Cambridge College
For working Adults

Department of
INFORMATION TECHNOLOGY

*Dear Cambridge College Student,*

The Cambridge College Department of Information Technology stands ready to help you in any way possible during your program at Cambridge College.

## Computer Requirements

You need to have a computer that meets the College's minimum requirements.

### Microsoft Windows

Windows 2000, XP (or higher)
256 MB RAM (512 or greater highly recommended)
56k modem (broadband DSL or cable-modem strongly recommended)
Sound Card and Speakers
Microsoft Internet Explorer 6.0 or higher OR
Mozilla FireFox 1.3-1.7 or higher

### Macintosh OS

MacOS OS 10 (or higher)
256 MB RAM (512 or greater highly recommended)
56k modem (broadband DSL or cable-modem strongly recommended)
Sound Card and Speakers
Apple Safari 1.2 or higher OR
Mozilla FireFox 1.3-1.7 or higher OR

### Anti-virus

The College requires that all computers have some form of anti-virus software protection. Common brands of anti-virus protection are Norton and McAfee.

### Software

Many instructors require Microsoft Office. Students are urged to research the computer requirements before registering for any online course.

If you bring your own computer to Cambridge College, you will need to contact the IT Office to gain access to the College wireless network.

If your computer does not meet the minimum requirements, you may buy one from the College's computer purchase program (See below for more information).

## Computer Purchase Program

**Students who wish to purchase a computer through IT Department must follow the procedures below. Please check with the Financial Aid Office for financial aid availability. If you are eligible financial aid may cover the cost of the computer. You must follow the procedures below:**

- Student must fill out laptop request form (see attached) before last day of ADD/DROP

- Students need to send the form for approval by Business Office and/or Financial Aid

  Fax : 617-873-0270

  Mail:
  Cambridge College
  Attention: Office of the Bursar
  1000 Massachusetts Avenue
  Cambridge, MA 02138

- IT will distribute and train the students who purchase the computers on the third weekend after add and drop date. The IT Department will send by email the information with date, time and location of the distribution and training date.

## IT Support

**Please send all support requests through the E-Helpdesk at: http://helpdesk.cambridgecollege.edu**

You will get a helpdesk ticket that allows you to track and troubleshoot technical support issues. Only when the website is unreachable, or when the problem is extremely urgent please call the IT helpdesk.

**IT HELP DESK**
**Telephone**: (800) 877-4723 Ext 1159, Direct: 617-873-0159
**Online Help Desk:** http://helpdesk.cambridgecollege.edu

| | |
|---|---|
| *Monday-Thursday:* | *10:00 AM- 10:00 PM, EST.* |
| *Friday:* | *10:00 AM- 09:00 PM, EST.* |
| *Saturday:* | *10:00 AM to 5 pm, EST.* |
| *Sunday:* | *12:00 PM to 5 pm, EST.* |

## Outlook Web Access Email (OWA)

Microsoft Outlook Web Access (OWA) is a collaborative tool that the Cambridge College community uses mainly as an email application, it also provides a calendar, task and contact management, note taking, a journal and web browsing. Students, faculty, and staff can send and receive e-mails, transfer text and graphics files. All students of Cambridge College are eligible to receive the Outlook email service. If you have any questions, you may contact the Helpdesk.

## E-Mail Address:

Your e-mail address will be: ***firstname.lastname@cambridgecollege.edu***

## Accessing your Email Account Online

From any computer that has Internet access, open a web browser and type in the following address: **https://owa.cambridgecollege.edu**

- You will be prompted to enter your user name and password. For the user name, enter your *Firstname.Lastname*

**Example**, my First name is ***John*** and my Last name is ***Doe*** therefore, I will have to enter ***john.doe*** for the username.

- Next, enter your password and the click Log On. (Your password will be your **student ID** #).
  **Note:** You can find your student ID on your acceptance letter.

If you have any questions or problems with your email please call or e-mail our IT Helpdesk:

## MyCC

MyCC is an online learning management system which allows students to take online courses. It allows students to access their course history, transcripts, student accounts, online library, online bookstore, online evaluation and more. The Registrar's Office will send your acceptance letter with your user name and password (pin#). If you experience any problems with My CC, please contact the IT helpdesk
MyCC website: https://mycc.cambridgecollege.edu

## Wireless Access

All Cambridge College buildings have free wireless access. If you experience any problems with the wireless access, please contact the IT helpdesk.

## Navigating the Cambridge College Website

The network of websites at Cambridge College is as large and complex as the College itself. The following is a list of the most used links on the Cambridge College Website:

- **Cambridge College Home Page:** http://www.cambridgecollege.edu
  Visit this page for all news and events, as well as class cancellations**.**
- **Class Schedules:** http://www.cambridgecollege.edu/schedule
- **Financial Aid:** http://www.cambridgecollege.edu/financialaid
- **National Institute for Teaching Excellence (NITE)**: http://www.cambridgecollege.edu/nite
- **Information Technology**: http://www.cambridgecollege.edu/it
- **About the College:** http://www.cambridgecollege.edu/about
- **Contact Information:** http://www.cambridgecollege.edu/contact
- **Regional Centers:** In addition to the main campus located in Cambridge, Massachusetts, Cambridge College has several regional instructional centers around the U.S. Please select from the bottom left menu on the homepage to get more information.

**Sincerely,**

**Information Technology Department**
**1000 Massachusetts Avenue, Cambridge, MA**

**Cambridge College**
**Information Technology Department**
**Phone:** 800-877-4723 Ext.1159 - **Email:** it@cambridgecollege.edu
**Website:** http://www.cambridgecollege.edu/it

**CAMBRIDGE COLLEGE LAPTOP PURCHASE DISCLOSURE FORM**

**Student's Name:**________________________________ **Dept/Program:** ________________________

Student ID#: ________________________ Location: _________________________

Home Address _________________________________________________________________

City _____________________________________ State________ Zip________________

Telephone Numbers: Day: (____) ______________ Evening: (____) ___________________

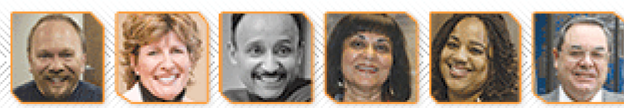
**By my signature, I acknowledge that I have received from Cambridge College a laptop and carrying case.**
**I understand and agree that $1,600.00 will be charged to my Cambridge College student account.**
Machine Type/Model: **R61** **Serial Number:**
Additional Accessories: Laptop Bag
**WARRANTY CLAIMS**
CAMBRIDGE COLLEGE DOES NOT AND WILL NOT ASSUME ANY WARRANTIES, EXPRESSED OR IMPLIED AS WELL AS TO ANY MATTER RELATED TO THE COMPUTER, THE SOFTWARE, AND THE PERIPHERALS DEVICES. THIS IS INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY FOR A PARTICULAR PURPOSE. THE COMPUTER IS BEING SOLD AS IS AND WAS PURCHASED AS A NEW MACHINE WHEN GIVEN TO THE STUDENT.
**CAMBRIDGE COLLEGE LAPTOP DISCLOSURE FORM**
Cambridge College is not responsible for hardware, software, AND WILL NOT PROVIDE ANY TELEPHONE OR EMAIL SUPPORT. Any hardware or software issue will have to be remedied through the manufacturer and within the warranties provided by the manufacturer.
**COMPUTERS, NETWORK USE & INFORMATION TECHNOLOGY POLICIES**
Cambridge College provides computers, software and electronic resources for teaching and learning, research, communication, and public service. All members of the College learning community are expected to use these resources with proper respect for the rights of others, the College, and federal, state, and local laws. All users, on-site and remote or off-campus, must abide by all policies of the Cambridge College Information Technology Dept. Access will not be denied or abridged in violation of equal opportunity policies.
***Disciplinary Action* —** Abuse of computer/network privileges, equipment, and accounts is subject to disciplinary action; due process is followed. System administrators are authorized to take any actions deemed necessary to preserve the integrity of the system, including immediate temporary suspension of access in response to evidence of violation, pending the outcome of an investigation. Violation may result in disciplinary action ranging from a verbal warning, to loss of account and access privileges, and dismissal.
Disciplinary action by the College does not preclude law enforcement by federal, state, and local authorities. Infractions that may be violations of law will be reported by College officials to the appropriate authorities.
**Complete policy statements are posted in the Information Technology Office and on the Cambridge College web site, wwww.cambridgecollege.edu**

**Student Signature**: _____________________________________________Date**:** ______________

**Below This Line Cambridge College**- A member of Cambridge College must sign below when issuing a computer.

**Business and or Financial Aid Office Signature**________________________ **Date**______________

**IT Department Signature** __________________________________________**Date**_____________



# Getting Started with MyCC Portal V1.01

# Table of Contents

## Who Should Use this User Guide?

This guide is meant for all users of MyCC. All users of MyCC will have access to the functions (Calendars, Announcements, Forums, Personal Information, etc.) listed. Some of the options of a function (assign a task, create a new announcement, etc.) that are described need specific permission to use, and therefore are not available to all users.

## What is MyCC?

MyCC Portal is Jenzabar's Internet Campus Solution (JICS). JICS is a single log-on entry point providing an intelligent, integrated, and Internet-based solution for Cambridge College. The College portal will be branded as "MyCC" and will feature information that is public, as well as information that is specific to each individual's role within the portal. For example, information seen by faculty regarding a conference will not necessarily be seen by students.

MyCC***'s* Portal** has been designed to serve as a virtual point-of-contact for the Cambridge College campus. Users will be able to view campus announcements, a public calendar of events, forums, and etc. In this capacity, the MyCC Portal will serve as an essential tool for prospects, students, faculty, and administrators.

MyCC***'s* Learning Management** System feature offers powerful and easy-to-use course management tools for supplementing courses and streamlining the learning experience of your students. The LMS offers faculty and students secure, password-protected, 24/7, single-login access, accessible anywhere with an internet connection, and includes the following features:

- *Online course management*
- *Calendar*
- *Easy customization of style and content for course pages*
- *Easy upload/download of electronic documents including syllabi, text handouts, PDFs, audio and video file formats, and images*
- *Discussion forums*
- *Chat rooms*
- *Grade book*

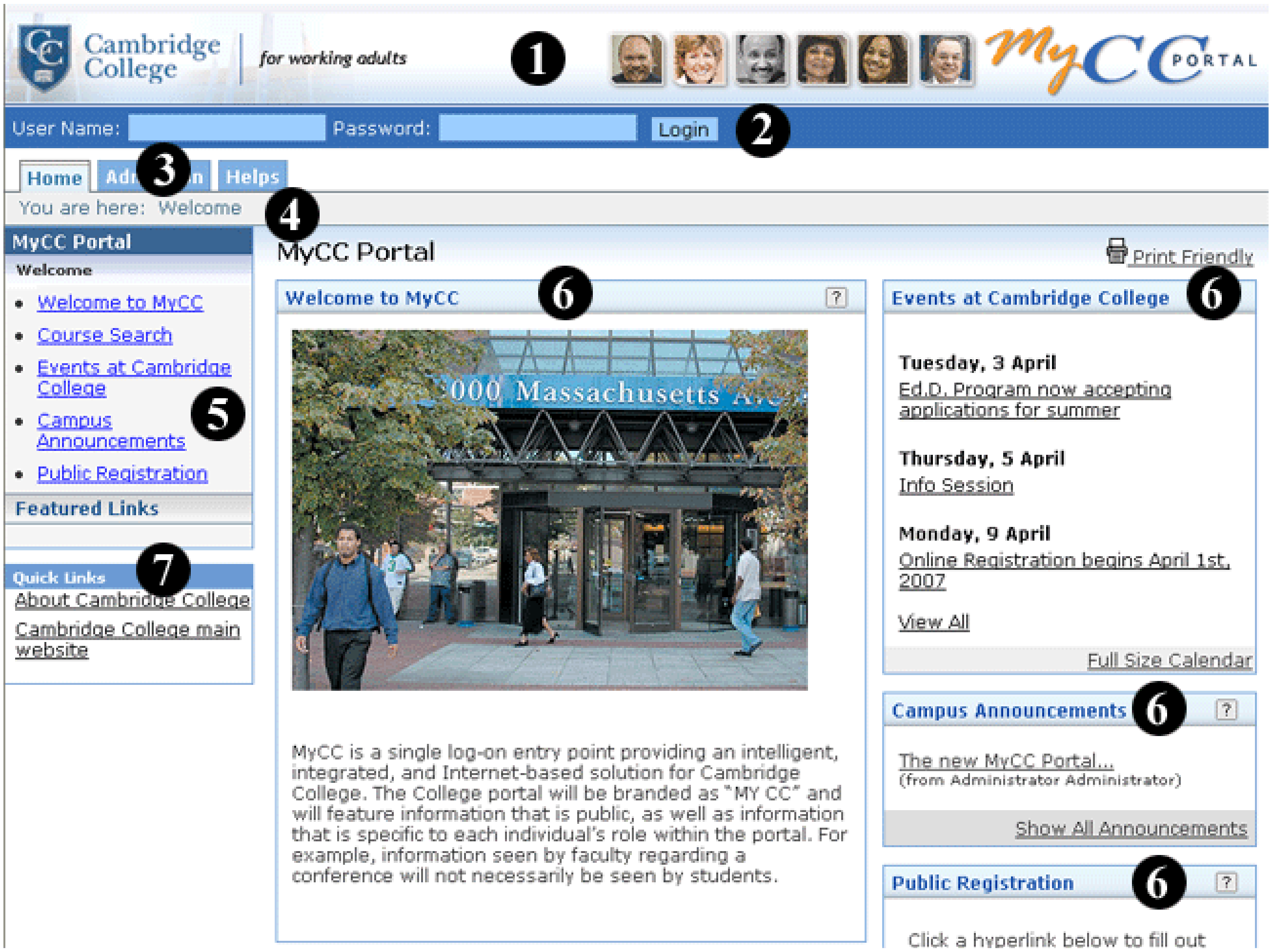
- *Coursemates (see your classmates)*
- *Task Manager*
- *Syllabus*
- *Course Information*
- *Attendance*
- *Gradebook*
- *And many more…*

MyCC delivers the connectivity through the Web that is critical today, bringing you complete integration with your administrative system's database. Depending on who you are, role-based portlets deliver only relevant database content. For example, only users with a Financial Aid role will have access to financial aid information. Currently, only three roles exist—Faculty, Student, public, and Administrator; more roles are in development and anticipated in the future.

## Understanding MycC Site Navigation

The MyCC Portal navigation includes:  Tab navigation, the Sidebar navigation area, Breadcrumb navigation, Portlet navigation, and Page Footer navigation. (See figure 1.1)

Figure 1.1




1 **Main Banner**

2 **Login – Personal info – Logout bar**

3 **Tabs**

4 **Breadcrumbs**

5 **Portlet links**

6 **Portlets**

7 **Quicklinks**

1. **The Main Banner –** The entire top portion of the main MyCC portal will display Cambridge College's logo. By default, the logo links back to the main portal home page.

2. **The Logon, Personal Info, Logout bar –** This bar provides these basic features:
   a. Allows you to logon MyCC Portal
   b. Access your personal information
   c. Logout MyCC Portal

3. **The Tabs Navigation -** The most basic information structure of the site uses tab navigation. The tab is a visual metaphor for a top-level context or section of the portal. Each tab section has a "main page," and may also have any number of additional pages and /or sub-contexts within it. Clicking on a tab leads to the default page of that tab section if you have access to it.

4. **The Breadcrumbs -** The MyCC Portal navigation uses a location breadcrumb trail. This is a textual representation of the user's location within the site's structure, e.g. **Home** > **Admissions** > **Apply for Admission**. This representation of information allows user to link to locations in the Portal along a continuum of sequential order. The Breadcrumbs are located in a bar directly beneath the tabs, and above the page title.
   **Tips**: All the "breadcrumbs" in the path are links.

5. **The Portlet Links –** These are shortcut to the portlets of the current page you are viewing.

6. **The Portlets -** Before logging into MyCC, you should be familiar with the definition of a "portlet." Each category of information is contained in a window called a portlet, and the MyCC portal is comprised of many portlets. Portlets are much like windows seen on a Microsoft Windows based personal computer. Like windows on a PC, portlet windows can be minimized and maximized.

   For example, the Homepage page (see figure) contains several "portlets" indicated by the light blue title bars on the page (i.e., Welcome to MyCC, Events at Cambridge College, Campus Announcement, etc.). Portlets can be customized (repositioned or removed) based on each user's needs and preferences.

**7. The Quicklinks -** The quick-links section of the sidebar is for navigation on a global level and contains shortcuts to some of the more personalized content areas of the portal. This section of the sidebar will be visible and consistent (i.e. the same) on all pages of the portal. The Quick Links section is broken down into 2 sub-sections, separated by a line or a horizontal rule.

- **Personal Links** - The first section in Quick Links contains links to My Courses, My Pages, and My Groups. These links are contained within expanding/ collapsible menus, which are opened & closed by clicking on the menu name or clicking the toggling "+/- " icon. The My Courses menu contains links to the user's current courses (which are pages in the course section). The My Pages menu contains links to, all of the user's custom defined "Home Pages" including the main user customized home page. All these pages are located in the My Pages section. The My Groups menu links to any campus groups in which the user is a member. These Campus Groups pages exist within the Campus Life tab. If a user is not enrolled in any courses, has no personal pages, and/or is not a member of any campus groups, then these menus will not appear in the sidebar.

- **Cambridge College Defined Links** - The second navigation area within Quick Links is a list of links which may be defined by Cambridge College level administrator in the Site Admin area. As the Quick Links section of the sidebar is visible on all pages in the portal, these should be general links that the university wants to "push."

  For example, Cambridge College may wish to have the following links displayed in this area:

  **a.** A link to the Cambridge College's public website
  **b.** A Helpdesk Support Link
  **c.** A Contact Us link and etc,.

**Tip**: Jenzabar uses standard buttons for navigation purposes. You will see these located throughout MyCC's Portal.

| | |
|---|---|
| | You will only see the **Wrench** button for portlets that you have edit rights to. Use this button to make changes. This is how you build or customize a given portlet. |
| ? | Clicking on the Help button for a portlet will display helpful information about how to use the portlet. It is customized for that specific portlet. |
| | The Pencil icon acts as a quick edit link. Select this icon when you want to make changes to an entry. |
| | The Trash can is a quick delete button. |
| | When you see this icon, it is a quick button for adding material. You may, for example, see this button on the Forums portlet. Clicking this button will allow you to add another forum on the portlet. |

## Logging onto MyCC

**Note**: Your **User Name** and **Password** should have been previously created and given to you. If you do not yet have a user name and password or have forgotten them, please contact the phone numbers below or open a request ticket at http://helpdesk.cambridgecollege.edu.

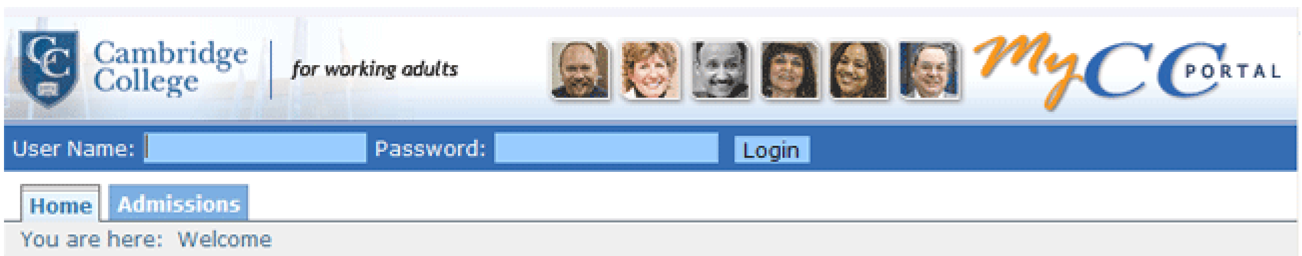
- **Students and Alumni** can get their login credentials by calling the Cambridge College Registrar's Office at (800) 877-4723, ext. 1101.
- **Faculty** members can get their login information by calling the Faculty Data and Contracts Administrator at (800) 877-4723, ext. 1125.

**Tip:** Users are strongly encouraged to change their password when they first login to the portal. It is also recommended that you change your password once every few months for security purposes. (Please see How to change password guide)

**1.** Open a web browser (We recommend using Internet Explorer or FireFox browsers)

2. In the address bar of the web browser enter the URL of MyCC site: https://mycc.cambridgecollege.edu (Alternatively, you can access MyCC by click on the MyCC Web Portal link on the main website)
3. Enter your User Name & Password and click the **Login** button (See figure 1.2)

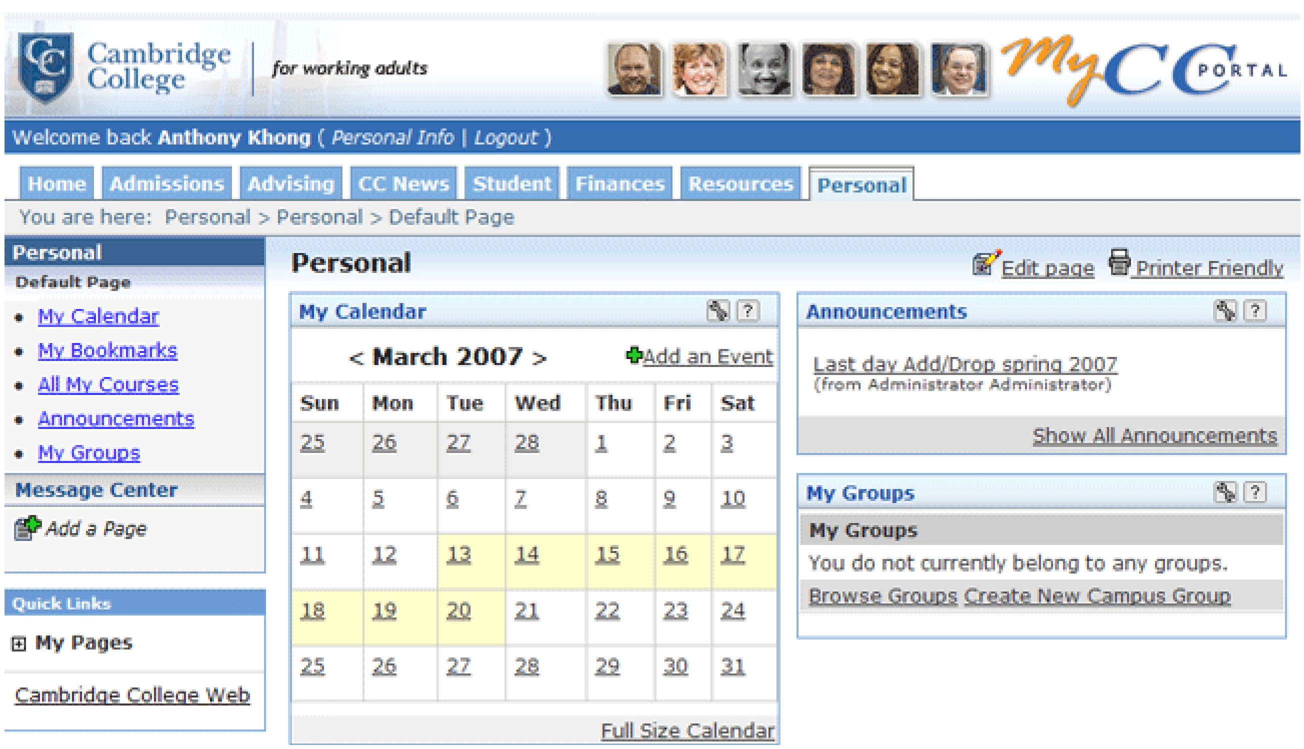
**Figure 1.2**




4. After logging on, you will see "**something like this**" (See figure 1.3)

**Note**: We say that your view will look "**something like this**" because the actual screen view will change constantly, as announcements are added and the Calendar items change. Also, the system administrator may change the components of the screen from time to time.

**Figure 1.3**



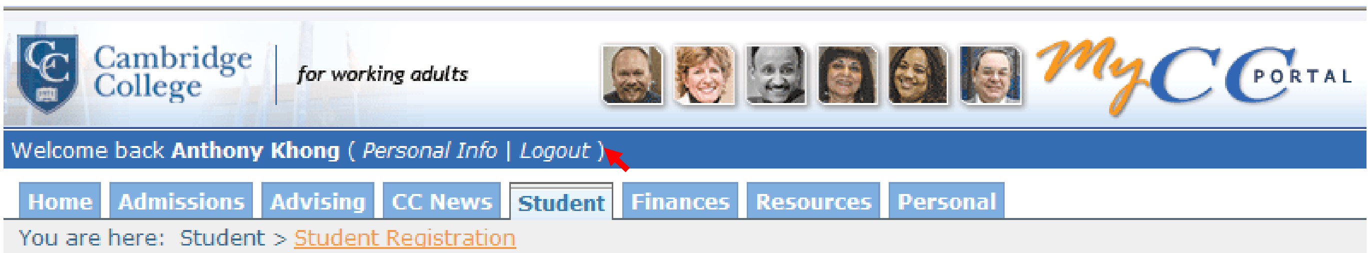
# Logging out MyCC

For security reasons, we recommend all users (student/faculty/staff/admin) to logout MyCC after using the Portal.

Follow these steps to logout MyCC:

1. While you are on MyCC Portal
2. Click the "**Logout**" link right next to the Personal Info link above the **Tab Navigation** (See figure 1.4)
3. You will be redirected back to logon page

**Figure 1.4**

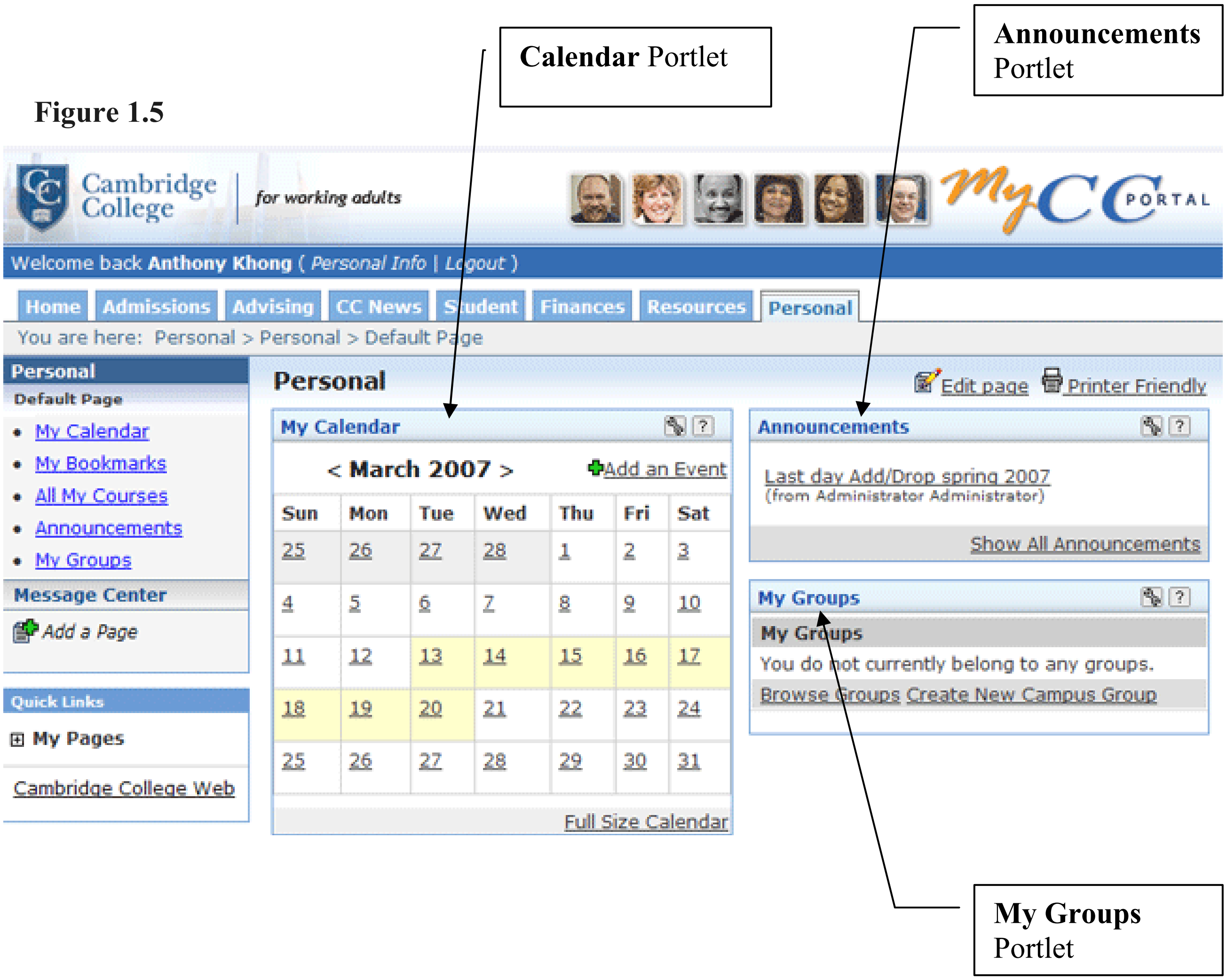



# My Personal Homepage

After you log into the MyCC Portal, you are automatically taken to your personal home page. (See figure 1.5)

The Personal Homepage contains several "**portlets**" indicated by the light blue title bars on the page (For example, Announcements, My Calendar, My Groups, Campus Resources, etc.). Most Portlets can be customized (**repositioned** or **removed**) based on each user's needs and preferences. (See figure 1.5)

**Figure 1.5**



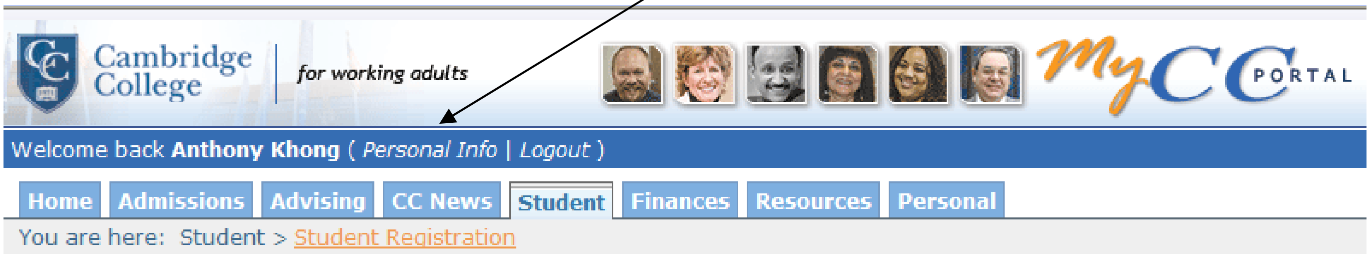

## Changing your Password

The first thing that you will want to do after your first login MyCC is to change your password. You can do this by clicking the ***Personal Info*** link right next to your name. Select the **Password** tab and enter in your new password. This ***Personal Info*** tab is also where you will be able to upload a photo and customize your personal information such as office hours (for faculty only), but we will get to that later.

1. After logging on MyCC
2. Click on the **Personal Info** link (See figure 1.6)

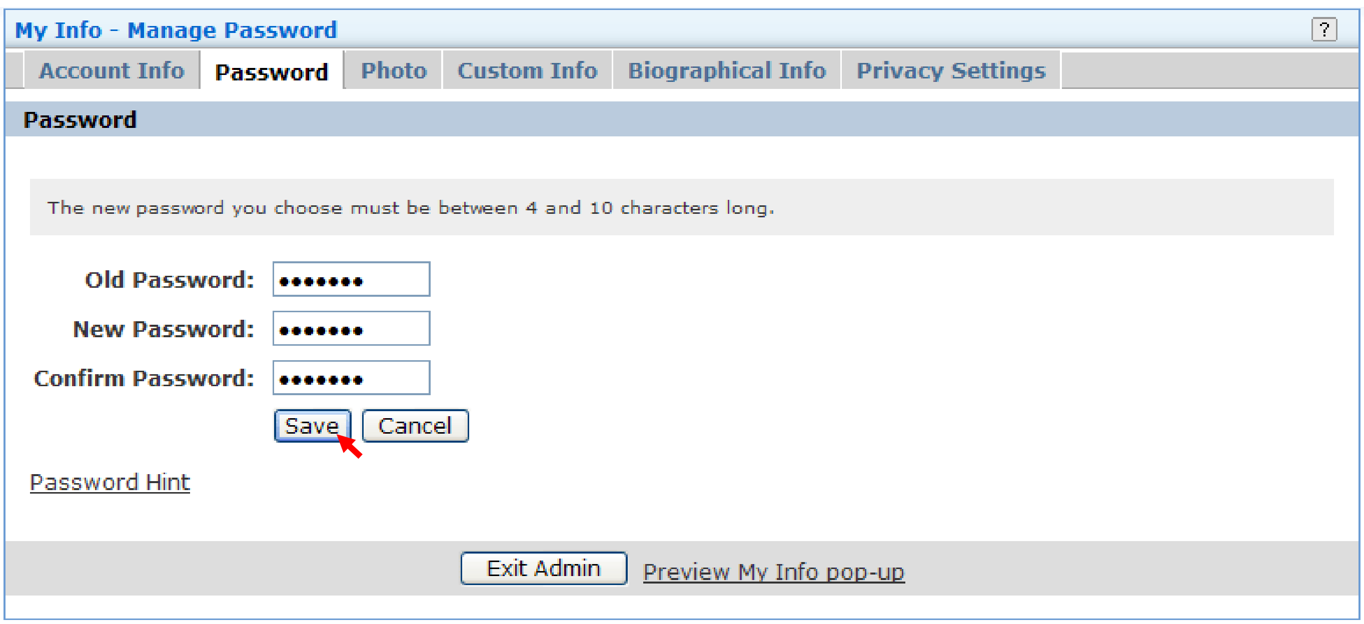
The Personal Info

**Figure 1.6**




3. Click the **Password Tab**
4. Enter your old password and then the new one
5. Click the **Save** button when done (See figure 1.7)

**Figure 1.7**




## Setting Up a Personalized Hint Question

**Password Hint**: *When you forget your password, a new one is generated for you (and sent to your email address) and the old one will no longer work. If you want to ensure that only you can have a new password sent to your email address, enter a hint question and answer. A new password will not be generated without your answer being supplied first.*

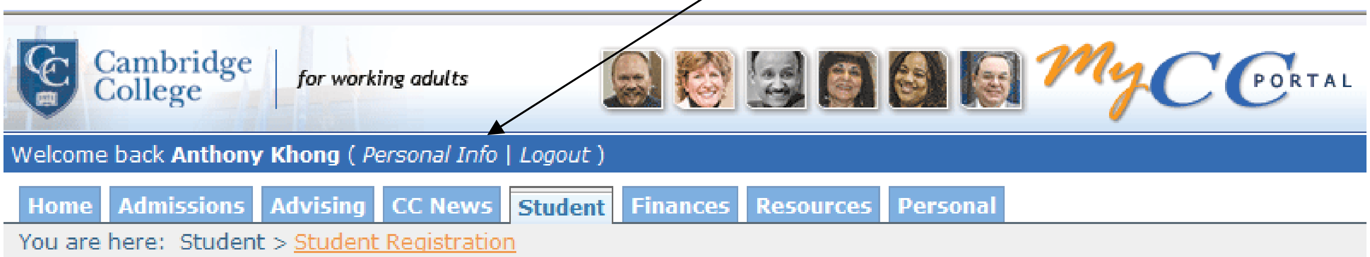
All users must enter a hint question and answer as a part of the account set up procedure. Please be aware that if you have not defined a hint question and answer for yourself, you will not be able to retrieve your password by using the "**forgot password function**", and will instead need to contact the Technical Helpdesk (***http://helpdesk.cambridgecollege.edu***) and ask to have your password reset.

Please follow these steps to setup a Hint password:

1. Logon MyCC Portal
2. Click on the ***Personal Info*** link (See figure 1.8)

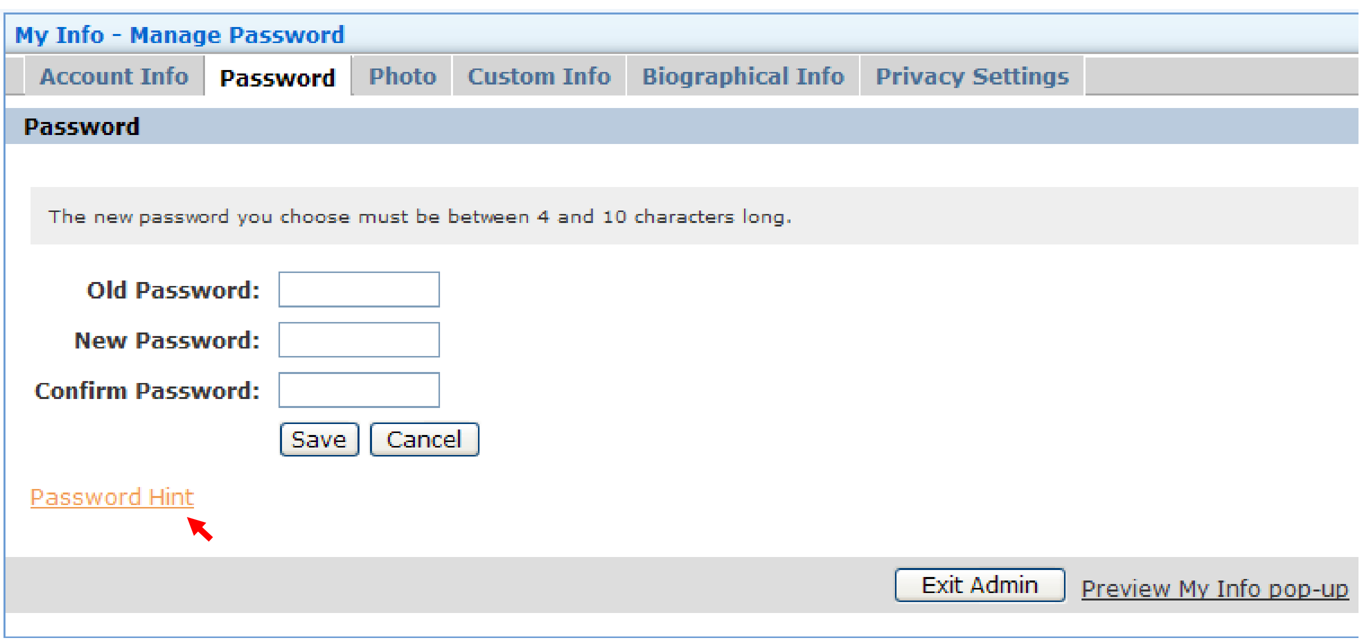
The Personal Info

**Figure 1.8**



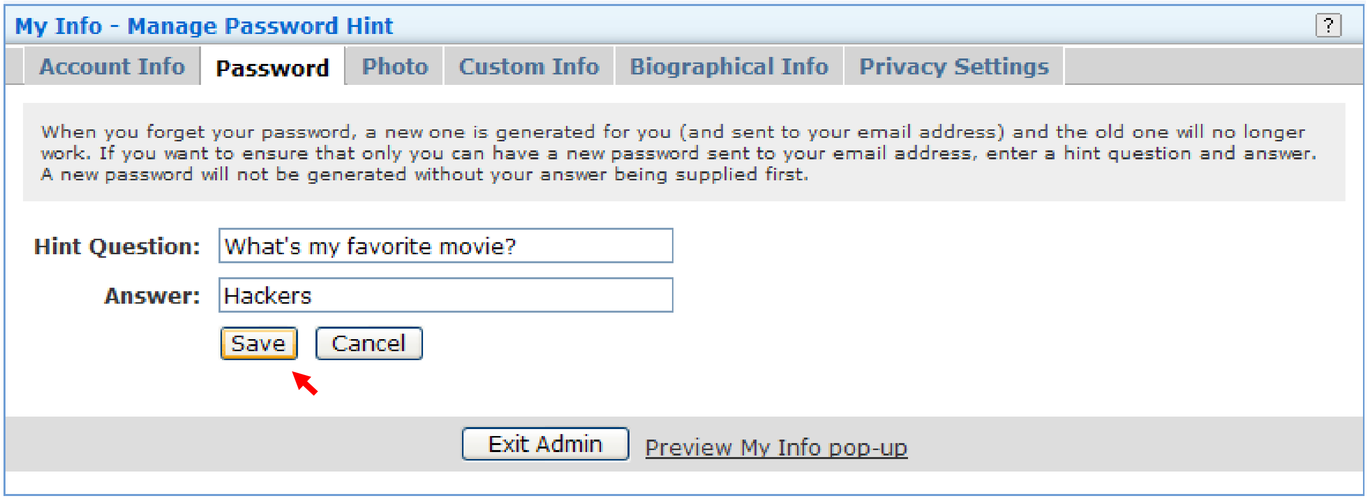

3. Click on the **Password** tab (See Figure 1.9)

**Figure 1. 9**




4. Click the **Password Hint** link (See figure 1.9)
5. Enter a Hint question and an answer (See figure 2.0)
6. Click the **Save** button when done

**Figure 2.0**

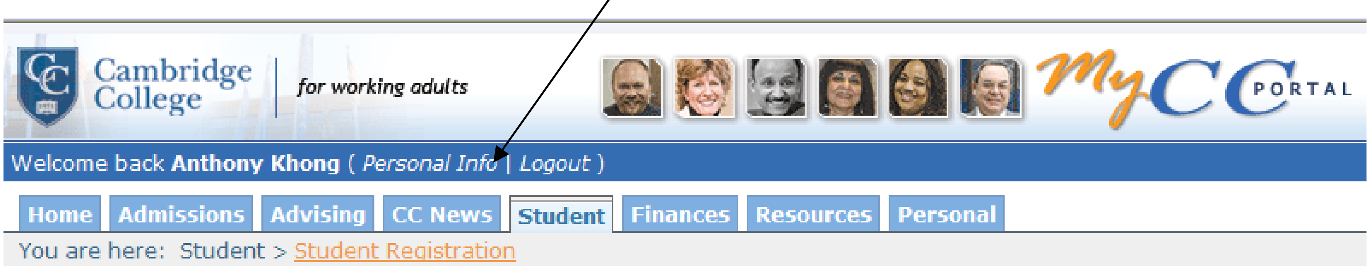



## Updating Your Personal Information

The ***Personal Info*** (found to the right of your login) allows you to update the personal information that you make available within MyCC Portal.  The categories of information within ***Personal Info*** are set by Jenzabar and cannot be customized, although you can elect not to enter info into this portlet.  Click on ***Personal Info*** to edit any of the fields. (See figure 2.1)

The Personal Info

**Figure 2.1**




**Note**: Once you click on ***Personal Info*** the following menu should appear. You options will vary depending on the role of account that you have. i.e. faculty, staff, student, or administrator. (See figure 2.2)

**Figure 2.2**

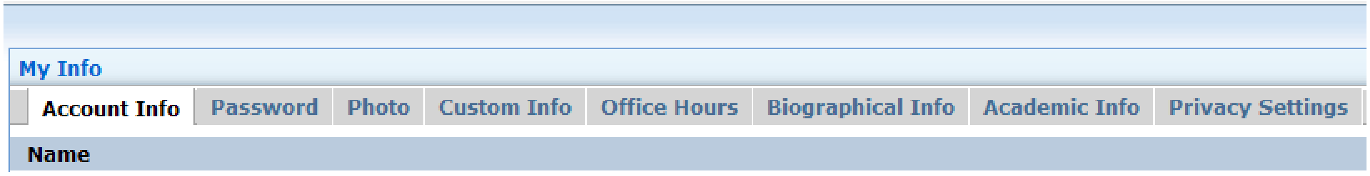


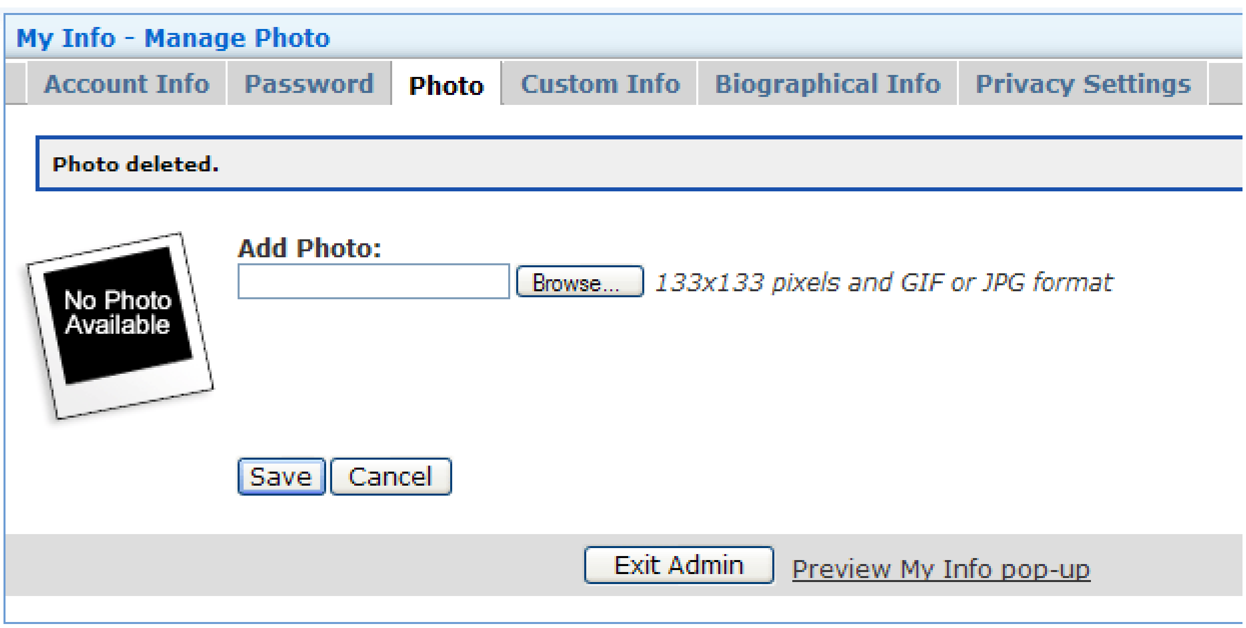

**Photo:**

You may add a photo of yourself. Simply click the Photo tab at the top of the screen and you will get a browse files prompt. Please not that there are size limits to the photo file and the format must be GIF or JPG. Once you have found your photo click save and the photo will be uploaded.

**Note**: Please upload picture at *133x133 pixels and in GIF or JPG format*

1. Within MyCC portal
2. Click on the **Personal info** link
3. Click the **Photo** tab (See figure 2.3)
4. Click the **browser**… button and select a picture that you wish to upload
5. Click **Save**
6. After you have entered information, you can click on the **Preview My Info pop-up** link at the bottom of the screen to view the image as it will be displayed

**Figure 2.3**



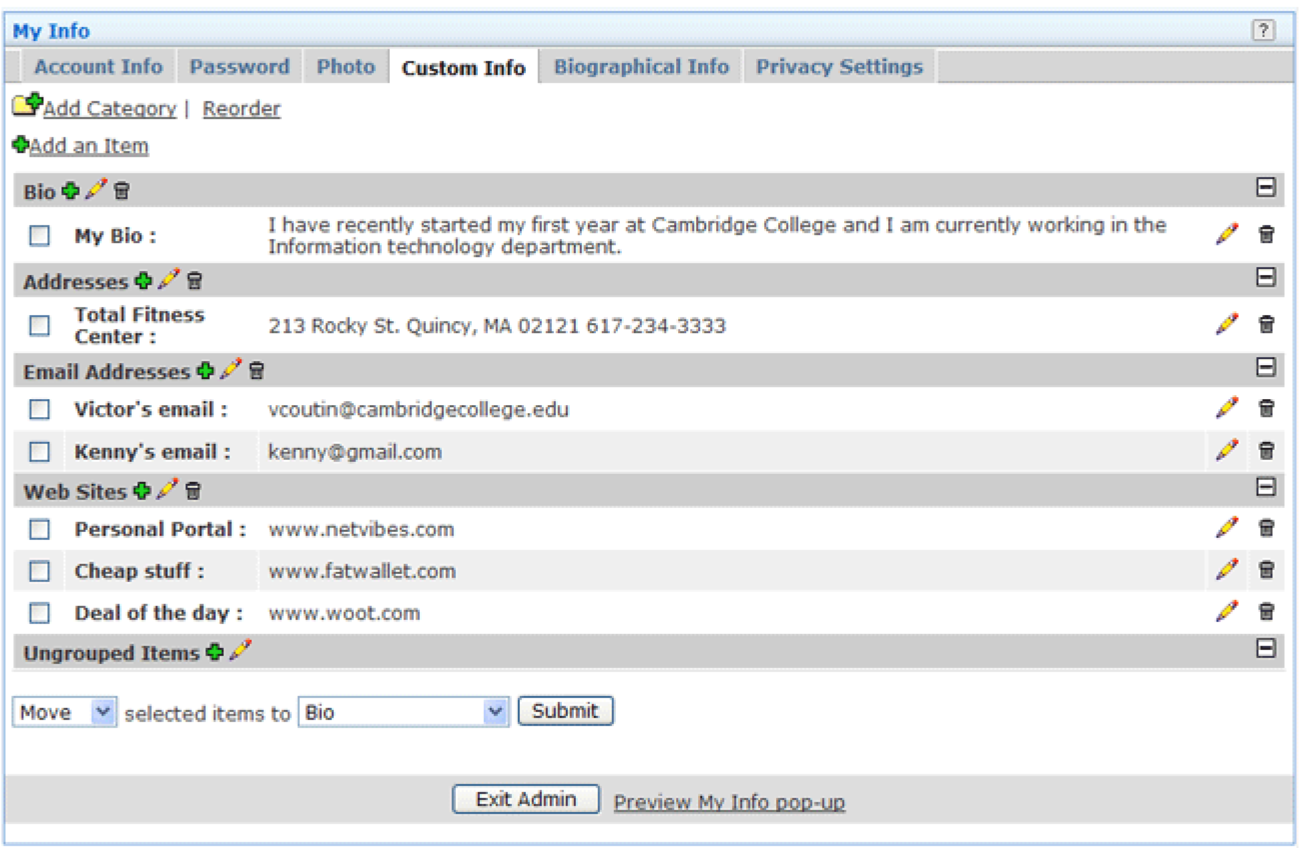
## Office Hours:

The **Office Hours** tab is available to faculty only at this time. Once the office hours tab is selected begin entering your office hours by first selecting the time and then the days that this time applies. Save this information. If you wish to add another session of office hours for different days or for multiple sessions on a given day, save the first set of hours and then go back to the office hours tab and you will be prompted to add another session.

## Custom Info:

You can use this field for just about anything bout you, your academic credentials, your favorite food, movie, or anything you want to share about yourself with others. You can also subgroup these extras into categories. For example, a Personal Bio and a Professional Bio, where under each group you can add several tidbits about yourself. In the illustration below, you'll see that I have three categories: Addresses, Web Sites, and Email Addresses. (See figure 2.4)

**Figure 2.4**



- Click on icon to add a new category or to add an item to an existing category.
- Click on icon to edit a category or item.
- Click on icon to delete a category or item.

**To add a new Category:**

1. Click on the Add Category
2. Enter a category name
3. Click the Save button

**To add a new item to a Category:**

1. Click on the icon Add an Item
2. Enter a name for this new item (i.e, Dad's email)
3. Enter an email address
4. Select your prefer Category
5. Click the Save button

**Biographical Info**

When clicking the **Biographical Info** tab, you will be able to see your personal information such as name, address, and etc.

**Note:** Only you can see this information, other users cannot access and see this information.

## Setting up my Email Account

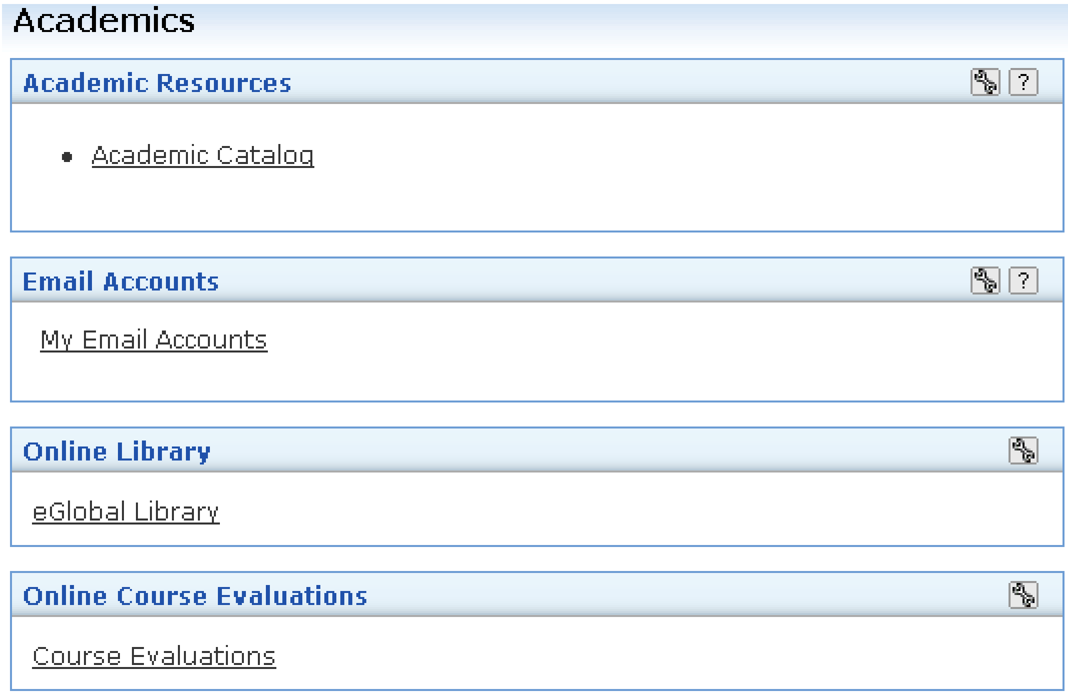
With this new version of MyCC users now can manage Cambridge College and personal email addresses in one location. Please follow these steps to setup your Cambridge college email in MyCC.

1. Logon MyCc Portal
2. Click on the **Academics** tab (See figure 2.5)

**Figure 2.5**

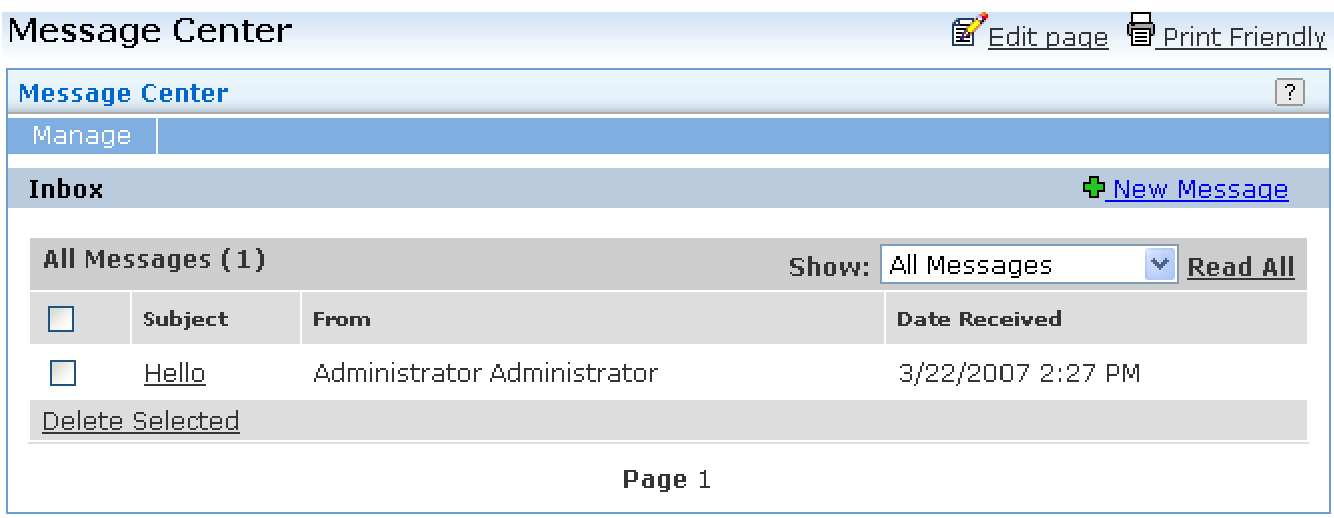
3. Locate the **Email Accounts** portlet on the current page and click My Email Accounts link (See figure 2.6)

**Figure 2.6**



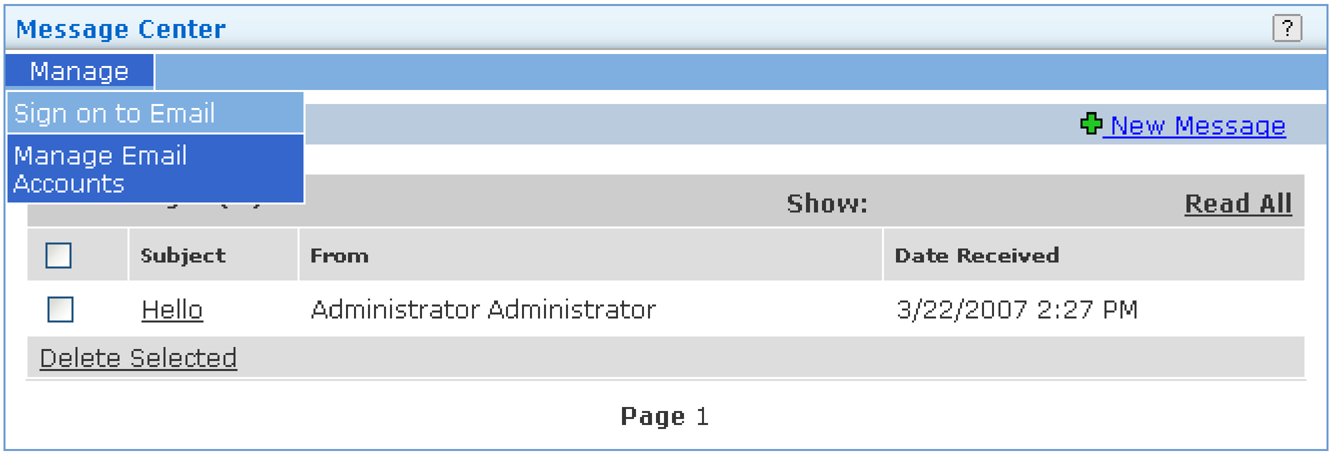

4. You will now see something like the picture below (See figure 2.7)

**Figure 2.7**




5. To set up your email account, click **Mange** and select **Manage Email Accounts** (See figure 2.8)

**Figure 2.8**

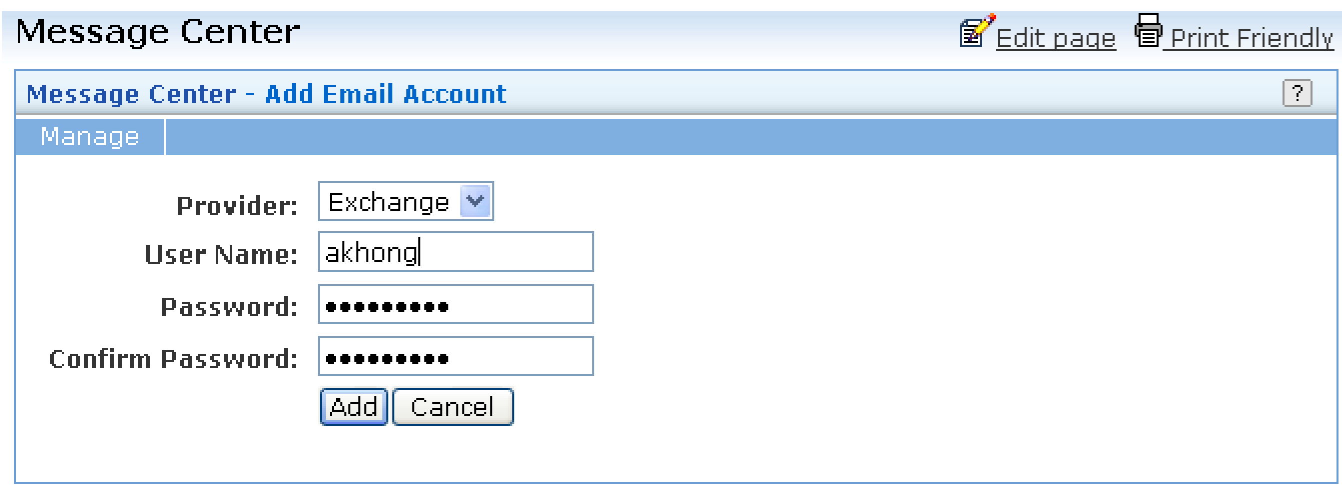



6. Click the Add A New account icon

7. Select Exchange from the Provider list (See figure 2.9)

   Tip: This account connects to your current Cambridge College email account

   **Figure 2.9**




8. Enter your logon email User Name & Password (See figure 2.9)

9. Click the **Add** button when done

10. You should now see the new account you just added (See figure 3.0)

11. Select the [ Exchange ] account and click the **Save** button (See figure 3.1)

**Figure 3.0**

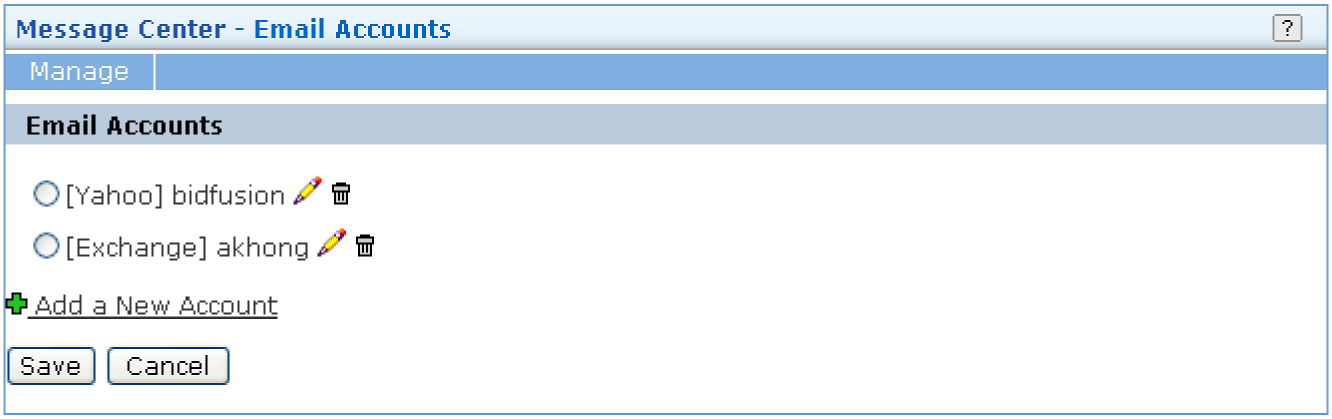
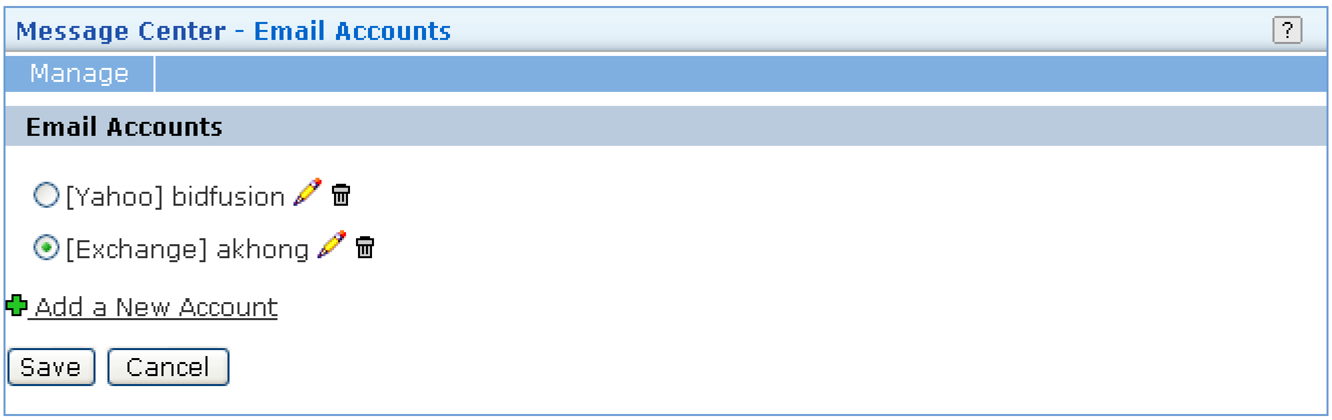


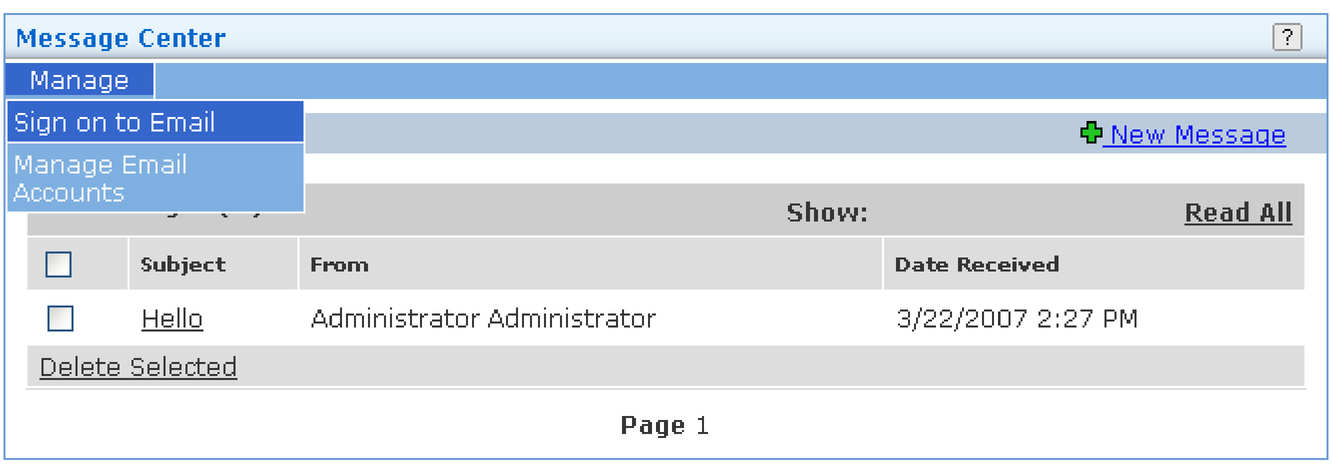

**Figure 3.1**




**12.** To check your email click **Manage** and select **Sign on to Email** (See figure 3.2)

Tip: You will be taken to your email account at Cambridge College

**Figure 3.2**



# Customizing your Personal page

MyCC Portal provides one more way for you to customize your home page. Please follow these steps to setup your personal homepage.

1. Logon MyCC Portal
2. You are automatically taken to your personal home page
3. Click the **Edit page** link (See figure 3.3)
4. Here you can change the name of your home page, by default the name is **Default Page** (See figure 3.4)

**Figure 3.3**

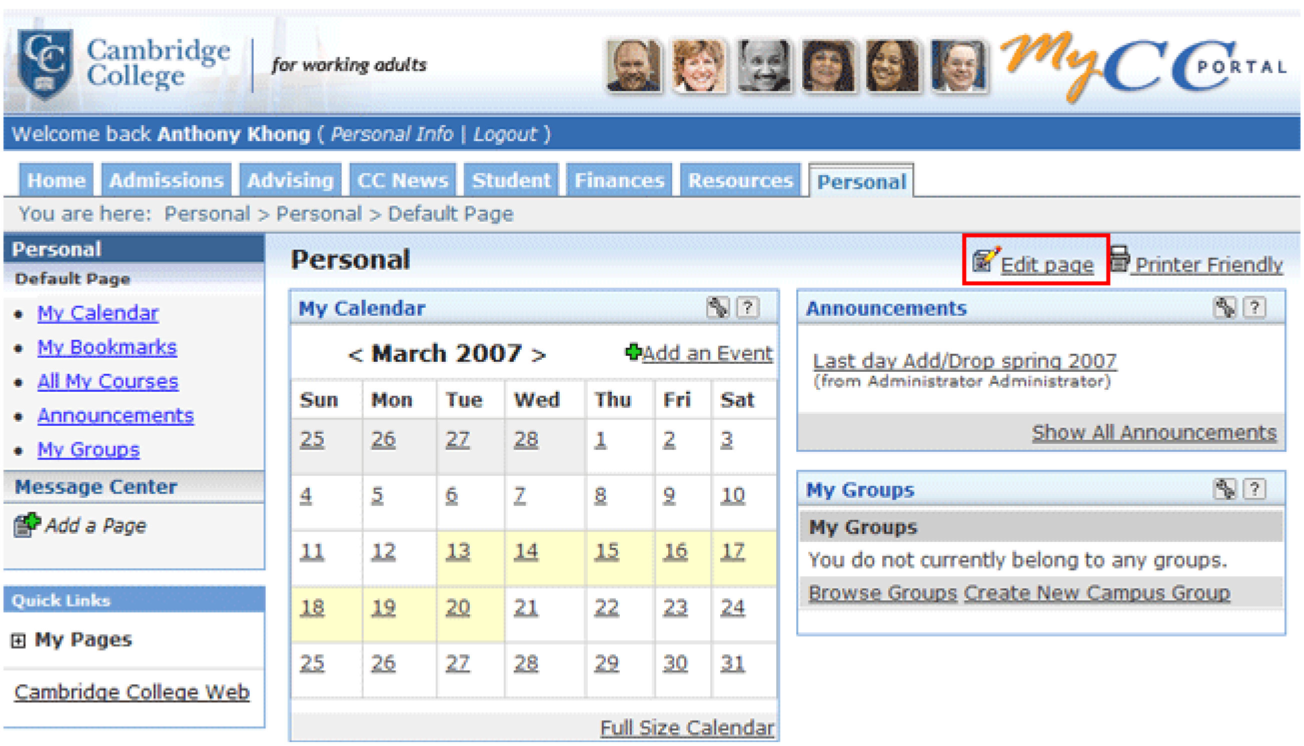
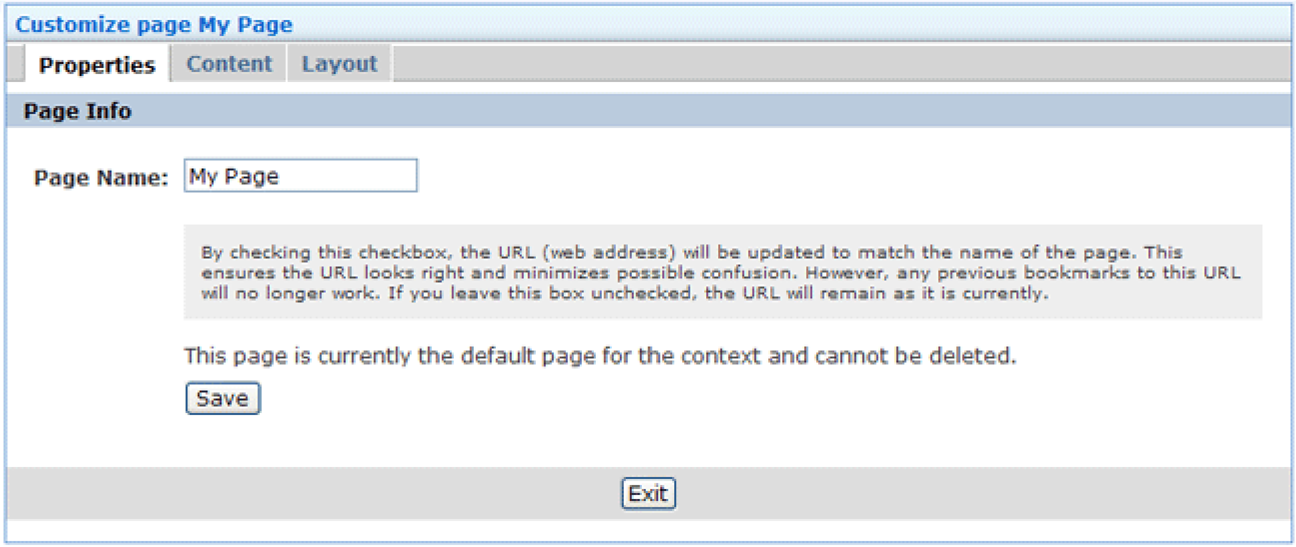


**Figure 3.4**

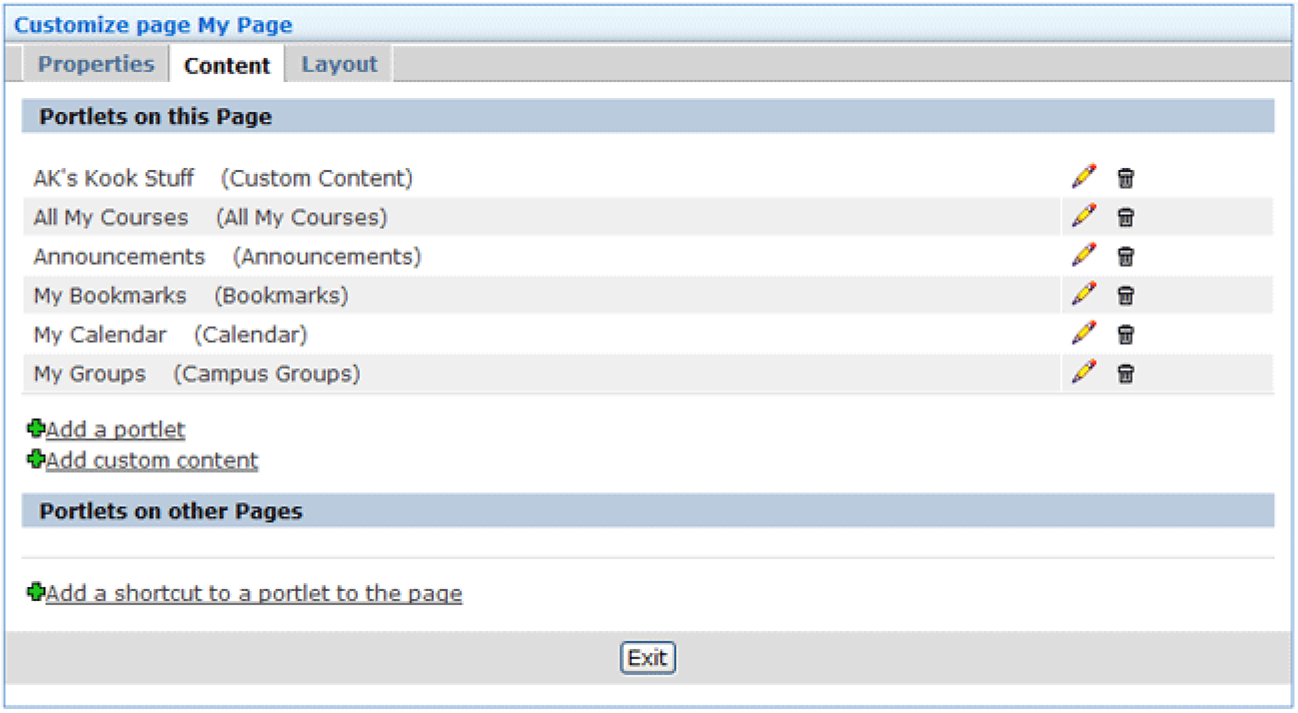



5. To **add/remove/edit** portlets on your page, click the **Content** tab.

   **Tip**: By default your homepage will have several portlets already. These can be deleted and more can be added. (See figure 3.5)

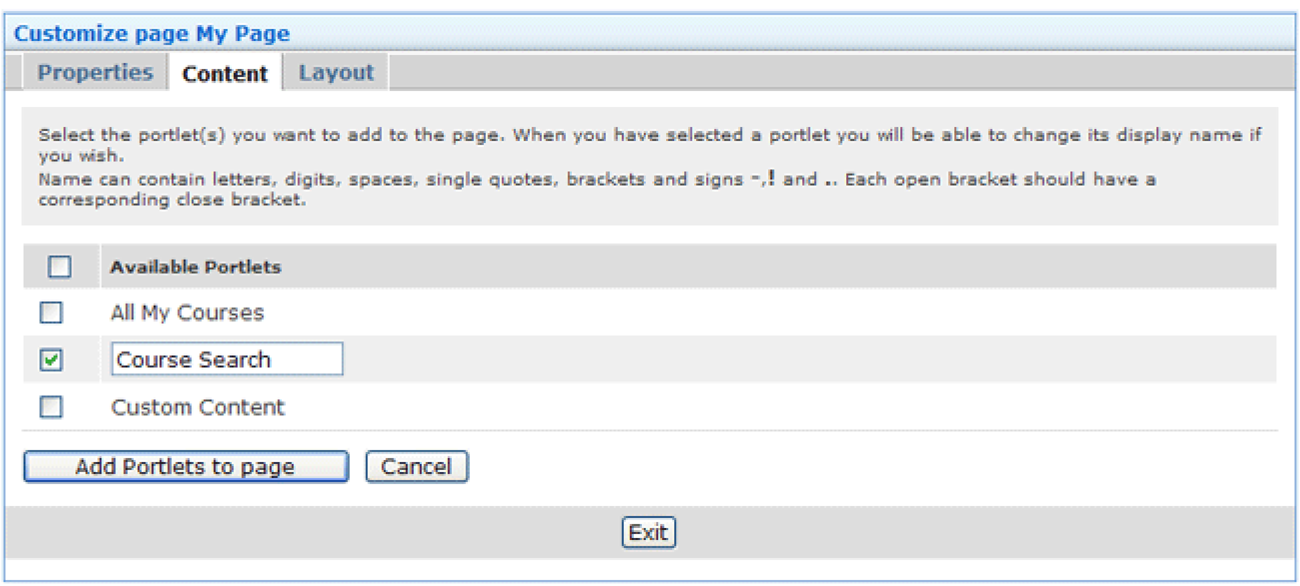
6. Click the icon to edit a portlet (See figure 3.5)
7. Click the icon to Delete a portlet
8. To A**dd** a portlet to your Personal page (If available) click the **Add a Porlet** link (See figure 3.5)

**Figure 3.5**




9. Select the check box of the portlet that you wish to add to your Personal page and click **Add Portlets to page** (See figure 3.6)

**Figure 3.6**




10. Click the Layout tab to change the format of your Personal homepage in a variety of ways

*Congratulations, you have just completed the first step in understanding your MyCC Portal. If you have further questions please visit our eHelpdesk Portal at* ***http://helpdesk.cambridgecollege.edu****.*

# Cambridge College

## Department of Information Technology

Microsoft Office Outlook Web Access

Provided by Microsoft Exchange Server 2003

# Outlook Web Access 2003 for Ms Exchange Server

## Table of Contents

# Introduction

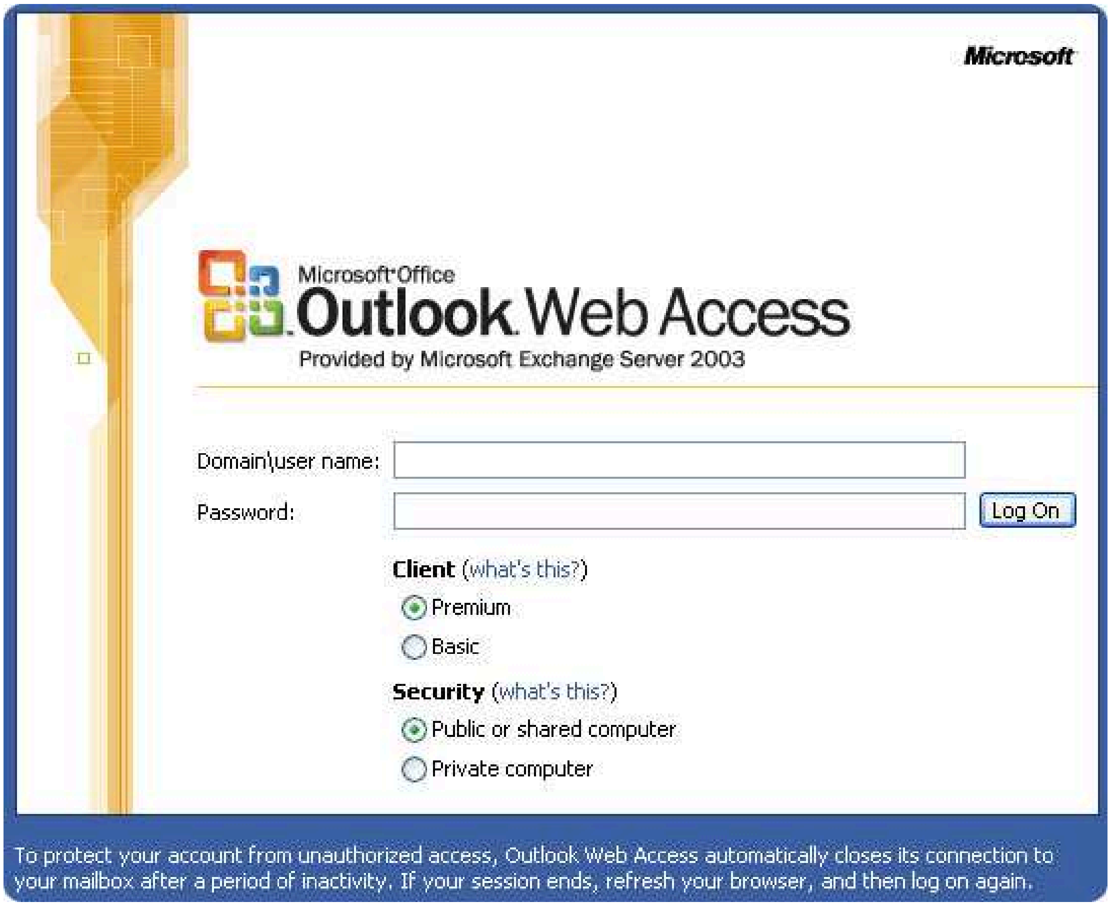
With Microsoft Office Outlook Web Access (OWA) 2003, you can use a Web browser to access your Cambridge College mailbox, calendar, contacts, tasks and public folder from any computer with an Internet connection.

# Log On Outlook Web Access

For those times when you're at home or away from your office and you'd like to check your email, use OWA 2003 to access your mail and other data in a manner nearly the same to your working at your own desk. *Note that the screens described and displayed in this document show OWA as accessed via Internet Explorer 6 in Windows XP. Other browsers and platforms will work slightly different.*

From a computer that has Internet access, open an Internet browser and type in the following address: **https://owa.cambridgecollege.edu**

1. You will be prompted to enter your user name and password. (See figure 1.1) For the user name, enter your Cambridge College user account. Example: john.doe
2. Next, enter your password then click Log On. Example: Student or Staff ID (Jenzabar)



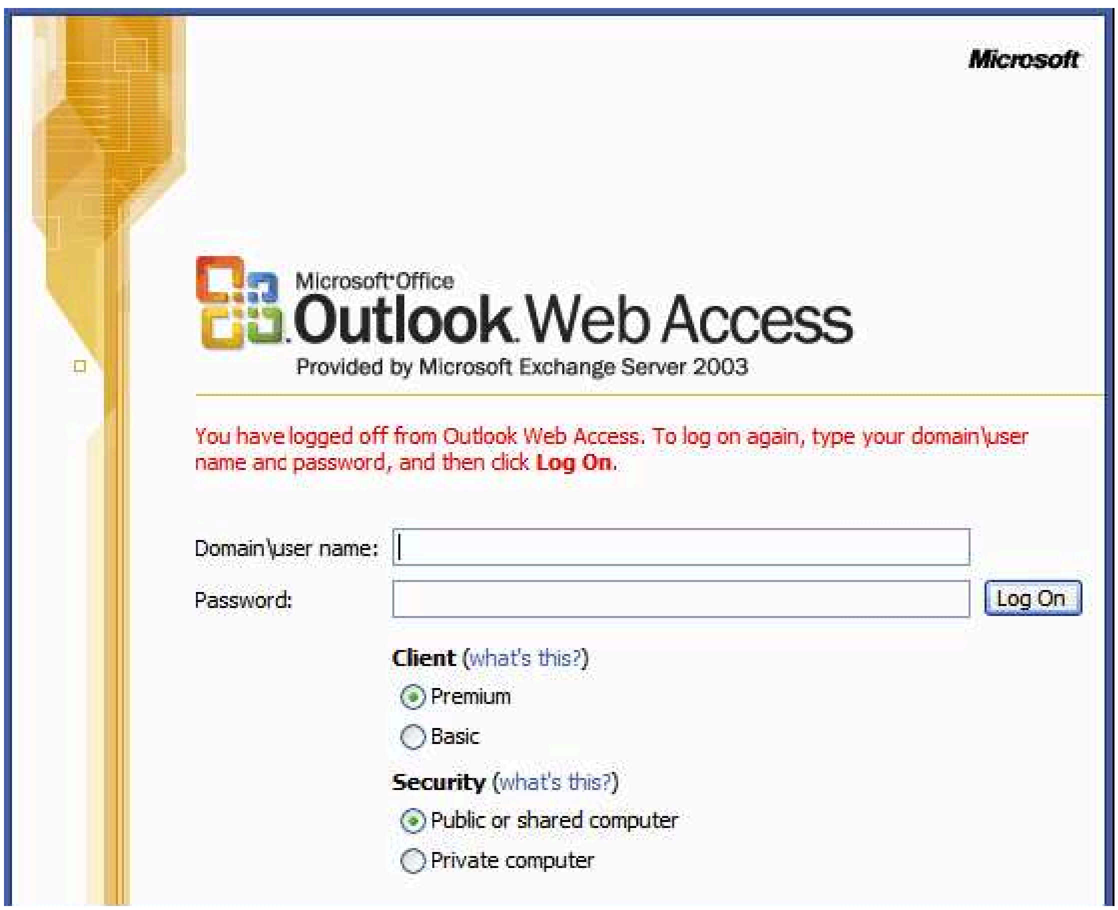

**Security option explanation screen available only to Premium Experience web browsers. Only use the Private computer option if you are using OWA on your home of office computer. If you are using OWA in a public venue and forget to log off you might run the risk of someone else accessing your account if you don't use the default option for Public or shared computer.**

*Note: There are several options that you may choose when accessing your account. Choosing Basic limits some of the features available but speeds up access when using a slow "dial-up" connection. Choosing Premium gives you access to all of the features available in OWA 2003.*
*Also, the Public or Shared Computer option listed under "Security" will automatically log you out of OWA2003 after 15 minutes of inactivity to prevent someone from accessing your email if you step away from your desk or if you are accessing your email from a "public" place such as a library. Choose the Private option if you want your email to stay open and not automatically log you out of OWA2003.*

# Log Off Outlook Web Access

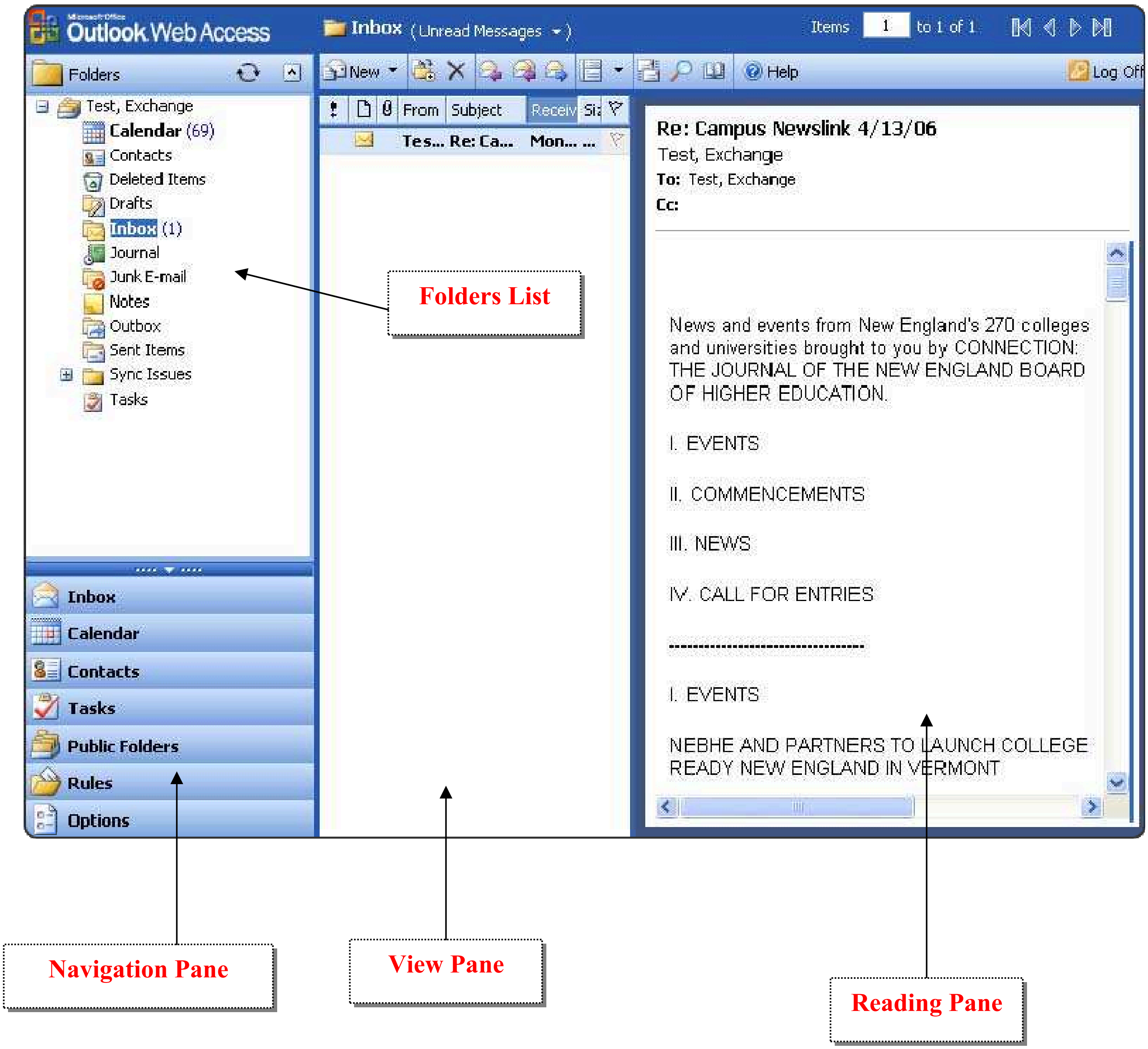
When you finish using Outlook Web Access, be sure to click **Log Off** in the toolbar, and then close all browser windows. Logging off helps prevent someone else from using the computer to access your mailbox. Even if you plan to continue using the computer to visit other Web sites, click Log Off and close all browser windows after every Outlook Web Access session.

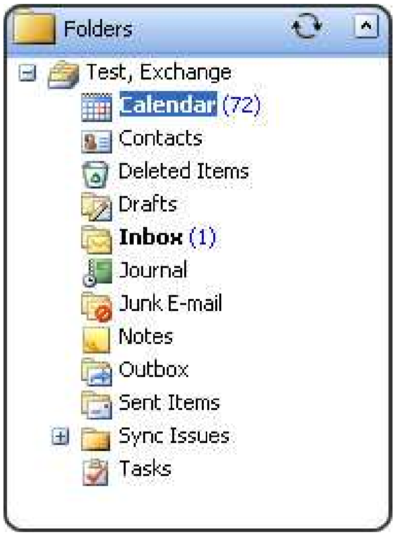

After logging off, you will return to the Log On screen. You should then close the browser Window when finished.



# The OWA 2003 Screen

When you first enter OWA 2003 you will find that the screen is divided into 4 main areas: Folders List, Navigation Pane, View Pane and Reading Pane.






**Folders:**

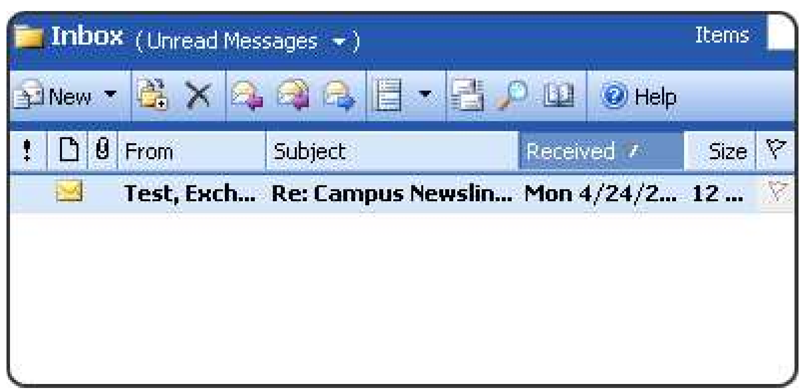
In your folders list you will find such items as your calendar, contacts, deleted items, drafts, inbox, journal, junk e-mail, notes, sent items, tasks and more.

**Shortcuts:**

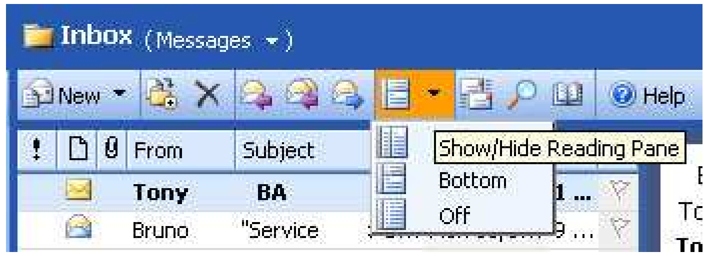
In your shortcuts list you will find exactly that, shortcuts to your inbox, calendar, contacts, tasks, public folders, rules, and options. You can access any of these shortcuts by simply clicking them.


**Inbox:** Your inbox list will default to the two-line view. This means that the pertinent information to the email (sender, date, re) will appear across two lines. You can change the view by clicking the 

drop-down arrow located next to the word inbox.



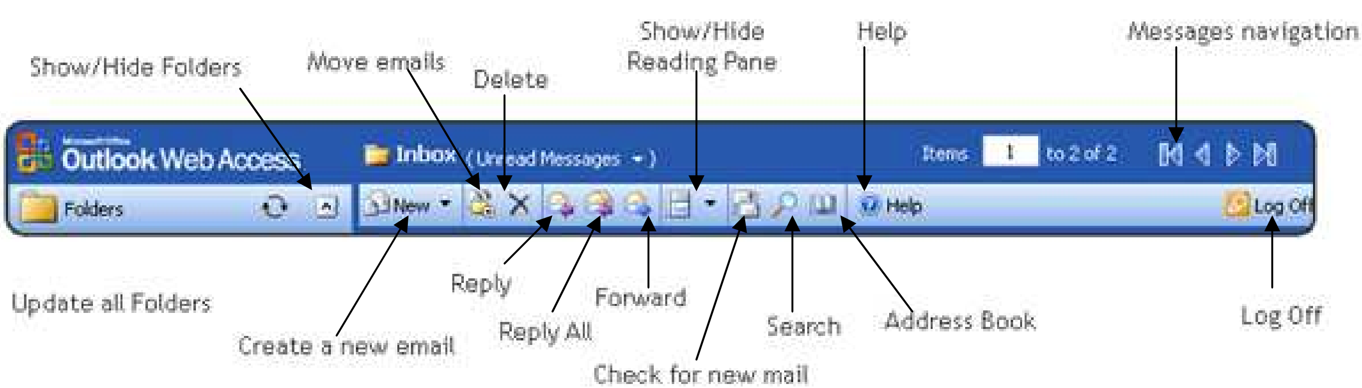
**Preview pane**: the preview pane allows you to view your selected message without physically opening it. As an added feature in OWA 2003, you can even open attachments from this preview pane.




You can change the location of the Reading Pane or hide it altogether. To change how the columns appear on your screen, click the arrow located next to the Show/hide reading pane button (this button is located on the main toolbar at the top of the OWA 2003 screen). In the drop-down you will find various ways to organize the column on your screen. Select Bottom to have the preview appear at the bottom of your screen.

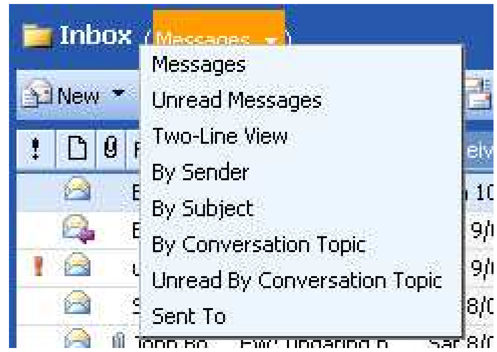
# The OWA 2003 toolbar

Once logged into OWA, it opens to your Inbox. Above it you will see the toolbar which contains various buttons that are shortcuts to commonly used actions within Outlook, thus making it quicker for users. By resting the mouse indicator on each button, you will see a description of its function. The toolbar's appearance will vary depending on the folder you are viewing.



# How to create a new message

1. Make sure you have the **Inbox** displayed then click on the New button.




2. A drop-down list with various options will appear. Select "Message".

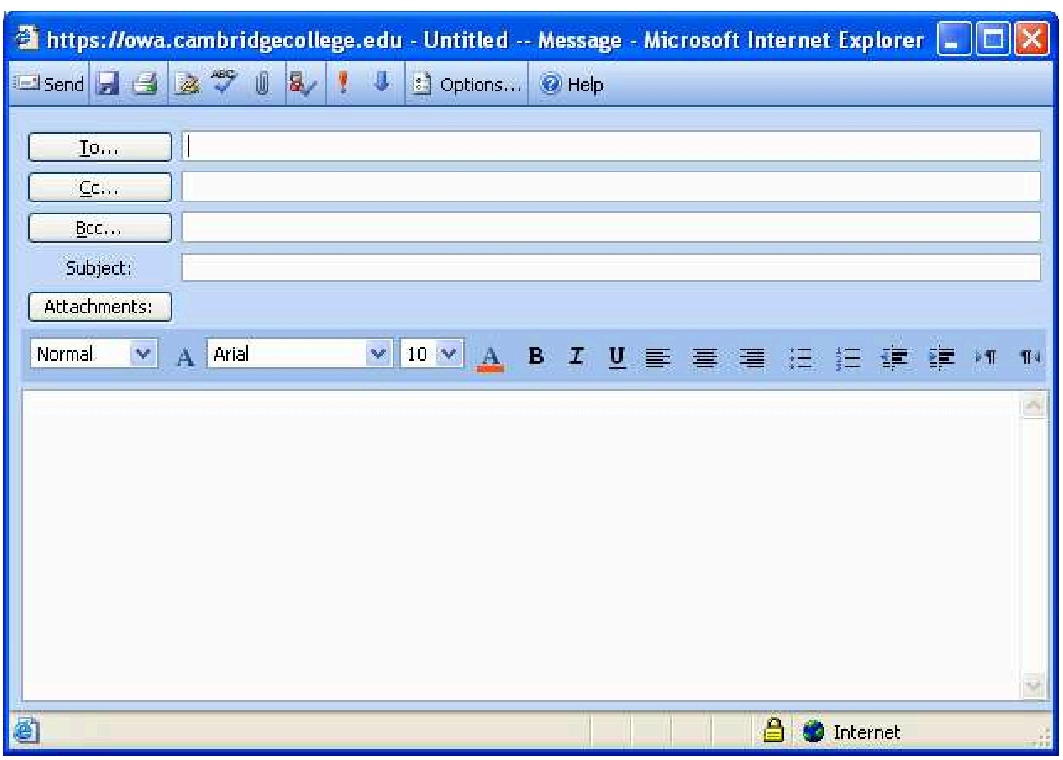
   Tip: When you are in the **Inbox**, you can also create a new message by press **CTRL+N** on your keyboard.

3. An untitled message dialog box will appear on your screen.

4. In the "**To**" box, type in the email of the person that you want to send the message to. For example, type john.doe@yahoo.com. In case you would like to send this message to someone you know at Cambridge College, you'd type the last name of that person and click on the Check Names button on the toolbar. This will open a Check Names dialogue box where you can click on the desired person from the list.

   Tips: You can also click the "To" or "Cc" buttons. This opens the Find Names dialog box, which allows you to search for a person in Cambridge College's global address list or your Contacts folder. After you locate a person in the Find Names dialog box, add the name to your e-mail message by selecting the name and then clicking To, Cc, or Bcc next to Add recipient to.

   To add a resolved name in the address boxes to your Contacts folder, right-click the name, and then click Add To Contacts.



5. To send to this message more than one person, you will have to type a semicolon (;) after each email (or a person name)

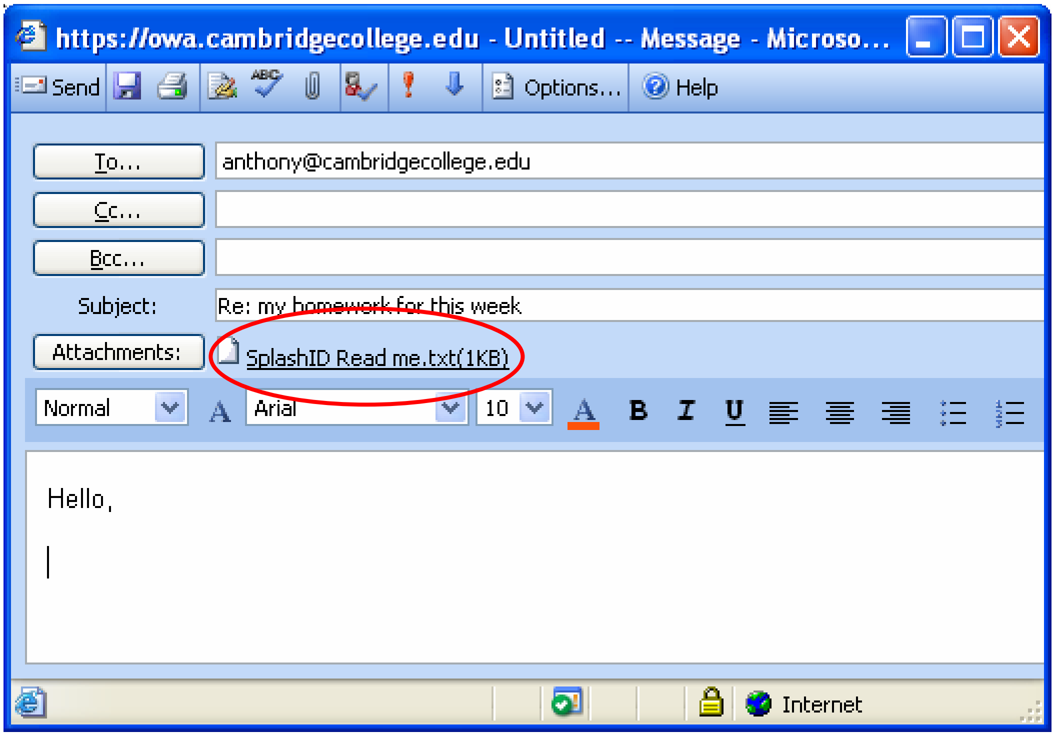
6. Type in a subject in the "**Subject**" box

7. Type your message in the message box area.
Tips: Spell check is activated by pressing the F7 key or clicking the Spelling button on the message toolbar.

8. To email the message, from the message toolbar, click the Send button.

# To send a message with an attachment

1. Open and prepare a new message as indicated previously or open an existing message in which you want to insert a file.
2. From the toolbar click on the Attachments: button or you can also click the paperclip located on the toolbar at the top of the window.
3. This opens an Attachments dialogue box; click on the Browse button to start locating the file; use the Look in box drop-down arrow to navigate to the folder where the file is located.
4. Select the file and click the Open button. Click on the Attach button; the file name will now appear in the Current File Attachments area. (See figure ) Repeat this process if you would like to attach more files to the same email message. When you are done, click close. The files you selected will now be attached to your message ready to be sent. (see figure )
5. Click the Close button.
6. You will see the file name indicated beside the Attachments button; click Send to mail it.




# Deleting a message

From time to time you will need to delete old messages to conserve space for your email account at Cambridge College. To delete any message that appears on your list:

1. With the message selected in the View Pane, click the Delete  button on the tool bar or simply press the **delete** key on your keyboard.

2. Or with the message already opened click the Delete button  on the toolbar.

   **Tip:** When you delete a message it is actually moved to your deleted items folder. This still takes up space so it is good practice to periodically go to your deleted items folder and delete the messages from there. This will permanently delete the messages and free up the space.

   To permanently delete an item, select the item to be deleted, hold down the Shift key and press the Delete key at the same time. Click OK to the question about permanently deleting the selected items. Saving time is the benefit of this action since you will not need to delete that item again from the Deleted Items folder.

# Reading a Message

A message may be read without opening it by displaying the Reading Pane.

**To open a message:**

1. Click on the Inbox shortcut on the Navigation Pane.
2. In the View Pane, double click on the message you want to read. New or unread messages will appear in bolded print.
3. Once the letter is opened, you have various options on the toolbar including Reply, Forward, Print, Delete, etc. Click on the appropriate button for the preferred action.
4. To close the message, click the X in the upper right hand corner .

# Printing a Message

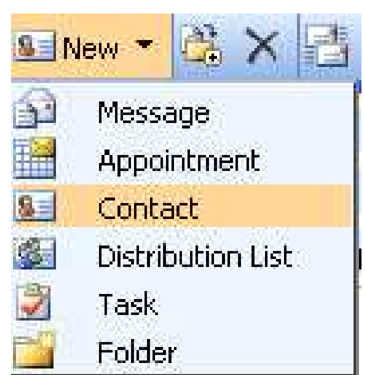
1. Open the message to be printed.
2. Click the Printer button on the toolbar .
3. Select the print options and click the Print button

# How to create a contact

The Contacts folder is used to store information about people with whom you communicate regularly. Such information as name, address, phone, fax and e-mail address may be easily referenced. Contacts may be accessed from either the Folder List or the Button Bar on the Navigation Pane.

When you create a new contact, the new contact dialog box will open on your screen. Enter whatever information you require for this contact into the necessary fields. When you are finished click the Save and Close button. Next time you click on your Contacts shortcut or folder you will see your new contact listed.

**To create a contact:**




1. With Contacts opened, from the toolbar, click the **New** button.
2. An Untitled Contact window opens; type the name of the new contact; use the Tab key to move from one box to another to enter other information. You may want to click the Details tab to add further information as indicated.
3. When finished entering information, click the **Save** and **Close** button on the toolbar to save the new contact

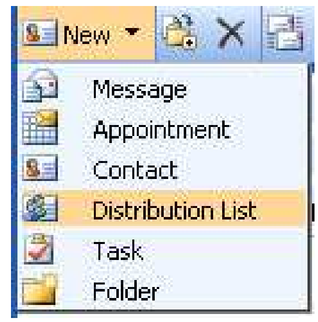
# How to Create a Distribution List

A distribution list (also known as a Group) is one email address given to a group of individuals. This comes in very handy when you have a group of individuals you email the same message to on a frequent basis (i.e. a class group). This will help you to avoid entering each individual's email separately.

To create a new distribution list

1. Click the downward arrow located next to the 

button from the toolbar. A drop-down list with various options will appear. Select "distribution list".




2. An Untitled Distribution List window opens; in the **List Name** box, type the name for the new distribution list. The list will be filed in your Contacts folder alphabetically by its given name.

3. Click the **Find Names** button

4. In the **Display Name** box, type person's last name to be searched for and click the **Find** button

5. Search results are listed in the lower portion of the window; click on person's name to be added to the list so that it is highlighted.

6. Click on Add recipient to **Distribution List** button to add that person to the list. Repeat steps 4-6 until all desired names are added to the list

7. Click the **Close** button when finished

8. On the toolbar, click the Save and Close button to save the new distribution list; it will be added to your Contacts folder.

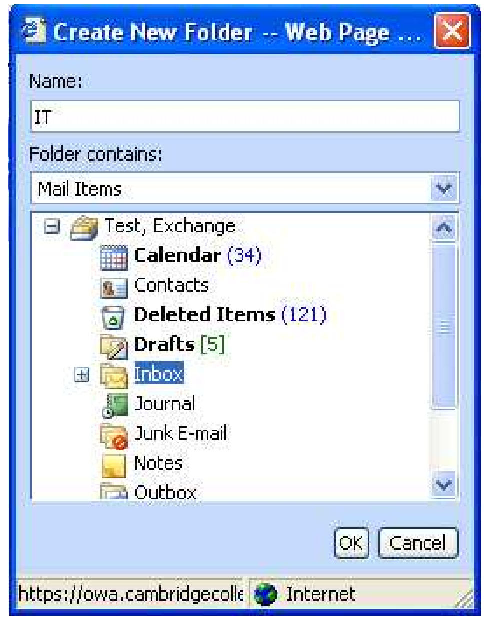
   **Tip:** To add a personal contact or person outside Cambridge College to your distribution list, type the contact's name or the person's e-mail address in the Add to Distribution List text box, and then click Add. Repeat this step for each person you want to add.

# Creating a Folder

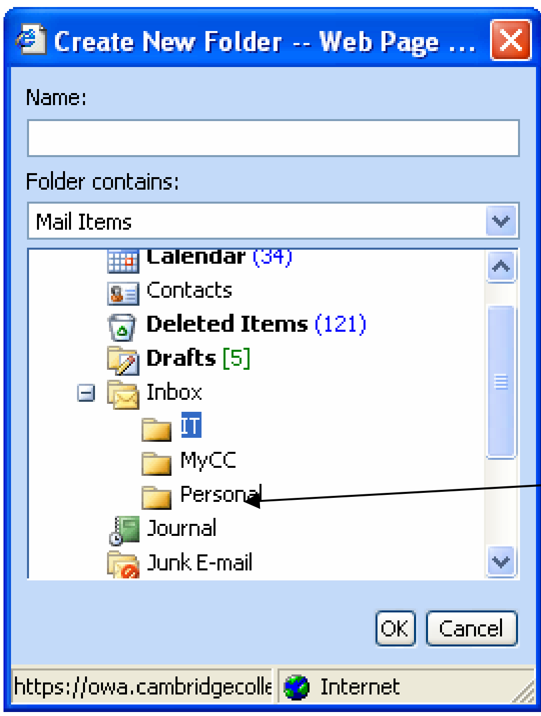
There's a time when you may want to create additional folders for organizational purposes or to save all emails from a particular person or group. This is very helpful when you have so many emails maintain within your mailbox. For example, I can have personal, business, my class folders.

1. From your Inbox folder, on the toolbar, click on 

the drop-down arrow beside the New button




2. Click on Folder; this opens a Create New Folder dialogue box as illustrated;
3. In the Name box, type the name for your new folder;
4. In the **Folder Contains** box, the default selection is Mail Items; you may select another option by clicking the drop-down arrow located at the end of the box;
5. In your list of other current folders, select the Inbox mailbox or another folder where you want the new folder to be located. For this demonstration, I am creating a new folder calls IT (Information Technology)




6. Click OK. Note: To see the new folder, you may need to right click on your personal mailbox name and click on Update Folder to refresh it.

New folder we just created.

# Creating a Note

Notes are the electronic equivalent of paper sticky notes that can be easily created and accessed in Outlook. Notes may only be accessed from the Folder List on the **Navigation Pane**.

**To create a Note**:

1. Click the Notes shortcut in the Navigation Pane.
2. On the toolbar, click the New 

button
3. Type the subject in the Subject box
4. Type the note text in the message box.

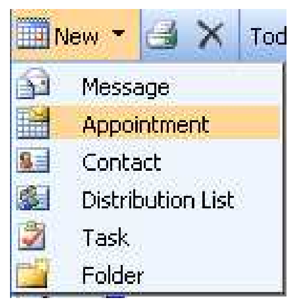
5. When finished, click the Post  button on the toolbar to save and close your new note.

# Scheduling an Appointment with OWA Calendar

Outlook Web Access calendar allows you to set up a schedule for appointments, meetings and events, tasks, or any other time allocation. Your calendar may be accessed by clicking on the Calendar shortcut in the Navigation Pane .

An appointment is a commitment that only you are required to attend. The Untitled Appointment dialogue box which opens when you start a new appointment defaults to the appointment information screen. The new appointment box also has a tab labeled Availability that allows you to coordinate and schedule meetings with others.

**To schedule an Appointment:**




1. Click on Calendar shortcut in the Navigation Pane;
2. Click on the New Appointment button
3. The Untitled Appointment dialog box will open
4. Enter a subject in the Subject box
5. Type a location in the Location box
6. Select the Start and End dates and times in the appropriate boxes as indicated (type or use the drop-down arrows to change dates/times);
7. Choose other options such as All Day Event, Reminder, and typing any notes that are pertinent to the appointment

8. When finished, on the toolbar, click the **Save** and **Close** button.

# Accessing Public Folder

You may need to read items posted to public folders  . Public folders are stored on the Microsoft Exchanger Server and are used to collect, organize and share information with other people in your work group or the entire organization. They can also be used to store items such as calendars and contacts. Items in the public folders are created by administrators who have appropriate access permissions. Depending on which public folder you want to view, you may be prompted to enter your password to access it. To access Public Folders:

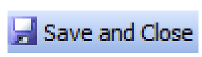
To access Public Folder:

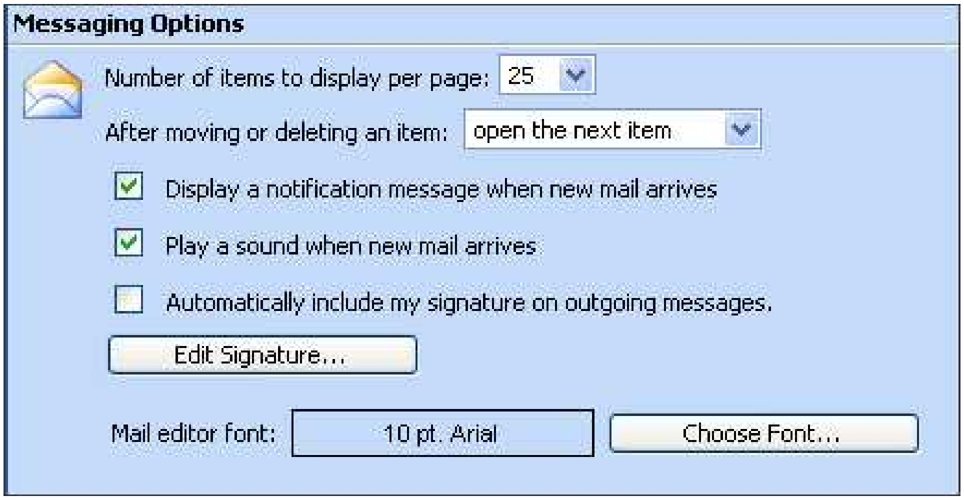

1. Click the Public Folders   shortcut in the **Navigation Pane**.
2. If the Public Folders are not listed, click the plus sign **+** beside the Public Folders folder to expand the display of all folders in the list. You may also have to click the plus sign on specific folders to expand the contents of individual Public Folders.
3. In the Folder List, click the folder you need to view.
4. The selected folder's contents will display in the View Pane.
5. To read a message, click it once to see it in the Reading Pane or double click to open the message in a separate window.

# Creating a Signature

A signature is used to append information at the bottom of your messages. You may choose to automatically include the signature on all out-going messages or simply insert it on a message as you prefer. A signature contains such information as you decide. Suggested items include your name, phone number, email, etc.

To create a Signature:


1. In the **Navigation Pane**, click the **Options** shortcut.
2. Under the Messaging Options area, click the Edit Signature button.
     (see figure 1.6)
3. Type and format the information you want included in the signature.
4. Click the Save and Close button when finished.   (A check mark will now appear in the box beside "Automatically include my signature on outgoing message")




# Inserting a Signature on a specific message

If you choose not to automatically include your signature on all outgoing messages, you may select to insert the signature on a specific message.

1. Create the message to be sent.
2. Click the Insert Signature  button on the **message toolbar** to insert it.

# Cambridge College

Department of Information Technology

eHelpdesk Services

User guides for Faculty, Staff, and Students

# Table of Contents

## About eHelpdesk Services

eHelpdesk Services is a comprehensive Helpdesk software that provides Helpdesk technicians and IT managers, an integrated console to monitor and maintain all IT requests generated from the users at Cambridge College.

**Requests**: You can create a new request and view entire process of how the request is being addressed. Also all the requests that you have raised will be saved in your requests module for future references.

**Solutions**: From the solutions knowledge base that has been developed and maintained by the IT department team, you can search for solutions with issues that you are currently facing. If you do not find any solution for the problem at hand, then you can post your issue as a request to the Helpdesk team.

## Logging on eHelpdesk Services

Follow these steps to log on eHelpdesk: (see figure 1.1)

1. Open your web browser and go to: http://Helpdesk.cambridgecollege.edu
2. Type in your **user nam**e and **password** (The same username & password that you use to check your email or network log on)

   **Note**: Make sure the "Log on to" is CAMBRIDGE.
   Do not check the "**Remember Me**" checkbox if you are using a public computer.

**Figure 1.1 - Main Log on Screen**

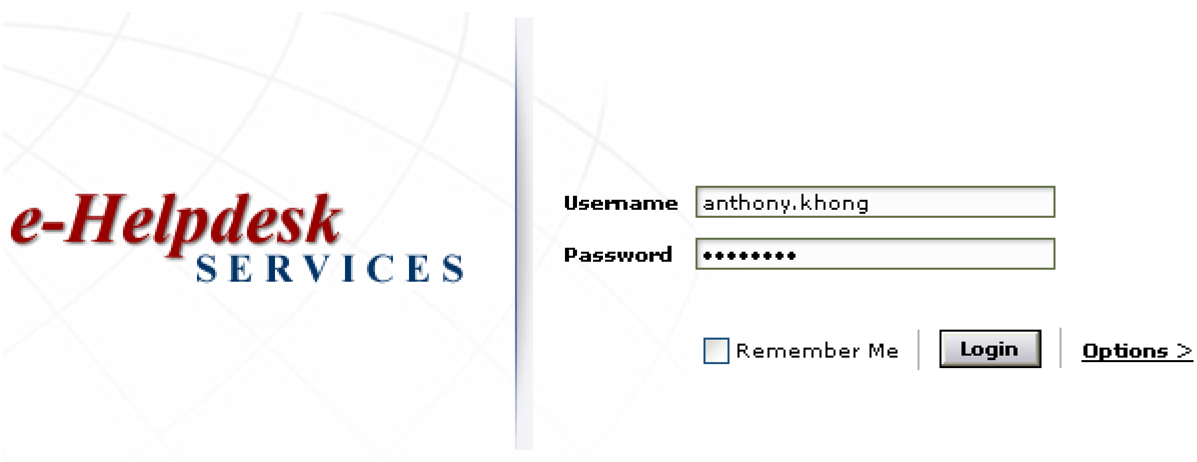
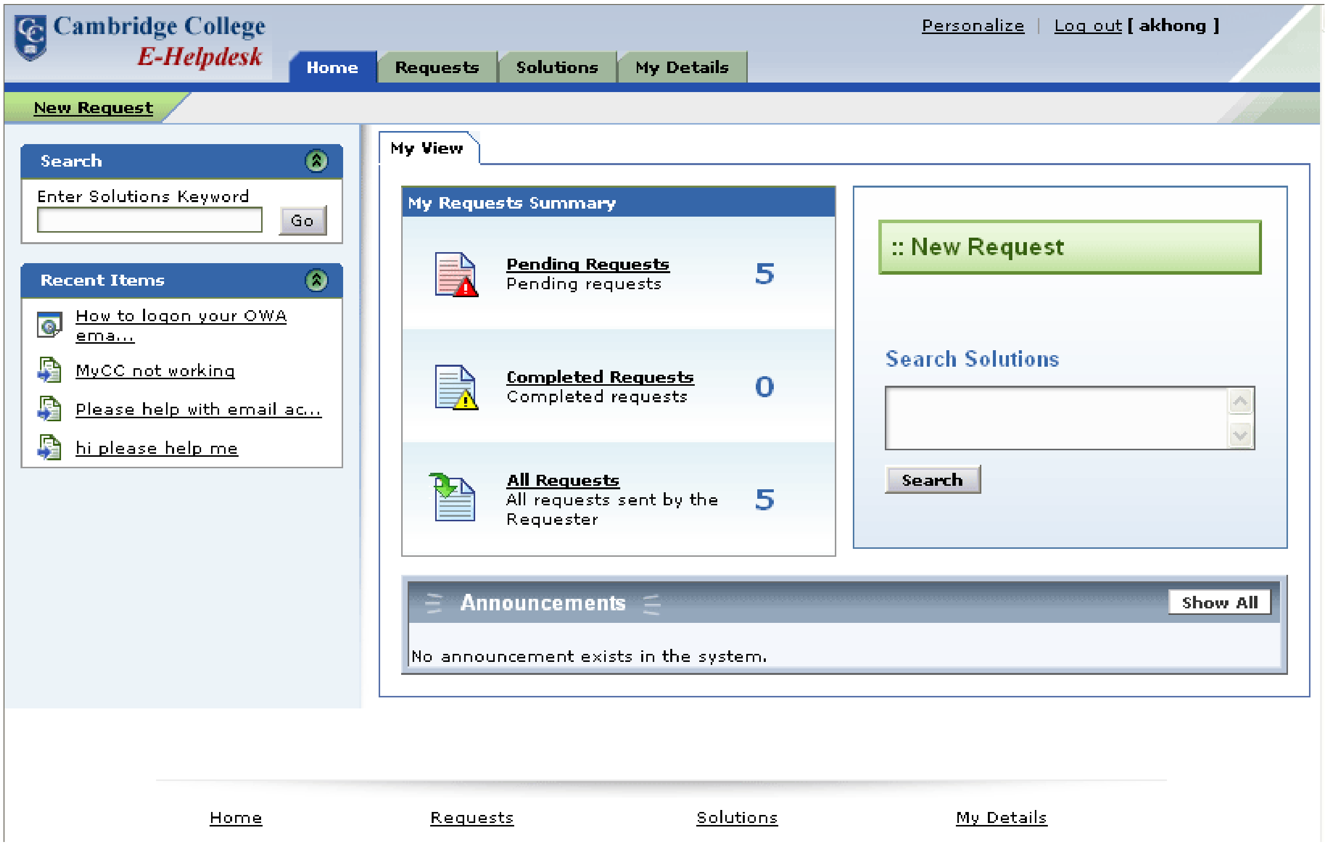


**Figure 1.2 - eHelpdesk Main Screen**



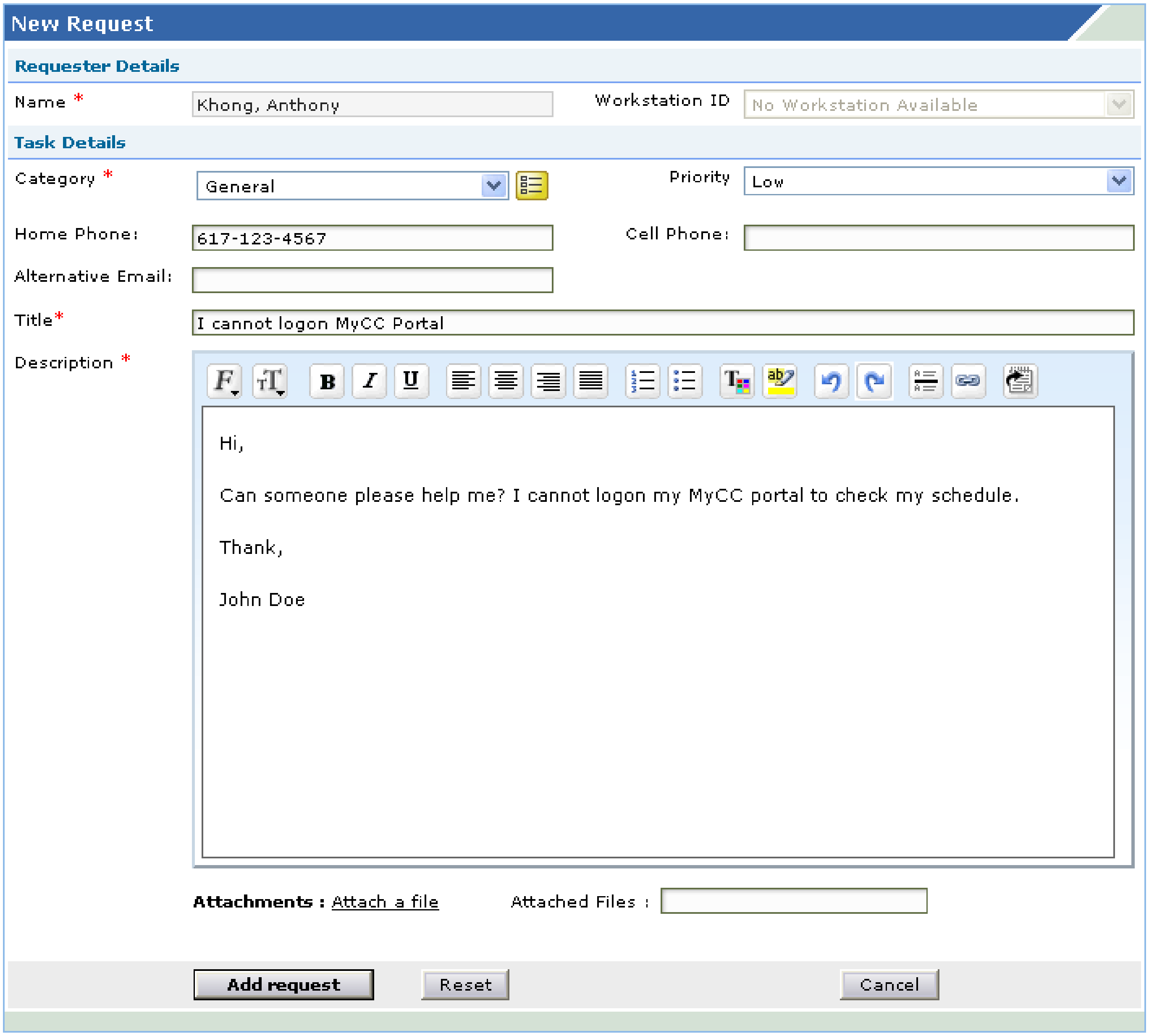

# Creating a Request Ticket

When you need a service from the IT Helpdesk team, simply go to eHelpdesk and submit a request ticket. Click the **New Request** link available just below the tabs in the header pane.

To create a new request using the web-based form: (See figure 1.3)

1. Log into the eHelpdesk using your **user name** and **password**.
2. Click the **New Request** link available just below the tabs in the header pane. (or click **New Request** link on the main window)
3. Select a relevant problem category. (i.e. Email, Network connectivity or software issues)
4. Select a relevant priority level for your request.
5. Enter a relevant title to the request that will exactly summarize your request.
6. Describe your technical problem/request in the Description field. (Please try to provide a detailed description as this will help us to support you quickly)
7. Click the **Add Request** button to submit your request.

**Figure 1.3 - Creating a New Request**




# Viewing a Request Ticket

To view your requests please follow these steps: (see figure 1.4)

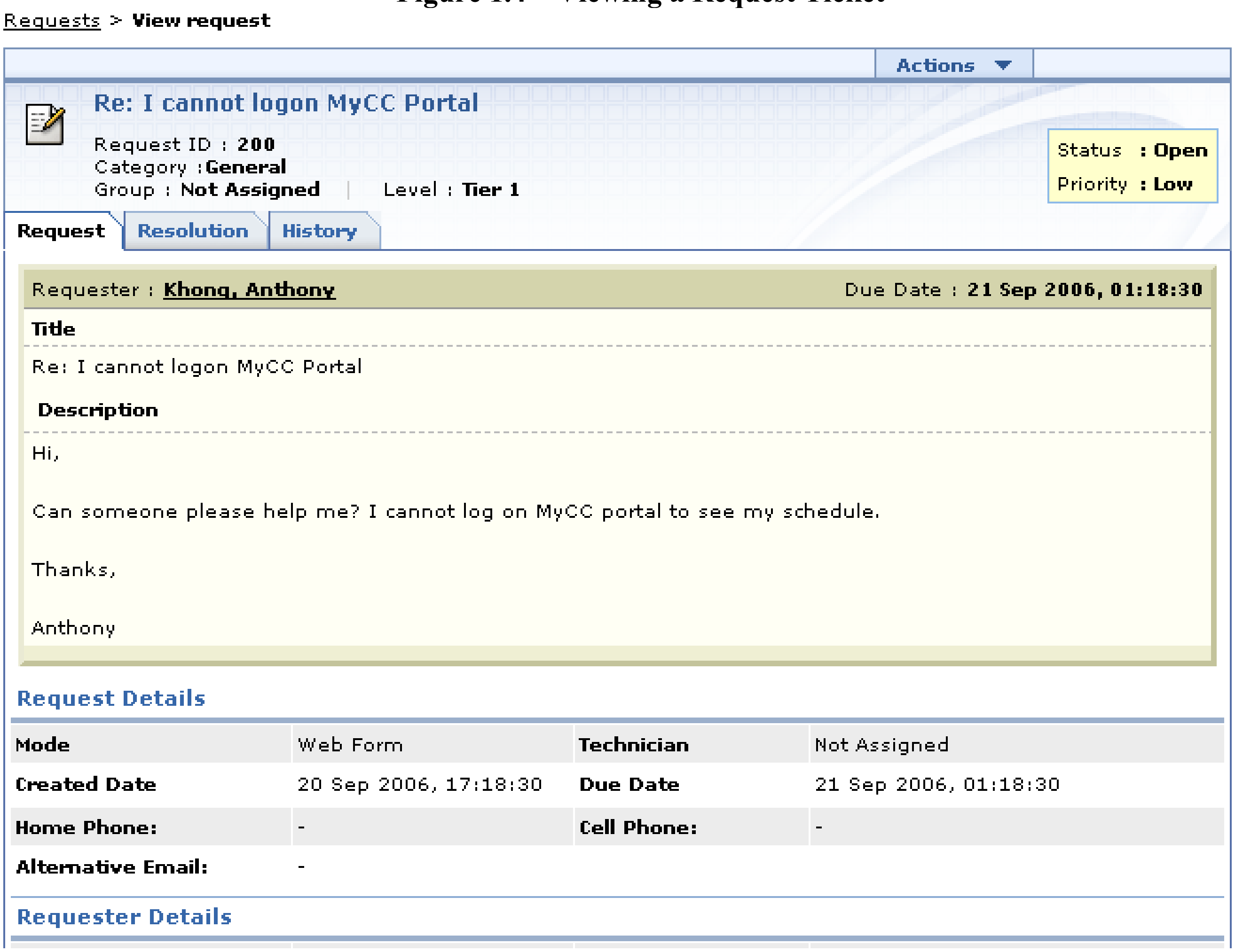
1. Log in to the eHelpdesk.
2. Click the **Request** tab in the header pane. The next page lists all the **Open** requests available in the eHelpdesk Portal.

   **Note**: Requests that have not been assigned to any technician will appear in **bold** font.

3. Click the **Title** of the request that you want to view. This opens the **View Request** page.
4. Click the **Resolution** tab to view the resolution for the request.
5. To view the history of the request, click the **History** tab.
6. To view all the replies that have been sent to you, click the **Replies** tab in the center pane. All the notifications will be listed in the ascending order of the date and time when they were sent.

   **Note:** The **Notes** added to the request are appended below **Task Details**. The notes are displayed in the descending order, with the recently added note displayed first.

**Figure 1.4 – Viewing a Request Ticket**



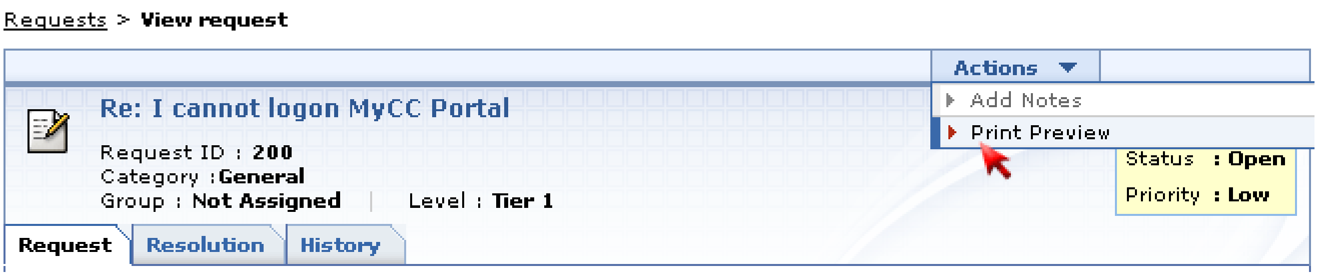

# Printing a Request Ticket

Follow these steps to print a request: (See figure 1.5)

1. Log in to the eHelpdesk.
2. Click the **Request** tab in the header pane.

3. Click the **Title** of the request that you want to print.
4. Click the **Action** link on the right side Tasks block and select **Print Preview.** The print preview of the request is opened in a pop-up window.
5. Click the **Print** menu item from the browser **File** menu list.
6. The default printer associated with your workstation is invoked. Set the required options and click **OK**. You can collect the printed copy of the request at the printer that is linked to your workstation.

**Figure 1.5 – Printing a Request**



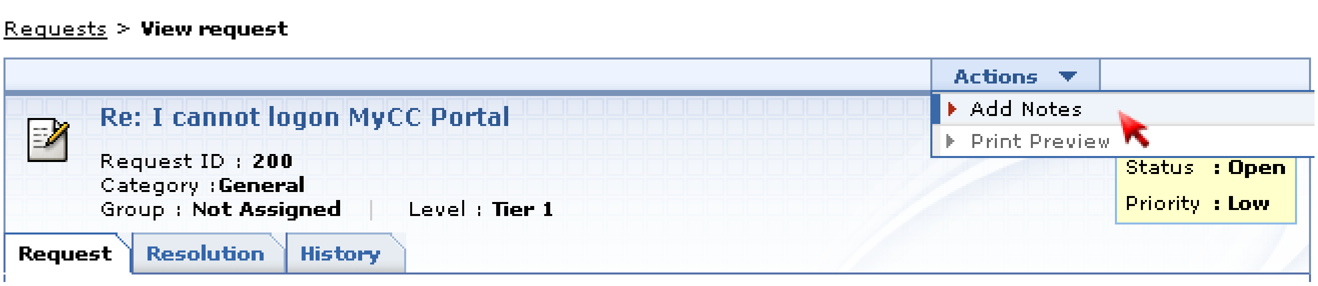

# Adding Notes to your Request

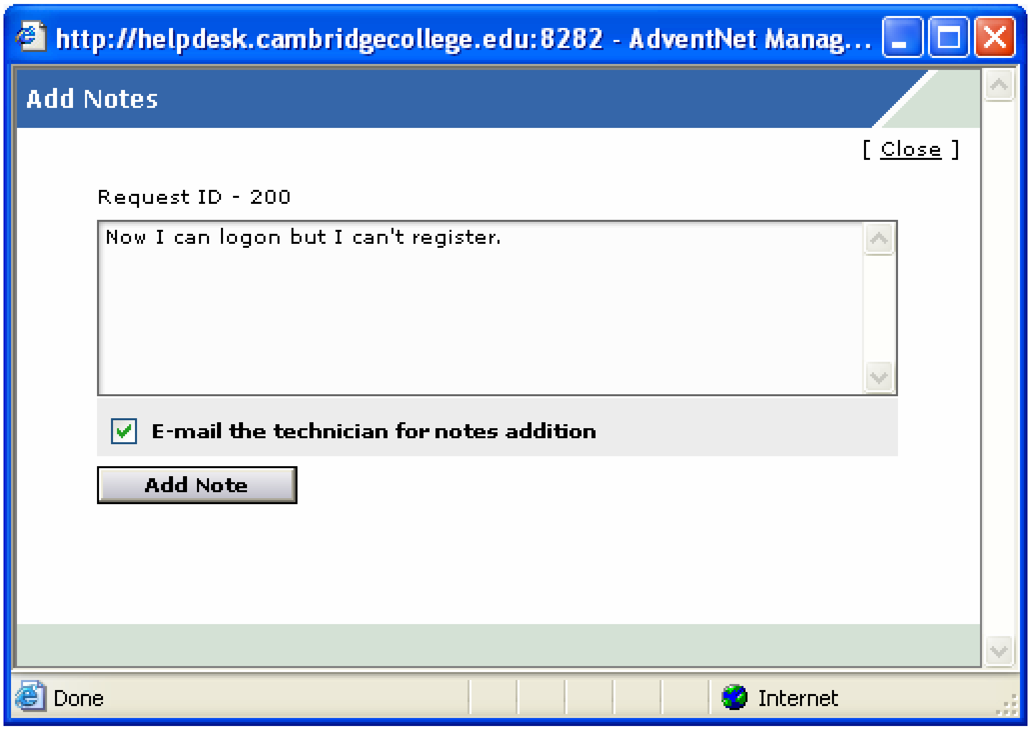
After posting a request, if you want to add additional information about the request, use **Add Notes feature**. (**See figure 1.6**)

Follow these steps to add a note to a request:

1. Log in to the eHelpdesk.
2. Click the **Request** tab in the header pane.
3. Click the **Title** of the request to which you would like to add a note.
4. Click the **Action** link (**see figure 1.6**) on the right side Tasks block and select **Add Notes.** The **Add Notes** pop-up window is displayed as below: (**See figure 1.7**)

**Figure 1.6 – Add Notes**






5. Enter your content in the text box below the **Request ID**.
6. If you wish to notify the technician in-charge of your request about the addition of the note, then select the check box **E-mail the technician for notes addition**.
7. Click **Add Note**. The note is added at the bottom of the request along with a date and time stamp. Your name is also displayed.

   **Note:** You can add any number of notes to a request. The notes added to a request will be displayed at the bottom of the request in the **View Request** page in the descending order. The recently added note will be displayed first.

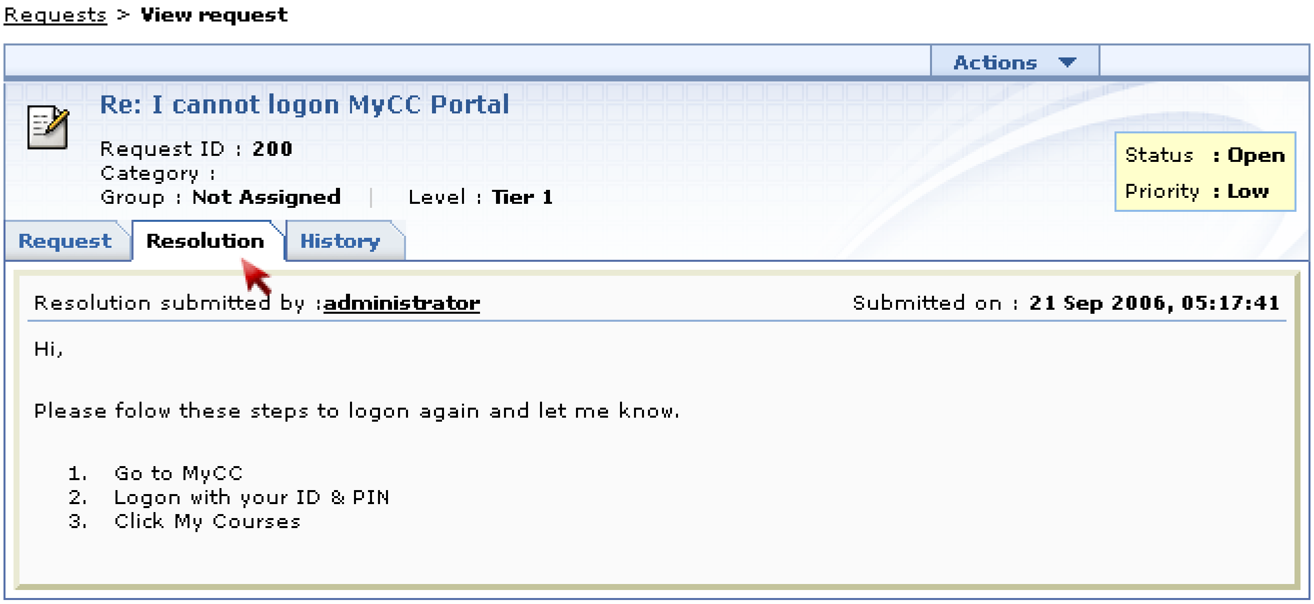
# Viewing Request Resolution

After the assigned technician resolves a request, they can add the resolution for the request. If a resolution is added for the request, you can view it by following these steps:

1. Log in to the eHelpdesk.
2. Click the **Requests** tab in the header pane.
3. Click the **Title** of the request for which you want to know the resolution.
4. In the **View Request** page, click the **Resolution** tab in the center pane. (See figure 1.7)

   Note: You will find the resolution for the request, if it had been added by the technician who attended to the request.

**Figure 1.7 – Viewing Request Resolution**




# Viewing all Replies

The eHelpdesk sends notifications to you during the process of solving the issue submitted. Your responses to the technicians will also be displayed as threads/conversation. You can view these conversations from your own login view.

1. Log in to the eHelpdesk.
2. Click the **Requests** tab in the header pane.
3. Click the **Title** of the request for which you wish to check the conversations.
4. In the **View Request** page, the various mails between you and the technician in-charge will be displayed under the head **Conversations**. (see figure 1.8)

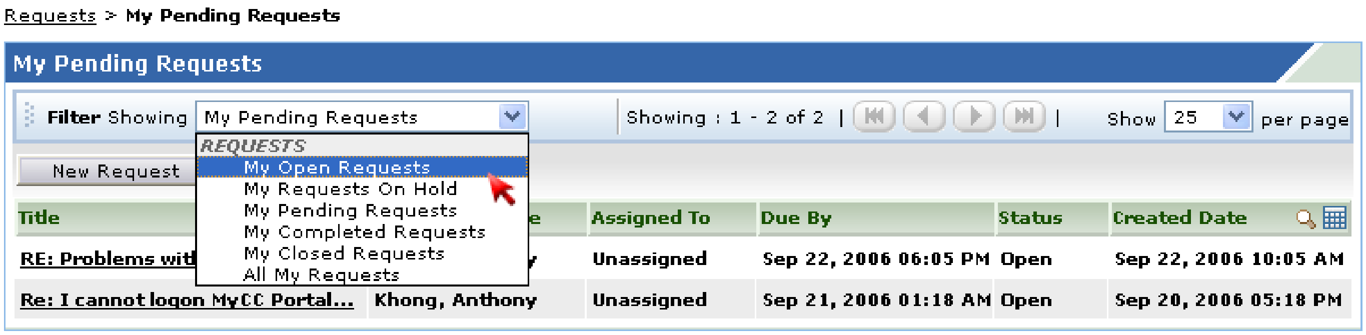
**Figure 1.8 – Viewing Replies**


# Viewing Requests based on Filters

eHelpdesk allows you to view the list of all your requests. You can also apply various filters to this list and view only a specific group of requests. To view the whole list of requests posted by you, click the

**Request** tab in the header pane. This lists all the open requests that you have submitted. You can set the number of requests that you would like to view in a single page. (See figure 1.9)

**Figure 1.9 – Filters**




### My Open Requests

When you click the requests tab, this filter is selected by default and lists the entire requests that are in the open status.

### My Requests On Hold

Select this filter to view your requests being hold.

### My Pending Requests

Select this filter to view all your Pending Requests.

### My Completed Requests

Select this filter to view all your requests that have been attended to and closed.

### My Closed Requests

Select this filter to view all your requests that have been attended to and closed.

### All My Requests

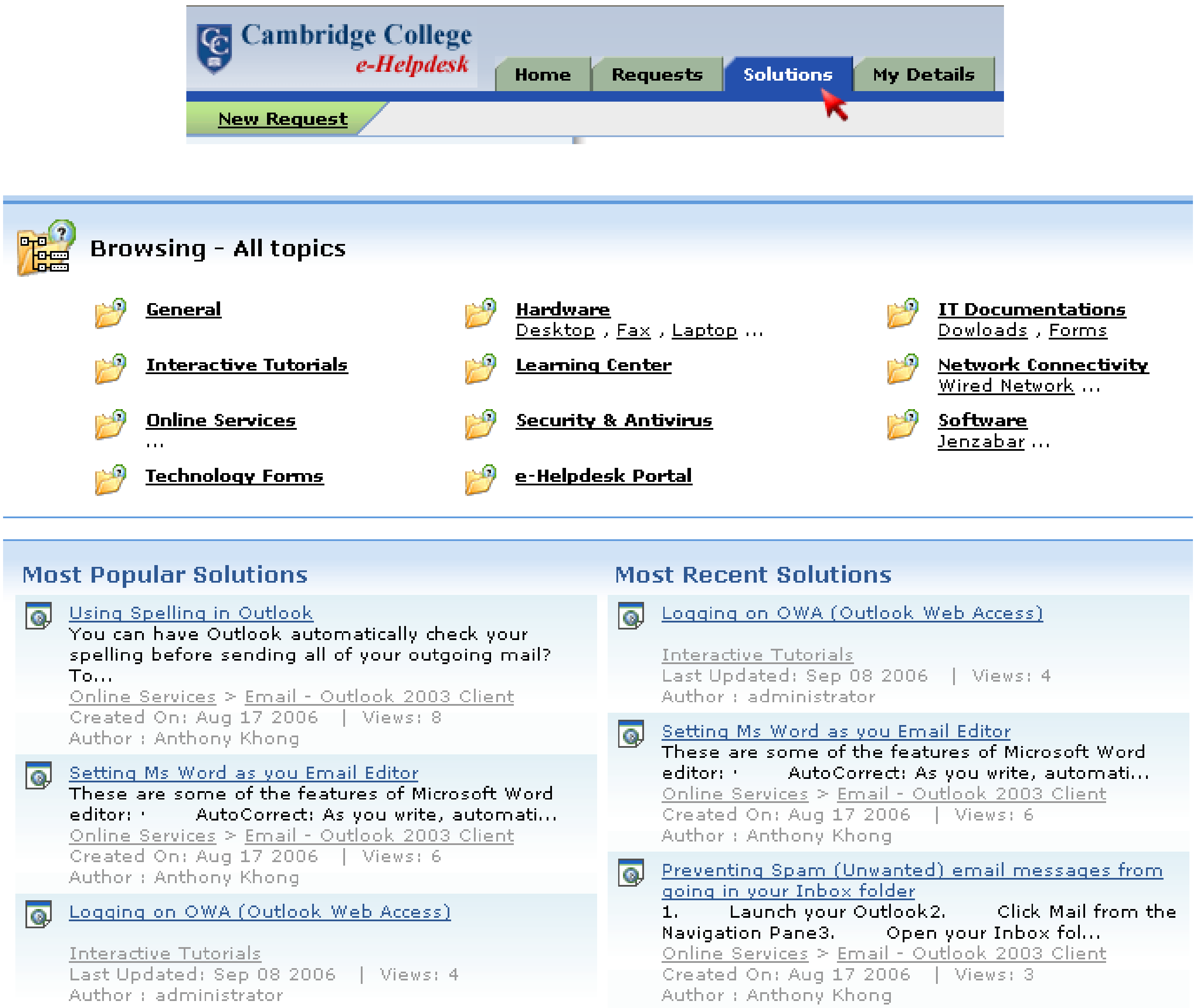
Select this filter to view all your requests.

# Browsing Solutions by Topic

To browse solutions under individual topics

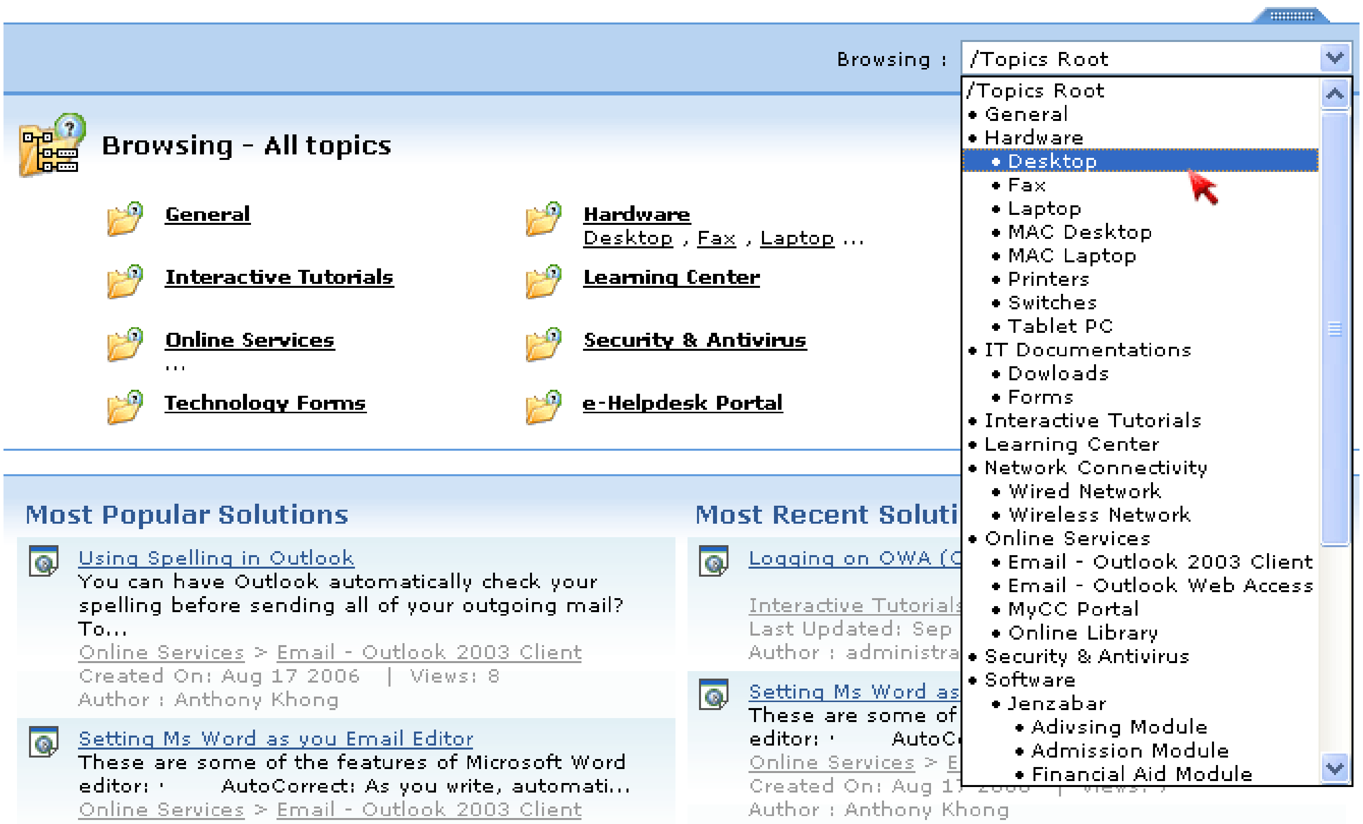
1. Log in to ServiceDesk application.
2. Click the **Solutions** tab in the header pane. (see figure 1.10)
3. The **Solutions** home page is displayed, where you can see the various topics and their subtopics. Only the first level subtopics are displayed separated by comma. If the number of subtopics are more, then they are truncated with ... symbol.
4. To view all the subtopics, click the topic name and browse.

**Figure 1.10 – Browsing Solutions**



Alternatively, you can view the solutions by selecting a topic from the combo box available on the top right corner of the **Browsing - All Topics** block. All the solutions available in that topic are listed in the resulting page. (See figure 1.12)

**Figure 1.12 – Browsing Solutions from Drop-down menu**



## Searching the Solutions

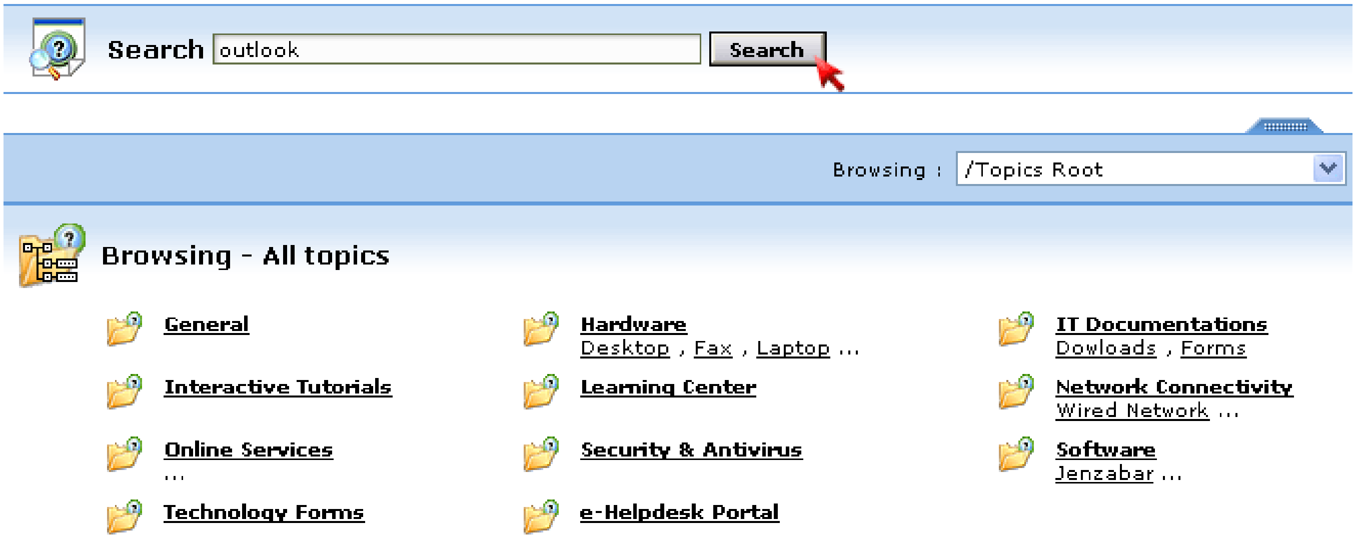
eHelpdesk Portal provides you an option to search solutions for the issues using the keyword search.

To search for specific solutions please follow these steps:

1. Log in to the eHelpdesk.
2. On the left side, there is a **search** block.
3. In the **Enter Solutions Keyword** test area, enter your search string.
4. Click **Go** or press the **Enter** key on your keyboard. (see figure 1.13)

**Note:** The search option is accessible from any of the modules in the application.

Figure 1.13 – Searching Solutions




# Recent Items

When you are using the eHelpdesk Portal, the application tracks your last viewed items and lists them in the **Recent Items** block on the left side. This has a list of the last 10 items that you viewed in the application, with the latest viewed item appearing on the top of the list. Clicking the hyperlinked item takes you directly to the item's details. (See figure 1.13)

Figure 1.13 – Recent Items