

3. GETTING CONNECTED

OFFICE **ACADEMIC COMPUTING**

LOCATION Engineering 103

PHONE (718) 636-3603

(718) 636-3765 (Help Desk)

OFFICE HOURS 9:00 am - 5:00 pm Monday-Friday

8:30 am - 5:30 pm Monday-Friday (Help Desk)

E-MAIL ac@pratt.edu

helpdesk@pratt.edu

URL <http://www.pratt.edu/ac>

MISSION, OVERVIEW, SUMMARY

Academic Computing provides a broad range of technology and support services to the Pratt community including network and Internet services, e-mail, computer labs, and administrative desktop computer support. The Help Desk on the Lower Level of the Engineering building provides computer support to Pratt students, staff and faculty via phone, e-mail and in person, including general troubleshooting, virus and SpyWare screening and clean-up, network connectivity problems, and resolution of e-mail and WebAdvisor issues such as forgotten passwords.

There are various computer labs available to our students on the Brooklyn and Manhattan campuses, and all classrooms are equipped with projectors, scanners and Internet access. Various rooms have zip drives, slide scanners, film scanners and wacom tablets. All labs are equipped with servers for file sharing and user accounts for classroom use.

NEW FACULTY/STAFF CHECKLIST:

- Activate personal Pratt e-mail account
- Access WebAdvisor
- Access the Learning Management System (LMS) at <http://lms.pratt.edu>

PRATT ONEKEY

Essential web-based services available from my.pratt.edu including e-mail, the learning management system and advisement & registration tools will be accessed with a single username and password called OneKey.

OneKey is your email username and password issued at the time of hire.

To get help with your username or password or if you have trouble accessing a particular system, check the help topics at <http://faq.pratt.edu/onekey> or contact the Helpdesk at (718) 636-3765, helpdesk@pratt.edu.

SPECIFICS

FAQ, Issue, First contact, Best contact

Q. Do I have a Pratt e-mail account and how may I access it?

A. All students, staff and faculty are issued Pratt email accounts when they begin working or attending school at Pratt Institute.

You may access your account:

- via the Web using a browser, such as Internet Explorer, Firefox or Netscape by going to <http://webmail.pratt.edu> or
- via an email client installed on your computer, such as Microsoft Outlook, Eudora, Entourage, etc.

Q. What is my account name and how do I access the information?

Your Pratt e-mail account name is your username@pratt.edu. You will need to know your Pratt ID number or Social Security number. Contact the Helpdesk helpdesk@pratt.edu, (718) 636-3765 for help in determining your username.

Q. How do I access my Pratt e-mail account?

A. You may access your email on the Web or via an email client. If you are using the web:

1. Go to www.pratt.edu
2. Click on [webmail](#).
3. On the login page, enter your username and password and press enter or click "Login." (Be sure you're entering just your username in the box where it says

“Name:” Do not enter your full email address, i.e. yourusername@pratt.edu)

Q. I am having trouble logging in. Help.

A. If you receive an “Error” message, try the following:

1. Check to be sure you’re using the correct username and password. If you’re unsure of your username or password, call the Helpdesk at (718) 636-3765, helpdesk@pratt.edu or online at <http://ac.pratt.edu/helpdesk/requesthelp.html>.

Q. What do I do if I forgot the password to my e-mail account?

A. Call the Helpdesk at (718) 636-3765. Someone there will re-set the password for you.

Q. Can I check my Pratt e-mail using an e-mail client, and not via pratt.edu webmail?

A. Yes, you can use your Pratt e-mail account by using an e-mail client installed on your computer, such as Microsoft Outlook, Eudora, Entourage or Apple. The username and password are the same.

Q. How do I configure the e-mail client on my computer to check my e-mail?

A. Any e-mail program can be configured to retrieve your Pratt e-mail, though the setup will be slightly different in each program. All programs will require the following information to be entered into the settings or preferences:

- Mail Server (incoming mail): pop.pratt.edu
- SMTP Server (outgoing mail): smtp.pratt.edu
- Your username and password

The SMTP server is the server that is used when you send mail. If you are connecting to the Internet from Pratt’s network, e.g. you are using Pratt’s wireless network, your outgoing mail server will be smtp.pratt.edu. If you are connecting off-campus you will need to use your ISP’s SMTP server; the name of the server may be similar to Pratt’s but may have other configuration requirements. URLs for online e-mail support from some local ISPs are listed below, or you can contact your ISP directly for assistance.

Help with configuring your e-mail client is also available from the Helpdesk via telephone at (718) 636-3765 or via e-mail at helpdesk@pratt.edu.

- AT&T WorldNet or DSL - <http://help.att.net/>
- Earthlink - <http://support.earthlink.net/>
- Excite - <http://help.excite.com>
- Juno - <http://www.juno.com/support/>
- MSN - <http://support.msn.com/>
- Optimum Online - <http://optonline.custhelp.com/>
- RoadRunner - <http://help.rr.com/>

• Verizon Online - <http://support.verizon.net/>

(This is a partial list of ISPs available in the New York metro area and should not be considered an endorsement or recommendation for any company listed.)

Q. How can students in my class communicate as a group using e-mail?

A. A mailing list (or listserv) can be established, which students then subscribe to. Management of the mailing list is performed through e-mail, and you can choose whether the list is an open discussion forum or used only for announcements. Contact the Helpdesk for more information or to set up mailing lists. Advance notice when requesting listservs is appreciated.

Also, most e-mail software will manage groups of e-mail addresses, which can then be used as an alternative to a listserv. Depending on what types of communication you need, this can also be a simple but effective solution.

A web interface is now available at <http://list.pratt.edu/cgi-bin/majordomo> to subscribe to and manage mailing lists.

Q. How can I manage the e-mail from each of my classes?

A. You can request e-mail accounts for each class, each with its own address and password. You can then access each account separately through webmail or other software you use for e-mail. Each account also has its own space for web pages. Contact the Helpdesk for more information.

Pratt now offers a Learning Management System (LMS) which provides a web-based home for all Pratt classes. To access the LMS go to my.pratt.edu and click the Learning Management System box or simply point your browser to <http://lms.pratt.edu>. Your username and password are the same as for e-mail and all other Pratt web-based services.

Q. Can I create a web site at Pratt?

A. Each e-mail account also has space available to create a web site. The content can be transferred to the pratt.edu web server with an FTP client, then accessed at <http://pratt.edu/~username/> where the username is the e-mail address without the @pratt.edu portion. Details on how to transfer files to the web server and how they need to be named can be found on the Academic Computing web site under account services - personal web pages. 100 megabytes of storage is available for each web site. If you need to limit access to the web site for copyright or other issues, contact the Helpdesk for assistance.

Q. How do I schedule a computer lab for use by my class?

A. The computer labs are scheduled using the same process as other classroom spaces on campus. Contact your department chair with your needs; they will

coordinate with the Registrar's office and Academic Computing to provide a suitable space. Information on available software, computers, and other equipment in each lab is provided on the Academic Computing web site and in the faculty guides for each lab, which also describe policies and procedures for each lab.

Q. Can I use the computer labs to prepare materials for my classes?

A. You are welcome to use the labs to prepare and print materials for your classes. The lab policy on printing multiple copies applies to all lab users, however, so if you need multiple copies we ask that you print only one copy in the lab, then use Institute or department photocopiers for duplication.

Q. I've lost my password. What should I do?

A. The Helpdesk can resolve e-mail issues such as forgotten passwords, and reset passwords. You'll need to verify your identity to have a password reset, which you can do by visiting the Helpdesk office in Engineering Lower Level, e-mailing a scanned image of your PrattID to them, or providing your SSN if you choose to call them.

Q. I'm having computer/network/software problems. Help?

A. Contact the Academic Computing Helpdesk. They're located on the Lower Level of the Engineering Building and are open Monday through Friday from 8:30 a.m. to 5:30 p.m. (during the summer, the Helpdesk closes at 4:30 p.m.) You may contact the Helpdesk via phone at 718-636-3765 or via e-mail at helpdesk@pratt.edu.

Q. Can I get a discount on computers and software through Pratt?

A. Pratt faculty, staff, and students can take advantage of education partnerships with Adobe, Apple, Dell, and Studica. Links to partner web sites can be found on the Academic Computing web site at <http://www.pratt.edu/ac>.

Q. How do I request A/V equipment and support for my class on the Pratt Manhattan campus?

A. Audiovisual Services (AVS) on the Pratt Manhattan campus supports all multi-media requests made for classes meeting on the Pratt Manhattan campus as well as support for events taking place in our lecture hall room 213. AVS offers a wide array of A/V services for faculty use in the classroom. Support is offered during all times the building is open including weekends. AVS requires all requests be made with at least 48 hours notice. This helps ensure the equipment requested is available and that there will be a technician on hand to set up and breakdown the equipment and troubleshoot as necessary.

THERE ARE TWO WAYS YOU CAN REQUEST A/V EQUIPMENT FOR YOUR CLASSROOM:

- 1) via internet: <http://pratt.edu/~w14av/> (best way to request)
- 2) via fax: by faxing the Audio-Visual Equipment Reset Form to 212-367-2494
- 2) in person: in Room 502 (the lab monitor's window on the Pratt Manhattan Campus)

AVS currently accepts requests from individual faculty teaching on the Pratt Manhattan campus or by departmental representatives. Requests from students are not accepted at this time. If your students need equipment to do a presentation in your class, the equipment needs to be requested by a professor or a departmental representative.

All requests will be responded to with an email confirmation within 24 hours of receipt. Please alert AVS of any changes in your requests as early as possible. All requests will be set up and broken down based on the information provided, therefore it is very important that the form is filled out completely and accurately

FOR THE FOLLOWING INSTITUTE POLICIES, PLEASE REFER TO THE PDF LOCATED AT [HTTP://WWW.PRATT.EDU/ACADEMIC_COMPUTING/POLICIES](http://www.pratt.edu/academic_computing/policies)

COMPUTER AND NETWORK RESOURCES

Excerpted from the pamphlet "Responsible Use of Computer and Network Resources at Pratt"

- What is the Policy and How Does It Affect Me?
- Who is Affected by this Policy?
- What Do You Mean by the Pratt Network?
- Your Responsibilities as a Pratt System User
- Your Responsibilities as a Pratt System Administrator
- Standard Procedures that are Followed at All Times
- Policy Violations of Which You Should Be Aware
- Report Violations Immediately—it's for Your Own Protection
- How Your Complaint Will Be Handled
- Consequences of Violations
- Additional Standards Apply to All Pratt Web Site

CONTACT

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