



The Computing Center has some new and exciting things going on this year! Here is some general information to help you get by and to find answers when you need them.



Zimbra is the new email system implemented during the summer by the Computing Center. Fast and user-friendly, Zimbra is a vast improvement over the previous Horde system. Not only does Zimbra perform better, it also adds features. With Zimbra you can share calendars with other ULM faculty, staff, and students. Using the web interface, the same functionality and data is available off site just as it is on campus.

Here are the top reasons to use the Zimbra Web interface instead of Outlook, Mac Mail, or Entourage.

- It's easy to use.
- No installation required and no limit on how many machines you can use it on.
- Send and receive email from anywhere.
- Access shared calendars from anywhere.
- No need to backup your email files anymore. Your email is saved on the server and backed up nightly. No more losing email if your computer crashes.

Having problems connecting to Zimbra? Here are a few tips that will help.

- If you are having issues running Zimbra make sure you use an updated web browser. Supported Browsers: Firefox2 and Firefox3 for Mac and PC, Internet Explorer 7. Safari for Mac and PC is being tested.
- Make sure you have an account. As a new faculty, staff, or student starting at ULM, you must fill out a form to receive an email account. If you have not done this you may stop by Admin 1-83 for assistance.



Moodle is the University's new replacement for Blackboard. Some people may be hesitant about the new system, but don't get frustrated! Here are some resources and tips to help you set up and maintain your course.

- **How-to on setting up your course** - <http://moodle.ulm.edu/mod/book/view.php?id=629>
- **How-to upload a file to a course** - <http://moodle.ulm.edu/mod/book/view.php?id=629&chapterid=482>
- **"Using Moodle"** is a complete PDF book that will tell you how to do everything in Moodle, from adding a course to implementing multimedia content. http://moodle.ulm.edu/file.php/1/Faculty_Resources/using_moodle_2e.pdf
- **Make sure your students can open it** - Instructors mistakenly assume that everyone in the world is using Microsoft Office. Instead of uploading your documents in Word format, upload them in RTF format. This is a universal format that can be opened with the simplest of text editing programs. No more "I couldn't open it" excuses.

Need Technology Help?

If you are having issues with University-owned machines or provided software we are here to help. Here are a few resources that you may find helpful.

- We have updated our website! If you are having issues this should be your first stop. Here you will find tutorials, frequently asked questions, minimum hardware specifications recommended by the Computing Center, and many other technology related topics. Information is being added, so keep checking back. <http://www.ulm.edu/computingcenter>
- If you cannot find what you need on the website then you can call the **University Call Center** at extension **3333**. We have dedicated workers there to take your call **Monday - Thursday 8:00am to 5:00pm** and on **Friday from 8:00am to 12:00pm**. They will take a description of the issue and place a help request ticket in our tracking system. From there, Computing Center personnel will respond to issues as quickly and efficiently as possible.

Wireless Access

Have a laptop with wireless connectivity? Try using ULM wireless access services. Just open your wireless connection utility on your computer and join one of the following networks: ULMFaculty, ULMStudents, or ULMhotspot. Once you are connected, open a web browser. When it tries to connect to your homepage, a login screen should appear. Enter your ULM email address for the username and your email password and click "login". Now you should be on the wireless network and able to surf the web. The following buildings are wireless enabled:

- Airway
- Bienville
- Brown
- CNSB
- Construction
- Garrett
- Library
- Nursing
- Shultz
- Strauss
- Student Success Center
- Student Union Building (SUB)
- Sugar

STAP Technology

STAP stands for Student Technology Access Plan. The funding for STAP comes from student technology fees and pays for computers, software, and infrastructure (servers, email systems, moodle, etc) on campus. Here are a few things to know about STAP:

- Any technology not categorized as infrastructure and bought with STAP money must be directly used by students. This means that you cannot "borrow" a computer from a lab to use in your office if yours is down or not working correctly.
- Laser printers bought under STAP are provided paper and toner which are also paid for with STAP funds. These supplies are available in Admin 1-98 during regular business hours. Please remember that faculty and departmental printers are not STAP printers.

CICSPLUS/ Eprint

CICSPLUS allows faculty & staff access to student record, registration, and other information residing in the ULM mainframe system. A faculty/staff member that has access to CICSPLUS also has access to Eprint with the same login credentials. Access to this system must be applied for and approved by the Computing Center.

The application form for access may be downloaded and turned into Ruth Nichols in ADM 1-158 (Tuesday - Thursday) or Cindy Keene in ADM 1-98 (Monday & Friday). To have your access changed you must also fill out a form. To apply for special access please download the proper application from the faculty & staff forms site (<http://www.ulm.edu/forms>).