

Internet Access at ISU

Where to find a computer?

You can access the **Internet** on a fast T1 connection via the public computers in the ISU Library and computer labs across campus. See below to gain specific details about computer locations in the Library and on campus.

Library Labs

While computer stations with Internet access are located on all floors of the Library, the main computer clusters are located on the first and second floors of the Library. The first floor workstations are near the entrance of the Library and the Information Desk. The workstations on the second floor are located on the West wall of the Library. The Library also offers **wireless laptops** that can be checked out at the Information Desk with a **Student I.D.** These laptops allow you to go anywhere in the Library and surf the Web. You also have the option of enabling wireless networking on your own notebook (laptop computer) or your Handspring or Compaq iPAQ handheld computer. Enabling this capability will allow you to receive Internet access anytime you utilize your own computing tools within the Library. To learn more about these computing options go to: <http://library.indstate.edu/mercury/>

Campus Labs

Use a campus map to locate the labs listed below. Campus maps are available at the Library Information desk, Public Safety, the front of any campus phone directory, and on the Web at: <http://www.indstate.edu/top/campusmap>
All the labs are PC labs unless otherwise noted.

Locations:	Fall & Spring Hours:*	Phone:
Student Computing Complex [PC & Mac]	Open 24 hrs	Ext: 2135
Science Building Rm: 134	M-Th 8 a.m.- 9 p.m. F 8 a.m.-4:30 p.m.	Ext: 9611
Root Hall: Rm: R017	M-Th 8 a.m.-9 p.m. F 8 a.m.-4:30 p.m.	Ext: 2155
Business Building Rm: 307	M-F 7:30 a.m.-8 p.m.	Ext. 2069
Business Building Rm: 308	M-F 7:30 a.m.-8 p.m.	Ext. 2728
Education Building Rm: 107	M-Th 8 a.m.-9 p.m. F 8 a.m.-5 p.m.	Ext. 8719
Education Building Rm: 120 [Mac Lab]	M-Th 8 a.m.-9 p.m. F 8 a.m.-5 p.m.	Ext. 2029
Technology Center, John T. Myers Rm: 212	M-Th 8 a.m.-9 p.m. F 8 a.m.-5 p.m.	Ext. 8847
Nursing Building Rm: 209	M-Th 8 a.m.-5 p.m. F 8 a.m.-4:30 p.m.	Ext. 4432
Fine Arts Building Rm: 112 [Mac Lab]	M-Th 8 a.m.-5 p.m. F 8 a.m.-4:30 p.m.	Ext. 8881
Arena (School of Health and Human Performance) Rm: C-65	M-Th 8 a.m.-5 p.m. F 8 a.m.-4:30 p.m.	Ext. 3130
Cromwell Hall Rm: Mezzanine	M-Th 8 a.m.-5 p.m. F 8 a.m.-4:30 p.m.	Ext. 7890
Blumberg Hall 7th Floor	Open 24 hrs (unstaffed)	
Burford Hall 1st Floor	Open 24 hrs (unstaffed)	
Hines Hall Mezzanine	Open 24 hrs (unstaffed)	
Lincoln Quad	Open 24 hrs (unstaffed)	
Mills Hall	Open 24 hrs (unstaffed)	
Rhoads Hall	Open 24 hrs (unstaffed)	
Sandison Hall	Open 24 hrs (unstaffed)	
Jones Hall	Open 24 hrs (unstaffed)	

* Lab hours differ in the summer, call the ext. provided to receive assistance.

Note: To find out the various software applications offered by each of the campus labs, just call the extensions listed above.

Login Information

Once you locate a computer on campus, you'll need to know how to login. Below is the login information you'll need for the various locations:

Library Computers

You have two login options for the Library computers. These are:

Visitor's Login: At the login screen, just type in *Library* for the username and leave the password blank. This will provide you with access to the Internet. You will automatically be directed to the Library's Homepage so you can access the Library's catalog to search for books and miscellaneous items that the Library owns and databases to search for magazine and journal articles.

Student /Staff Login: Using your student or staff account in the Library will not only give you access to the Internet, but to a variety of applications like Microsoft Word, PowerPoint, Excel, Access, FrontPage, SPSS (a statistical package), PhotoShop 5.5, and citation software! You will then be able to save any information that you have created on your student network account.

Students: If you are a student, use your **MyISU Portal** username and password. Some returning students have accounts on citrine and coral, your username and passwords can be used to login into our computers as well, if you kept your account active. If your citrine or coral account logins have expired please go to http://ithelp.indstate.edu/info/coral_removal.html for assistance.

Staff: If you are a member of ISU's staff, login with the same account information that you use in your department.

Note: When you type your username and hit enter, you might notice that the computer takes a minute before you can type in your password. This delay is to be expected, as the computer is trying locate your server, please be patient.

Campus Computers

The campus computers just have one login option, which is the:

Student/Staff Login: Using your student/staff login will give you access to the Internet and any software applications offered by the University. It also provides you with access to your personal network space known as a network account where you can store all of your electronic files so you don't have to depend on floppy discs to save your papers, etc.

Students: Use your **MyISU Portal** username and password. Some returning students have accounts on citrine and coral, your username and password on these servers will work, if you kept your account active. If your citrine or coral account logins have expired please go to http://ithelp.indstate.edu/info/coral_removal.html for assistance.

Staff: If you are a member of ISU's staff, login with the same account information that you use in your department.

Note on Guest Accounts: As of July 2002, logging in as "guest" in the Student Computing Labs is no longer an option. If arrangements need to be made for a temporary account please call the IT Help Desk at 812-237-2910.

What is MyISU Portal and how do I get my username and password?

MyISU Portal is your own personal Web space in which you can access your campus e-mail, find course schedules, locate financial aid forms, request transcripts, and access a number of other University resources. To access MyISU and retrieve your username and password, follow the directions below:

1. Open up a browser either Internet Explorer or Netscape Communicator.
2. In the Address or Location box type in: myisu.indstate.edu
3. Click on the link labeled: **First Time Users Portal Login Information Form**
4. Type in your Student I.D. (this is usually your Social Security Number)
5. Type in your Personal Identification Number (PIN), this 6 digit PIN is either your:
 - Current Interact PIN (Interact is the online registration program at ISU)
 - Birth date in the form of MMDDYY
 - Birth date in the form of DDMMYY
 - The last six digits of your Social Security Number
6. A screen should appear stating: Your Portal ID is: _____ Be sure to write this down.
7. Now go back to the login screen at: myisu.indstate.edu (see below) but this time login into the **Secured Access Login**.



8. In the Portal ID: Type in your username (the one you wrote down) and in the Password (Personal PIN): try the combination below to try and access your account:
 - Current Interact PIN
 - Birth date in the form of MMDDYY
 - Birth date in the form of DDMMYY
 - The last six digits of your Social Security Number

Note: If none of these combinations work, you might have already changed your password (PIN) when you registered for classes on Interact, ISU's online registration program. Therefore, try to enter the password you created on Interact. If you still can't access your MyISU Portal account then go to: <http://ithelp.indstate.edu/password/> This I form will allow you to have your password reset back to your birth date.

Getting Help!

We understand that being a first-time user to the Library and ISU's network can be confusing, therefore, use the information and links below in order to receive assistance.

Library Computers

To receive help with any computer in the Library, go to the **Information Desk** located on the first floor, it is designated by a big **Information Ask Here** sign.

Also to find information on how to:

Print in the Library

Access our databases from off-campus

Learn about our Wireless Network

Learn about our various databases

Go to:

<http://library.indstate.edu/level1.dir/print.html>

http://library.indstate.edu/level1.dir/proxy_instructions.html

<http://library.indstate.edu>>>Click on Get Wireless!

<http://library.indstate.edu/level1.dir/lfo.dir/helpdx.html>

Training: We offer individual instruction opportunities for students and ISU staff members who want to learn more about searching and evaluating Internet resources, searching databases offered by the Library, and how to specifically tailor your research for a special project. Let our expertise open your eyes to new resources and search techniques to ultimately save you time! To schedule your individual instruction session with a librarian, call **ext. 2604** or stop by **Library Instruction, Room 204** in the Library.

Campus Computers

Information Technology offers four different ways of receiving assistance with your campus computing questions or concerns.

1. **By using the IT Web site:** <http://ithelp.indstate.edu/students.html> this link will provide you with information on your ISU network account, personal Web page accounts, dial-up instructions so you can use ISU as your Internet Service Provider (under the GetConnected at ISU) and an assortment of other services.
2. **Ask a lab assistant:** Most of the labs on campus are staffed with a full-time lab assistant who can be identified by a name tag or by sign placed on a specific computer within the lab. The only labs that aren't staffed are the residence hall labs, which are indicated in the "Where to find a Computer?" section of this handout.
3. **By Web Form:** <http://ithelp.indstate.edu/helpform.html> A Help Desk Analyst will reply to your e-mail message within 1 business day. If the analyst is unable to answer your question, then an incident will be created and assigned to a consultant for further follow-up. Also, you will be automatically sent the incident number that we use to track the request.
4. **By e-mail:** A simple request can be sent to IT-Help@indstate.edu You will receive a reply within 1 business day.
5. **Call:** The IT Help desk is staffed M-F 8 a.m. to 8 p.m. during the Spring & Fall semesters and M-F 8 a.m. to 4:30 p.m. in the summer. To receive assistance just call: **(812) 237-2910** or **(888) 818-5465** (toll free).

What if my question/concerns still aren't answered?

<http://ithelp.indstate.edu/contact.html> this site will provide you with information how to report service difficulties on campus, therefore, if you are not satisfied with the service you received at any of the campus labs, use the Reporting Services Difficulties information on this page to receive further assistance.

Training: Information Technology also offers free training to any ISU student or staff member on various software applications like Microsoft Word, PowerPoint, Access, Excel, as well as current operating systems. For a list of classes and training schedules go to: <http://ittrain.indstate.edu/>

The University also has a Faculty Computing Resource Center that will individual instruct or assist ISU staff members with their own special computing projects. To find out more go to: <http://frcweb.ftr.indstate.edu/>

Campus Computing Policies

Computer Policies at ISU: While this might not be the most interesting information you'll ever read, it is important to understand the various computer guidelines enforced at ISU in order to utilize the network in the appropriate manner and to protect your computer privileges.

Go to http://web.indstate.edu/itdept/official_docs/computing_policy_procedures.html to find information on security, confidentiality, user responsibilities, censorship, illegal, ethical, and reasonable usage, and sanctions.

More Policies and Procedures:

http://web.indstate.edu/itdept/official_docs/compolicy.html will help you find information on electronic chain letters, guest accounts, hardware repair services, hardware support by platform, inactive coral and citrine account removal (for returning students), lab reservations, network interface cards, and technical specifications for computer purchases at ISU.

ISU Web Sites of Interest!

Now that you know where to locate a computer and how to logon, try some of these ISU Web sites to access various the campus information you need via the Internet.

Indiana State University
Indiana State University Library

<http://www.indstate.edu/>
<http://library.indstate.edu/>

School of Graduate Studies

<http://web.indstate.edu/sogs/>

College of Arts & Sciences

http://baby.indstate.edu/art_sci/

School of Business

<http://web.indstate.edu/schbus/>

School of Nursing

<http://web.indstate.edu/nurs/>

School of Technology

<http://web.indstate.edu/tech/>

School of Health and Human Performance

<http://web.indstate.edu/hhp/>

School of Education

<http://web.indstate.edu/soe/>

Office of Student Financial Services

<http://www.indstate.edu/finaid/>

Interact [course schedules, financial aid]

<http://interact.indstate.edu/>

Undergraduate Catalog

<http://web.indstate.edu/acad-aff/catalog-u.html>

To locate more campus Web sites click on **ISU A-Z** on the Library and University Web site.

Library Instruction, Indiana State University Library
[f/libgrps/lto/paper/handouts/internetaccessatisu2002.doc] Links checked 6/3/02