go.lclark.edu/it

One of the best places to go for current information about IT and our services is the Information Technology website. Here you will find information on the policies, people and services that we offer. You can access numerous helpsheets that will guide you in using common applications or check what workshops we have scheduled. There is a Frequently Used Links button on the home page which includes:

- *Software Downloads* – Dowmload our site licensed antivirus program

- *Account Management* – Create your account, change or reset your password

- *Training Registration* – Sign up to learn how to use the latest software and technology, for free

- *Equipment Checkout* – we have cameras, audio equipment, and much more for you to borrow

- *Check print balance* – You get 650 pages per year for the public labs, check how many you have left

- *Go to LCMail* – Access your L&C email from anywhere - powered by Google via the the Web

IT HELP DESK

The IT Help Desk is located on the first floor of Watzek, and is open Monday through Thursday from 8:30AM - 9PM, Friday 8:30AM - 5PM, Saturday and Sunday noon - 5PM. The Help Desk can direct your request to the appropriate person, find solutions to common software questions, or help you with your personal computer issues. Staff will help you connect your laptop or devices to the network, help remove viruses and malware, and help you back-up your files if your hardware is crashing.

COMPUTER LABS

Watzek Lab located on the 2nd floor of Watzek Library
- general use – 43 computers, mixed Apple Macintosh and Dell Windows
- B&W laser printers and color laser printer
- Epson scanner (for images & text)
- Open the same hours as the library

Dubach Mac & Dubach PC Labs in Templeton College Center
- teaching labs – 18 Apple iMacs or 15 Windows PCs
- teaching podium with computer connected to projector
- B&W laser printer
- Epson scanner (1 per lab, for images & text)
- Open 24 hours a day, unless reserved for a class

Resource Lab (used primarily for multimedia and printing projects) located in the basement of Watzek Library

- 10 high powered Macs for audio, video and photo editing
- Scanning equipment
- Photo and large format printers
- Editing suites for advanced video editing
- 3D printer

ANTIVIRUS SOFTWARE

IT has purchased licenses for Symantec's antivirus software for every student. Antivirus software is made to intercept viruses, providing another level of protection for your computer (and your files). The software is available for download at:

http://www.lclark.edu/information_technology/security/symantec/

This requires you to enter your email name and password for authentication. IT strongly encourages every student to download and install this software to protect themselves from virus infections.

Student IT Guide

Information that Lewis & Clark College Students Need to Know About Information Technology

contact us:

Help Desk Phone:
503-768-7225

Main IT Phone:
503-768-7020

Email:
consult@lclark.edu

Website:
go.lclark.edu/it

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IMAGINE IT

CONNECTING

Lewis & Clark has set up wireless internet access points throughout the academic and residential areas on campus. To connect to the wireless network, look for **LC Wireless** in your list of available networks.

Once you have configured your computer to find the **LC Wireless** network, you must register with your L&C account login and password before you can use the Internet.

- Open an internet browser such as Firefox, Internet Explorer, Safari or Chrome. You will be prompted to enter your User Name and Password. Use the same user name and password that you use for email.

- You will be prompted to download and install our network registration client software, SafeConnect NAC. This program will check to make sure critical OS updates and patches, supported antivirus software, and current antivirus definitions are installed on your computer.

- Computers that fail the NAC check will be directed to a web page with links and instructions on how to download and install required software. If you have a laptop computer and require assistance, we recommend you bring it to Information Technology in Watzek Library.

Consoles

Connect to our public wireless network LC Wireless or an Ethernet port to connect your console to the Internet.

EMAIL SETTINGS

To receive email through a desktop program such as Thunderbird or Mail, or on your smartphone or iPad, use the following settings:

Account type: IMAP
Incoming mail server: imap.gmail.com
Outgoing mail server: smtp.gmail.com
Email Address: userid@lclark.edu
User Name: userid@lclark.edu
Password: [your password]

Use STARTTLS security if available, both for incoming and outgoing mail. If you run into problems you can email consult@lclark.edu, or bring your device to IT.

COMPUTER TRAINING

Information Technology regularly offers classes and workshops covering a wide variety of pertinent topics, these one- to two-hour sessions are offered at various times throughout the year. Some topics are covered in two or three sessions depending on their complexity. Each semester we publish a schedule and course descriptions, available on the Training Website:

go.lclark.edu/techs/training

If you would like a workshop on a supported software application that meets your time constraints or topic needs, you can take advantage of our "gather-five" policy. You gather five or more people for any given topic and we'll work with you to schedule a training session.

We know that sometimes the training we offer doesn't come when you need it most or have time to attend the scheduled workshops. So we've contracted with Lynda.com to provide on-demand training for hundreds of software titles. These video-based online tutorials cover both basic and more in-depth topics. We have five licenses that can be checked out for a week at a time (Monday to Monday). To check out a license, send an email to training@lclark. edu and let us know when we should reserve a license for you.

WEBDISK & LC*DRIVE*

Think of WebDisk and LC*drive* as hard drives that you can access through the Web. Since your files are stored "in the cloud" you can get to your files on any computer, anywhere that you have Internet access. You just open a web browser (like Firefox) and go to either:

webdisk.lclark.edu or *lcdrive.lclark.edu*

These services also allow you to share access to individual files or entire folders with others. Instead of emailing a document to all of your classmates, you can upload it to one of these services and share it with them directly.

For more information on using WebDisk download our helpsheet at:

http://www.lclark.edu/live/files/3135

PAY FOR PRINT

At the beginning of the fall semester, students receive 650 free prints in the labs each academic year. A print is equivalent to one sheet of paper. Therefore, if you make use of the duplex printing option (printing on both sides of the paper) you can double your printing allotment.

Weekly emails will be sent to students who have fewer than fifty sheets left. However, it is your responsibility to keep track of your remaining sheets.

After reaching the limit of 650 free sheets, students will not be allowed to print further until they purchase additional sheets. Blocks of pages may be purchased in person or by phone at the Student Account Services (Templeton College Center, 503-768-7829) or online at:

https://lclark.pcounterwebpay.com