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Jennifer Caseldine is working towards her associate’s degree in Information Technology and bachelors in Philosophy. She is familiar with various software applications and recently received her Help Desk certification. She enjoys surfing the net, reading and working out.

Aleshia Taylor is a student in her final year. Majoring in Psychology, with a minor in Computer Science. Aleshia comes to the Help Desk with experience in tech support from Packard Bell and ITT Aerospace helpdesk.

Tony Weber is a sophomore majoring in Information Systems. Tony enjoys interacting with computers and problem solving. He has extensive experience with popular software. In his spare time, Tony likes to play tennis, guitar and lift weights.

To Obtain General Computer Assistance
http://www.its.ipfw.edu The IT Services Web site has over 800 pages devoted to user support. Topics include information on general computing assistance, frequently asked questions, problem reporting, faculty/staff training, obtaining computer accounts, and more, answering a wide range of computing questions.
Campus-Wide Software

**SOFTWARE SUITES**

- Microsoft Office 2000
  - Now including Publisher 2000
- WordPerfect Suite 2000
- AppleWorks 6*

**Mail and Web**

- Eudora Pro 4.32**
- Dreamweaver 3**
- Homesite 4.51

**Math/Stats**

- JMP 3.2.6.1*
- Maple 6.01
- Matlab 11.1*
- Minitab 13
- SAS 8.1
- SigmaPlot 2000
- SPSS 10.0.5

**Other**

- AutoCAD 2000*
- JBuilder 3.5
- Mapinfo 5.5*

**Faculty/Staff Offices**

Most of your workstation software is covered by a campus-wide license and is available to IPFW faculty, staff, and students for on-campus use (i.e., IPFW owned computers). The most commonly used software has been loaded on each campus server. These packages can generally be installed on your office Windows workstation by using the DOS IMENU program or by creating aliases on a Macintosh. Accessing the IMENU - When logged on to the network, close all software applications and disable virus software. Select the MS-DOS Prompt from the programs menu, type IMENU and press enter. Once in the IMENU, use the installation chart to help you proceed through the menu(s) to install the software you want.

**Student-Access Labs**

The Student Computing Labs have a variety of software available. They offer everything from word processors, spreadsheets, databases, graphics, and statistical programs to software for specific classes. Documentation for many packages is available in each lab. Each lab also has one workstation for people with special physical needs as well as many additional accessories.

**LRC Classroom Setups**

These machines connect to the Student Lab servers and offer all the software available to students in their labs. There is a common username assigned to all of these machines: LRCFLOAT. You need to call Learning Resource Center (LRC) at 6519 (481-6519 from off campus), or email them at lrcscheduling@ipfw.edu and reserve a computer at least 24 hours in advance (more advance notice is always appreciated, especially at/near the end of a semester).

To learn more about the LRC computers visit the ITS Web site at:
http://www.ITS.ipfw.edu/faqs/lrc.html (and)
http://www.ITS.ipfw.edu/lab_software.html

To learn more about the Imenu, visit the ITS Web site at:
http://www.ITS.ipfw.edu/helpdesk/imenu.html (and)
http://www.ITS.ipfw.edu/site_licenses.html

To learn more about the Student-Access labs, visit the ITS Web site at:
http://www.ITS.ipfw.edu/students/oacf.html (or)
http://www.ITS.ipfw.edu/lab_software.html

* Only in Student Labs
** Only on Faculty/Staff Servers

Macintosh
Windows
What’s New in Software Suites

RealTime Preview - lets you scroll through and preview formatting options, such as fonts, lines, tables, borders, and shading, to see what they look like without applying those changes to your document.

Embedded Fonts - allows your fonts to be compressed and saved with the file data.

Autoscroll - lets you scroll through a document without using the arrow keys or the scrolls bars.

Enhanced Charting module - provides additional chart types and capabilities.

Enhanced shapes - provides over 100 new shapes.

Skewed table cells - allows you to skew the top row or the left or right column of a table.

Browse buttons - let you navigate within a document in the same way that you navigate through an Internet document.

To find out more about the Corel WordPerfect Office 2000 Suite use the Perfect Expert. Type in the keywords “New Features” and click Search.

EndNote for IPFW Network Users

At the recommendation of the Academic Computing and Information Technology Advisory Subcommittee (ACTAS) and the Information Technology Policy Committee (ITPC), EndNote has been purchased as a volume-network license for this Fall. EndNote serves as both a personally-created reference database and a Z39.50 client to search and download bibliographic records from library catalogs and databases supporting this protocol. The resulting personally-created database of references can then be used to maintain and create bibliographies following several standards.

EndNote is installed and configured like other network software at IPFW (SAS, SPSS, WordPerfect, etc.). The Windows version is available to install on a faculty member’s office computer from the IMENU. For Mac instructions, E-mail William Baden (baden@ipfw.edu). Additionally, it is available in the student-access labs and general academic multi-station computer classrooms (NF B39, B41, B88). The product is fairly simple to learn and use. Introductory workshops will be available for faculty in September.

Help Desk Continued from page 1

How to Contact the Help Desk

Voice: (219)481-6030 for our Quick Menu

Walk-in: KT 206

Hours: 8:00 A.M. - 6:00 P.M. Monday – Thursday

8:00 A.M. - 5:00 P.M. Friday

E-Mail: helpdesk@ipfw.edu with your computer problem. Be sure to send your username, building and room number, equipment type, property tag number, and complete problem description or error message.

Help Desk Quick Phone Menu - 6030

0 = Help Desk Consultant

1 = Status of IPFW servers, network and/or mainframe *

2 = Help desk hours and location

3 = Faculty/Staff account information

4 = Student access Lab hours and locations

5 = Student e-mail dial-in and Dmail information

6 = Student lab account information

*Please be aware this is not an automated process. There will be a short delay between the time a system problem occurs and when the information message line is updated.

Be Prepared when you call

The Help Desk’s goal is to assist you over the phone to resolve the problem. If phone assistance will not resolve the problem, we will assign a work order or “track,” as we call it, to a technician who will be assigned to solve the problem. Response time to work orders is dependent upon a combination of priority level, workload and the available staffing. We will need specific information about the problem including the exact error message and property tag number(s) of the equipment involved.

The Help Desk has a Quick Guide available with tips on when to call the Help Desk, what to do before you call with a problem, how to contact us, our phone menu, priority levels, and some helpful FAQ’s. If you would like a copy of this helpful guide stop at the Help Desk – KT 206 and pick up a copy.

EndNote

Microsoft Office
Rebecca Williams, an IPFW employee for over sixteen years, will be leaving the IT Services’ Account Clerk position to complete an M.S. in Counselor Education and to pursue a career in K-12 student counseling. Rebecca’s last day will be Wednesday, August 16, 2000. To celebrate her dutiful service and the friendships she’s formed over the years, there will be a party on that day from 2-4PM in Ketterl Hall Faculty and Staff Lounge. Rebecca leaves us with these words: “IPFW has been a very loving, caring, and nurturing place in which to grow personally and professionally. I thank all of you for this opportunity.” We wish you well, Rebecca.

Mary Anne Stailey, former receptionist for IPFW’s English Department, has accepted IT Services’ Account Clerk position and will soon be taking over all of the responsibilities entailed therein. She is handling administrative duties for a very busy department supporting campus-wide computing. With many years of experience in the receivable/payable/purchasing area, Mary Anne is sure to be an asset to the department. Welcome, Mary Anne.

Matt Marshall, a lifetime resident of Fort Wayne and current IPFW student, recently accepted a position with IT Services’ Technical Support group. After graduating from Homestead High School and working in food service for a while, Matt began working toward a Bachelor’s degree in Information Services at IPFW. Since last August, Matt was employed by IT Services as a student worker. Matt’s new position requires him to repair PC’s and to help maintain the campus network. Welcome, Matt.

Rhonna Kananen, formerly of Bellefontaine, OH, also accepted a position with IT Services’ Technical Support group. As the former Network Administrator/Technician for several businesses in central Ohio, Rhonna brings critical skills to a position that requires her to troubleshoot and repair IPFW’s hardware and software problems. Welcome, Rhonna.

Kathy Skurzewski, former Computer Technician for IPFW’s Transitional Studies Department, has accepted the newly created Student Computing Labs Supervisor position in IT Services’ Operations group. Kathy will be required to manage thirty lab consultants, test new software, and develop training materials. With a long history of working with students and computers, Kathy is well equipped to thrive in her new position. Welcome, Kathy.

Jeff Bender, a Computer Technician with IT Services for approximately three years, left IPFW on Friday, July 18, 2000 to accept a new, challenging position with Cornerstone Solutions in Fort Wayne. Good luck, Jeff.

To learn more about the IT Services staff, visit our Web site at: [http://www.ITS.ipfw.edu/people/](http://www.ITS.ipfw.edu/people/)