Essential Technology Resources and Applications

Technology is an important component of your learning experience at the Hamline. Technology is used in the classroom as well in web-enhanced and hybrid courses. As a student, you will also use technology for completing coursework and communicating/collaborating with classmates and faculty.

Hamline "Logins" Page: http://www.hamline.edu/logins

(A link to this page is available at the top of the window on the Hamline University home page, **http://www.hamline.edu**). This landing page provides links for accessing different web applications and technology resources at Hamline University. You may want to bookmark this page for later reference.

Get Started Guide: http://www.hamline.edu/Get_Started_Guide.html

Knowledge Base: For more in-depth information, including handouts and video tutorials, visit the "Knowledge Base" at **http://www.hamline.edu/knowledgebase/**

Questions? Contact the ITS HelpDesk (651-523-2220; **itshelp@gw.hamline.edu**), or stop by at the basement of Bush Library at the St. Paul Campus.

Piperline System

Hamline ID#: _____ Piperline PIN: _____

Piperline is the web application that provides you access to your Hamline student records. A personal password (PIN) provides access to a secure area in which you can register for classes, view class schedules, check your grades, access your student account information, view your Hamline computer accounts, etc.

To access your "Piperline":

Using your web browser, go to the "Logins" page (find link above), and click on "Piperline". You can also get to Piperline if you go to "Resources for" in Hamline main page, and click on "Current Students" and then click on Piperline "login".

To access your "Piperline" you need to know your ***Hamline ID number*** (or Social Security Number) and ***Piperline PIN***. If you have not gotten your Piperline PIN or do not remember it, contact the ITS HelpDesk (651-523-2220; **itshelp@gw.hamline.edu**), or stop by at the basement of Bush Library at the St. Paul Campus.

Hamline Computers Labs and Network

At the Hamline St. Paul Campus:
Over 150 microcomputers are housed in public computer labs across campus. The main computer lab is located in the lower level of Bush Library. Computer labs are located in the third floor of the Drew Science Building, in rooms 303 and 305. There is also a computer lab in the Sorin Residence Hall, which is open 24-hour for Hamline students.

At the Hamline Minneapolis Location:
Over 50 computers are housed in the public computer labs located in rooms 23 and 49.

Secure wireless network connectivity:
Secure wireless network connectivity is available at both the St. Paul Campus and the Minneapolis Location.

How to log into Hamline computers and network:
To use a computer in a public computer lab (or classroom), access the local area network, and/or access the wireless network, you need to authenticate using your Hamline username and password, which you can look up in Piperline.

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Hamline Username

Hamline Username (Hamline User Account (Novell)): _____ Password: _____

To use resources on campus, like computers in a computer lab or classroom, access the local area network, or access the wireless network, you need to login using your Hamline username and password. You can look up your Hamline username in Piperline, Login in "Piperline," click on "Personal Information," click on "View Hamline Computer Accounts," and then click on "Hamline User Account (Novell)." Your username and password are displayed.
You may click on the "Change Password" button to change your password.

Printing /Copying Equipment

How to use Hamline printing/copying equipment:
Printing/copying equipment is available in the computer labs and across the St. Paul Campus and Minneapolis Location. Hamline University uses a billing code based printing/copying solution for all students. This system simply requires a **Printing/Copying Billing Code,** a unique number that is assigned only to you. You can look up your Printing/Copying Billing Code in Piperline > Personal Information >ID Card Information.

When you wish to **print from a Hamline public computer**, you prepare your document as usual and after clicking the "Print" icon in whichever program you are using, a small dialogue box will appear asking you to enter your Printing/Copying Billing Code. You can then send the print job to the printer that has been selected by simply typing in your unique Printing/Copying Billing Code and pressing ENTER. A second dialogue box also pops up informing you of the total cost of the print job; you can cancel the print job at that point and no charges will be assessed. If you do not wait for the second dialogue box to calculate the cost and you send the print job, you will be charged for that print job (even if it is not what you intended to print). The charge for the printing will automatically be billed to your student account at 10 cents per page. The Student Accounts Office is then in charge of handling the billing and collection.

When you wish to use a **Hamline public copier**, simply swipe your Hamline ID card in the card reader. Just as with printing, all copying will be automatically billed to your student account.

Hamline Google Email Account

Hamline Google Email: _____ Password: _____

Hamline University provides an e-mail account for students. All degree-seeking students are *required* to use the official Hamline Email account for Hamline-related correspondence. All university correspondence – including course-related information, will only be sent to official Hamline Email addresses, and many notices will only be sent via email.

Google is the new platform for student email accounts at Hamline University. Accounts for all degree-seeking students are established for the full Google Apps Education Suite

How to look up your Hamline Google Email username and/or reset your password:
In "Piperline," click on "Personal Information." Click on "Update Email Address (es)." This page displays email addresses registered for you in the Piperline system. There is usually one off-campus email address and your official (preferred) Hamline Email address. Your Hamline Google Email address is in the format of ***username@hamlineuniversity.edu*** with the username as it appears on the screen. Click on the "Change Password" button located next to the Hamline Google Email account, to reset or change your password. (Please note that the change will take effect within an hour.)

How to access your Hamline Google Email account:
Using your web browser, go to the "Logins" page (find link above), and click on "Google Email". You may also go to the Google Apps login page for Hamline University (**http://www.hamline.edu/googlemail**). You will need to authenticate using your Hamline Google Email username and password.

For more information:
Additional information, handouts, and video tutorials can be found in the "Hamline GoogleHelp" page at **http://www.hamline.edu/googlehelp**. You may also contact the ITS HelpDesk (651-523-2220; **itshelp@hamline.edu**), or stop by at the basement of Bush Library at the St. Paul Campus.

Blackboard Learning Management System

Blackboard Username*: _____ Password*: _____

To login in to Blackboard use the **Hamline User Account (Novell) the username and password.*

Blackboard is the learning management system used at Hamline University. Your instructors may use Blackboard to post course content – including syllabi, and readings, and/or require you to use Blackboard to engage in online class discussions, submit assignments, collaborate in group activities, send group email, complete quizzes, etc. Your course instructor(s) will inform you on or before your first day of class if the use of Blackboard is required and how it will be used as part of class.

Hardware/Software requirements for using Blackboard:

Microsoft® Windows® Operating System	**Internet Explorer® 9**	**Internet Explorer 8**	**Firefox** (Final Release Channel)	**Firefox 3.6**	**Chrome** (Stable Channel)
Windows® XP (32-bit)	Unsupported	Compatible	Compatible	Compatible	Compatible
Vista® (32-bit)	**Certified**	Compatible	**Certified**	Compatible	Compatible
Windows Vista (64-bit)	Compatible	Compatible	Compatible	Compatible	Compatible
Windows 7 (32-bit)	Certified	Compatible	**Certified**	Compatible	**Certified**
Windows 7 (64-bit)	Compatible	Compatible	Compatible	Compatible	Compatible

Apple® Mac OS® Operating System	**Safari® 5.0**	**Safari 4.0**	**Firefox** (Final Release Channel)	**Firefox 3.6**	**Chrome** (Stable Channel)
Mac OSX 10.5 "Leopard®"	Compatible	Compatible	Compatible	Compatible	Compatible
Mac OSX 10.6 "Snow Leopard®"	**Certified**	Compatible	**Certified**	Compatible	**Certified**

Legend: **Certified:** fully tested and supported.
Compatible: partially tested but should function properly.
Unsupported: either impossible or not tested.

PLEASE NOTE:

- Internet Explorer 6 and Internet Explorer 7; Firefox 1.x, 2.0, 3.0, and 3.5; Safari 2.0, 3.x (or any version on Windows); Mac OSX 10.4 "Tiger" ;Java 5 are not supported.
- Internet Explorer 8 and Internet Explorer 9 are tested in Standards Mode. Some known issues can be resolved by using Compatibility Mode (emulates IE7 behavior).
- Both Google Chrome and Mozilla Firefox have moved to a rapid release cycle. At the time of testing, Chrome 10.0 and Firefox 4.0 were the latest available versions. Since then, new stable versions have been released and widely adopted. Blackboard is supporting all newer stable versions of Chrome and Firefox.

Depending on the version of your operating system, your web browser may have a built-in pop-up window blocker. You may also have additional pop-up window blocking software in your computer. If your pop-up window blocking feature is "turned-on," you should add the following web sites (URLs) to the "unfiltered" or "safe" list in your pop-up window blocking software: *http://www.hamline.edu* and *http://hamline.blackboard.com*. (You may also need to choose the option "Always allow pop-ups from this site.")

Operating behind a firewall may cause some technical problems and/or deny access to certain features in Blackboard. You should allow the Blackboard URL, *http://hamline.blackboard.com*, not to be blocked by your firewall.

To work on your assignments you will need standard word-processing software applications (like Microsoft® Word, Microsoft® Works, Corel® WordPerfect®, and OpenOffice.org). You may also need other software (plug-ins) to view course content and work on class assignments. These include: Microsoft® Office applications (Word, PowerPoint®, and Excel®) or viewers, Adobe® Reader®, and Microsoft® Windows Media® Player. Please note that computers with these features and software are available for students to use in public computer labs at both the St. Paul Campus and Minneapolis Location.

For more information:
Go to **http://www.hamline.edu/bbhelp/.** You may also contact the ITS HelpDesk (651-523-2220; **itshelp@hamline.edu**).

Hamline Library Resources

Library Code: _____

The Bush Library's WWW homepage (**http://www.hamline.edu/bushlibrary**) serves as a starting point for doing research. From this page, you can access library catalogs, journal indexes, and web resources. You can access this page from any of the microcomputers housed in the library and Hamline public computer labs or from off-campus.

Hamline University Libraries use WorldCat, the world's largest network of library-based content and services to offer you access to the widest possible range of resources.

CLICnet is Bush Library's online catalog, which lists resources at Bush Library, School of Law Library, and libraries in the Cooperating Libraries in Consortium (CLIC). Bush Library also offers a wide variety of electronic resources – including journal indexes/databases, online journals, and e-books.

How to look up your Hamline Library Code:
To access library resources, you need your ***Library Code***, which is printed on the back of your Hamline ID Card. You may look up your Library Code in Piperline. Login in "Piperline," click on "Personal Information," and then click on "Hamline ID Card Information." Your Library Code is displayed.

How to access library resources:
From the Bush Library web page (find link above), click on:

- "Find Books" to access the library catalogs. Then use the "Search WorldCat local for books" or click on "CLICNET" to search the CLIC catalog, or click on "E-Books" to access the collection of e-books.
- "Find Articles" to view journal databases. Follow the links ("Good Places to Start," "Databases by Subject," "A to Z list of databases," or "New Sources") to find a journal database. Access the databases by clicking on the links provided.

NOTE: When you access a library database from a Hamline computer, you to use the database without further authentication. When you access a library database from a computer off-campus, you will need to login using your Library Code, or your Hamline User Account (Novell) username and password.

For more information:
Additional information and handouts can be found in the "Bush Library Guide" page at **http://www.hamline.edu/bushlibrary/using-the-library.html**. You may also contact the Bush Library staff (651-523-2375), or stop by the library.