



**COMPUTING RESOURCES  
FACULTY/STAFF HANDBOOK  
FOR THE  
UNIVERSITY OF TENNESSEE  
HEALTH SCIENCE CENTER**



**COMPUTING & TELECOMMUNICATIONS  
789 ALEXANDER  
448-5848**

## QUICK REFERENCE

ELECTRONIC MAIL	448-2222 helpdesk@utmem.edu
LISTSERVS	448-2222 helpdesk@utmem.edu
WEB DEVELOPMENT	448-5848 webmaster@utmem.edu
COMPUTER TRAINING	448-3839 tpage@utmem.edu
RESEARCH COMPUTING	448-5848 jbuchanan@utmem.edu
HELP DESK TECHNOLOGY SUPPORT	448-2222 helpdesk@utmem.edu
NETWORK SERVICES	448-8460 utnet@utmem.edu
TELEPHONE SERVICES	448-5858 telecom@utmem.edu
MICROCOMPUTER LABS	448-3839 tpage@utmem.edu
TELEHEALTH	448-5848 sgray@utmem.edu
APPLICATION DEVELOPMENT	448-6388 cbrooks@utmem.edu

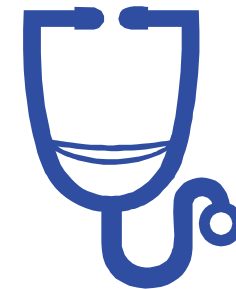
## TELEHEALTH

---

Telehealth is defined as "the delivery and provision of health care, consultative services and patient education for individuals and the transmission of information related to care, over distance, using telecommunications technology."

The University of Tennessee, in a partnership with other healthcare providers, provides medical and health educational services to surrounding rural communities who may be experiencing significant challenges in accessing health care through traditional systems.

For more information about Telehealth services, contact Sydney Gray at [sgray@utmem.edu](mailto:sgray@utmem.edu) or by calling 448-5848.



## APPLICATION DEVELOPMENT

---

Application Development can provide data warehousing services that will allow faculty/staff the ability to query and report from large quantities of data.

The team of Oracle programmers can provide consulting services, security and ongoing support for departments wishing to develop databases.

The University has over 71 Oracle databases that house student, faculty and staff information. Questions regarding existing databases should be routed to the application developer for that system. Not sure who the developer is? Call the Help Desk at 448-2222 to be directed to the proper person.

Faculty or staff interested in the creation of a new database should contact Charlie Brooks at [cbrooks@utmem.edu](mailto:cbrooks@utmem.edu) or 448-6388.



## INTRODUCTION

---

This handbook provides a listing of Computing and Telecommunications services available to faculty and staff at the University of Tennessee Health Science Center. The services listed in this handbook include computing instruction, consultation, support, custom application design and much more.

We hope you find this handbook helpful when you need to take a course on specific software, have questions about the Help Desk, need access to an existing database, or wish to create something new. We welcome your suggestions. Please call 448-2222 or send electronic mail to [helpdesk@utmem.edu](mailto:helpdesk@utmem.edu).



## TABLE OF CONTENTS

---

QUICK REFERENCE.....	2
ELECTRONIC MAIL.....	5
LISTSERVS .....	6
WEB DEVELOPMENT .....	7
COMPUTER TRAINING.....	8-9
HELP DESK.....	10
TECHNOLOGY SUPPORT .....	11
NETWORK SERVICES .....	12-14
TELEPHONE SERVICES .....	15-16
MICROCOMPUTER LABS .....	17
APPLICATION DEVELOPMENT .....	18
TELEHEALTH.....	19

## MICROCOMPUTER LABS

---

Computing & Telecommunications  
B107 & B110 General Education Building

Computing and Telecommunications has two computer labs located in the General Education Building.

The lab located in B110 of the GEB is a 24-hour open access lab for faculty, staff and students. For your protection the lab has 24-hour camera surveillance. Other services provided include printing and Internet capabilities.

The computer lab in room B107 is a teaching/testing lab available to faculty and staff on a first-come, first-serve basis. It houses 36 Intel machines and an electronic whiteboard with audiovisual capabilities as well as 24-hour camera surveillance. Lab availability may be checked at <http://www.utmem.edu/Microlab/calendar.cgi>. To reserve lab time, call 448-3839 or email your request to [tpage@utmem.edu](mailto:tpage@utmem.edu) (Tricia Page).

## TELEPHONE CONFERENCING

---

Telecommunications has a digital conference call system that allows you to set up conference calls with as many as 24 people. A unique feature of this system is that there are no garbled conversations or fading voices. Several people can talk and be heard at the same time, and every speaker's volume is automatically adjusted for listening comfort. Telecommunications will handle the reservation for your call and ensure that the call takes place, and runs smoothly.

Inquiries on available programs or reservations for a teleconference can be made through the Telecommunications Office by emailing [telecom@utmem.edu](mailto:telecom@utmem.edu). Requests should include:

- Number of participants
- Length of call
- Account number and phone number to be charged
- Contact name

Rates are \$15 per port/person per hour for local callers and this is considerably less than outside vendors.\* Long distance charges not included.

For more information, contact Telecommunications at 448-5858.

\* 17.50 per port/person per hour for long distance callers using the 800 service.

## ELECTRONIC MAIL

---

All faculty and staff are eligible for FREE electronic mail accounts. Our mail server supports IMAP-compliant clients.

Everyone who has utmem.edu email address has access to our internet email site. It may be found at <http://webmail.utmem.edu>; use your same email username and password. This site can be used from any Internet ready computer. Faculty and staff may select their IMAP mail client. We recommend and support Outlook, Outlook Express, and Netscape.

To set up your email account, call the Help Desk at 448-2222 or visit [webmail.utmem.edu](http://webmail.utmem.edu) and select the "About Your Email Account" link.

### Antivirus Software

Is your computer protected from viruses? All computers connected to the UTHSC network must be running current antivirus software. UTHSC provides FREE virus checking software available for download at <http://antivirus.utmem.edu>. You will need your NetID and password in-order to download the software.



## LISTSERVS

---

**LISTSERVS** allow the faculty and staff to easily communicate specific information to a select group of recipients. To view public lists and subscribe, use the following link: <http://listserv.utmem.edu>. If you are unable to register online, you can email your request to the list owner.

Four campus wide mailing lists exist with restricted access. Campus, Students, Staff, and Faculty. The Campus list includes all people with email accounts ending in .utmem.edu . The Students list includes only those people currently enrolled in the university with an email address ending in .utmem.edu . The Staff and Faculty lists include only those employees of the university who hold those classifications and whose address ends in .utmem.edu .

Postings to campus wide list are monitored and moderated. Contact university relations before posting messages to any of these four campus wide list.

Computing Systems offer lists service creation and hosting free of charge, however they require all new list administrators attend an intro session.

Please contact Rick Sipes at 901-448-5848 or [rsipes@utmem.edu](mailto:rsipes@utmem.edu) to request a list creation. The list must be requested by a UT Employee (i.e. your sponsor, a Dean, Director, etc.) and provide the name and purpose of the list, and contact information for who will administer the list ... email, and phone are usually enough.

## TELEPHONE SERVICES

---

Telecommunications is located in 786 Alexander. The following services may be requested by calling 448-5858 or by using the web form or email indicated below.

- Installation, relocation and change of telephone service or equipment
- Repair and maintenance services
- Voicemail, including menu options
- Calling cards, cell phones, 800 services, long distance authorization codes
- Training-on-site or formal training on telephone features
- Consulting & Design—Telecommunications analysts provide design, implementation and support for specialty services such as ACD call centers, large installations, and off-site clinic applications.

The online form is available at <http://www.utmem.edu/UTMenu/telephone/telephone.html>, or send email to [telecom@utmem.edu](mailto:telecom@utmem.edu). Please provide complete information such as name, address, telephone number and account number.

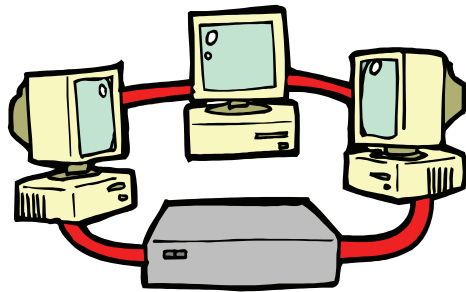


## NETWORK SERVICES cont..

---

*network.html* or e-mail requests to Jackie Wagner at *utnet@utmem.edu*. Include name, building, room #, department account #, and the service required.

Network Services billing questions should be directed to Jackie Wagner at 448-8460 or *utnet@utmem.edu*.



## WEB DEVELOPMENT

---

UT offers free site hosting services to all departments on campus.

The <http://www.utmem.edu> web server is a Unix server running Apache, which supports basic HTML and XML. **It does not support Microsoft FrontPage extensions.**

\*A SSh client acquired at [www.utmem.edu/ssh](http://www.utmem.edu/ssh) is required to upload files to the server.

Training is available for faculty/staff needing assistance in developing and publishing a web site. Dates and times for training are available at <http://www.utmem.edu/training> or by calling 448-3839 (Tricia Page).

If you are experiencing difficulty with a previously published site, requests for assistance should be emailed to [webmaster@utmem.edu](mailto:webmaster@utmem.edu).

## COMPUTER TRAINING

---

Computer Training in basic functions of supported software is available at no charge to faculty and staff. The schedule of classes is available at <http://www.utmem.edu/training>. If there is a need for specialized training not listed on our calendar, customized courses may be designed.

You may register for training online at <http://www.utmem.edu/training/register.html> or by using one of the following methods:

- 1) Call 448-3839 (Tricia Page)
- 2) Fax your registration to 448-8199 (attention: training)

### Standard Computer Classes

Introduction to PC	Intermediate Excel 2003
Beginning Word 2003	Intermediate PowerPoint 2003
Beginning Excel 2003	Intermediate Access 2003
Beginning PowerPoint 2003	Advance Excel 2003
Beginning FrontPage	Advance Word 2003
Beginning Access 2003	Outlook 2003
Beginning FileMaker Pro	Outlook Express
Intermediate Word 2003	WebMail

Classes tailored to the needs of the department



## NETWORK SERVICES cont.

---

An **IP address** is a required identifier for a computer or device on a TCP/IP network. Our network uses the TCP/IP protocol to route messages based on the IP address of the source & destination. For new machines, make sure that you have a physical connection to the UTHSC network. Open up your browser and fill out an IP registration form, which will automatically open if your computer does not have an IP address. If you are taking possession of an existing computer, you must register the computer in your name at <http://www.utmem.edu/helpdesk/netreg/>. If you need assistance, call the Help Desk at 448-2222.

The **Cisco VPN Client** is required to use a computer off-campus as if you were actually on-campus, in your office. To download the Cisco VPN Client & install, follow directions on the Help Desk Software Downloads web page below. If you need assistance, call the Help Desk at 448-2222. <http://www.utmem.edu/helpdesk/downloads.htm>

Network Services also provides knowledgeable consulting for all departmental networking needs, LAN or WAN. Consulting includes departmental computing network requirements, network performance evaluation and tuning, future network planning and more. To request network consultation, contact Billy Hatcher at 448-8122 or [bhatcher@utmem.edu](mailto:bhatcher@utmem.edu).

Faculty/staff requiring network connectivity for any computing devices must request these services in writing via the online form at <http://www.utmem.edu/UTMenu/network/>

## NETWORK SERVICES

---

Network Services provides campus-wide network connectivity to all UTHSC computing devices, as well as installing, managing, securing and maintaining the complex network infrastructure the campus environment requires. Network capabilities provided by Network Services include:

**E-mail Access:** UTHSC faculty/staff/students must setup their E-mail account & assistance is available via the Help Desk at 448-2222. Accessing E-mail on-campus requires registration of computer to obtain an IP address & an E-mail application such as Microsoft Entourage. Accessing E-mail off-campus requires an Internet Browser (Netscape / Internet Explorer) for webmail access, or Cisco's VPN client (see below) to access the UTHSC E-mail Server using an E-mail application.

**Internet Access:** Requires registration of computer to obtain an IP address.

<http://www.utmem.edu/helpdesk/netreg/>

**Wireless Internet Access:** Requires registration of computer's wireless interface to obtain an IP address.

<http://www.utmem.edu/comp/campus/wireless.htm>

**Computing Resources Access:** On-campus access requires registration of computer to obtain an IP address. Off-campus access will require using the Cisco VPN Client (see below).

<http://www.utmem.edu/helpdesk/netreg/>

## COMPUTER TRAINING (CON'T)

The Training division has **Windows Computer-Based Training (CBT)** available to UT faculty and staff that may not have time to attend instructor-led training. Computer-Based Training (CBT) is an interactive method of learning that provides a series of self-paced, hands-on, web-based courses. CBT offers technology, managerial, and supervisory curricula. Technology curricula contain courses for IT beginners and IT professionals. Technology courses include Microsoft Office (Word, Excel, Outlook etc.), Macromedia, Adobe, Security, and more advanced topics such as JavaScript, C, LINUX, Servers, and open systems. Managerial and Supervisory curricula contain courses for Business Skills, Human Resource, and Workplace Compliance. OIT provides these courses for free to UT students, faculty, and staff. There are hundreds of courses available.

### How to Access CBT's :

- Must be a UT student, faculty, or staff.
- **Register** online with OIT to access the CBT materials.
- After registering login to the CBT system.

Registration and additional CBT information can be accessed at <http://oit.utk.edu/cbt/>.



## HELP DESK

---

The Help Desk is available to answer computer questions related to supported hardware and software and to direct you to more extensive help or resources.

**The Help Desk hours of operation are Mon-Fri 8 am - 5 pm.**

For questions that extend beyond the scope of a Help Desk call, a technical support consultation will be recommended or assigned. (There are fees associated with technical support services; talk to the technician before any work is scheduled.) The Help Desk also maintains a detailed log of calls and scheduled consultations.

When calling the Help Desk, please have some information about your computer ready. The following will be typical information that will be asked:

- What kind of computer do you have?
- What kind of operating system are you using?
- What is the version of the operating system?

The Help Desk may be contacted by:

- Calling 448-2222 or (800) 413-7830
- Emailing [helpdesk@utmem.edu](mailto:helpdesk@utmem.edu)
- Website <http://helpdesk.utmem.edu>

## TECHNOLOGY SUPPORT

---

Support technicians are available for a fee to assist computer users with problems or issues that extend beyond a Help Desk phone call.

Examples of technology support issues include:

- Computing Assessments
- Software/Hardware installations
- Diagnosis of existing problems
- Maintenance operations
- Virus location and removal

Technology Support can also assist faculty/staff in the purchase of computers or peripheral devices. This service is provided at no charge. Contact the Help Desk to schedule these consultations (448-2222).

You may schedule an onsite service request without having to talk on the phone. Click "Onsite Service Request" on the HelpDesk webpage.

