CARLSON
SCHOOL OF MANAGEMENT
UNIVERSITY OF MINNESOTA

## Table of Contents

# Information Technology Department

The Carlson School Information Technology Department is dedicated to providing technology services to all students, faculty, and staff.   Information is available from our website at:  www.carlsonschool.umn.edu/it.  Student services are available from: www.carlsonschool.umn.edu/it/ss.

# CSOM Labs

Computer labs are available for CSOM graduate and undergraduate students. The MBA labs are L-112 and L-113.  (**Note**:  L-112 is shared with undergraduate students.)  For current lab hours go to:  www.carlsonschool.umn.edu/csomlabs.

- A scanner is located in the labs and can be used for free.

- No food or drink is allowed in the computer labs.

- The phone is for the lab consultant only; however, the lab consultant will be happy to call U of M escort services for you.

- Lab consultants will be present in the lab. They will assist with specific problems you have and offer software support as time and the needs of other students allow.

## Printing

- Your laptop is set up for wireless printing.

- Printing is currently free. If you abuse this privilege, you will lose it.

- Limit your printing to 20 pages at a time.

- To save paper and toner when printing PowerPoint slides, DO NOT CLICK THE PRINT BUTTON.  Click File, Print, select Handouts and print 6 per page.  Use the Black and White or Grayscale option.  Suggestion:  Use Print Preview to determine best options.

- If the printer runs out of paper, please ask the lab attendant to load the paper tray for you.

- Transparency printing and color printing are available at Printing Services in L-129.

- Do not leave a print job unattended. If you are printing something you do not want, ask the consultant to cancel the job rather than waste the paper.

# Laptop Care and Support

The Carlson School IT Help Desk is closed and will re-open by September 1.  The location will be Room 1-148.  The Hanson Hall Laptop Repair Center is located in L-103 of Hanson Hall.  Phone service from either location is available from 612-625-5550, or csomhelp@umn.edu.

Website:  [www.carlsonschool.umn.edu/](www.carlsonschool.umn.edu/)it/ss

- Hardware and software support

- A loaner will be provided if the laptop must be left for service

- Information and feedback sessions

### Stay Current
Keep current with Windows updates and patches as necessary.   Your computer is configured to notify you if updates are available.  Keep Symantec Antivirus up to date.  See page 3.

# Laptop Best Practices

- Keep PC away from liquids, magnets, activated cellular phones, electrical appliances or speakers.

- Backup important files to a CD, flash drive, or to NetFiles (see page 7).

-  Avoid extreme temperatures.  (Below 41 $^\circ$  or above 90 $^\circ$ )

- Do not place items (including paper) between the display and the keyboard.

- Avoid bumping, dropping, vibrating.  Do not place heavy objects on your PC.

- When moving your laptop, place it in "sleep" mode by pressing **Fn** + **F4** before closing or moving your laptop to prevent damage to the hard drive and protect important files.  When in sleep mode, a half-moon displays at the bottom of your screen.

- Pick up your computer by the bottom.  Do not hold by the screen.

- Use a quality carrying case with adequate cushion and protection.  Students purchasing a Carlson School / Lenovo laptop can visit the Carlson School Help Desk in the beginning of fall semester to receive a protective laptop carrying case.

- To clean your computer, use a soft cloth moistened with non-alkaline detergent to wipe the exterior.  Avoid spraying anything directly on the screen or keyboard. Gently wipe the display with a dry soft cloth.  For other marks, use a soft lint-free cloth lightly moistened with water that does not contain impurities.  Dry before closing.

- To maximize battery life, click the battery icon to the right of the system tray and set the desired setting.  **Note**: You battery has a one-year warranty.

## Avoiding Computer Viruses

Tips for avoiding viruses:

- Do NOT open messages with attachments from people you do not know.  Delete them immediately.
- Do not open messages that contain attachments with no text content in the message field.
- If you receive a message from someone you do know that contains a suspicious looking attachment, delete it immediately, or contact them to verify that it is a legitimate attachment.
- If you do get a virus, scan your computer using Symantec AntiVirus.
- If you need assistance, contact the Help Desk.  It is important to eliminate the virus as soon as possible to avoid infecting others.

### Setting Symantec AntiVirus Options

To modify Symantec AntiVirus settings, open the application to set options for maximum protection.

- Click Configure to enable real-time protection of all files and real-time protection of your e-mail.
- Update Symantec weekly through Live Update to ensure that you have protection for the latest viruses.
- Set a scheduled scan to regularly scan your computer for viruses.

For University AntiVirus Information, go to:  http://www1.umn.edu/adcs/help/virus/

You can download Symantec AntiVirus on one personal computer.  This is already installed on your laptop.

## Wireless Network Security

VPN (Virtual Private Network) is installed on your laptop – Double-click the icon to set up. To use, go to Start, Programs, Cisco VPN Client.  For more information, please visit: **http://www1.umn.edu/adcs/help/vpn/**

The University recommends using VPN whenever using a wireless connection on campus, particularly if you are transmitting secure information.

Other Security considerations:

- Always check for https:// connection when transmitting privacy information
- Check for the "lock" in the lower-right corner of your browser screen
- Be aware that a wireless network is less secure than the LAN
- The University is switching wireless security.  More information is available from http://www1.umn.edu/wireless/information/index.html .

# Battery Care [1-Year Warranty]

Your lithium ion battery is a consumable and performance will decrease over time.  To improve performance:

Recondition your battery by letting it run to less than 3% at least once a month. Reconditioning can restore some battery capacity.

Use only the AC adapter issued with the computer.

Do not place your battery or ThinkPad in extreme temperatures.

To modify settings, left-click the battery gauge (battery icon) just to the right of the system tray.

For other settings, right-click the battery icon and select Adjust Power Properties.

## Supplemental Battery Information

Your laptop comes with a supplemental.  Battery life is estimated at 6 hours.  With the supplemental battery installed in the CD bay on the right-side of your laptop you should have approximately 8.7 hours total.  To add the supplemental battery:

1.  Click the **Safely Remove Hardware** icon from the System tray.
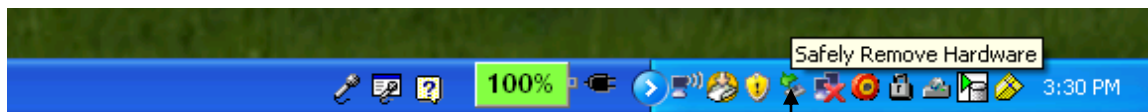


2.  Slide the small latch to unlock the CD bay.  A small handle pops out to pull to remove the CD drive.

3.  Pull the small handle slightly; then pull the CD drive to remove it.

4.  Insert the battery into the CD bay.

Follow the same procedure to replace the CD drive in the CD bay.

# Using the Function Keys

The following describes several useful function key shortcuts.

### Power Conservation – Applications remain open

- Fn + F3: Set Power Display options for battery life and performance.

- Fn + F4: Put your computer in "sleep" mode. This is recommended before closing your laptop if you want to keep the laptop turned on and programs open.  To return to normal operation, press the Fn key only (for 1-2 seconds), without pressing a function key.

### ThinkPad Light Features

- Fn + PgUp: Turn the ThinkLight(TM) on. To turn it off, press Fn + PgUp again.  This will require more battery power.

- Fn + Home: The computer display becomes brighter.

- Fn + End: The computer display becomes dimmer.

### Applying a presentation scheme

- Fn + F7: Apply a presentation scheme for using a projection device.  A wizard displays with set-up options.

### Enabling or disabling the wireless features

- Fn + F5: Enable or disable the built-in wireless networking features.  You can quickly change the power state of each.

# Laptop Service

Students purchasing a laptop through Carlson School are required to accept a Service Level Agreement.  Services included are:

1. End user troubleshooting and problem routing.
2. Machine maintenance, repair, data backup, data recovery and troubleshooting

**Note**:  Save all files in folders UNDER My Documents, including music and photos. Help Desk will backup the My Documents folder during service.

To view all policy information, please visit:
http://www.carlsonschool.umn.edu/Page8559.aspx

**QuickStart Guide** – The Help Desk has installed a QuickStart Guide in the My Documents Folder of your laptop to provide assistance with getting started using your laptop.

# Office 2007

Microsoft Office 2007 is installed on all Carlson School laptops.  This new version has a very different interface.  The default file format is an xml file.  For instance, when you save a Word file, it will save it as a .docx file by default.  This may cause problems if others using an earlier version of Microsoft Office attempt to open your file.  You can save it down to the 97-2003 format.  All faculty should have Office 2007 by the beginning of fall semester.

- Click the Microsoft icon in the upper-left corner of the application (Word, Excel, or PowerPoint) and click **Save as** to select an alternate file format.

- We have created a website with more information and links to tutorials at:
  http://www.carlsonschool.umn.edu/office2007

- For more information on Office 2007, please visit the Microsoft tutorials available at:

  http://office.microsoft.com/en-us/getstarted/FX101923361033.aspx

- The University also has a brief Office 2007 tutorial at:

  http://uttc.umn.edu/training/office2007/index.html

- Carlson School IT computer software courses are available at
  http://www.carlsonschool.umn.edu/it/training

**Note**:  The computer labs have both Office 2003 and Office 2007 installed.

# NetFiles Network Storage – Computer Backup

You should perform frequent backups of your computer.  Carlson School IT strongly recommends using NetFiles for backing up important files from your laptop.

**NetFiles** - The University has worked with Xythos to set up NetFiles for network file storage and sharing.  Each user has 5 GB of storage space.  In addition to backing up files, you can also use NetFiles to share information with others.  More information, including a tutorial (NetFiles Orientation), is available at:  http://www.umn.edu/netfiles

Your laptop has the NetFiles software installed.  This will function very much the same as any other drive on your computer.  Your NetDrive is also available from the web by logging in with your x.500 account at:  http://netfiles.umn.edu.

**IMPORTANT**!  You must login once from http://netfiles.umn.edu to map the NetFiles drive for your laptop.

1. Double-click the NetFiles icon on your computer desktop to open it.  **Note**:  You must have a network connection to access NetFiles.
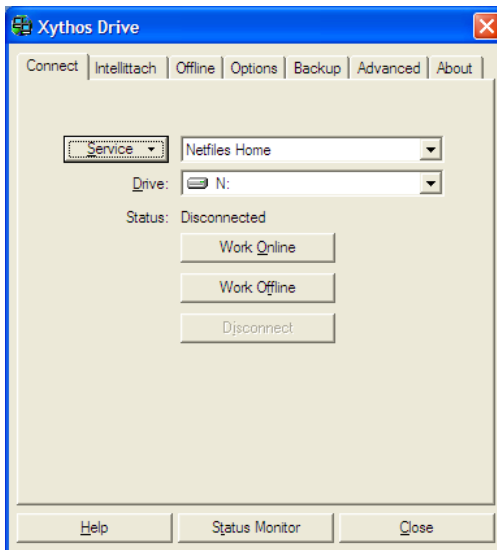


2. Click **Work Online** and login with your x.500 username and password.
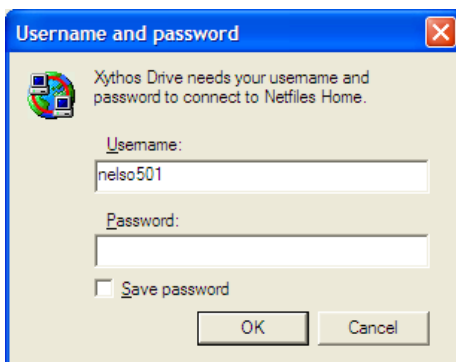


Your NetDrive will open in a new window.  Copy files from your laptop to NetFiles.

# Reading University Email

**Mozilla Thunderbird** - Your laptop has been configured with Mozilla Thunderbird to access your U of M email.  This is a simple email program and is recommended by University Information Technology as the preferred email client.

**Web Email** – From any computer with Internet access you can access your email account from http://www.mail.umn.edu  (There are also links from One Stop and MyUPortal.)  Explore this site for userguides, if necessary.

## Introduction

The following describes the main screen of Thunderbird.
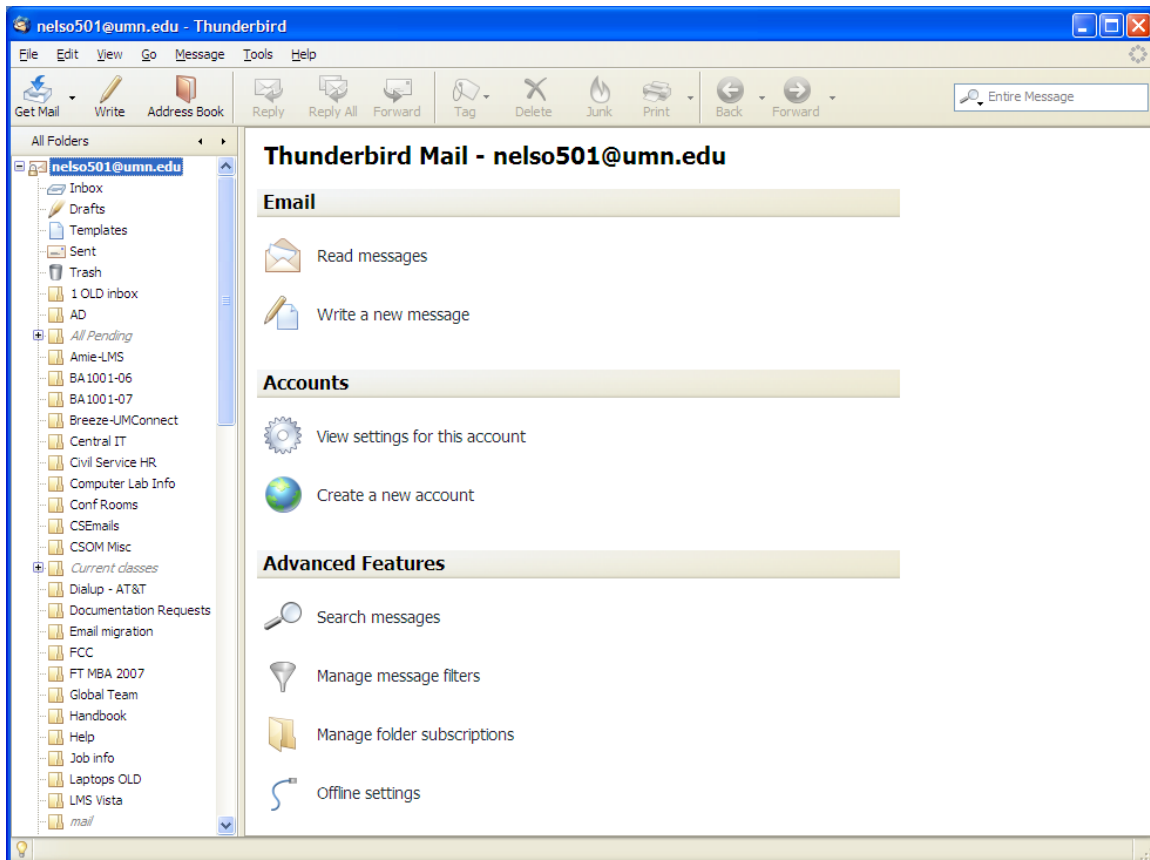
## Passwords

When you log on Thunderbird, you will be asked for passwords.  The Outgoing server and Incoming server are different so you will be required to enter your password twice.

- The first time you read messages, you will be asked for your x.500 password.

- When you write a message and send it, you will be asked for your x.500 password.

- If you save your password, and then change your  x.500 password, you should first turn off the saved password under, Tools, Options, click the Privacy icon, then click the Passwords tab, Edit Saved Passwords.

## Creating Folders in Thunderbird

**Note**:  A folder can contain other folders **OR** messages, but it **cannot** contain **both** folders and messages.  This is not a feature of Thunderbird, but of UMN email.  If you use folders and subfolders, please see step 2 for an explanation.

1. Right-click on your UMN account name at the top of the list (e.g., nelso501@umn.edu) and select **New Folder**.
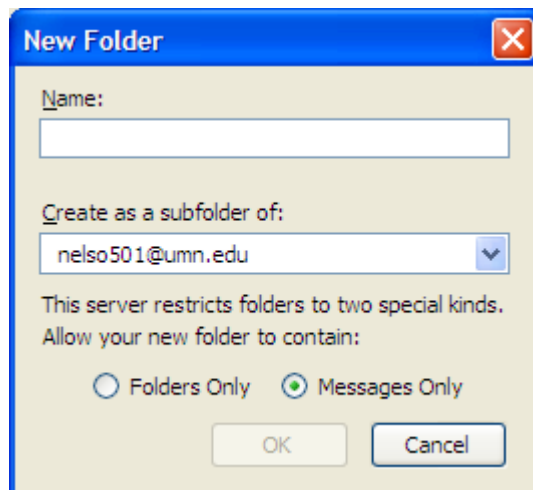


2. Enter the desired folder name.  If you want a subfolder structure, first create a "Folders Only" folder.  These folders display in *italics* in your folder list.  You can then create subfolders beneath that folder.

New "*Folder Only*" Folder
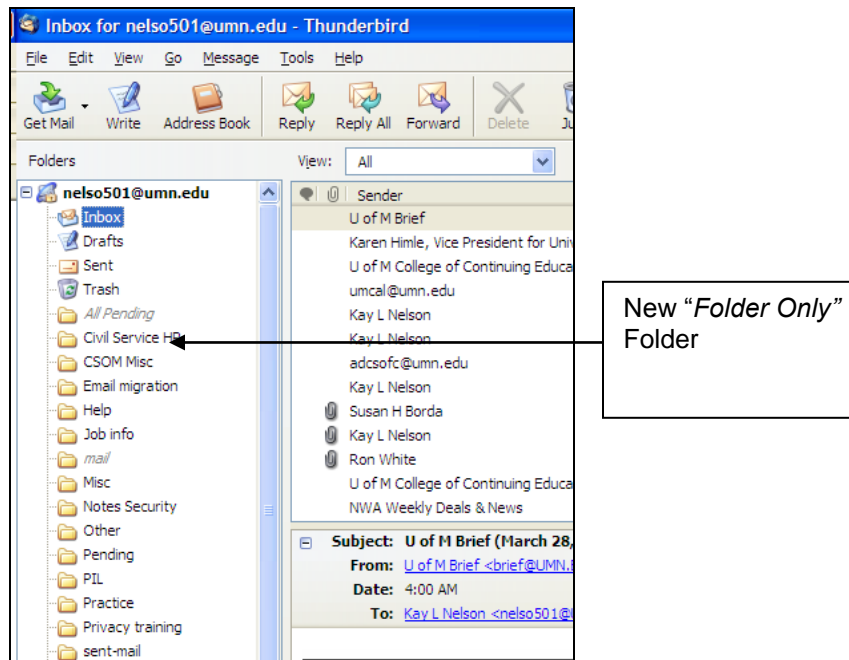
To create a subfolder, right-click the desired "Folder only" folder; then select "New Subfolder" and enter the desired name.

# Customizing Your Thunderbird Account

There are some settings you may wish to modify in your Thunderbird account.

## Forwarding Options

By default, Thunderbird will send forwarded messages as an attachment.  If you wish to change this setting to display the message as Lotus Notes did, follow these steps.

1.  Click **Tools/ Options**.

2.  Select **Composition**.

3.  From the General tab, select **Forward Messages Inline**.
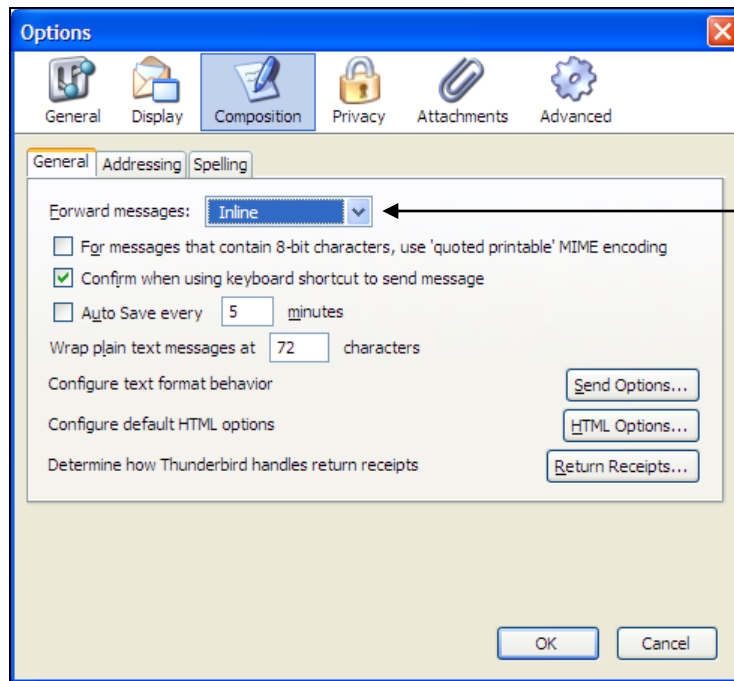


**Note**:  If desired, you can also change text behavior at this screen.  You may want to experiment with desired formats to use the setting you prefer.

## Creating a Signature File

You can create a signature to attach to all messages.  This must be saved as a separate file.  You can create either a plain text signature with no formatting or an HTML formatted signature.

Plain text instructions are below and HTML instructions are on the next page.
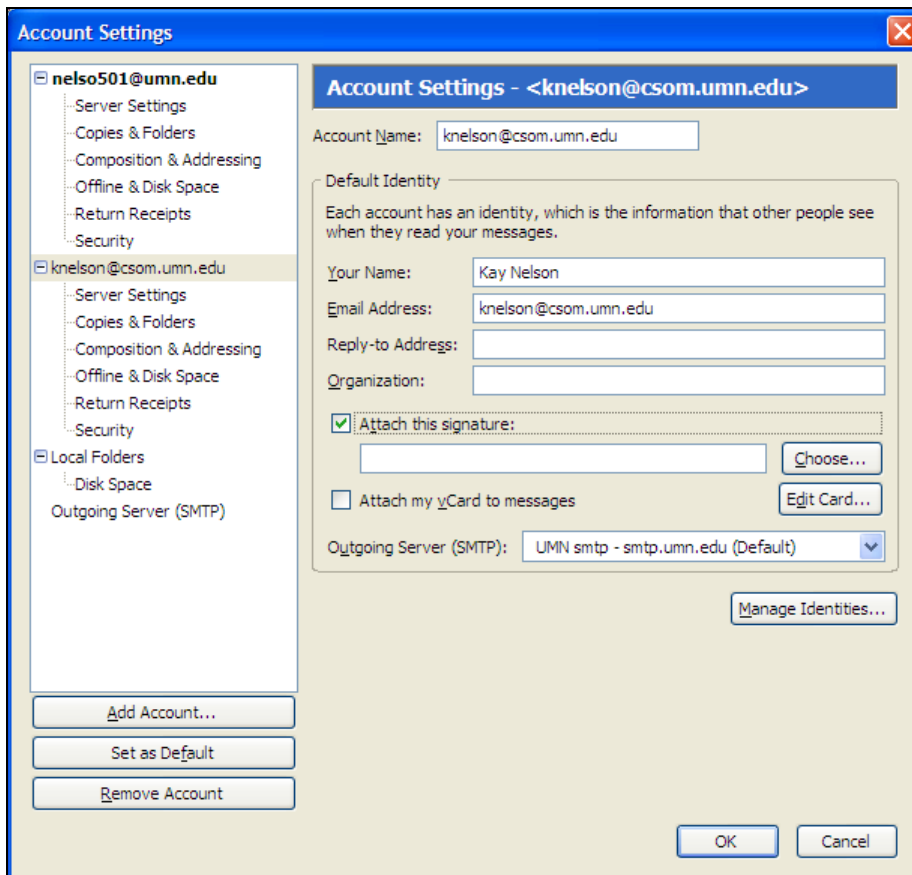


### Creating a Plain Text Signature

Follow these steps to create a plain text signature.

1.  Use a text editor to create a plain text file containing the desired signature information. (You can do this in Notepad, WordPad, or Word.)

2.  Save the file with the extension .txt, for example: signature.txt
    **NOTE**:  This MUST be saved as a .txt file.

3.  To attach your signature file select Tools, Account Settings.
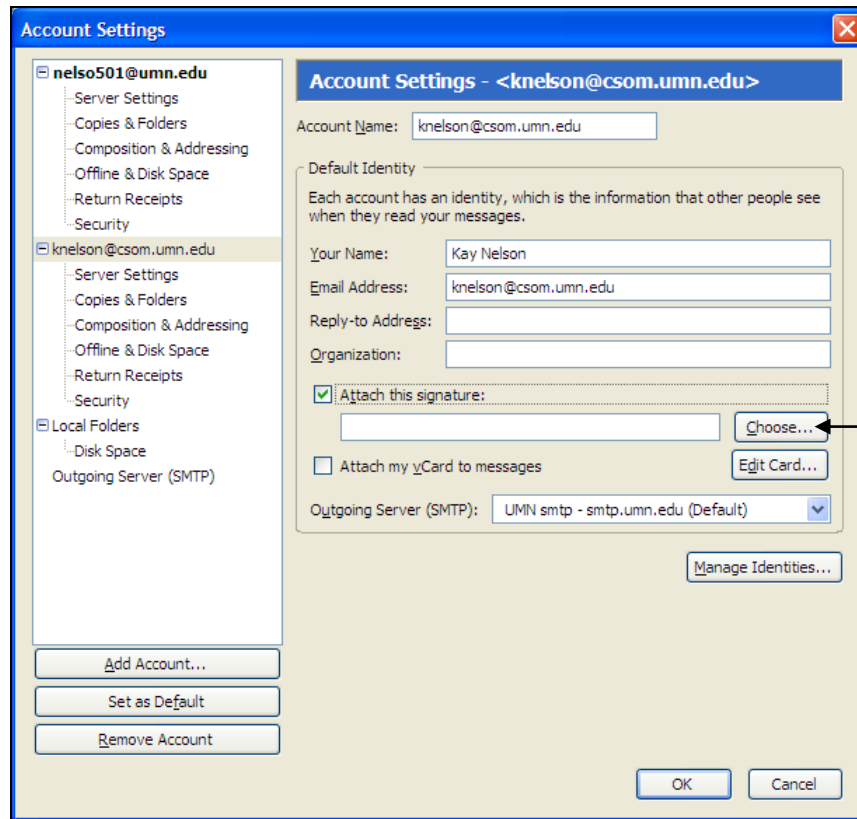


4.  Select Attach this signature and click Choose to located and attach your signature file.  Your signature will display on all messages.

### Creating an HTML-formatted signature

As an alternative, you can use Thunderbird to create an HTML signature which allows formatting.

1.  In Thunderbird, compose a new message.

2.  In the body of the message, type the text you want to use for your signature. Add whatever formatting you want (font style, color, bold, *etc.*).

3.  Select the text you want in your signature (or choose Edit – Select All if you want the whole message as your signature).

4.  From the main menu, select Insert – HTML...  A new window opens.

5.  From the Insert HTML window, select all the text and copy it. (For example, press Ctrl+C, or right-click and select Copy.)

6.  Open a new file in any text editor (for example, Notepad) and paste the text you just copied.

7.  Save the file, giving it a name with the .html extension—for example:
    **signature1.html**

8.  Attach the signature file as described above.

Send an email to yourself to see the result. If you don't like it you can edit the text file and reattach.

# Reading Email

When opening your Thunderbird client it automatically connects to the email server and looks for new email messages, these emails will then be downloaded to your inbox, viewed as a subfolder of your email address on the left. Click on the Inbox and your email messages will show to the right.

You can click the **Get mail** button to make the client check for new email messages, if necessary.  By default, Thunderbird will check for new messages every ten minutes. This can be modified under Tools/Account settings/Server Settings.
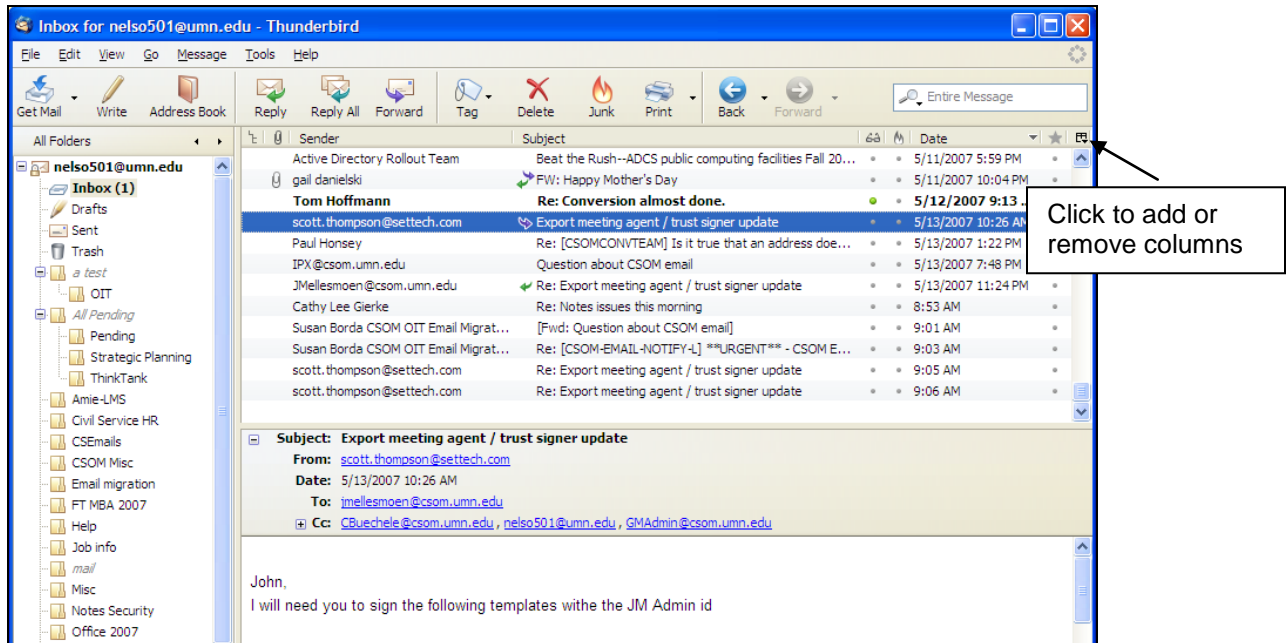


To display your selected email, double click on the message.

OR

To use the Preview option, select View, (from the main menu), Layout, Message Pane (or press the F8 key).

## Customizing the View

You can arrange the columns to suit your preferences.

- To MOVE columns, simply click and drag on the column heading to move to the desired location.

- To ADD columns, click the ⊞ button in the upper-right area of the column headings and select or deselect the desired column options.

## Tagging Messages

You can mark messages to indicate to display a different color, if desired. Click the ▣ Tag button from the toolbar and select the desired color option.  You can also create new tags, if desired.  To edit or delete tags, select Tools, Options.  Click the Display button and select the Tags tab.

# Searching for Messages

You can search any folder for messages.  Type your search text in the search field in the upper-right corner of your screen.
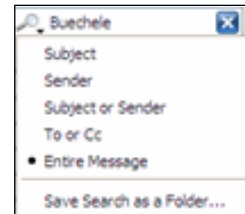
For more advanced search options, select the "name" of your account from the left (above the Inbox) to display the Thunderbird Welcome screen.
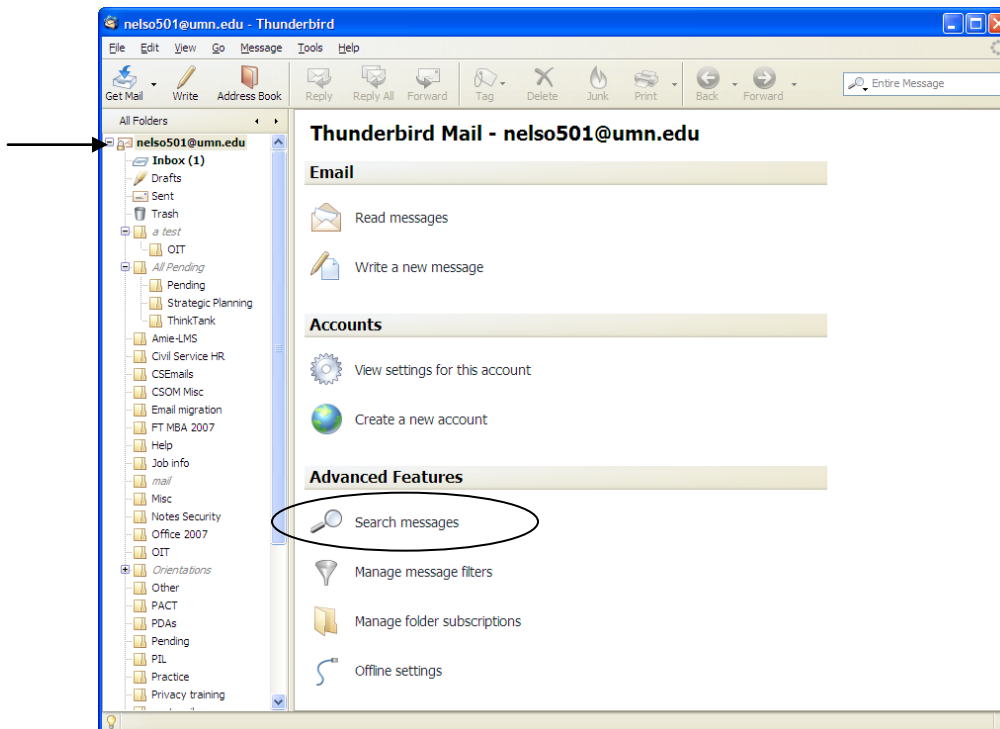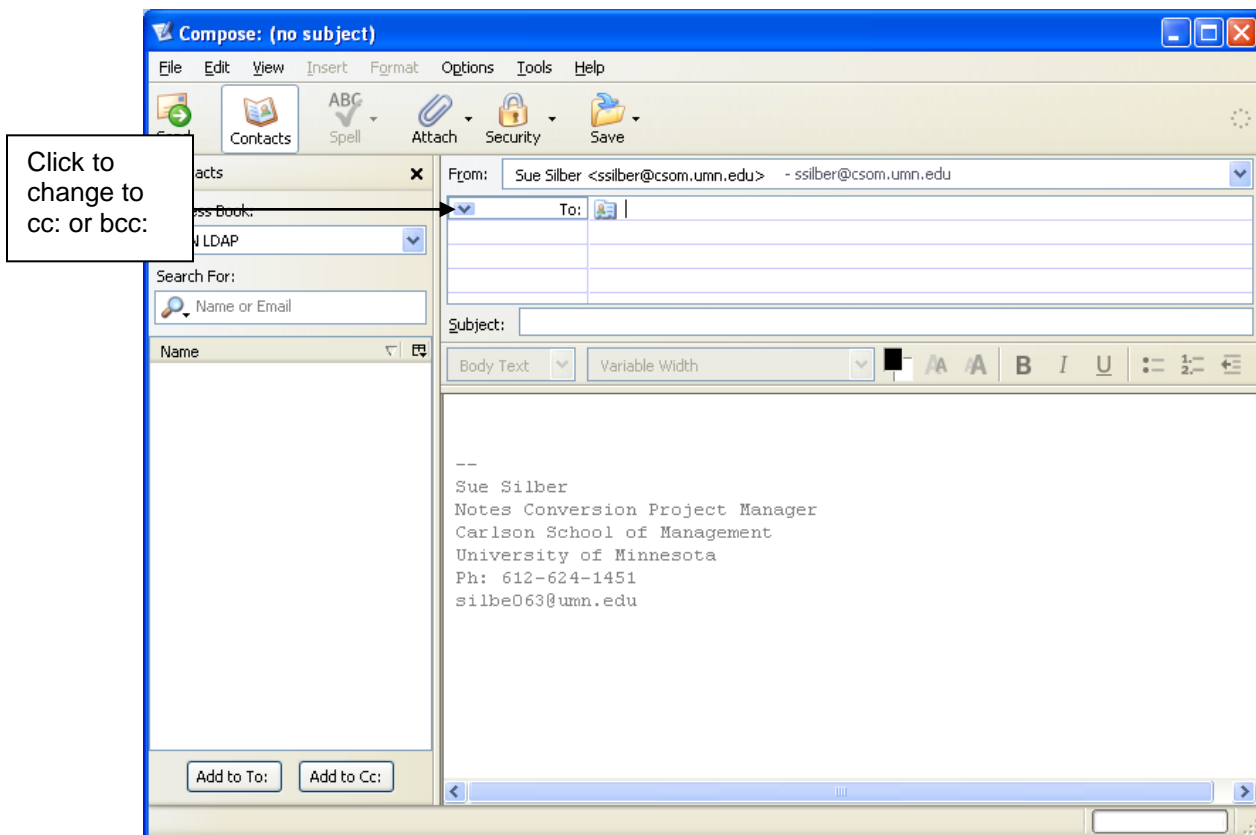
Click **Search messages** to display the following screen allowing for additional search options.
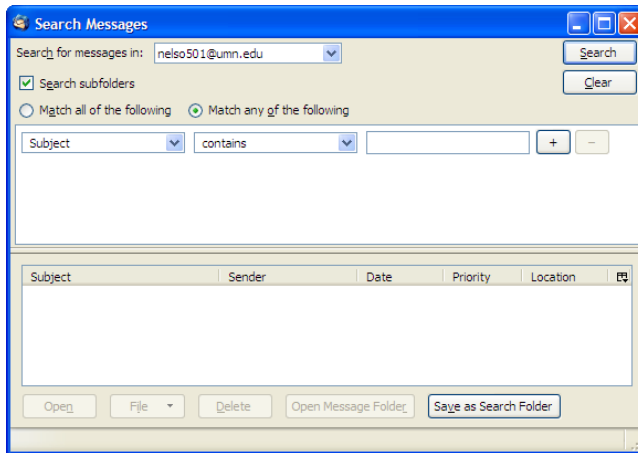


## Writing/Sending Email

1.  To write a message, click on the **Write** button.



As you see, the signature is already added in the bottom.

- To fill in an email address, type the address in the **To:** field. Alternately, you can search for a name. (See the next section.)

- To add another address, Press the **Enter** key to move to the next field.

- To use the cc: or bcc: option, click the drop-down arrow next to **To:**.

2. In the **Subject** field type the topic of your email message. If you don't specify a subject (you don't have to) you will be prompted to do so before the email message is sent.

3. Type in the message you want to send.

4. Click the **Send** button.

## Addresses

Click the Address book button  on the toolbar to display the screen below.
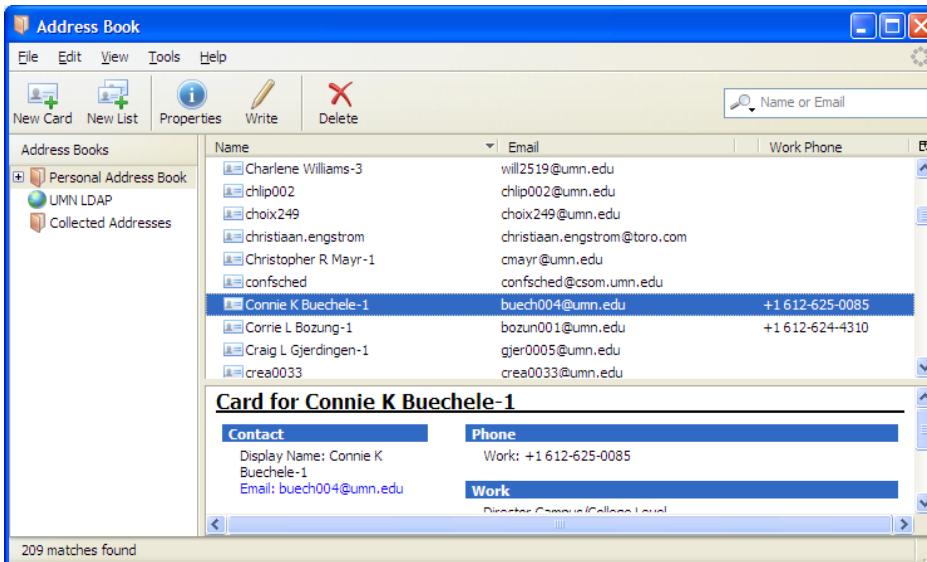


The following buttons are available:

| Click | Name | To |
|---|---|---|
| New Card | New card: | Create a new card (contact) in your personal address book. |
| New List | New list: | To create a mailing list.  These lists are handy if you frequently send messages to the same group of people. . |
| Properties | Properties: | To edit the highlighted card in your address book. |
| Write | Write | To write a message to the selected person. |
| Delete | Delete: | The delete button will delete the highlighted card from your address book. |

## Directory Searches

**Note**:  After you send a message, Thunderbird retains that address in your Personal Address Book for easy addressing in the future.

To search the Directory click the "**Address Book**" button on the toolbar.

Select "**UMN LDAP**" in the list of available address books on left-hand side. Click once in the text field above the results window (to the right of the magnifying glass) and enter the name of the person you are searching for (hint: unless the person has a common last name, e.g., Thompson, enter only their last name). Once you have entered their name, press the **Enter** key on your keyboard.
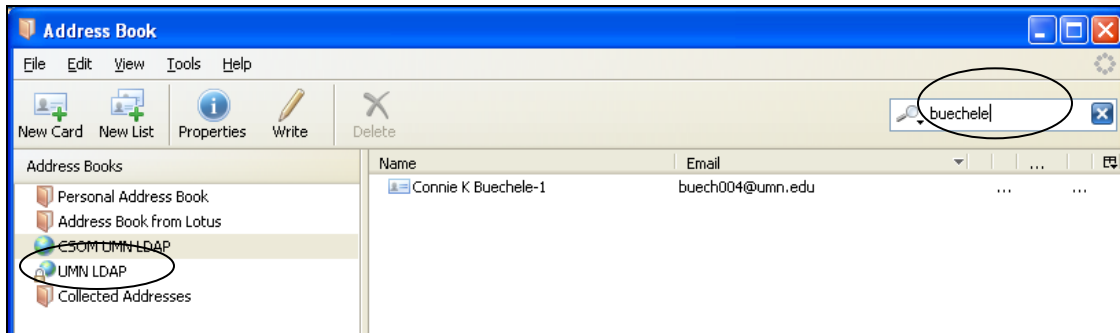


**Note**: You can also search for addresses when you are writing an email by using the same method as above. You may need to wait if you are searching using an LDAP for it to perform a search.  When the list of names displays, use your arrow key to move to the desired name.
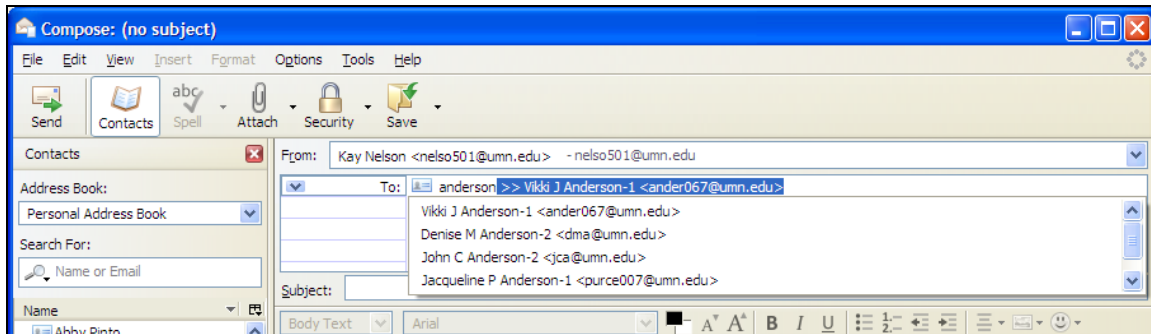


### Change Where Sent Addresses are Stored

If you do not want Thunderbird to save your addresses to your Personal Address book, you can modify it to save them in Collected Addresses.  Select Tools, Options, click the Composition icon, select the Addressing tab.  Change the setting for Automatically add outgoing e-mail addresses to my :  Collected Addresses.
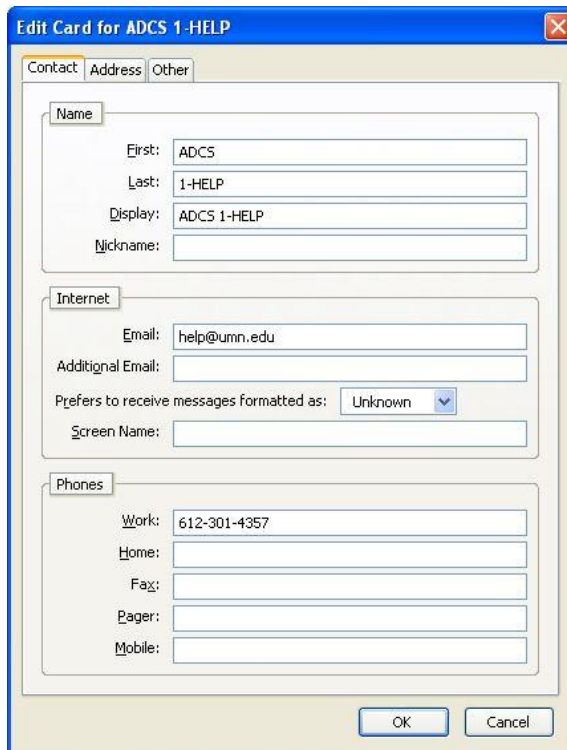
## Manually Adding Contacts

To add a contact to your address book, click the "**Address Book**" button  on the toolbar.

1.  Click the "**New Card**" button on the toolbar.
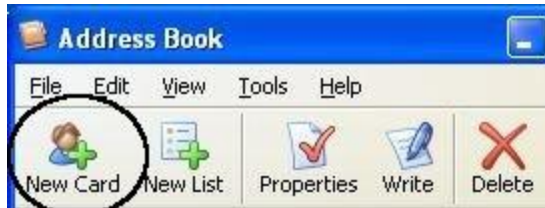


2.  Insert the contact information, then click "**OK**".



- To Edit a Contact Double-click the contact you want to edit, make the desired changes, and click **OK**.

- To add an address to an address book, click and hold on the address, then drag the cursor (while still holding the click) to your "**Personal Address Book**".  This will give you more details, such as building location for faculty and/or staff.
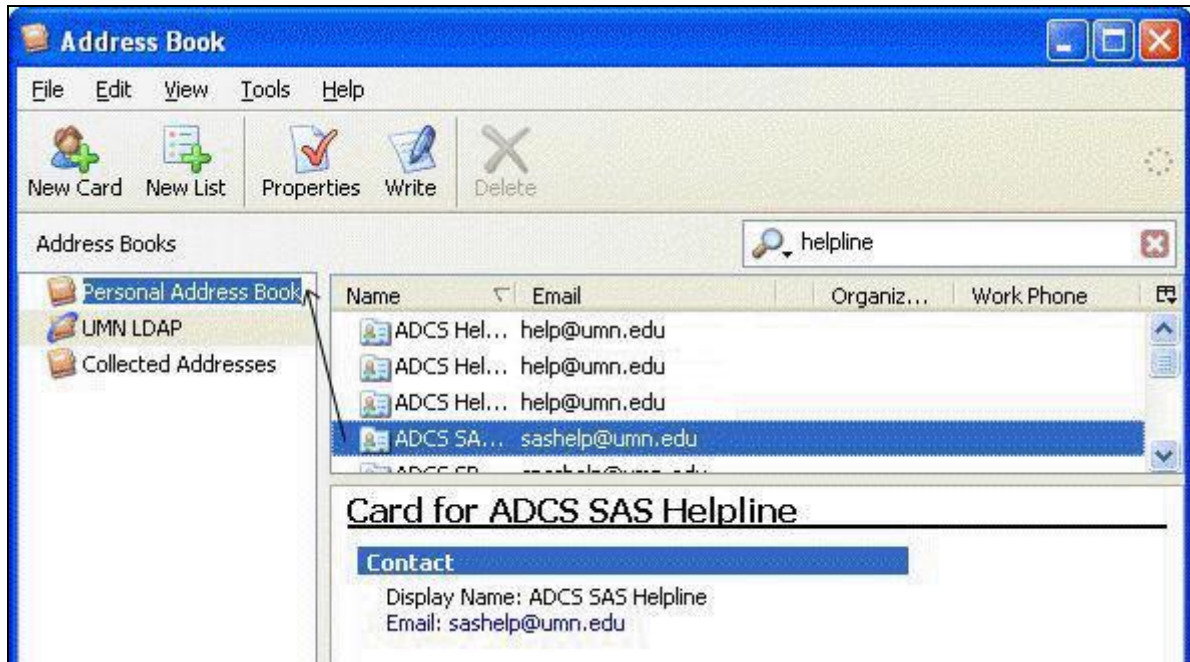


## Creating a Group Mailing List

Click on the **Address Book** button and select the Address Book where the list will reside.

Click on the **New List** button. Type the addresses to be included in the list. When you start typing the name may appear or you can select from a list which matches the letters as you type. Click **OK**.
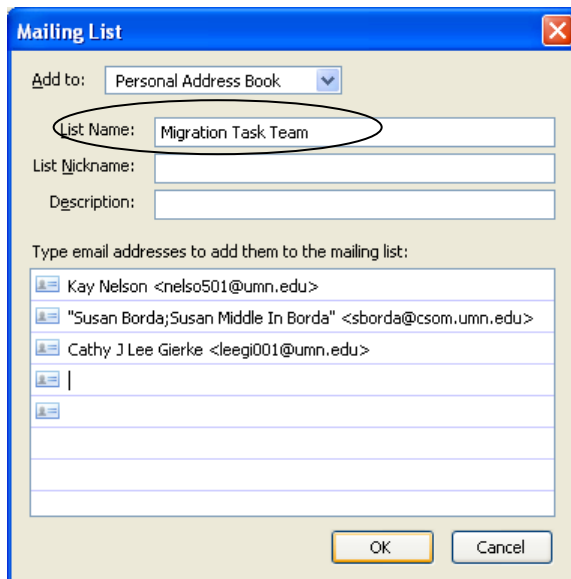
**Note**:  You can also copy and paste addresses from an Excel spreadsheet into a group. They will display with comma separators.

The next time you write a message, the list will display in the Address Book you selected.  You can type the name of the group in the To: field.
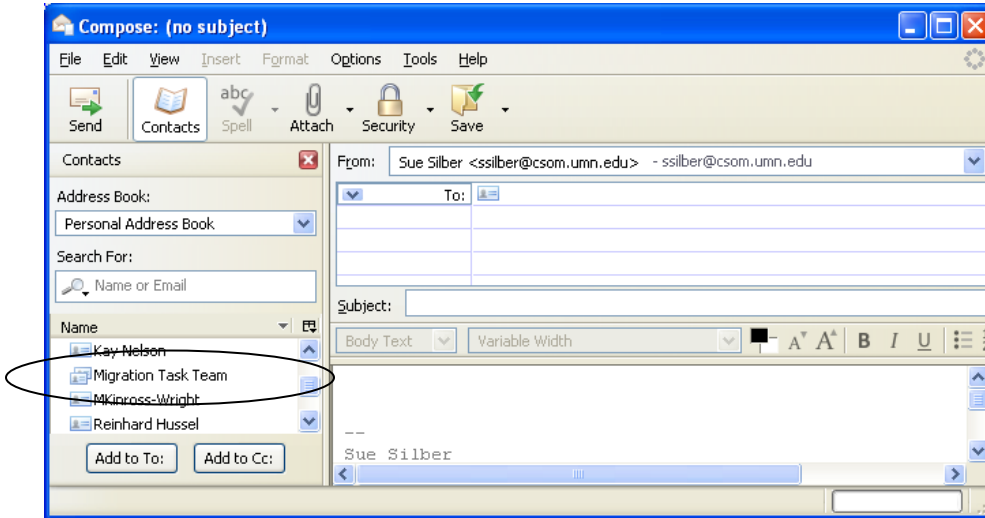


## Adding Attachments

1.  Open a new message.

2.  Click the **Attach** button ![Attach] .

3.  Next to the attachment button is there a drop-down arrow. You have 2 choices; either attach a file or a web address.

4.  Browse for the desired file.

5.  Locate the file you want to attach, and click **Open**. If you want to attach a web page, simply choose "Attach web page" and fill in the URL (for example http://www.mozilla.org). If you send a web page it will display in the recipient's email message, if they have HTML enabled email.  Otherwise, it will display as an attachment.

The attachment(s) display in a box in the upper-right corner of the message.
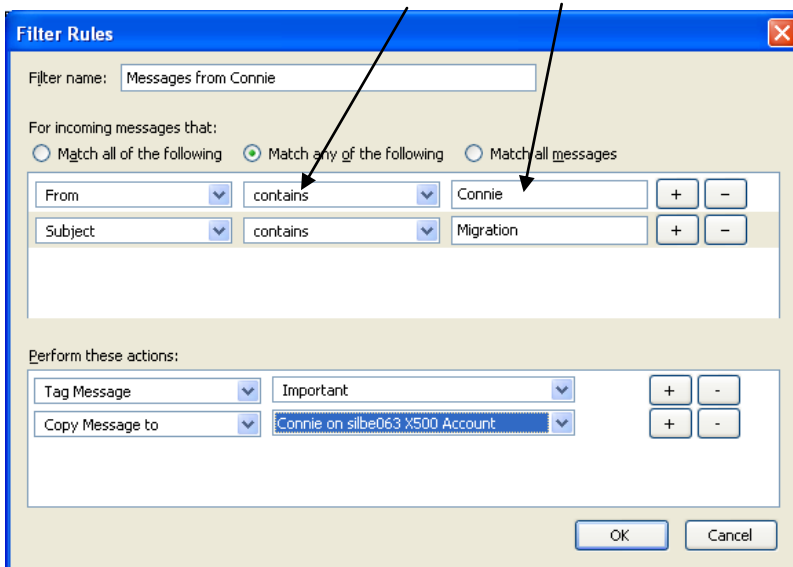
## Message Filters

Filters are used to perform certain actions if a particular condition is met. For example if messages arrive from a certain address, they can be tagged red to indicate that it is an important person, or they may be copied into a particular folder.

To add a filter:

1. Select **Tools**, then select **Message Filters**. The screen below displays.
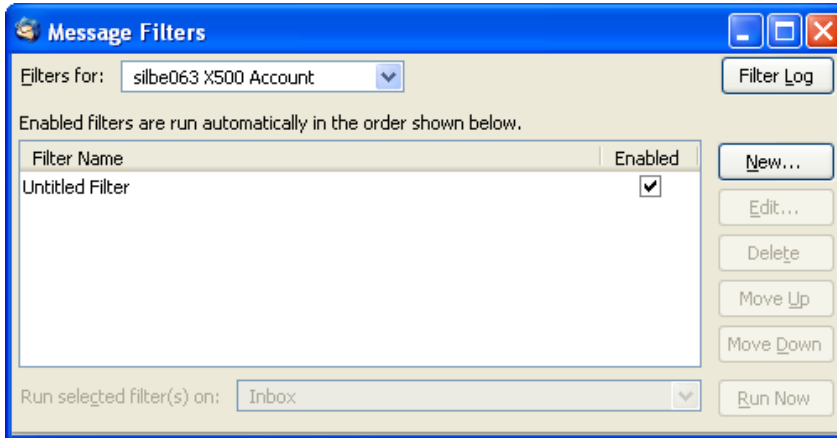


2. Click the **New** button.

3. Type a name for the filter. Then select from the drop down lists and type in the criteria you require for the filter. You can also select whether all or any the criteria must be met. Click **OK**.



In this filter, any message that is from Connie **or** has the word "Migration" in the subject line will be tagged as "Important" (show up in red) and will also be copied to the "Connie" folder.

## Using Web Mail

You can use the University's web mail to access your email from any computer with Internet access.

1. Go to:  www.mail.umn.edu.

2. Select either web client.  Both options have online guides to assist you.  (GopherMail gives you access to the UMN Directory to search for names.)

3. Login with your x.500 username and password.

4. All of your folders and messages display.

## Out of Office Messages

You can create an Out of Office message or Autoreply message on the central email system.

1. Go to:  www.umn.edu/dirtools.

2. Login with your username and password.

3. Under **Manage Your E-mail**, select **Set E-mail Forwarding and Autoreply.**

4. In the **Set E-mail Autoreply** section, complete the fields with the desired information.

5. Scroll down to click **Submit**.

# UMCal

The Full-Time MBA Office will use UMCal to schedule events with all students.  Your laptop has a shortcut to view the Oracle Calendar (UMCal) client installed on your laptop.  You can also use UMCal via the web from:  http://umcal.umn.edu

Full-Time MBA meetings will be scheduled by:  MC CSOM-MBA FTMBA Events.

## UMCal Training

The University has detailed information and instructions for using this calendar system available from:  http://www1.umn.edu/umcal/

Online tutorial:  http://uttc.umn.edu/training/resources/umcal/orientation/

QuickStart guide for MBAs: http://www.carlsonschool.umn.edu/assets/121552.pdf

Detailed Userguide:
http://www1.umn.edu/umcal/support/UserGuides/UMCal-Guide-Windows.pdf