consumption of shared resources.

All users of College information facilities are required to demonstrate respect for intellectual property, ownership of data, system security mechanisms, and the individual's right to privacy and freedom from intimidation, harassment, and unwarranted annoyance. While recognizing the respect for privacy, the College cannot guarantee confidentiality in the use of any College information system. Electronic records retained on College systems are subject to state

and federal Privacy Acts, the US PATRIOT Act, and CALEA, as well as Freedom of Information Acts. World Wide Web information located in designated web directories will be considered public information if read access is granted.

Appropriate Use Guidelines

In making appropriate use of resources Emory & Henry students must:

- Be consistent with the purposes of the network. It is designed to support research, education, and administrative needs of students, faculty, staff, and administrative personnel.
- Assume responsibility for material on personal web pages.
- Comply with local, state, and federal laws for materials made available on the Internet.
- Use copyrighted materials only with the prior approval by the copyright holder.
- Use resources only for appropriate purposes, such as, but not limited to, assignments given by instructors, college related work, communication. Inappropriate use is described in the section below.
- Discontinue use of a College computer for personal or recreational activities if no other resources are available for students to use for class assignments.
- Protect the individual's user id (user account) from unauthorized use. The individual is responsible for all activities on his or her user id.
- Access only files and data that belong to the individual user, that are publicly available, or to which the individual user has been given authorized access.
- Use only legal versions of copyrighted software in full compliance with vendor license requirements. Do not make copies of copyrighted software for personal use.
- Be considerate in the use of shared resources. Refrain from monopolizing systems, overloading networks with excessive data, or wasting computer time, connect time, disk space, printer paper, bandwidth, or other resources.

In making appropriate use of resources Emory & Henry students must NOT:

- Use another person's user id and password at any time.
- Allow another person other than the actual user to access a user account.
- Use another person's files or data without permission.
- Use computer programs to decode passwords or access control information.
- Attempt to circumvent or subvert system security measures.
- Engage in any activity that might be harmful to computers or to any information stored thereon, such as creating or propagating viruses, disrupting services, or damaging files.
- Use College systems for partisan political purposes, such as using electronic mail to circulate advertising for political candidates.
- Make or use illegal copies of copyrighted software or information, store or transmit illegal software using Emory & Henry College's computer systems, or transmit them over College networks.
- Use College resources to harass, intimidate, or otherwise annoy another person, for example, by broadcasting unsolicited messages, sending unwanted mail. (Chain letters via electronic mail are prohibited).
- Use College resources to create personal web pages containing (1) pornography or (2) abusive and/or profane language.
- Use the College network to broadcast any video-streaming or digital still photographic material which is illegal or includes nudity or pornographic subject matter.
- Place digital photographic or recording equipment of any kind in any public space on campus without the prior written permission of the Dean of Students.
- Waste computing resources, for example, by intentionally placing a program in an endless loop or by printing excessive amounts of paper.
- Use the College's resources for moneymaking activities as these can jeopardize Emory & Henry's non-profit status. The network may not be used to advertise a commercial business, or to support a personal business interest. Neither may electronic mail be utilized to circulate advertising for products.
- Engage in any other activity that does not comply with the General Principles presented above.

Abuse of E-mail Privileges

E-mail and network connectivity are privileges, not rights. These privileges can be revoked for violations of this College policy. Unacceptable behavior includes, but is not limited to:

- Infringement on others' privacy
- Interference with others' work

- Copyright infringement
- Harassment of other students, faculty or staff members, or generating threatening or harassing emails to persons outside of the Emory & Henry College community.

Enforcement

Emory & Henry College considers any violation of appropriate use principles or guidelines to be a serious offense and reserves the right to copy, examine, and remove any files or information resident on College systems allegedly related to unacceptable use and behavior. Violation of these rules will be reported to the appropriate campus office/judicial body. Penalties for unacceptable behavior range from deactivation of the account through College judicial action or referral to law enforcement authorities. For minor first offenses, Director of Library and Information Services or other College representative will notify the offender with an initial e-mail warning. Further infractions will result in disciplinary action and can result in the permanent revocation of network access privileges or other sanctions as described in the Student Code of Conduct. Offenders may be prosecuted under laws including (but not limited to) the Privacy Protections Act of 1974, Computer Fraud and Abuse Act of 1986, Computer Virus Eradication Act of 1989, Interstate Transportation of Stolen Property, Virginia Computer Crimes Act, Electronic Communications Privacy Act, & Telecommunications Act of 1996.

Computer Hardware and Software

Although Emory & Henry College provides over 100 public-access computers in the various computer labs and the library, we strongly recommend that you bring your own computer to college with you. We also recommend that you bring a printer with you. Printers today can be found as cheaply as \$40, so it doesn't take a major outlay of funds to buy one. Annual technology surveys tell us that more students visit our computer labs to use the printers than for any other reason. That can sometimes lead to queues of people trying to print out their documents. Our labs are popular and often at mid-term and final exam times, students must sometimes wait in line in the labs to type term papers and finish projects. Students who bring their own computers from home enjoy many advantages:

- Your computer is always there for your use.
- Emory & Henry has a wireless network with network and Internet accessibility throughout the populated areas of the campus. For this reason, students purchasing a computer for their college studies are encouraged to bring a laptop or tablet computer.
- Emory & Henry has a "port per pillow," meaning that there is a network line for each student in every dorm room at the College providing Internet and library access at all times.
- It is much easier and more convenient to write papers in the comfort of your own room.
- Through the College website, E&H students have access to over 12,000 different journal and magazine articles on-line, in addition to dozens of other valuable reference databases. These can be accessed right from anywhere on campus if you have a laptop, and from your dorm room if you have a desktop computer.

The Emory & Henry College network is a Microsoft-based system and uses Microsoft Exchange web-based mail as its e-mail application. Please note: Other application packages such as Microsoft Works or WordPerfect are not available in the campus computer labs.

Connecting to the Emory & Henry College Network

Students wishing to connect via the wired network need to bring a standard RJ45E network patch cable and have a computer that has at least a 10/100T network interface card installed in it. Most computers in the last several years automatically contain acceptable network interface cards. Laptop users must ensure that their computers have either an installed wireless capable network interface card or they can use a removable PCMCIA wireless network interface card. Laptop users may also want to ensure that their systems can connect to the wired network so that in their dorm rooms, they can connect via the wired network. When in a dorm room, the wired network will have faster connectivity speeds than the wireless network because wireless technology is a "shared" connectivity whereas the wired network is a "switched" technology.

If you need to purchase an RJ45E patch cable for connecting the computer to the campus network, it may be purchased from the Circulation Desk at Kelly Library. The cost is \$15 or less, depending on the length of cable desired.

Information Services provides limited support for setting up your computer for use on the campus network, but we are happy to assist in troubleshooting your network connectivity problems. Students are strongly advised to come to campus with their computers cleaned of spyware and malware, as well as viruses. There are freeware anti-spam and anti-spyware available on the computer services website <http://computers.ehc.edu> or <http://getstarted.ehc.edu>.

Student Computer Repair Policy

Computers are great when they work, but when problems occur they can be very frustrating. It is important to know what kinds of technical support you may receive and where to find it. Emory & Henry Information Services will help students with network configurations, e-mail, and server-access problems only. We cannot help students with general repairs, maintenance, or upgrades to personal computers. Additionally, we will not remove viruses from student computers. This is why we provide the best antivirus software application on the market at no cost to you so that, if kept updated, your computer will remain protected from viruses. Our websites, <http://computers.ehc.edu> or <http://getstarted.ehc.edu> also have links to a number of extremely useful anti-malware and anti-spyware applications for free download. We strongly recommend that you install and utilize these programs as well.

Local computer vendors are available to assist students with repairs. Emory & Henry does not recommend any particular local computer service provider, and cannot be responsible for making arrangements with vendors on behalf of students. However, listed below are a few local businesses that offer computer repair services:

Abingdon Computer Services	(276) 628-8385	Abingdon
B & C Computers	(423) 274-8405	Bristol
Computer Solutions Inc.	(276) 623-1222	Abingdon
Innovative Computer Services	(276) 646-2570	Chilhowie
Zaphod Industries	(276) 619-4278	Abingdon

For repairs to Dell computers, contact Dell at www.dell.com, or by calling 1-800-234-1490. For repairs to Apple computers, contact Apple at www.apple.com, or call the local Apple authorized repair dealer, Computer Connection in Johnson City at 1 (423) 434-9590. It is best to be near your computer when contacting any tech support service center, because they will need information located on your computer.

Specification Standards for Computer

Component	Required	Suggested
Processor	Pentium IV	Pentium IV or higher
Hard Drive Storage	30 Gb	80 Gb
Memory	512 Mb	1 Gb
Operating System	Windows XP or Vista	Same as required
Network Adapter	10/100 Mbps Ethernet card	10/100/1000 Mbps Ethernet card
Virus Protection	College-provided Symantec Corporate Edition	Same as required
Type of system	Desktop or laptop	Laptop with wireless connectivity

Academic Discounts on Dell Computers

Emory & Henry College, through membership in the Council of Independent Colleges of Virginia, has set up a website offering significant discounts for Emory & Henry students on Dell computers. Through this program, students get significant price breaks on both academic leases and purchases. Students and their parents can contact Dell Computers via the Dell link on the Emory & Henry Information Services website at <http://computers.ehc.edu>. To receive the special Dell computer pricing you must use the Dell School Code US15778623.

How to Log On to the EHC Network for the First Time on Campus 2008

1. Access to the Emory & Henry College network is available on any classroom or lab computer on campus. Off campus, you will have access to e-mail through the Emory & Henry website (<http://www.ehc.edu>) or through the Emory & Henry Library electronic database webpage (<http://library.ehc.edu/onlinedatabases.html>).
2. In the "Username" box, type your username (not username@ehc.edu). With few exceptions, your username will be your first initial, followed by your last name and the last two digits of the year you entered Emory & Henry (jsmith07, for example).
3. In the "Password" box, type the password given to you with your new account.
4. Be sure that the "Domain" box says EHC.
5. After clicking "Log On," you will be prompted to change your password to something that only you know. The prompt to change your password will appear every semester.
6. Type in your new password, hit the Tab key, and then type your new password in the second password box. Then hit Enter.

If you have further questions, feel free to contact the Help Desk at x.6881.

How to Log On to Your Campus Email

1. Go to <http://www.ehc.edu>
2. Point mouse to "Current Students"
3. Slide over and click on "Check Your Email"
4. In the username box, type your whole email address (that is, username@ehc.edu)
5. In the password box, enter your password

If you have any problems, feel free to contact the Help Desk at x.6881.

For direct access to email, you can also go to <http://ehcmail.ehc.edu/exchange>.
Be sure to use your entire email address (username@ehc.edu)

Accessing Your H:/ Drive From Off Campus

In the Start menu on your computer, double click on "My Computer." In the address bar at the top (where it says "My Computer"), type in <ftp.ehc.edu>. A box will pop up asking for your username and password. Enter your username only (not username@ehc.edu) and password. Your files should appear in the window.

