

Hamline University's Information Technology Services and Resources

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Pipeline System

Pipeline is the information system that provides students with updated online information about class schedules, meetings, events, and more. A personal password (PIN) provides access to a secure area in which students can check their grades, register for classes, view class schedules, access their student account information, view Hamline computer accounts, etc.

When admitted to the program, students receive their PIN and information on how to use Pipeline. If you have not gotten your PIN or you do not remember it, contact the Student Administrative Services Office (see information below).

Accessing Pipeline

Here are some brief instructions on accessing Pipeline:

1. Go to <http://www.hamline.edu>.
2. Click on **Logins** from the upper right menu bar (under the Hamline University banner).
3. On the *Logins* page, click on **Go to Pipeline**.
4. Then click on **Login to Secure Area** and login using your Hamline ID Number or Social Security Number (without dashes), and your PIN.

If you have forgotten your PIN, enter your Hamline ID Number or Social Security Number first, and click on the **Forgot PIN?** button. If you have never accessed the secure area in Pipeline before and need help, contact the Student Administrative Services Office.

5. If you get an authorization failure, contact the Student Administrative Services Office, and request that your PIN be reset.

Pipeline Support

If you have problems accessing Pipeline or need help using Pipeline, contact the Student Administrative Services Office by phone at (651) 523-3000 or by e-mail at sasmail@hamline.edu. You may also stop in to the Law/Graduate School Building, Room 113E. (You will be asked for your Hamline ID Number or Social Security Number.)

For more help, please check the ITS Knowledge Base at <http://www.hamline.edu/knowledgebase>

Hamline E-mail Account

Hamline University provides an e-mail account (NetMail or GroupWise) for degree-seeking students. All degree-seeking students are required to use the official Hamline e-mail account for Hamline-related correspondence. All university correspondence, including assignments, course materials, notices of class cancellations, financial aid information, safety and security alerts, news and events, and other critical information, will only be sent to official Hamline e-mail addresses, and many notices will only be sent via e-mail.

NOTE: As a student, you are responsible for any message sent to you at your Hamline e-mail account. Make it a habit to check your Hamline e-mail account often and maintain your inbox.

If you have not done so, you will need to start using your Hamline e-mail account.

How to Look Up Your Hamline E-mail Login Information

If you do not know your Hamline e-mail login information (username and password), you can look it up in Piperline.

Follow these steps:

1. Go to <http://www.hamline.edu>.
2. Click on **Logins** from the upper right menu bar (under the Hamline University banner).
3. On the *Logins* page, click on **Go to Piperline**.
4. Then click on **Login to Secure Area** and login using your Hamline ID Number (or Social Security Number) and Piperline PIN.
5. Click on **Personal Information**.
6. Click on **View Hamline Computer Accounts**.
7. Last, click on **NetMail** or **GroupWise**, whichever is listed on the screen. (This is the system that hosts your Hamline e-mail account.)

This page will display your Hamline e-mail account (NetMail or GroupWise) username and your initial password, and provide access to change your password. Click on the button **Change password for <username>**, if you wish to change the password that the system administrator set up for you. You may type in the new password that you would like to use. The change will take effect within five minutes.

If you have used your Hamline e-mail account (NetMail or GroupWise) before, but forgotten your password, you can change it at this time by clicking the button **Change password for <username>**. You may type in the new password that you would like to use. The change will take effect within five minutes.

If your Hamline e-mail account is on the NetMail system, your e-mail address is **username@netmail.hamline.edu**, with the username as it appears on the screen. (Instructions on how to access your Hamline NetMail account are provided below.)

If your Hamline e-mail account is on the GroupWise system, your e-mail address is **username@gw.hamline.edu**, with the username as it appears on the screen. (Instructions on how to access your Hamline GroupWise account are provided below.)

NetMail Account

NetMail is a Web-based e-mail program available to students at Hamline University. You can access your Hamline NetMail account using any Internet browser. NetMail allows you to read, respond, forward and delete messages, send attachments, save frequently used addresses, and keep track of your schedule with a calendar.

You need a username and password to access your Hamline NetMail account. If you are accessing your Hamline NetMail account for the first time, you must first look up your NetMail username and password in Piperline. (Instructions are provided above.)

Once you have your Hamline NetMail username and password, follow these steps to log in to NetMail:

1. Go to **<http://www.hamline.edu/netmail>**, or go to **<http://www.hamline.edu>** and click on **Logins** from the upper right menu bar (under the Hamline University banner). Once on the *Logins* page, click on **Go to NetMail**.
2. The *NetMail Login* page is displayed with a prompt for username and password. Login using your Hamline NetMail username and password.

GroupWise Account

GroupWise provides e-mail service and shared calendaring. You can access your Hamline GroupWise account through the full software client (from on-campus computers), or remotely through any Internet browser.

You need a username and password to access your Hamline GroupWise account. If you are accessing your Hamline GroupWise account for the first time, you must first look up your GroupWise username and password in Pipeline. (Instructions are provided above.)

Once you have your Hamline GroupWise username and password, follow these steps to log in to GroupWise:

1. Go to <http://www.hamline.edu/gw>, or go to <http://www.hamline.edu> and click on **Logins** from the upper right menu bar (under the Hamline University banner). Once on the *Logins* page, click on **Go to GroupWise**.
2. The *GroupWise Web Access Page* is displayed with a prompt for username and password. Login using your Hamline GroupWise username and password.

Hamline E-mail (NetMail or GroupWise) Support

If you have trouble setting up your Hamline e-mail account (NetMail or GroupWise), contact the Information Technology Services (ITS) HelpDesk by phone at (651) 523-2220 or by e-mail at itshelp@hamline.edu. You may also stop in to the ITS HelpDesk in person. The ITS Help Desk is located in the lower level of Bush Library and is open during library hours. You may also contact the ITS HelpDesk for further assistance or other questions. (You will be asked for your Hamline ID number or Social Security Number.)

For more help, please check the ITS Knowledge Base at <http://www.hamline.edu/knowledgebase>

NetStorage

NetStorage is a web-based file storage system available to students at Hamline University. Each student is assigned a 500 MB private space in the NetStorage server. NetStorage allows users secure file access from any Internet location – with nothing to download or install on the user's workstation. NetStorage is a system where you can save and retrieve material from the network in addition to using disks, USB Flash storage, etc.

With NetStorage, a user can securely access files from any Internet-enabled machine. A user can copy, move, rename, delete, read, and write files between a local workstation and the Hamline storage network. This means that access is available from any Internet-attached workstation, anywhere in the world. There is no need to e-mail or copy data from one machine to another. NetStorage files are permanently stored and accessed via the server. This makes it a more suitable option for backing up documents.

To log into NetStorage:

1. Go to <http://www.hamline.edu/netstorage> and click on **Start using NetStorage**.
2. This will bring up a log on screen. Use your NetMail username and password to log on.

For more detailed information on how to use NetStorage, visit <http://www.hamline.edu/netstorage/help.html>.

If you have a problem accessing and/or using NetStorage, contact the Information Technology Services (ITS) HelpDesk by phone at (651) 523-2220, or by e-mail at itshelp@hamline.edu. You may also stop in to the ITS HelpDesk in person. The ITS Help Desk is located in the lower level of Bush Library and is open during library hours. You may also contact the ITS HelpDesk for further assistance or other questions. (You will be asked for your Hamline ID number or Social Security Number.)

For more help, please check the ITS Knowledge Base at <http://www.hamline.edu/knowledgebase>

Blackboard

Blackboard is the Hamline University e-learning software platform. You may use Blackboard in the courses you take at Hamline University.

At Hamline University, instructors use Blackboard to: (1) deliver online course materials, including syllabus, handouts, reading assignments, videos, and multimedia presentations; (2) complement classroom instruction with online activities, including group projects; (3) provide a communication and document exchange tool for students; and more.

NOTE: For the courses in which you will be required to use Blackboard, training, detailed instructions, and support will be provided.

Hardware/Software Requirements for Blackboard

To access Blackboard you need a Windows 98 PC or above (or Macintosh computer OS9 or above) with Internet connection (minimum 56K modem) and a Web Browser such as Internet Explorer or Netscape Navigator.

To do your assignments you need standard word-processing software (like Microsoft Word, Microsoft Works, or Corel WordPerfect).

You may also need other software (plug-ins) to view course content or to work on projects in the Blackboard course website. These include: Microsoft Office (Word, PowerPoint, and Excel) applications or viewers, Adobe® Reader®, and Microsoft Windows Media Player.

NOTE: Computers with these features and software are available for students to use at Hamline University public computer labs.

Accessing Blackboard

You can access Blackboard using a Web browser (like Internet Explorer or Netscape Navigator), at <http://hamline.blackboard.com>. To access Blackboard you need a username and password. The first time a user logs into Blackboard, his/her username and password information is available in Pipeline. Visit the **Pipeline Secure Area** and login using your Hamline ID Number (or Social Security Number) and PIN. Click on **Personal Information**, then click on **View Hamline Computer Accounts**, and finally, click on **Blackboard**.

Blackboard Support

If you have problems logging into Blackboard because you forgot your password, you can contact the Software Support Services team by phone at (651) 523-2782 or e-mail at sss@hamline.edu.

For further help, please contact

| School | Contact Person | Phone | Email |
|---------------------------------|------------------|----------------|-----------------------------|
| College of Liberal Arts | Kate Conners | (651) 523-2590 | kconners01@gw.hamline.edu |
| Graduate School of Liberal Arts | Patricia Straub | (651) 523-2902 | pstraub@gw.hamline.edu |
| Graduate School of Management | Marcos Montero | (651) 523-2486 | gsm@hamline.edu |
| Graduate School of Education | Annette McNamara | (651) 523-2175 | amcnamara@gw.hamline.edu |
| Law School | Geoff Hankerson | (651) 523-2546 | ghankerson01@gw.hamline.edu |

For more help, please check the ITS Knowledge Base at <http://www.hamline.edu/knowledgebase>

Computer Labs on Campus

Over 150 microcomputers are housed in public computer labs across the campus in Drew Science, Robbins Science, Law School Library, and Bush Library. Administered by Information Technology Services, these labs offer Windows-based computers, laser printers, flatbed scanners, and A/V-equipped computers. A wide range of software is also available, including word processing, advanced graphics, desktop publishing, statistical analysis, and specialized math and science programs.

The main computer lab is located in the lower level of Bush Library, and is staffed by lab consultants (ITS HelpDesk). This computer lab is open whenever Bush Library is open.

For more information about Hamline University's computer labs, visit <http://www.hamline.edu/its>.

Printing/Copying Billing Code

Hamline University uses a **Billing Code** based printing/copying solution for all students. All of Hamline's computer labs and public printer/copiers are under this Billing Code system. This system simply requires a unique Billing Code that is associated with each student's Hamline ID. All Hamline ID cards have the individual's unique Billing Code encoded on the magnetic stripe on the back of the card.

You can also find your Printing/Copying Billing Code in Piperline. Visit the **Piperline Secure Area** and log in using your Hamline ID Number and PIN. Click on **Personal Information**, and then click on **Hamline ID Card Information**.

When students wish to print from a Hamline University public computer, they prepare their document as usual and after clicking the "print" icon in whichever program they are using, a small dialogue box will appear asking them to insert their Printing/Copying Billing Code. They can then send the print job to the printer that has been selected by simply typing in their unique Printing/Copying Billing Code and pressing ENTER. A second dialogue box also pops up informing the user 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 the student's account at 10 cents per page. Student Accounts Office is then in charge of handling the billing and collection.

Your Hamline Student ID card can be used in all copiers on campus. Simply swipe your ID in the card reader. Just as with printing, all copying will be automatically billed to your account.

NOTE: The Printing/Copying Billing Code is a unique number that is assigned only to you. It is NOT the same as the Piperline PIN number.

For more detailed information about the Printing/Copying Billing Code, visit http://www.hamline.edu/hamline_info/offices_services/technology/general/printing_and_photocopies.html.

Wireless Internet Connection

All Hamline University buildings that directly affect students, teaching, and learning are served by secure wireless connectivity.

For more information about wireless Internet connection on campus, please refer to the ITS Knowledge Base at <http://www.hamline.edu/knowledgebase> where you will find articles on "Wireless troubleshooting tips"

If you need help connecting to the Hamline University wireless network, please complete the Wireless Connectivity Problem Resolution Service form, available online at http://www.hamline.edu/hamline_info/offices_services/technology/documents/help_for_students/wireless_problems.html. You may also contact the ITS Helpdesk by phone at 651-523-2220 or by e-mail at itshelp@hamline.edu.

Library Resources

Bush Library's WWW homepage serves as a starting point for doing research. From this page, you can access library catalogs, journal indexes, and WWW resources. You can access this page from any of the library or Computer Lab computers. If you have access to the WWW on your home computer, you can do much of your initial research from home; simply go to <http://www.hamline.edu/bushlibrary>.

Accessing Library Online Databases On-Campus

To access a library database on campus, from the Bush Library web page, click on **Find Articles**. Access the database by clicking on the link provided.

NOTE: When you use a library database from a computer on campus, the database you are going to recognizes the IP address (the "address" of your computer) as a Hamline University address and allows you to use the database without further authentication.

Accessing Library Online Databases from Off-Campus

To access a library database from outside campus, from the Bush Library web page, click on **Find Articles**. Access the database by clicking on the link provided.

NOTE: When you are off-campus and use the off-campus links provided by your library, you are sent to the Hamline University Proxy Server first (see Figure 1). When you fill out the form, the information you enter is validated against Hamline University's administrative database. If your registration is current, you are connected to the database you chose because the proxy server makes it look like you are coming from a Hamline University computer.

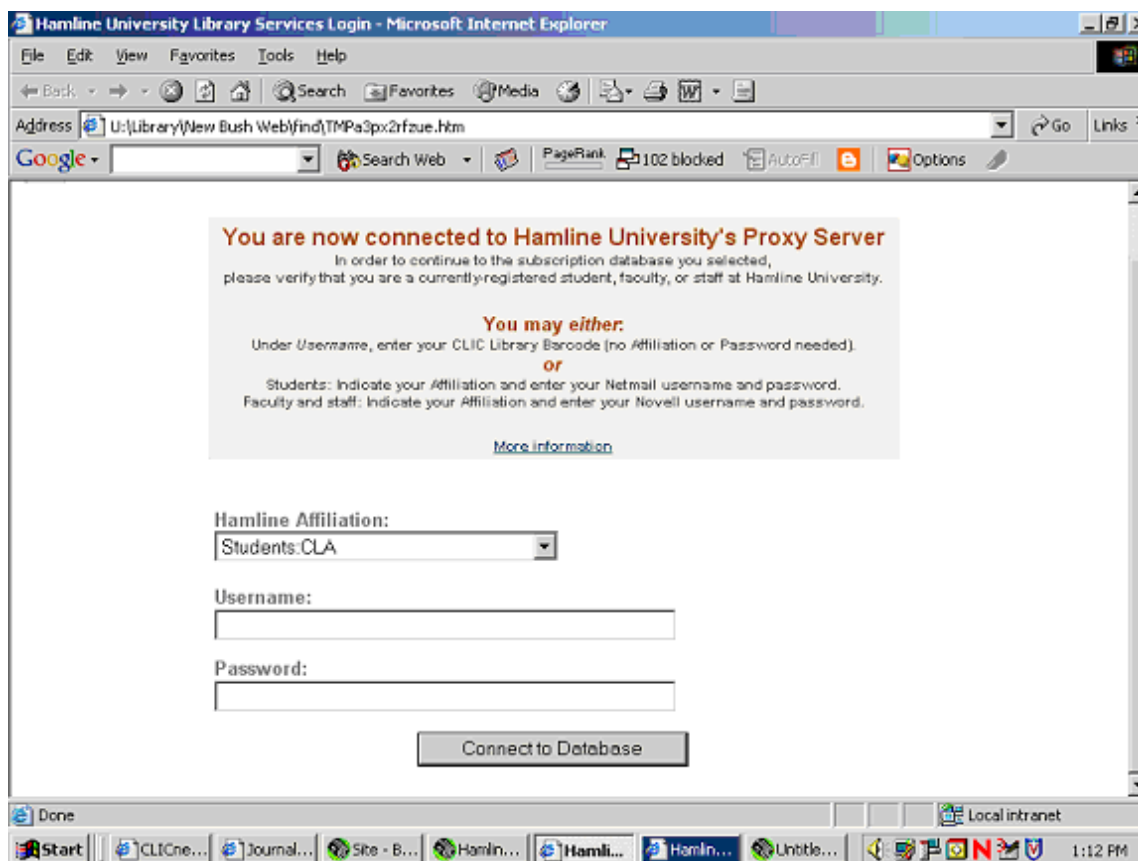


Figure 1 – Proxy Server

To connect to the Hamline University Proxy Server, you will need to use your **CLIC Library Barcode** (on the back of your student ID). Your **CLIC Library Barcode** is also available in Piperline. Visit the **Piperline Secure Area** and login using your Hamline ID Number (or Social Security Number) and PIN, and click on **Hamline ID Card Information**.

NOTE: You can also use your NetMail (or GroupWise) username and password to connect to the Hamline University Proxy Server.

For more detailed information about the Hamline University Proxy Server, visit http://www.hamline.edu/bushlibrary/find_articles/proxyhelp.html.

Using the Bush Library Catalog of Materials (CLICnet)

Bush Library also offers free access to CLICnet, an online library catalog, many databases, instruction programs, and research assistance. For detailed information about CLICnet, visit http://www.hamline.edu/bushlibrary/find_books/help.html.

Additional Information about Bush Library Resources and Services

For additional information on how to use the Bush Library resources and services, visit <http://www.hamline.edu/bushlibrary>. You can also contact the Bush Library Reference Desk by phone at (651) 523-2375.

Antivirus Software

"Antivirus software is a program [that] helps protect your computer against most viruses, worms, Trojan horses, and other unwanted invaders that can make your computer "sick." Viruses, worms, and the like often perform malicious acts, such as deleting files, accessing personal data, or using your computer to attack other computers.... You can help keep your computer healthy by using antivirus software.

Remember to update your antivirus software regularly"

(<http://www.microsoft.com/athome/security/viruses/default.mspx>).

Hamline provides antivirus software for students and faculty. Free download of antivirus software is available in the Piperline secure area. To download this software, follow these steps:

1. Go to <http://www.hamline.edu>.
2. Click on **Logins** from the upper right menu bar (under the Hamline University banner).
3. On the *Logins* page, click on **Go to Piperline**.
4. Then click on **Login to Secure Area** and login using your Hamline ID Number (or Social Security Number) and Piperline PIN.
5. Click on **Additional Services**.
6. Click on **Download Software**.
7. Last, click on **Sophos Antivirus for Windows**, to download the antivirus software for Windows computers; or click on **Sophos Antivirus for Macintosh**, to download the antivirus software for Macintosh computers. (Make sure to check the systems requirements before beginning the software download and installation process.)

For more help, please check the ITS Knowledge Base at <http://www.hamline.edu/knowledgebase>

Online Course/Instructor Evaluations

At the end of every academic term, students are asked to evaluate courses taken and their instructors. Student evaluations of teaching and course content play a vital part in the university's ability to provide a quality education for its students. The quantified results and your commentary, together with other data, will help program administration to make decisions on retention, promotion and future class offerings.

Students in all courses will receive e-mail from the Student Administrative Service Office notifying them that they have an online course/instructor evaluation to complete.

To complete online course evaluations, go to the secure **Pipeline Secure Area** at https://pipeline.hamline.edu/pls/prod/hwskheva.P_Eval, and login using your Hamline ID Number (or Social Security Number) and PIN. Click on **Student Services**, then click on the link designated **Course/Instructor Evaluation** and evaluate all courses listed. For each question asked you can use the scroll-down menu to record your preference from "strongly disagree" to "strongly agree." Please respond carefully and thoughtfully and take time to enter your written comments in the boxes provided.

NOTE: You can be assured that the results of your evaluations will remain confidential. Neither instructors nor the Dean or Director of the program will know who is doing the evaluation. Instructors will not be able to view the results for course evaluations until after the grading deadline.

Hamline University's Technology Use Policy

For detailed information about Hamline University's policies regarding the use of technology, visit http://www.hamline.edu/shared/policies/technology/policy_technology_use.html.

Hamline University's Information Technology Services (ITS) Web Site

The Hamline University Information Technology Services (ITS) web site is located at <http://www.hamline.edu/its>.