



2017 - 2018

# TECHNOLOGY HANDBOOK

STUDENT



# CONTENTS

<b>Personal Computers</b> .....	<b>3</b>
Purchasing a Computer.....	3
Wireless Networking on Campus.....	5
Computer Labs.....	7
<b>User Account</b> .....	<b>9</b>
Online Storage.....	9
Z drives.....	10
Birdnest.org.....	11
Email.....	12
Listservs.....	12
Email on Your Mobile Device.....	14
<b>Responsible Computing</b> .....	<b>15</b>
Network Firewalls.....	15
Operating System.....	15
Malware.....	15
Password Fraud.....	16
Hoaxes.....	16
Spam.....	16
Netiquette and Social Networking.....	17
Copyright.....	18
<b>Useful Links and Numbers</b> .....	<b>19</b>

The Winthrop University community understands that information technology has become an integral resource in fulfilling our mission of teaching, learning, research, public service, and administrative responsibilities. The University therefore encourages students, faculty, and staff to acquire computer literacy and technological skill. Computers and networks empower us openly to find, consider, and disseminate information developed at Winthrop and elsewhere, to communicate and collaborate with others near and far, and to build the technological skills base on which the twenty-first century depends. With this empowerment, however, comes commensurate responsibility. Each of us is obliged to support and abide by the ethical and legal standards that apply to information technology, including rights of authorship, confidentiality, privacy, and dissemination. In doing so, we respect the codes of honesty, integrity, and intellectual freedom upon which institutions of higher learning rely.

Please read Winthrop University's rules and policies online at [www.winthrop.edu/guide](http://www.winthrop.edu/guide)

# PERSONAL COMPUTERS

## Purchasing a Computer



### Do I need a computer?

Most students find it very convenient to have their own computer while in college. They're able to work on reports and papers without worrying about lab hours and computer availability. In addition, since all the residence halls are connected

to the campus-wide network, students can access their personal email as well as unleash the power of the Internet right from their room.

### I've decided. Now what?

Deciding "to buy or not to buy" is the easy part. The hard part is choosing which computer best fits your needs. The answer depends on your degree/major and personal preferences.

There are two main types of personal computers: Apple™ Macintosh and Windows™ (PCs). Although PCs have become a standard, the best advice is to choose a computer that you have used or will use the most. Students majoring in Fine Arts, Design, Music or Mass Communication will generally use labs equipped with Apple computers. The rest of the University uses PCs.

### Can I get a discount through Winthrop?

Yes! Winthrop University has entered into a partnership with Dell™ to offer computers at a special discounted price to all students. The products are the same as the ones offered to the general public, but thanks to Winthrop's connection, you will receive additional discounts and special offers. To check out what is available, simply go to: [www.winthrop.edu/delluniversity](http://www.winthrop.edu/delluniversity). Spend some time familiarizing yourself with the site. There are lots of options and accessories available, and the possible customizations are endless.

### Desktop, Laptop, Tablet?

They all have their advantages and disadvantages. Desktop computers are usually cheaper than laptops. They are faster, more upgradable and easier to service, but they require dedicated space on a desk or table.



Laptops are almost as powerful as small desktops. They can be used in class as well as at home on weekends.



Tablets are extremely convenient. The battery lasts a long time, and there is an app for just about anything. But the touchscreen is not as useful as a full size keyboard, and tablets are not powerful enough to run productivity or specialized software.



With laptops and tablets you can also take advantage of the wireless "hotspots" located in many areas of the campus. For more information, please read the section "Wireless Networking on Campus" in this handbook.

## What should I look for?

Any new or recent (two-year-old) computer will work on Winthrop's network. The number of features is only limited by your budget. Also, most new computers come with enough memory and hard drive space, and they have the required network port. **CAUTION: Buying an older computer or tablet is not advised since it may not be useful through the typical four-year college career.**

## Internet Access in the Residence Halls

All residence halls have free wireless network access. Some also have "Ethernet" jacks for wired connectivity. Please note that the wired connections are inoperative. However, they can be activated on request. Contact the IT Service Desk at (803) 323-2400 for more information.

## What else should I buy?

We recommend that you purchase a thumb drive (a.k.a. flash drive or USB drive) to store and transfer your files. Also, a set of earphones or earbuds will be necessary to listen to any audio from the lab computers.

## What if I need help?

The User Support department will help you diagnose a problem and may also help you with a virus issue. However, since this service is provided free of charge, you should be prepared to make some concessions. Your machine will have to be left in the office for a while (often about two weeks). In fact, these repairs are considered to have the lowest priority. And although performed by qualified technicians, the work is done without any warranty.

## What about malware?

Malware protection is required for any computer connected to the campus network. We recommend a program that allows for automatic updates since new threats are discovered every week. Please see the section on "Responsible Computing" in this handbook for further details.

## What about security?

Computer security is everyone's responsibility. Most viruses or malware nowadays rely on the user (you!) actively triggering something. You can increase your chances of keeping a "clean" computer by following these recommendations:

- Keep your operating system updated.
- Keep up-to-date anti-virus and anti-spyware programs.
- Do not give your password to anyone. It is a violation of University policy to share your Winthrop password with anyone.
- Do not send your password in an email, even if requested by IT. (IT will never ask for your password.)
- Do not send personal information, such as credit card, bank account, or social security numbers via email.
- Only open attachments from people you know and only if you expect such attachments.
- Do not assume that a sender's email address is real. It may have been spoofed.



- Do not click on any link inside a spam email, not even the “unsubscribe” link.

For more information, read the section on “Responsible Computing” in this handbook.

## Are there any rules?

YES! Anyone who uses the University’s network or computing resources agrees to follow appropriate rules and policies. Please read the various rules and policies online at [www.winthrop.edu/guide](http://www.winthrop.edu/guide).



# Wireless Networking on Campus

## Current Wireless Hotspots:

The following areas have wireless access points that allow connection to the campus network. Please bear in mind that the IT department is constantly adding new access points, so this list is not all inclusive.

- All Athletics press boxes
- Bancroft Hall
- Barnes Recital Hall
- Campus Police
- Carroll Hall
- Crawford Building
- Dacus Library
- DiGiorgio Campus Center
- Dinkins Hall
- Johnson Hall
- Kinard Hall and outdoor area
- Lee Wicker Hall
- Lois Rhame West Center
- Louise Pettus Archives
- Macfeat House
- Margaret Nance
- McBryde Hall, including the Tuttle Dining Room
- Olde Stone House
- Owens Hall
- Phelps Hall
- President’s House
- Richardson Hall
- Rutledge Hall
- Sellers House
- Sykes House conference room
- The Courtyard at Winthrop
- The Shack
- Thomson Hall
- Tillman Hall
- Withers Hall
- Wofford Hall
- Portions of:  
Dalton, Joynes, McLaurin, Sims, and Thurmond.



## Connecting Securely

Winthrop University allows guests to connect to its wireless (Wi-Fi) network. This access is constrained to the public Internet, and performance is limited. However, as a student, you have access to the full-featured wireless network. All you need to do is use ***winthropsecure***.

You will need your ACC username and password to connect. Be sure to include “ACC\” in front of your username. For example, if your username is smithj2, enter ACC\smithj2.

Some Android devices require more parameters. Here are the basic settings:

**EAP Method:** PEAP

**Phase 2 Authentication:** MSCHAPV2

**CA certificate:** (Unspecified)

**Identity:** (Your Username) smithj2

**Anonymous Identity:**(Leave Blank)

For detailed instructions please go to: [www.winthrop.edu/technology](http://www.winthrop.edu/technology)

## Wireless Networking in the Residence Halls

Most devices such as laptops, tablets, and smart phones will easily connect to **winthropsecure**. Some devices may not work as well in a residence hall as they do at home. For example, certain game consoles or smart TV's cannot "see" **winthropsecure**. That is most likely because they are not able to connect to a WPA2 Enterprise network. However, those devices can still connect to Winthrop's Wi-Fi network, provided you request access with the **Special Network Access form**.



To reach the form, simply browse to the technology web page [www.winthrop.edu/technology](http://www.winthrop.edu/technology) and open the **Student Services** menu.



## Streaming Media Devices

Some video streaming devices require access to the wireless network. Unfortunately, those devices are made for the residential market and may not work on an enterprise network such as Winthrop's network. In particular, streaming devices that are controlled by a mobile phone are not likely to work properly. For example, the **Chromecast** does not work reliably and is not supported. On the other hand, devices that include a separate remote (such as **Roku** and **Amazon Fire TV**) should work.

## Forget WinthropGuest

Computers and mobile devices are programmed to remember the wireless networks that they connect to. Although very helpful in most cases, that feature can also be a hinderance.

If you notice that your device keeps connecting to WinthropGuest instead of **Winthropsecure**, be sure to go into the Wi-Fi settings and "forget" WinthropGuest. This will prevent your device from randomly connecting to the wrong network while you are on campus.



## Computer Labs

Winthrop students have access to over 45 computer labs throughout the campus. Most labs are only accessible during class time. Others, called open-access labs, are accessible at any time during scheduled hours. The open-access labs are open to any students, faculty or staff with a valid ACC computer account. All lab users must follow lab rules and policies posted at [www.winthrop.edu/technology](http://www.winthrop.edu/technology). In particular, the viewing of pornographic material in the labs is prohibited and against state law.

Open-access lab schedules are generous and tailored to academic needs. The Phelps mini lab is even open 24 hours a day. But the most popular lab location is in the Dacus Library.

Most open-access labs are monitored by an operator who is in charge of maintaining the lab. The duties of a lab operator include maintaining the printer(s), assisting students, reporting problems, and enforcing lab rules and policies.

All labs include a suite of software applications that students may not necessarily have on their personal computers. Some software applications are only available in certain labs. Please consult the operator on duty or the Technology Web page for more information.

**If you have a strong knowledge of computers and are interested in an on-campus job as a lab operator, please contact the ACC Operations Manager at 803 323-3446 for further information.**

Open-access lab locations, schedules, and current occupancy are easily accessible online by going to the Technology Web page at [www.winthrop.edu/technology](http://www.winthrop.edu/technology). All open-access labs have at least one high-speed laser printer, and most also offer high-speed color printing.

## Print Delivery System

Winthrop University uses a pre-paid delivery system where all print jobs going to a lab printer are deducted from a user's balance. As of this writing, the cost per page is 4¢ for b&w and 35¢ for color. The cost of a print job is deducted as soon as the job is submitted and **regardless of the final outcome**. In fact, print jobs that jam in the printer are **still deducted from a user's balance and cannot be refunded**. At the

beginning of each semester, each user's balance is refreshed with a free **\$10** allowance. This allowance is designed to cover basic printing needs as well as all potential system problems that may happen during the semester, such as paper jams or toner smears. To refresh your printing balance, please visit the link provided in the "Useful Links and Numbers" section in this handbook.

## Logging Off

When you are finished using a lab computer, you must log off. You can log off by either double-clicking the LOGOFF icon on the desktop or clicking the Windows orb, then selecting "Log off". If you do not log off, anyone can come along and access the files on your network storage space or even deplete your print balance. Winthrop University is not responsible for accounts left logged on.

***Warning: All data not saved to an external device, like a flash drive or your Z: drive, will be lost when you log off.***

# WARNING

## YOU MUST PROTECT YOUR PERSONAL COMPUTER AGAINST MALWARE.

All computers connected to the University network are required to have an active and up-to-date anti-virus program as well as a fully updated operating system. IT Technicians will periodically scan the network for unprotected or vulnerable computers. Any computers in violation of IT policies could lose access to the network. For more information on how you can protect your computer, please refer to the section on Responsible Computing in this handbook. If you do not follow Winthrop's Information Technology Policies, you are in violation of the Student Code of Conduct and will be subject to sanctions.

**FOR MORE INFORMATION, VISIT  
[WWW.WINTHROP.EDU/GUIDE](http://WWW.WINTHROP.EDU/GUIDE)**



# USER ACCOUNT



## ACC Account

All students attending Winthrop are required to apply for a student user account, also known as an ACC account. To create your account, go to: [www.winthrop.edu/technology](http://www.winthrop.edu/technology), then click on “**New Account Request**” under the “**Student Services**” menu.

A user account provides: Full access to the student computer labs, network storage space, full access to the wireless network, space to create a personal Web page, access to the lab printers, a Web-based email account, and access to the Wingspan portal, Blackboard and DegreeWorks.

## Your Password

If you forget your password or need to change it, go to [www.winthrop.edu/technology](http://www.winthrop.edu/technology), then click on “**Password Reset**” under the “**Student Services**” menu.

Please remember to keep your password secret. **Do not share it with anyone.** In particular, **never send your password via email, even if requested by IT.** Also, you must remember the answers to your security questions. If you do not remember, please call the IT Service Desk at 803-323-2400.

## Online Storage

With the advent of cloud computing, several online storage options have become widely available. The Z: drives are very fast and automatically attached to your computer when you use one of the campus computer labs. However, Z: drives are limited in space. Companies such as Microsoft or Google provide storage for free. Google offers Google Drive which is accessible via your Winthrop email account. In both cases, your files are stored somewhere on the Internet and are accessible from any computer with a fast connection. The capacity offered by those services exceeds the capacity of Z: drives. But because the traffic comes from the Internet, it competes with other applications, such as Web pages, downloads, etc. Therefore, data transfer will be slow at times. Also, integration with the lab computers is not automatic.



Google Drive



Dropbox

Do not rely exclusively on online storage for important files. Any temporary Internet access outage could prevent you from retrieving anything. If an assignment is due soon, or if you are about to give a presentation in class, make a copy of the files you need on a flash drive or other local storage.

# Accessing Your Network Storage Space (Z: drive)

When you log on with your user account in a lab, the computer will automatically connect to your private network storage space. Your space will be on the Z: drive.

Outside of a lab, such as with your personal computer, you will have to manually connect to your Z: drive. Follow these simple instructions:

**Note: Z: drives can only be accessed on campus.**



**Step 1:** Right-click on the “My Computer” icon (or “This PC” in Windows 10) and select Map Network Drive.

**Step 2:** Select Z: for your drive.

**Step 3:** In the “Folder” box, type: \\vienna.acc.winthrop.edu\username replacing username with your actual ACC username. For example, if your username is smithj2, you would type \\vienna.acc.winthrop.edu\smithj2.

**Step 4:** Verify that the Reconnect at logon box is checked. This way, it will reconnect every time you turn on the computer and you do not have to follow these directions every time you want to connect.

**Step 5:** Click on the “Connect using different credentials” checkbox, and click on Finish.

**Step 6:** Enter your username as acc\username. For example, if your username is smithj2, you would enter acc\smithj2.

**Step 7:** Enter your password and click OK.



**Step 1:** From your desktop go to the **Go** menu.

**Step 2:** Select **Connect to Server**.

**Step 3:** In the address field type: smb://vienna.acc.winthrop.edu/username replacing username with your actual username and click on **Connect**. For example, if your username is smithj2, you would type your path as smb://vienna.acc.winthrop.edu/smithj2.

**Step 4:** Enter **acc** as the Workgroup/Domain, your **username** and your **password**.

**Step 5:** Click OK. Your network storage space will appear as a new volume on your desktop.





## Birdnest.org

All student Web sites are hosted on a server in the “birdnest.org” domain. Before you can edit your Web site, you must create it. To do this, go to [www.birdnest.org](http://www.birdnest.org) and follow the prompts. A blank Web site will be created for you.

The address for your Web site (or URL) will be [www.birdnest.org/username](http://www.birdnest.org/username). (Replace username with your ACC username.)

Once your Web site has been created, you can edit it with any HTML editor. You may use the editor of your choice, however, Winthrop recommends **Adobe Dreamweaver**. This software is installed on all ACC lab computers.

Using an HTML editor to create a Web site results in a series of files stored inside a folder on your computer. To transfer those files to the Web server, you need a utility program capable of communicating over the SFTP protocol. Dreamweaver can be configured to automatically use SFTP, but if your editor cannot, Winthrop recommends the free utility **FileZilla**.

Quick-start guides for Dreamweaver and FileZilla are available in the **QUICK LINKS** section of the technology web page at [www.winthrop.edu/technology](http://www.winthrop.edu/technology).

## Email

**IMPORTANT: Email is an official method for communication at Winthrop University. The University may send communications to students via email. Students are responsible for the consequences of not reading in a timely fashion University-related communications sent to their official Winthrop University student email account. Please read Winthrop University's Student E-mail Policy at [www.winthrop.edu/guide](http://www.winthrop.edu/guide).**

To access your email account, you need to have a Web browser (Internet Explorer, Firefox, Google Chrome, Safari) installed on your computer and access to the Internet. All computer labs on campus have this.

To log on to your email account, point your Web browser to: [mailbox.winthrop.edu](http://mailbox.winthrop.edu). Enter your Username (not your full email address) and Password.

The system is hosted by Gmail and offers all the standard features found in online email systems such as an address book, folders, signature, etc. In addition, the system includes very powerful features such as filters and automatic forwarding options. Please spend a few minutes getting familiar with all the available options.



## Listservs

A List Server List (Listserv) is a dynamic, automated distribution list. It receives a message and then resends the message to all subscribers. Individuals can add and remove themselves from a list at will. List Server Lists are appropriate for discussion forums.

Shortly after the beginning of the Fall and Spring semesters, lists will be created for each course and section being taught during the semester. This list will have the Winthrop email address of the instructor of record and each registered student. Students or instructors who do not have a Winthrop email address at the time the list was created will not be automatically subscribed to the list. However, any students or instructors not automatically subscribed can still manually subscribe to the list. Users having problems sending to the class lists should verify that their messages are composed in "plain text". (Compose your emails without fancy formatting or special characters.) To send a message to a class list, send an email to the appropriate list address.

Class list addresses are of the form **coursedesignator@class.winthrop.edu**.

Examples:

BIOL205H001@class.winthrop.edu

MGMT511001@class.winthrop.edu

If you do not have a Winthrop email address at the time the list is created, you will not be automatically subscribed. However, you can manually subscribe to any lists at any time.

Send an email to:  
imailsrv@class.winthrop.edu

Do not type anything in the Subject field.

**To:** imailsrv@class.winthrop.edu

**Subject:**

subscribe *coursedesignator* *Your Full Name*

**Example:** subscribe BIOL205H001 Joe Smith

To subscribe

Or

No signature or other text.

To unsubscribe

**To:** imailsrv@class.winthrop.edu

**Subject:**

unsubscribe *coursedesignator*

## Email on Your Mobile Device

Your email account is hosted by Gmail. If your mobile device provides a built-in option to add a Gmail account, simply follow the prompts. Otherwise, manually configure your device by using the information listed below. Please note that the procedure varies with specific devices and specific versions of their operating systems.

Go to “Settings” on your device  
to add an email account.



- Email address:** username@mailbox.winthrop.edu (Replace username with your ACC username, ex: smithj2@mailbox.winthrop.edu.)
- IMAP server:** imap.gmail.com
- Outgoing server:** smtp.gmail.com
- Incoming port:** 993
- Outgoing port:** 465

Check settings to allow SSL.



# RESPONSIBLE COMPUTING

## Network Firewalls

The Winthrop campus network is protected with firewalls at multiple locations. Although this level of protection is more than adequate for normal computing behavior, it is not a substitute for common sense and safe practices. Specifically, firewalls do not prevent email-borne viruses or other similar threats from spreading. A good and up-to-date anti-virus program is required on all computers connected to the campus network.

The firewalls installed at Winthrop divide the network into zones with different levels of protection. The network's connection to the Internet defines the first of such zones. The core network is yet another zone. And finally, each residence hall is an independent zone. Network traffic is only controlled in-between zones, not within a zone. To this effect, several network protocols and ports are permanently blocked by the firewalls. The list of blocked protocols and ports is always being modified as threats are recognized and handled. If a particular network-based application is not working as you expected, please contact the IT Service Desk at (803) 323-2400.



## Operating System

All computers connected to Winthrop's network are required to run an up-to-date operating system. With most operating systems, receiving updates can be automatic. If your operating system offers automatic updates, we recommend that you turn on that feature. If you do not wish to use the automatic updates, be sure to manually check for updates at least once a week.

## Malware

All personal computers connected to the Winthrop campus network are required to have a working and up-to-date anti-virus system. In addition, an anti-spyware or anti-popup utility is strongly recommended.

Recent viruses can send infected email messages from an infected computer and make the messages "look" like they came from you. Observe the following guidelines to minimize risk from computer viruses and spyware:

- If you receive documents or spreadsheets through email attachments, answer "NO" if asked to enable macros when loading the file (unless you are sure the sender is giving you a clean file). Similarly, do not execute any programs received through email attachments unless you are sure of the sender.
- Keep your anti-virus up-to-date. Also, scan your computer for "spyware" (programs that might track, display, or transmit information without your consent).
- Be sure to backup important data so it can be recovered should your computer become infected.

A graphic box with a black border and a white background. At the top right, there is a starburst graphic with the word "Free!" inside. The text inside the box lists three products: AVG, AdAware, and SpyBot, each with a website URL. At the bottom, it lists Microsoft Security Essentials with its website URL.

Free anti-malware products for Windows:

**AVG:**  
[www.avg.com](http://www.avg.com)

**AdAware:**  
[www.lavasoft.com](http://www.lavasoft.com)

**SpyBot:**  
[www.safer-networking.org](http://www.safer-networking.org)

**Microsoft Security Essentials:**  
[www.microsoft.com/security\\_essentials](http://www.microsoft.com/security_essentials)

Bear in mind that computer viruses and computer hoaxes often rely upon email to wreak

havoc. Please do not be a part of this havoc by overusing the email system to notify other users. System managers will generally take responsibility to notify their customers.

If you wish to know how to distinguish between genuine viruses and computer hoaxes, a reputable source can be found on the Symantec Web site. Hoaxes are listed at [www.symantec.com/avcenter/hoax.html](http://www.symantec.com/avcenter/hoax.html). Descriptions of real viruses are found at [www.symantec.com/avcenter](http://www.symantec.com/avcenter). Another reputable source of information is the CERT Coordination Center at Carnegie Mellon ([www.cert.org](http://www.cert.org)).

## Password Fraud

The latest trend in malware is the fake email from someone in the IT department. The email often comes as a notice that your account is over its limit or to announce an upgrade to the email system. The request invariably asks you to reply with your username and password or click on a link to a Web page that asks for the same information.

Please do not fall into that trap! The emails are forgeries and are not sent by anyone in IT. **In fact, IT will never ask for your password.** Your password is only known to you and should remain secret. If you suspect that someone knows your password, change it immediately. If you have any doubts about a request from IT, please contact the IT Service Desk.

## Hoaxes

Numerous hoaxes circulate on the Internet. Anytime you see a message that asks you to “tell everyone you know,” then it generally means that the message is a hoax intended to overuse email systems and networks. These messages often promise money or good luck. Others often threaten with viruses or pending legislation.

If you receive a message that appears to be a hoax, is offensive, or is in violation of law or University policy, please delete the message or forward it to [servicedesk@winthrop.edu](mailto:servicedesk@winthrop.edu) for analysis.

## Spam

If you are like most people, you have experienced a dramatic increase in Unsolicited Commercial Email (UCE), otherwise known as “spam”. You are not alone. Almost everyone is receiving these usually undesired messages. Businesses and universities, including Winthrop, are using various means (none 100% effective) to cope with and reduce the amount of spam that is delivered to users’ mailboxes. These measures range from filters, to real-time black hole lists, and commercial anti-spam appliances. Unfortunately, machines cannot yet “read” an email message or “view” a photo and accurately discern whether or not a message should be considered spam. When you receive a spam message, it is usually best to simply ignore it and delete it. It is generally not a good idea to click on any part of the message, or follow any Web link.

### ***Keep the following points in mind:***

- Nothing is free. No matter what the message says, there is always a catch. Nobody is going to spend money to buy your email address in order to give you something at a loss.
- You are not the only one with that “exclusive” unique prize claim number. Everybody on our email system got that same “special” number!



- You are no more “pre-approved” for that credit card than anyone else - we’re all pre-approved!
- There is no way to effectively count how many times an email has been forwarded. Microsoft will not donate money to a poor sick child for forwarding a message a bazillion times.
- The reply-to address on a spam message is often fake or forged. You might even receive a spam message designed to look like it came from your own mailbox.

Portions of the above text were written by David Kelley at the University of Hartford and adapted for publication at Winthrop University with permission.

## Netiquette and Social Networking

In general, it is doubly important to be careful and use common courtesy when communicating via email where, for example, body language and tone of voice must be inferred.

- Use smileys or emoticons to indicate tone of voice, but use them sparingly. :-) is an example of a smiley (look sideways).
- Use mixed case. UPPER CASE LOOKS AS IF YOU ARE SHOUTING.
- Be careful when addressing mail or replying to messages. You may accidentally send a personal response to a great many people, embarrassing all involved. Know to whom you are sending.
- Apply common sense “reality checks” before assuming that a message is valid. Many viruses can spoof someone’s address and cause chaos.
- Keep your communications brief yet explanatory. Few people like reading text on a computer screen. Also, many people now receive email on smart phones. The small size of the screens on these devices makes reading lengthy messages particularly challenging.
- Know how large a message is before sending it. Attaching large files such as pictures or music may make your message so large that it cannot be delivered or at least consumes excessive resources.
- Think before you hit the “Send” button, especially if you are upset or in a hurry. A good rule of thumb is to be conservative in what you send and liberal in what you receive. You should not send heated messages even if you are provoked. On the other hand, you shouldn’t be surprised if you get such messages, and it’s prudent not to respond.
- Emails are not instant communications. Don’t think that an email has to be answered right away. Some folks may not check their mailbox until the next morning. Use your judgment when selecting a means of communications. In many cases, a phone call or even a personal conversation may be more appropriate than an email.
- When communicating on a social network, consider that a large audience will see your posts. That may include your present or your next boss. Was that goofy picture

really necessary? Remember that your words may be stored for a very long time in a place that many people can access.

- When publishing personal information on the Web, be mindful that it can be read by someone with particular motives. Can someone find out about your friends, birthday, habits, hobbies, etc., online? Could they use that information to gain your trust?
- Never post anything online that you wouldn't want shared publicly.
- Email is not secure. Never put in a mail message anything you would not put on a postcard. In general, assume that all information you send on the Internet is visible by many. Conversely, do NOT assume that any information you find on the Internet is up-to-date or accurate. Even though technology allows just about anyone to become a publisher, not all people have discovered the responsibilities that accompany publishing.



Portions of the above text were taken from RFC 1855, The Internet Engineering Task Force (IETF).

## Copyright

Most existing copyright laws are valid in the online realm just as they are offline. Downloading music files is very quick and easy. But with easy access comes responsibility. Always respect copyright laws! This includes printed and digital material. Do not engage in illicit music, video, or movie downloads. Please be advised that Winthrop's IT department will notify the appropriate authorities whenever requests are made by the Recording Industry Association of America or any other legitimate enforcement or monitoring entity. Offenders are also reported to the Dean of Students office for disciplinary action.

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Copyright infringement includes civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For "willful" infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense. In addition to civil and criminal penalties, students face disciplinary action in accordance with the Student Code of Conduct and the Student Handbook. University penalties may be as severe as suspension of, or loss of, access to University computer resources (including the campus network), suspension, or expulsion from the University.



# USEFUL LINKS AND NUMBERS

## Computers

To purchase a Dell computer at a discounted price: [www.winthrop.edu/delluniversity](http://www.winthrop.edu/delluniversity)

To get Microsoft Office for FREE:.....[www.office.com/getoffice365](http://www.office.com/getoffice365)

## Email and Internet

To connect to the University's email, visit.....[mailbox.winthrop.edu](mailto:mailbox.winthrop.edu)

To create your account or change your password.....[www.winthrop.edu/technology](http://www.winthrop.edu/technology)

To request your personal Web page, visit.....[www.birdnest.org](http://www.birdnest.org)

To subscribe to a class email list, visit.....[www.winthrop.edu/technology](http://www.winthrop.edu/technology)

## ID Cards

For lost, damaged or defective cards, call ..... (803) 323-4774

(Note: Building access is NOT managed by the Technology Services office. All access-related questions should be directed to the card access building coordinator for the specific building to which you need access.)

## Labs

To view information about labs such as lab hours, available software, rules and policies, current occupancy, virus info, etc., visit.....[www.winthrop.edu/technology](http://www.winthrop.edu/technology)

To refresh your print balance, visit.....[apps.winthrop.edu/print](http://apps.winthrop.edu/print)

To find out about ACC labs and lab hours, call ..... (803) 323-2400

## Blackboard

To access online courses taught via Blackboard, visit.....[bb-winthrop.blackboard.com](http://bb-winthrop.blackboard.com)

## Wingspan

To access grades, courses, registration, etc., visit.....[wingspan.winthrop.edu](http://wingspan.winthrop.edu)



**IT Service Desk**  
**(803) 323-2400**

**[servicedesk@winthrop.edu](mailto:servicedesk@winthrop.edu)**



## Get Microsoft Office for FREE. (No, really.)

Get a complete version of the latest Microsoft Office from your school, to use for as long as you're a student here. You can even install it on up to five PCs or Macs and on other mobile devices.

Get your free Office at  
[Office.com/GetOffice365](http://Office.com/GetOffice365)



Word



Excel



PowerPoint



Outlook



OneNote

Install Office on more than five devices, including Android and iOS.