HOW DO I?
FREQUENTLY ASKED QUESTIONS

...get started with creating a Web site?

Creating a University Web Site

CommonSpot is the content management system (CMS) chosen by ECU as
its Web design software application. ITCS offers a variety of training options
on CommonSpot – check OneStop for dates, times and to enroll – as well as
continued support to Web authors using the application. Authors can receive
or offer assistance to other users by sharing questions and discoveries on
the CommonSpot users’ forum in OneStop. CommonSpot updates and
announcements are posted in the Subsite Tools directory at http://author.
ecu.edu/cs-itcs/tools.cfm (login required). Authors can also submit a support
request through the Subsite Tools directory or call the Technology Resource
Center at 328-5401 for assistance.

Visit the ITCS Web Publishing page at www.ecu.edu/itcs/webpublishing.
cfm for tutorials and other tools available on the Web.

Creating a Personal Web Site

Every faculty, staff and student who has an active e-mail account has a
personal ECU Web site directory with 50 megabytes of space. Your directory
name is the same as your PirateID:

• if you’re a staff or faculty member with the name Petey P. Pirate, your
  PirateID might be “piratep,” so the Web address for your personal
directory will be http://personal.ecu.edu/piratep.

• if you’re a student with the name Petey P. Pirate and your birthday is
  January 1, your PirateID might be “pppi01,” so the Web address for
  your personal directory will be http://personal.ecu.edu/pppi01.

If you’re interested in learning a program like Dreamweaver to create your
personal Web site, you can complete training modules through the New
Horizons Online ANYTIME Learning program. Visit www.ecu.edu/itcs/training
for more information and to request an account.

Visit the ITCS Web Publishing page at www.ecu.edu/itcs/webpublishing.
cfm for tutorials and other tools available on the Web.

...encrypt sensitive data to keep it protected?

Encryption is a method of scrambling data so that only someone who
possesses the appropriate password or “key” can access the information.
WinZip is an application familiar to many people for its ability to compress
the size of data files. The licensed version of WinZip 10 Standard can also
encrypt files to help protect sensitive data.

Although ECU does not have a site license for WinZip 10 Standard, the
application is recommended and supported by ITCS. WinZip Standard Edition
can be purchased and downloaded from the WinZip website at www.winzip.
com in single-user or multi-user licensing formats.

...create and send a survey?

ITCS is pleased to announce that Perseus, a powerful, web-based survey
research tool, is now available for use by ECU faculty and staff. Perseus allows
users to design their survey, select participants, write personal Invitations,
deploy the survey and manage data and reports.

Visit www.ecu.edu/itcs/perseus for more information on Perseus’s key
features, how to get started with the tool, and training opportunities.

...create a PDF file?

ECU faculty and staff can use the university’s PDF server to convert
documents in a variety of formats to PDF files that can be shared quickly
and easily. PDF files can be viewed on different computers with multiple
operating systems – Windows, Macintosh, Linux – without losing the original
document’s layout and other formatting elements.

Users can upload a file to the PDF server through an easy-to-use Web
interface at www.ecu.edu/itcs/pdf.cfm. Once the file is converted, an e-mail
with the PDF file as an attachment will be sent to the e-mail address specified
by the user.

Currently, the PDF server can only be used by faculty and staff on campus.
If you’re interested in learning more about the Adobe Acrobat software that
you can purchase, visit www.adobe.com/products/acrobat or go to www.
ecu.edu/itcs/campusagree.cfm for contact information for ITCS’s Adobe
educational reseller, Computer Intelligence Association.

...back up my important files?

It’s always a good idea to back up important files, and ITCS provides network
storage space, called Piratedrive, just for that purpose! Your Piratedrive
space is created when your e-mail account is established. You can access
your Piratedrive by logging into the INTRA domain with your PirateID and
password and clicking on “My Computer.” You will notice another drive letter
designated as (U). This “U” drive is your Piratedrive and will be available to
you from any Windows computer logged into the INTRA domain and through
OneStop. Students have 50 megabytes of Piratedrive space, faculty and staff
have 500 megabytes, and campus departments have 5 gigabytes.

You can also back up your files by “burning” them onto a CD or saving them
on a USB flash drive, a portable data storage device that is also sometimes
called a pen drive or thumb drive. Be sure to always encrypt sensitive data
you’re storing by using a program like WinZip 10, whether you’re storing the
information on your Piratedrive, CD, or USB flash drive.
Dialing on East Campus is Changing!

Over the past eleven years, ECU’s East Campus has been using a four-digit dialing plan for internal telephone conversations. In order to provide more enhanced services and a seamless migration path for the Voice over IP (VoIP) conversion, it is necessary to change our current East Campus dialing plan from four digits (ex. 9999) to seven digits, including the 328 or 737 prefix (ex. 328-9999).

The implementation date for seven-digit dialing will be July 31, 2006 at 6:00 a.m. Please note: Dialing 9 for local or long distance calls will no longer be necessary; dialing from your office phone will be the same as dialing from your home phone.

We will be supporting both dialing plans internally only (existing four digit and dialing seven digit) for 60 days, and will continue to monitor and work with our user community to ensure all systems and dialing plans are functioning properly and are non-disruptive to you.

For more information, please visit www.ecu.edu/cs-itcs/7digitdialing.cfm. If you experience any difficulties in relation to this change or have any questions, please contact the University IT Help Desk by phone at 252-328-9866 or via the Web at www.ecu.edu/9866.

* This change will not affect ECU’s West Campus.

Technology Training

Information Technology & Computing Services (ITCS) offers technology training for ECU faculty, staff and students – free of charge – in a variety of formats.

**Face-to-face classroom sessions focus on topics such as:**

- Building computer skills for beginners,
- Apple Tiger (or newer) Operating System (OS),
- Microsoft Office Professional,
- CommonSpot for ECU Web page designers,
- Microsoft SharePoint,
- IT Security,
- Technology-enhanced classrooms,
- Student computer care,
- Multimedia essentials, and more.

One-on-one instruction and/or consultation in the Technology Resource Center (TechRC; Austin 103) can help you learn how to:

- Use FTP software to upload and download Web pages and files to your personal ECU Web space,
- Digitize video and/or audio,
- Create and edit PDF files,
- Slide and negative film scanner, and more.

Previous seminars/conferences offered at ECU and hosted by Academic Impressions (www.academicimpressions.com) and EDUCAUSE (www.educause.edu) have focused on topics such as:

- Implementing Podcasting in the Classroom,
- New Learning Technologies and Emergent Technologies in Higher Education,
- Podcasts, Blogs, Wikis, and Wikileaks.

Non-curriculum Web-based training modules through New Horizons Online ANYTIME Learning provide instruction to fit any schedule. Courses offered are self study and instructor led, and a comprehensive library of reference material (Books 24 x?) is available. Students enrolled in New Horizons may take pre- and post-assessments and participate in virtual labs (limited availability).

ITCS also leads departmental workshops and group training on-site by request. In addition, tutorials focusing on a number of computing topics can be found on the ITCS Web site (tutorials continually being added); Microsoft Office also offers a variety of helpful online tutorials at http://office.microsoft.com/en-us/training.

Supported software and purchasing guidelines can be found at www.ecu.edu/cs-itcs/hardwaresoftware.cfm.

Whether you enjoy face-to-face educational experiences or would you like to learn about new technology online at your own pace on your own time, ITCS can meet your training needs. For more information on technology training offered by ITCS and a comprehensive listing of current seminars and workshops, please visit the ITCS Web site at www.ecu.edu/cs-itcs/training.cfm or contact Gloria Schwartz (328-9129; schwartzg@ecu.edu).

Videoconferencing Solutions

For single user desktop videoconferencing, ITCS recommends using Polycom Via Video IIs. Conference and classroom videoconference facilities are available in various locations across campus including Joyner Library, Speight, Austin, Science and Technology, BSOM, Flanagan, and others. Many of the conference rooms with videoconferencing have units capable of connecting up to three remote sites.

For information on reserving a facility or for purchasing solutions, contact Tom Irrons, Jr., ITCS Academic Computing, at 328-9181. To schedule Joyner Library facilities, contact Ken Harbit at 328-6514. To schedule BSOM facilities or to schedule more than three remote sites, contact Mark Harrington, Center for Health Sciences Communication, at 744-3639.

**For information on additional videoconferencing resources, please visit www.ecu.edu/cs-itcs/act/vc.**

Collaborating through SharePoint

SharePoint is a collaborative document-sharing tool that is now available to external participants with an internal sponsor. Sponsors can call the University IT Help Desk at 328-9866 to obtain a userid for research partners. For SharePoint questions and consulting, contact Maggie Kettler at 328-9132 or kettlerm@ecu.edu.
Copyright Quick Tips from the Technology Resource Center

- Copyright is a form of protection provided by the laws of the United States (title 17, U.S. Code) to the authors of “original works of authorship,” including literary, dramatic, musical, artistic, and certain other intellectual works. This protection is available to both published and unpublished works. When in doubt, seek permission to reproduce material.

- To use copyrighted materials lawfully, you must obtain permission from the applicable copyright holders or a copyright licensing agent.

- By reproducing, republishing or redistributing the work of a copyright holder without permission, you may be violating or infringing on his or her rights under the Copyright Act (http://www.copyright.gov/title17) and may be sued for compensation by the copyright holder or held criminally liable.

- Use of some copyrighted works is protected under the Fair Use Act (http://www.copyright.gov/title17/92chap1.html#107).

- U.S. copyright law applies equally to both digital and non-digital works. Review the Digital Millennium Copyright Act (DMCA; www.copyright.gov/legislation/dmca.pdf) prior to reproducing print, audio or video material.


- The use of student-created materials by an institution or its faculty requires permission from the copyright holder—the student. Usage requiring consent includes the posting of student materials in a public location such as the Internet.

- Copying and/or distributing software for any reason without first obtaining permission from the copyright holder or its agent is an infringement of the copyright holder’s rights. Permission would include a license that allows you to make copies of the software beyond a single use. For more information on copyright and computer software, please visit the Software and Information Industry Association Web site at http://www.siiainet.

- Review East Carolina University’s Statement on Copyright at http://www.ecu.edu/cs-itcs/policies/copyright.cfm.
DO make sure your AntiVirus definitions are up-to-date. For any AntiVirus to be effective, definitions need to be current. Run LiveUpdate on a regular basis and scan your hard drive weekly for extra security. ITCS provides Symantec AntiVirus software free-of-charge to all ECU faculty, staff and students.

DO always think twice before installing any new software or program, especially add-ons like special toolbars or screensavers. Take time to read those lengthy license agreements you have to accept to install something new; the agreement may tell you that spyware will be installed along with the software or program. Always read it before you click it!

DO keep all software CDs that came with your computer and others that you purchase. If your hard drive ever crashes, you will need those CDs to reinstall your software.

DO install a firewall on home computers. A firewall helps prevent unauthorized access to your computer by blocking outside access of unused services and notifying you when suspicious activity is detected.

  - Windows XP w/Service Pack 2 - Enable from Windows Firewall Control Panel
  - Mac OS X - System Preferences -> Sharing -> Firewall

DO back up your data on a regular basis. Save copies of important files on your Piratedrive or burn them to CD regularly in the event your hard drive gets damaged or a virus requires you to reformat your computer.

DO consider using one of the many “malware” and “adware” detection and removal programs available on the Web. These help remove the pop-up ads and Internet tracking programs used by marketers. Reliable applications such as “Spybot-Search & Destroy” and “Ad-Aware” are free and can be found at www.download.com.

DON’T become a victim of identity theft and fraud. Use strong passwords for all of your accounts. When submitting information online, look for the “lock” icon on the browser’s status bar (usually in the lower right-hand corner) to be sure your information is secure during transmission. Visit www.ftc.gov/bcp/conline/pubs/credit/idtheft.htm for more tips on fighting identity theft.

DON’T use file sharing applications like KaZaA, LimeWire or BearShare. File sharing programs open up your computer to a number of virus and malware threats. Use of peer-to-peer file sharing programs is a violation of university policy if it is used to share copyrighted materials illegally.

DON’T leave your computer unattended without logging off or locking your screen by enabling the password feature on your screen saver (CTRL + ALT + DELETE). You are responsible for any access to the ECU network from your computer.

DON’T store sensitive information – Social Security numbers, banking account numbers, etc. – on your computer, especially without encrypting it. Encryption is a method of scrambling data so that only someone who possesses the appropriate password or “key” can access the information. WinZip software (www.winzip.com) allows you to encrypt data.

DON’T give out your password. Use good judgment and keep your password safe so that you can protect the documents and information on your computer. Be cautious as to who you allow to use your computer!

DON’T be too hasty to open e-mail attachments from senders, especially when e-mail comes from someone you don’t know. Viruses sometimes arrive using the e-mail address of someone you may know. Scan the attached file with AntiVirus software before opening it.

DON’T forget to turn off your computer when you’re not using it. Your computer will become vulnerable to hackers if you leave it on all the time or remain logged in.

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