



# COMPUTING RESOURCES STUDENT HANDBOOK FOR THE UNIVERSITY OF TENNESSEE HEALTH SCIENCE CENTER



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Revised 6/2006

**INFORMATION TECHNOLOGY SERVICES  
789 ALEXANDER  
448-5848**

## QUICK REFERENCE

ELECTRONIC MAIL	448-2222 helpdesk@utmem.edu
Mailing List	448-2222 helpdesk@utmem.edu
WEB DEVELOPMENT	448-5848 webmaster@utmem.edu
COMPUTER TRAINING	448-3839 tpage@utmem.edu
HELP DESK	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

## Acceptable Use Policy

The use of University information technology resources is not a right, but a privilege extended in good faith to authorized students, employees, alumni, and affiliates for purposes relating to education, research, service, and administration. Responsible and acceptable use preserves the security, integrity, and availability of information technology resources and assures the authentication and accountability of each user. These resources are for use in conducting authorized University business. Their use for private business purposes is prohibited.

The University, including its computing and networking facilities, is a forum for the exchange of ideas. UT cannot protect users from the presence of material they may find offensive. However, the presence of such material must not be represented nor construed as an endorsement or approval by UT.

Users must recognize that information systems can never be absolutely secure, and the University cannot guarantee the privacy of users, their computer files, or their communications. The University also reserves the right to preserve or inspect for business reasons any information transmitted through or stored in its computers, including electronic mail communications. Such business reasons include, but are not limited to, violations of this policy and any campus guidelines or procedures established to implement this policy, violations of any other University policies, or as required by law. Employee electronic mail may be a public record and may be open to public inspection.

The chief information officer, or individual designated by the chancellor or vice president of each campus and unit, has the authority and responsibility for the development of technology standards and guidelines to ensure the effective implementation of this policy.

The use of University information resources is governed by all applicable policies and the laws of the State of Tennessee and the United States. Abuse of information technology resource privileges may result in the loss of those privileges and in disciplinary action in accordance with other University policies. Abuse of networks or computers at other sites through the use of UT resources will be treated as an abuse of information technology resource privileges at the University.

<http://admin.tennessee.edu/acs/5135-01.htm>

## MICROCOMPUTER LABS

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Information Technology Services  
B107 & B110 General Education Building

Information Technology Services 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 B107 is a teaching/testing lab available to students when testing or for classes scheduled by your professor.



## INTRODUCTION

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This handbook provides a listing of Information Technology Services available to students at the University of Tennessee Health Science Center. The services listed in this handbook include computing instruction, consultation, support, and much more.

We hope you find this handbook helpful when you need access to the Internet, have questions about online courses, or wish to take a computer course. We welcome your suggestions. Please call 448-2222 or send electronic mail to [help-desk@utmem.edu](mailto:help-desk@utmem.edu).



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## TELEPHONE SERVICES

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Telecommunications is located in 786 Alexander. Goodman Dorm rooms are equipped with single line telephones with local telephone service. Repair service may be requested by contacting the Dorm office or by calling Telecommunications at 448-5858.

Please Note: Students may not use their dorm room telephone number as the billing phone number for calling cards. Students should use their home phone or other permanent phone number as the billing number for calling cards, if necessary.

- Authorization codes for long distance calls\*
- Repair and maintenance services
- Billing services

\*You will need to request a long distance authorization code card for activating or discontinuing services from the Goodman dorm office. Return completed cards to Goodman dorm office.

Please Note: You may not use your dorm room telephone number as the billing phone number when requesting calling cards. By doing so, you may risk losing phone access in your dorm rooms. You should utilize your home phone or other permanent phone number for calling cards.



## NETWORK SERVICES CONT.

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must register the computer in your name at <http://www.utm.edu/helpdesk/netreg/>. If you need assistance, call the Help Desk at 448-2222.

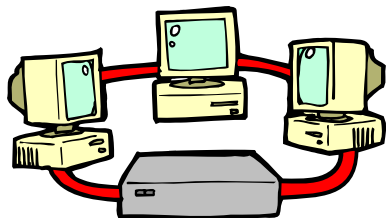
The Cisco VPN Client is required to use a computer off-campus as if you were actually on-campus, in your office. To download the Cisco VPN Client & install, follow directions on the Help Desk Software Downloads web page below. If you need assistance, call the Help Desk at 448-2222.

<http://www.utm.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@utm.edu](mailto:bhatcher@utm.edu).

Faculty/staff requiring network connectivity for any computing devices must request these services in writing via the online form at <http://www.utm.edu/UTMenu/network/network.html> or e-mail requests to Jackie Wagner at [utnet@utm.edu](mailto:utnet@utm.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@utm.edu](mailto:utnet@utm.edu).



## ELECTRONIC MAIL

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All students have electronic mail accounts. Our mail server supports Exchange clients, such as; Outlook Web Access (webmail), Outlook 2003 and Entourage. We recommend students use webmail.

In the open computer labs, you will have access to our online email site. It may be found at <http://exchange.utm.edu>; use your same NetID username and password. This site can be used from any Internet ready computer.

For assistance with your email account, call the Help Desk at 448-2222.

### 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.utm.edu>. You will need your NetID and password in-order to download the software.



## Mailing Lists

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Campus wide mailing lists allow students to easily communicate specific information to a select group of recipients. To view available 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.

## NETWORK SERVICES

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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 Outlook (PC) or Entourage (Mac). Accessing E-mail off-campus requires an Internet Browser (Netscape / Internet Explorer) for web-mail 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/>

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

## COMPUTER TRAINING

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Computer Training in basic functions of supported software is available at no charge to students. The schedule of classes is available at <http://www.utmem.edu/training>.

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

Call 448-3839 (Tricia Page)

Fax your registration to 448-8199 (attention: training)



## HELP DESK

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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. They can also reset passwords for email and CourseInfo accounts.

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

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>