



## WELCOME TO TECHNOLOGY!!

The purpose of the Technology Orientation document is to introduce you to Information Technology within the English Department. The English Department is rich with technology tools and using them effectively will contribute to your efforts.

### TECHNICAL SUPPORT

Office Location: Murray Hall, CAC Campus  
Office 034  
Monday-Friday 8:30 am to 5:00 pm  
(732) 932-1148  
(732) 932-8539  
fax (732) 932-5217

Technical Staff: **Russell Clarke**, Manager of Information Technology Services  
[russell.clarke@rutgers.edu](mailto:russell.clarke@rutgers.edu)

**Joe Phillips**, Technology Project Manager  
[joe.phillips@rutgers.edu](mailto:joe.phillips@rutgers.edu)

**Otilio Soto**, Information Technology Specialist  
[otilio.soto@rutgers.edu](mailto:otilio.soto@rutgers.edu)

To receive Technical Support, you must complete an “**Online Technical Support Form**.” Within the office, you can access the form by clicking on the “Online Technical Support Form” icon which is located on every English department computer:



For remote users and others, the form can be accessed from any computer with Internet access by visiting <http://englishtech.rutgers.edu/techsupport.htm> and clicking “**Online Technical Support Form**” link. This online form is designed to capture the critical information necessary to properly and promptly troubleshoot your technical issue. If Internet access is an issue, forms are located outside Room 034 in Murray Hall, the Murray Hall mailroom, all computing labs and at administrative locations on each campus.

Once the completed form is received by Technical Support, you will receive an email confirmation, which will be used for tracking and feedback purposes.



## SYSTEM RESOURCES

Every faculty and staff office system is equipped with the following software:

### Microsoft Office 2000/XP Professional

- MS Word
- MS Excel
- MS PowerPoint
- MS Access

### Corel WordPerfect 2000

### Internet Browsers

- Internet Explorer
- Netscape Communicator

**Netscape Messenger** (*for email purposes*) – Please contact Technical Support for proper setup.

**SSH** (*for RCI/Eden file storage purposes*)

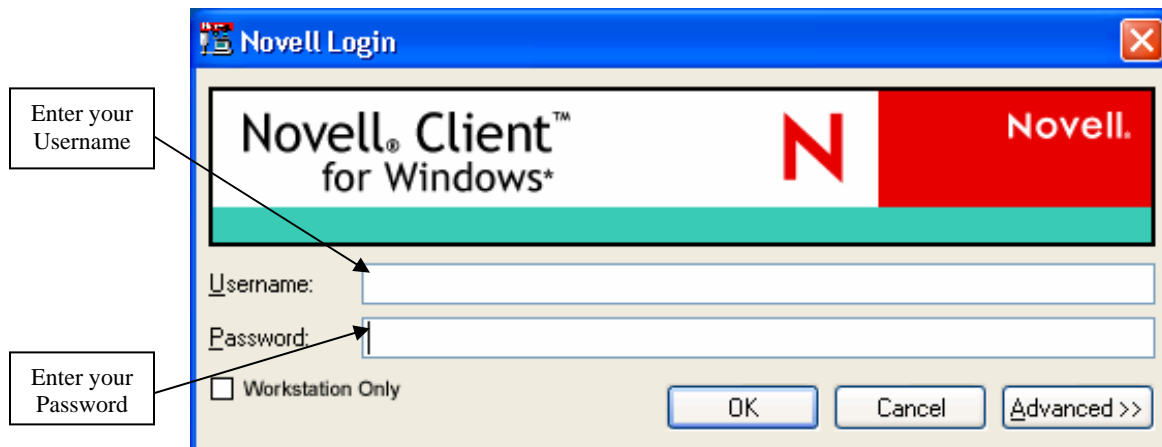
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**Note:** To ensure optimum functionality of your system, please refrain from installing any software without the approval of Technical Support. If there is software that you feel would enhance your computing efforts, we will review the software and safely install it for you.



## THE LOGIN PROCESS

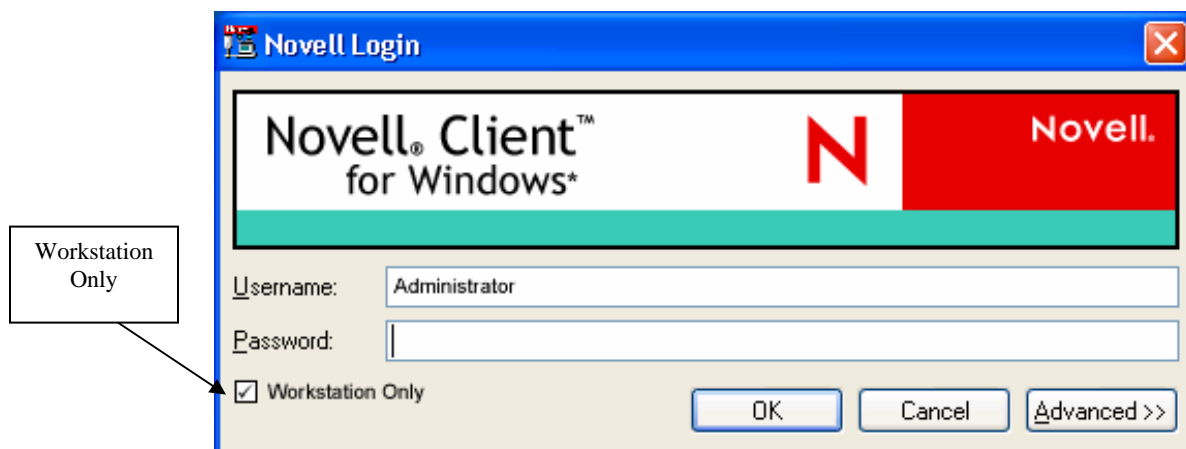
To login in to the English network, you will need a Novell username and password. A screen similar to the one below will appear when starting your computer:



**Let's examine the above window.** This window presents you with two fields where you can enter information. The topmost **“Username”** field is where you should enter your username. The bottom **“Password”** field is where you should enter your English Novell password.

**Note.** Please contact Technical Support if you need a Novell username and password.

If your Novell username and/or password do not work, you can check the **“Workstation Only”** box and enter your Windows 2000/XP password in the **“Password”** field. (**“Administrator” will be entered into the Username field by default.**) This method will not allow access to network resources (i.e., network drives), however Internet access is available.





After “successfully” logging in to Novell, you should see the following screen:

Windows NT/2000 Workstation

Name: Administrator

From: Your computer

Password:

Change your Windows NT/2000 password to match your NetWare password after a successful login.

OK Cancel Help

**DO NOT  
CHECK THIS  
BOX**

**Let’s examine the above window.** This window presents you with two fields where you can enter information.



**STOP. DO NOT ENTER ANYTHING IN THIS (NAME) FIELD.**  
(This field is pre-set and does not need user entry.)

The bottom “**Password**” field is where you would enter your Windows 2000/XP password. Please enter your Windows 2000/XP password and click “OK.”

**NOTE: DO NOT click the “Change your Windows NT/2000 password . . .” box.**

**>> If you have any questions, please contact Technical Support: <<**

**(732) 932-1148  
(732) 932-8539**



## THE ENGLISH NETWORK

The English computing network is comprised of a robust Novell server and Windows 2000/XP computers throughout four campuses (CAC, Busch, Livingston, Douglass) and nine buildings. Our network is connected to the Rutgers University main computing center which allows us tremendous computing power and superior security. We have also implemented additional department-wide security initiatives for increased network stability.

## NETWORK PRINTING

All faculty are able to print to a networked HP LaserJet N2125 located in Room 102 in Murray Hall. This network printer is setup on every faculty system in Murray Hall.

## NETWORK DRIVE STRUCTURE

The following table outlines the network drives that are available for your use. All data that is saved on network drives is backed up regularly.

Summary of English Network Drives and Directory Structure			
Drive	Brief Description	Folders	Comments
H:	Your Home Directory	User can create folders	For personal and/or highly confidential items.
S:	Scratch Drive	User can create folders	Not secure. Anyone can read, write, modify, or delete files. Quick way to give a file to another user. All files are periodically deleted by Tech Support. <b>Absolutely no guarantee files will remain on the drive once copied there. No backups.</b>
W:	Workgroup Drive	Folders created by Tech Support at user's request.	Joint project space for your office so that work can be team-oriented. Defined users can read and modify these files.
X:	Apps Drive	Technical Support Only	Used by Technical Staff to distribute applications.
Y:	MSUpdates	Technical Support Only	Used by Technical Staff for critical updates.
Z:	Network System Drive	Technical Support Only	Used for Administrative and Network management purposes.

**All Drives (except S: are backed up regularly). For critical files, we recommend saving to a zip disk, floppy (a:) or other type of storage media.**