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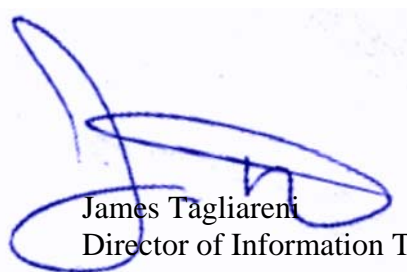
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## **Welcome**

Information Technology Services (ITS) would like to welcome everyone and take the time to provide you with this booklet that contains some helpful information.

The focus of Information Technology Services is to address technology infusion in a manner that supports the instructional and organizational goals of faculty, staff, and students and to encourage and assist faculty in adopting appropriate technology into the curriculum. Our activities are guided by the belief that technology literacy is a critical component of education in the 21st century.

As Information Technology Services develops, we will be able to offer students fundamentally different learning experiences that surpass those of other mediums such as paper and pencil. Technology can be one of the many tools available for teachers to expand, modify, and manage the learning experiences and needs of students. Faculty will be continuously updated on methods and products that will increase their awareness and productivity in the areas of teaching and learning.



James Tagliareni  
Director of Information Technology Services

## **ITS Services**

### ***Email***

Email is provided to students for the instructional and administrative needs of the university. All members of the Trinity community should utilize the Trinity email system for their Trinity communication. (An email “How to” guides is included in this handbook)

### ***Telephone and Voicemail:***

Trinity provides telephone and voicemail access for all resident students. Resident students will receive voicemail box numbers at the beginning of each semester. The same policies and expectations that govern email also govern voicemail and telephone usage.

Resident students have telephone access through the main Trinity telephone system. This access will include local dial tone service. It is recommended that students obtain a calling card for long distance calls.

### ***Password Information***

Users are responsible for safeguarding their passwords and are responsible for all transactions using their passwords. No individual may assign their account or password to any other person.

### ***Attaching Peripherals and USB support***

Peripheral devices from the Hardware Standards list such as microphones, headsets, and cameras are permitted. However, some devices may require administrative assistance to install. Please open a help desk ticket in these circumstances.

### ***Name Changes***

In the event that your name is incorrect, contact Information Technology Services help desk. Please note: Passwords may change as a result.

### ***Email Quotas***

There is a 25MB limit on email mailboxes. You will receive a warning when you exceed the 25MB limit. You will not continue to receive email or send email if you are over limit. You can view the size of your mailbox by accessing the Tools menu in Outlook and choosing Mailbox Cleanup. All folders count toward mailbox size. This includes sent mail and deleted items. Call ITS help desk if you need assistance with mailbox cleanup.

### ***IQ.Web***

Trinity maintains a computerized database system (IQ.Web) for a wide variety of information management purposes. Through IQ.Web, students can register for classes, review their academic schedules, view their grades and unofficial online transcript, review their financial account, and much more.

Students given passwords to IQ.Web have a strict responsibility to ensure that this information is used appropriately, and that the privacy of persons identified through this information is strictly protected. This responsibility extends both to information available on computer screens as well as information available in print media, including all printouts, manual dossiers, correspondence files, directories, and similar forms of information banks.

### ***Cables***

If additional cables are needed, students may purchase CAT5 cables in the student book store.

### ***Pop-Up Blocker***

Pop-Ups can cause issues with certain content not appearing on a particular web-site. To disable the Pop-Up blocker in Internet Explorer you can go to the tool bar menu item "tools" then select "Pop-Up blocker" and then "turn off Pop-Up blocker". If you just want to disable it temporarily you can hold down the "Ctrl" key while browsing the site.

### ***Home Support***

Information Technology Services does not offer any support for issues regarding a student's home computer.

### ***Technology and Telecommunication Policy Guide***

Trinity recognizes the critical value of technology in achieving its institutional mission. The Technology and Telecommunications Policy Guide (TTPG) includes a statement of policies that govern the use of Trinity's technology and telecommunications infrastructure as these systems exist at the time of the issuance of this updated policy statement.

*(See [www.trinitydc.edu](http://www.trinitydc.edu) for the full Technology and Telecommunication Policy Guide)*

## ***Anti-virus***

### **At School**

Computer viruses and worms are programs that are written with the specific purpose of doing harm to computer files. Some worms, once activated, will cause one computer to attack another computer.

Computer viruses/worms can be transmitted via infected floppies, emailed attachments and downloads from infected web sites. Technology Services strongly recommends that all student PCs have an anti-virus program installed. Anti-virus software protects your computer and data.

Trinity provides current students living on campus with Symantec Antivirus for free. Downloading Symantec Antivirus will only work if you are in the Cuvilly or Kerby dorms. The software can be downloaded at:

[http://www.trinitydc.edu/it/Virus\\_Protection.html](http://www.trinitydc.edu/it/Virus_Protection.html)

### **At Home**

AVG Free is the most popular free solution available at no cost to home users and provides the high level of detection capability that millions of users around the world trust to protect their computers.

- Easy to use, low system resources
- Automatic update functionality
- Real-time protection as files are opened and programs are run
- AVG's Virus Vault for the safe handling of infected files

*AVG Anti-Virus Free is only available for single computer use for home and non-commercial use. **This software can not be installed on any Trinity computer.***

The AVG Free Advisor Web site provides free help resources, including online documentation, FAQ, and an AVG Free Forum. Trinity ITS does NOT support this software; please contact AVG Technologies for support and assistance.

Download AVG Antivirus at:

[http://www.download.com/3000-2239\\_4-10703202.html](http://www.download.com/3000-2239_4-10703202.html)

# ITS Help Desk Support

## ***Hours***

ITS support is available Monday through Saturday:

|                  |                   |
|------------------|-------------------|
| Monday           | 8 AM - 5 PM       |
| Tuesday – Friday | 8 AM - 7 PM       |
| Saturday         | 8:30 AM – 5:30 PM |

## ***Online***

For best service, contact Information Technology Services using our online Service Request Form. The form is located at [www.trinitydc.edu/it](http://www.trinitydc.edu/it).

## ***Email***

You can email your help desk request to [helpdesk@trinitydc.edu](mailto:helpdesk@trinitydc.edu). Please include your name, email address (if different), phone number, and a detailed description of the problem.

## ***Phone***

If your email and Internet service is unavailable you can contact ITS help desk us at 202-884-9811.

## ***In Person***

Information Technology Services office is located in the basement of Main Hall in office B-20.

## Quick “How to” Guides

### *Web based Email – Quick Start*

#### **Trinity Email Address Format**

Trinity email addresses are composed of a username and a domain with a the "@" between the two: username@domain

#### **Username**

For everybody, the username is the individual's last name and first initial. If that username is already taken (as in the case of Joan Doe arriving at Trinity after Janet Doe), the username will be the last name plus the initial two letters of the first name. If two individuals have the same first and last name, a middle initial will be used.

Jane Q. Doe's username would be "doej"

Joan Doe, arriving after Jane, would have the username "doejo"

Jane P. Doe, arriving after Jane Q., would have the username "doejp"

#### **Domain Name**

For students, the domain is students.trinitydc.edu.

For faculty and staff, the domain is simply trinitydc.edu

#### **Examples**

Student John Smith will have the email address "smithj@students.trinitydc.edu"

For questions or help using email, contact the Technology Services Help Desk at extension 9811. Send your email-related questions to [helpdesk@trinitydc.edu](mailto:helpdesk@trinitydc.edu).

## Accessing Your Email

Trinity now uses Microsoft Outlook for campus email, enabling users to work together more productively. With a Trinity email account, you can access your email on the web from any computer connected to the Internet—just follow these easy instructions:

If you are a student, point your browser to <https://studentmail.trinitydc.edu>. A log on screen should appear.



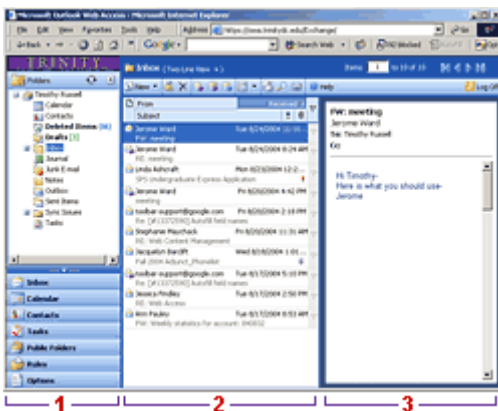
Enter your Username in the first field. Your username is what precedes the "@" in your full email address. Generally, this will be your last name, plus the first letter of your first name. Thus, "smithj" would be John Smith's username, in most cases.

Enter your password in the second field. If you do not know your password, please dial extension 9811 for the Technology Services Help Desk. If you are having difficulty with your password, be sure you are using the correct capitalization.

Press the "Log On" button.

## Using Your Email

Once you have logged on using the above instructions, a screen will appear which is divided into three columns.



The first column lists your email folders and other outlook tools. To view your incoming email, click "Inbox."

The second column lists emails inside the selected folder from column one, including who wrote the email, and when it was sent. Click on an email to read it.

The third column displays the selected message.

To compose a new email, or to reply to an email you have received, use the buttons above columns two and three.

When you are done using the web mail system, be sure to click the "Log Off" button in the upper right corner of the screen. This will stop others from using the same computer from accessing your private information.

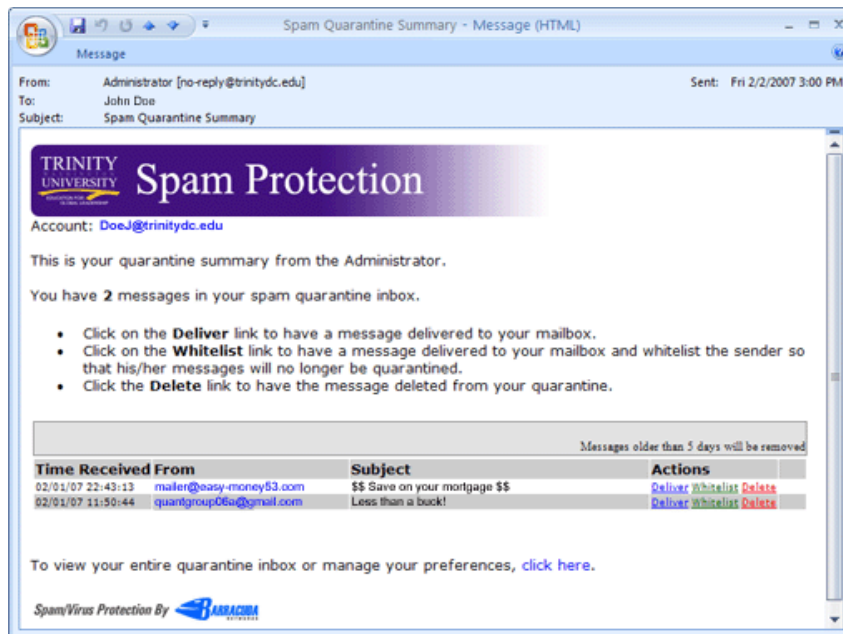
For help using email contact the ITS Help Desk at [www.trinitydc.edu/it](http://www.trinitydc.edu/it)

## ***Spam Protection***

To combat the rise of spam email, Trinity has deployed a spam filter for email protection. Email identified as possibly being spam will be delivered to your personal quarantine rather than your inbox.

### **Quarantine Notifications**

Quarantine notifications are sent daily at 2:00 PM EST. You will receive a notification only if your quarantine contains new email messages which have been identified as possible spam. A typical quarantine notification looks like the following:



## **Accessing Your Quarantine**

To access your quarantine, click on the link at the bottom of the notification email, which will take you directly to your quarantine without having to log in.

Alternatively, you can browse to <https://spam.trinitydc.edu:50443>, but you will have to log in with your username and password. If your email address is DoeJ@students.trinitydc.edu, your username would be DoeJ. Your password is the same password which you use for accessing your email.

## **Releasing Quarantined Email**

If an email was mistakenly quarantined, you can "release" the email by clicking on *Deliver*. The email will appear in your inbox after a few moments.

## **Managing Your Allow & Block List**

To prevent email senders from being subjected to Trinity's spam filters, you have the option to manage your own custom allow list (whitelist) and block list (blacklist). To access these lists, click on the *Preferences* tab from within your quarantine.

## ***Using Voicemail***

Voicemail is available to all residential students. The following are instructions on the basic functions of the voicemail system. For additional assistance, please contact Information Technology Services.

When used for the first time, the voicemail system takes users through Setting Up the Voicemail Box. Once set up, users can access their voicemail box on- and off-campus. After accessing the voicemail box, users can retrieve and forward voicemail messages. Other mail-box options are available. After the initial setup, users can change passcode and change mail box setup.

There are some common troubleshooting tips that users may find helpful. If there is a problem with the voicemail system, please contact Information Technology Services.

## **Accessing Voicemail Box**

### **On-Campus at Assigned Extension**

- Dial 9222 to access the Voicemail system.
- Enter your passcode.

### **On-Campus at another extension**

- Dial 9222 to access the voicemail system.
- Press the # key, and then enter your mailbox number.
- Enter your passcode.

### **Off-Campus**

- Dial (202) 884-9222 to enter the voicemail system.
- Press the # key, and then enter your mailbox number.
- Enter your passcode.

### **Setting Up Voicemail Box**

To set up the voicemail box, after accessing the voicemail box, follow the prompts

- The voicemail system plays a message, "Hello mailbox XXXX, please enter your passcode ...." Note: Make sure the extension in the greeting matches last four digits of your telephone number.
- Enter 1234 for the passcode.
- The voicemail system prompts you for a new passcode. This passcode must be at least 4 digits. Note: It is recommended that you not use your telephone extension for a passcode.
- The voicemail system prompts to record a greeting. This is the message that callers will hear if you do not answer your phone after 4 rings.
- Finally, the voicemail system prompts you to record your name. This will identify you when you leave a message in another person's campus voicemail.

Voicemail is now active and ready to answer any calls after the fourth ring.

### **Retrieving Messages**

- Access your voicemail box.
- Enter your passcode.
- Press 7 to play new messages.
- You will hear the message date and time, the sender (if known), then the message itself.

## **Changing Passcode**

- Access your voicemail box.
- Press 8 for User Options menu.
- Press 1 for Mailbox Setup menu.
- Press 2 for Change passcode menu.
- Press 3 to discard your current passcode and enter a new one.
- Enter your new passcode, you will be prompted to enter the new passcode a second time.
- Press 9 to return to the previous menu.

## **Changing Mailbox Setup**

After the initial mailbox setup, users can change their mailbox setup (name and greeting).

- Access your voicemail box.
- Press 8 for User Options menu.
- Press 1 for Mailbox Setup menu.
- Press 3 for Mailbox Name menu.
- or Press 1 for Mailbox Greeting menu.

## **Options While Playing Messages**

- To delete a message, press 3.
- To skip to the next message, press 6.
- To go back to the previous message, press 4.
- To return to the beginning of the current message including the header info (date and time), press 7.
- To return to the beginning of the current message, press \* (asterisk).
- To fast forward during a message 5 seconds, press the # key.
- To skip to the end of any system messages, press the # key while the system is talking.

## **Forwarding a Voicemail Message**

- Enter your voicemail box
- Press 7 to listen to your messages.
- During or after listening to the message, press 2 and then 1.
- When prompted, enter the number of the voicemail box where you would like to forward the message.
- If you would like to attach a comment to the forwarded message, press 2 and record your comment.
- Press 9 to deliver the message.

## **Troubleshooting Tips**

If your calls are going directly to voicemail or is ringing at another phone:

- Get dial tone.
- Press #2.
- Hang-up.
- Get dial tone.
- Press #3.

## ***IQ.Web Quick Start***

IQ.Web is an internet-based front end to Trinity's administrative system, providing visitors, students, faculty, system administrators and other members of Trinity's learning community with "anytime, anywhere" access to information services. This manual focuses on how you, as a student, can use IQ.Web to broaden your academic experience, access information important to you, and communicate to others within your academic community. Through IQ.Web, students can register for classes, review their academic schedules, view their grades and unofficial online transcript, review their financial account, and much more.

*Note: The IQ.Web application has been developed and tested using Microsoft Internet Explorer version 5.5 or higher and Netscape version 6.2; however, Trinity highly recommends the use of Microsoft Internet Explorer.*

## **IQ.Web Start Page**

Connect to the Trinity IQ.Web system by opening your Internet Explorer browser to the Trinity home page at <http://www.trinitydc.edu> -> For Current Students -> Login to IQ.Web. This will bring you to the IQ.Web start page. The start page allows you to log into IQ.Web with your password, access course catalog information, and view other general information.

The following areas are available from the start page of IQ.Web:

- ◆ Visitors - This link points to the Visitor Home page, listing all areas of IQ.Web that are non-secure and available to visitors.
- ◆ Login - This link points to the Sign In page, allowing you to access the secure areas of IQ.Web. This is the most common link that you will select from the start page.
- ◆ Course Catalog - This link points to the Course Catalog page, allowing you to search Trinity University's course catalog.

## **Understanding the IQ.Web System**

The menu bar, located on the right-hand side of the Trinity logo, is broken down into various menu headings and pages. For example, after logging in, the Change Roles, Home Page, FAQ, and Log Off pages may be available next to the Trinity logo at the top of the screen.

*Note: It is important to complete the logout procedure before exiting IQ.Web or leaving the computer. Otherwise, other people may gain access to your personal information.*

All date entries can be completed using the pop-up calendar feature available to the right of any date field throughout the system. This simplifies the entry process and ensures that the correct date format is always used in date fields. The current month will display; the current date will be highlighted. Different months and years can be selected from the drop down list boxes at the top of the pop-up window. Any previous or future date can be selected by clicking on the appropriate day.

## **Logging into IQ.Web**

Select Login to access the secure area of IQ.Web. A login ID and password must be entered in order to access the system. Enter the login ID and password that was provided to you and select the Sign in button. *Note: Passwords in IQ.Web are case sensitive.*

Trinity will be mailing usernames and passwords to your contact address. If you do not receive a letter with this information on it, please contact the Trinity IT Help Desk at (202) 884-9811.

*Note: After you have logged in, make sure your Trinity Student role is selected by going to the Change Role link located under the Navigation header on the left side column.*

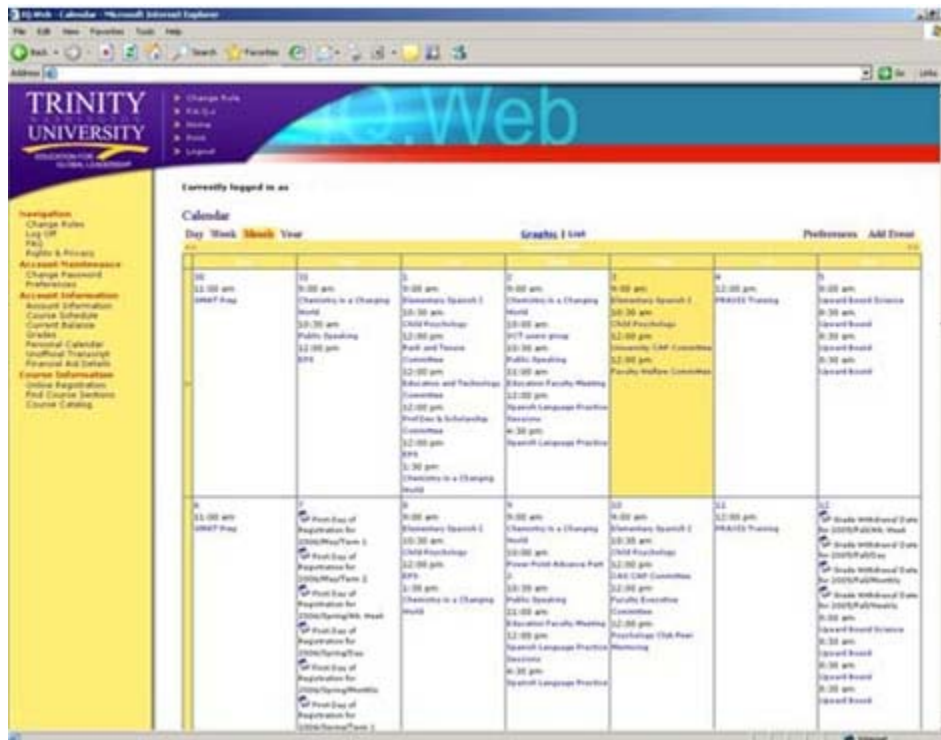
## Log Off of IQ.Web.

This link allows you to log out of IQ.Web.

*Note: It is important to complete the logout procedure before exiting IQ.Web. Otherwise, other people may gain access to your personal information.*

## Student Access

As a student, you will be able to review your academic and billing information and complete various processes such as registering online and viewing your grades. The following will be available:



## Account Information

This page allows you to review your account activity for the selected year/term. After selecting the appropriate year/term and then the Submit button, account history will be listed in

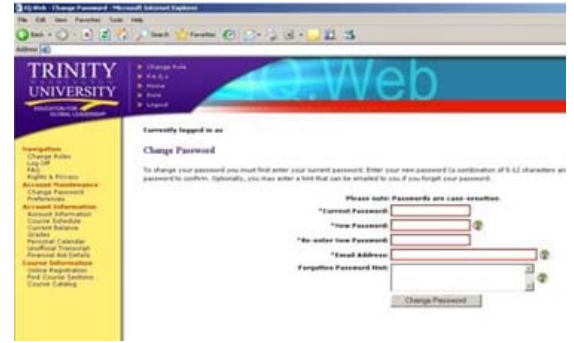
detail, including summary information for Total Charges, Total Credits, Total Charges/Credits and Anticipated Aid.

*Note: Anticipated financial aid will be indicated by an asterisk (\*).*

## Change Password

Select login to access the secure area of Trinity's IQ.Web system. Enter the login name and password that was provided to you and sign in. After you login, select the Change Password link under the Account Maintenance header (located on the left side column).

The following page will display asking you to change your password (see figure below). Once you have selected your password, click the Change Password button.



*Note: Please, DO NOT change your e-mail address. You must use your Trinity e-mail address.*

## Course Catalog

This page allows you to search Trinity's course catalog. The ability to search by keywords may be of assistance if you are not familiar with the course catalog. Medium Title and Long Title, as well as event and subtype descriptions will be searched for the keyword(s) entered. Wildcards can be used in the Course and Keywords criteria.

Select the *Advanced Search tab* in order to enter additional search criteria, such as Curriculum, Credit Type, Department, or Class Level. The Customized Display at the bottom of the window allows you to indicate whether or not you wish to retrieve course catalog information such as general or subtype description, co-requisites, and fees.

## Find Course Sections

You may search for specific course section and schedule information on this page. If you are not familiar with Trinity's course catalog and section designations, you can search by keywords.

Select the *Advanced Search tab* in order to enter additional search criteria, such as College, Program, Credit Type and information related to Scheduling. Information such as course name, department, schedule, locations, and instructor(s) will display for each course. Detailed course descriptions, prerequisites, and fees can be viewed by selecting the magnifying glass icon to the left of the course ID. By selecting an instructor's name, his/her dossier can be viewed. If there are any media objects, such as a syllabus or a required reading list, that are linked to specific course sections, they can be viewed here.

You may also add courses that you wish to register to your shopping cart by clicking the Add to Cart link to the right of each course.

## **Course Schedule**

All year/terms in which you were enrolled will be available on this page. You can choose between a text or grid format for displaying your course schedule by selecting the appropriate Style radio button. If you choose to display the schedule in text format, you may also select the Include waitlisted courses checkbox to view courses in your Waitlist. If you choose to display the schedule in grid format, you may also select the Include registration shopping cart on grid checkbox to view course in your Shopping Cart on the grid.

## **Personal Calendar**

A customizable event calendar including personal events, course section events, and academic calendar events is displayed here. Course activities may also be displayed here. To change views, time interval used, and types of events that are displayed, check out the Personal Calendar link from the Preferences page.

Day, week, month, and year buttons are available at the top left of the page, enabling you to look at both short-term and long-term time periods. The graphic and list links allow you to switch between a grid format and a listing of your events.

*Note: The year view only provides a calendar in grid format and does not display specific events. The Add event button at the top right of the page can be selected to add personal events to your calendar.*

## **Online Registration**

For detailed steps on how to register for classes using Trinity's IQ.Web system, please refer to the Online Registration Guide.

## **Current Balance**

This page allows you to view summary information about your current account balances. Balances are broken down into the different summary types. The summary types display all unposted activity AND any posted activity in the current fiscal year. In order to view details, links are available from Balance Due and Anticipated Aid.

## **Unofficial Transcript**

Your complete academic history at Trinity is available here. All coursework, credits, and GPA information is displayed, sorted by academic year and term.

## **View Grades**

You may view your grades on this page. One row for each year/term that you have been enrolled will be displayed, listing credit and GPA information. In order to view detailed information for a particular year/term, select the magnifying glass icon. All course sections taken in that year/term will display with credit and grade information.

## Preferences

This page allows you to set preferences for your accounts, your personal calendars, etc.

*Account Information* - Select this link to edit your e-mail address or password hint.

*Personal Calendar* - Select this link to edit settings for your personal calendar. These settings include the type of view to display when you open the Personal Calendar page, as well as its start and end times. You can delete all personal events from the calendar at once by selecting Delete all personal events.

## What If... Scenarios

...you have forgotten your password?

If you forgot your password at any time, select *What if I forget my password?* on the *Sign In* page. From the instructions for how to proceed, select the *Request Password Assistance* link and you will be prompted to enter your login ID. By selecting the appropriate button, you may request to have either the Forgotten Password Hint that you selected for your account using the *Preferences* page or a brand new password e-mailed to you.

...you have recently changed your e-mail address using the Change Address form but have not received any IQ.Web-composed e-mails since?

When an e-mail address change is requested on the Change Address form, it will not update the e-mail address stored on the Preferences page for the account. That must be changed separately.

...you receive a message saying that 'You are not eligible to register at this time' when opening the Online Registration page?

For more information, contact the Registrar's Office at (202) 884-9204.

...you receive an error when trying to select a year/term using the Online Registration page?

If you do not have access to Online Registration for a particular year/term, the reason will display in the Status column. For more information, contact the Registrar's Office.

...your current balance appears to be different than what you expected?

If anticipated aid is/is not included, is your current balance correct? If this still does not account for the difference in calculations, contact the Business Office with your concerns at (202) 884-9501.

...you receive the error message 'You are not an active member of this community' when trying to access a specific course using the Course Home Page?

Contact your professor for that course and notify him of the problem as the course may not be set up to use this feature.

...you are assigned an activity that uses anonymous grading but you do not know the pseudo ID to use when you submit this activity?

You can find your assigned pseudo ID for anonymously graded activities using the Course Home Page.

...you wish to view your unofficial transcript for the current year/term, but it will not display?

In order for course information to display for the current year/term, a GPA must already have been calculated for this session. Try again at the end of the session, once grades have been entered.

## **Frequently Asked Questions (FAQs)**

### **What browsers are supported in Outlook Web Access 2003?**

Internet Explorer 5.5 or later (IE 6.0 recommended), Netscape, Mozilla, Firefox, Opera. To get the full benefits and features of OWA, use Internet Explorer 6.0, which gives you the Premium client. Other browsers (Netscape, Mozilla, Firefox, Opera) give you only the Basic client.

### **Can I use wireless networking in my dorm? Can I set up my own wireless access point?**

Trinity provides wireless service in designated areas on the main campus. For a full description of all the locations where wireless is available, please go to <http://www.trinitydc.edu/it>. Trinity does not condone or promote the use of personal access points in the dormitories. Rogue access points may not be secure and could allow unwanted access to the campus network.

### **In OWA, what is the difference between "Public or shared computer" and "Private computer"?**

OWA has improved security for the logon page. This security measure is especially useful for those who share a computer or those who access their email from a public computer in a lab or the libraries.

Your OWA session automatically logs you off after a certain amount of time. When you logon, you specify what kind of computer you are using. If you select "Private Computer", your session will timeout after 24 hours. If you select "Public or shared computer" your session will be closed after 30 minutes. After your session closes, even if you leave your browser open and someone tries to use it, they won't be able to access your account.

If you are accessing your email in your office, dorm room, home, or another private setting, it's recommended you use the Private setting.

### **Why is my mailbox managed so tightly?**

The Exchange Server stores all of your data (messages, attachments, appointments, contacts, etc.) on the server until you explicitly remove it. Because of this, you must take certain precautions to ensure you do not run out of space on the server.

### **Why am I getting warning messages from the System Administrator about my mailbox size?**

All mailboxes on the Exchange 2003 servers are configured with mailbox limits. Student mailbox limits are set to 25 MB.

For students, you will receive a daily warning message from the postmaster if you are using more than 85% of your allotted mailbox size. You will be unable to send new messages if you are over 25 MB. You will be unable to send and receive messages if you have exceeded your mailbox limit.

Note: Messages in your "Deleted Items", "Drafts" and "Sent Items" folders count towards your mailbox quota so be sure to empty these folders when you get close to your mailbox limit.

### **Wondering what kind of computer to bring to campus?**

Below is Trinity's recommended laptop and desktop configurations:

| <b>Recommended Laptop Configuration</b>  |  |
|--|--|
| Processor (CPU):                         | Intel Core 2 Duo                             |
| Operating System:                        | MS Vista Business or MS Windows XP Pro (SP2) |
| Memory:                                  | 2.0 GB                                       |
| Storage:                                 | 60 GB hard drive, 7200 RPM                   |
| DVD Read/Write:                          | 8xDVD Read/Write                             |
| Wireless:                                | Intel 3945 802.11a/g                         |
| Video Card:                              | 256 MB NVIDIA Video Card                     |
| <b>Recommended Desktop Configuration</b> |  |
| Processor (CPU):                         | Intel Core 2 Duo                             |
| Operating System:                        | MS Vista Business or MS Windows XP Pro (SP2) |
| Memory:                                  | 2.0 GB                                       |
| Storage:                                 | 80 GB hard drive, 7200 RPM                   |
| DVD Read/Write:                          | 16xDVD Read/Write                            |
| Monitor:                                 | 17" Flat Panel or greater                    |
| Video Card:                              | 256 MB NVIDIA Video Card                     |

## Where can I buy my computer?

Trinity is happy to offer competitive pricing on desktops, laptops through our partnership with GovConnection. Discover the possibilities at [www.govconnection/trinitystudents](http://www.govconnection/trinitystudents). Browse the latest discounts, and create your login and password for future visits. For assistance, contact your dedicated Account Manager, Ben Conway at:

1-800-000-0019 x33362  
bconway@govconnection.com

## What type of information will I need when I call the Help Desk for assistance?

We ask that you please provide your name, location and phone extension. Provide as clear a description of the problem as possible and relay to us any error messages that may appear on your screen. For the fastest service enter a help desk ticket online at [www.trinitydc.edu/it](http://www.trinitydc.edu/it).

## Do I need to configure anything on my notebook to use the Trinity wireless network?

No, select the Trinitywlan on your wireless menu of available networks.

## How do I connect my computer in my dorm room?

1. Connect your computer to the wall.  
*You need a CAT5 cable for this step. This not the same as a phone cable. If you don't have one, they are available in the book store.*
2. Connect your CAT5 cable to your computer and to the wall.
3. Verify that your computer can obtain information from our network (DHCP)

- ◆ Click the **Start Menu** in Windows XP
- ◆ Click **Control Panel**.
- ◆ Click **Network and Internet Connections**.
- ◆ Click **Network Connections**.
- ◆ Double-click **Local Area Connection**.
- ◆ Click the **Properties** button.
- ◆ Click on **Internet Protocol (TCP/IP)**.
- ◆ Click the **Properties** button.
- ◆ Click on **Obtain an IP address automatically**.
- ◆ Click on **Obtain DNS server address automatically**.
- ◆ Close out of this step (**OK**, then **OK**, then **Close**).

4. Wait 60 seconds
5. Open your web browser. This is often called "Internet Explorer." And verify that you can access the Internet.

**My computer will not connect to the Internet on campus. How can I fix this?**

First make sure that the Ethernet cable is securely plugged into the wall jack and the computer. Once this is done try rebooting the PC/laptop. You can also try to release and renew your IP address. The Help Desk can talk you through this process. Call the Help Desk at 202-884-9811.