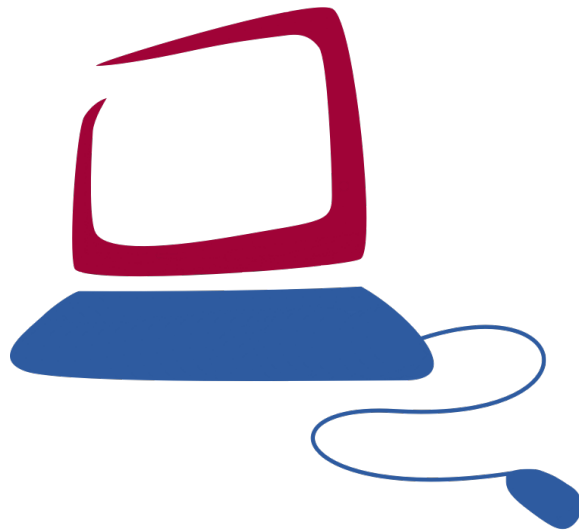




# Information Technology Services



## Student Computing Handbook 2021-2022 Edition

Available online at [www.udmercy.edu/about/its](http://www.udmercy.edu/about/its)

# Information Technology Services Student Computing Handbook

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Content provided in this handbook is subject to change without notice. Please visit [www.udmercy.edu/about/its](http://www.udmercy.edu/about/its) for the most current and accurate information available.

# Computing at University of Detroit Mercy

Welcome to University of Detroit Mercy's Information Technology Services.

As a member of the student body at University of Detroit Mercy, you will have access to many resources and services within the realm of Information Technology Services (ITS). This guide acts as a reference for what is available, where you might find it, how to use it and where to obtain help when needed.

## Setting Up Your PC

First and foremost, you are welcome to bring a computer to the university for high-speed connectivity to the university network. Please understand, unlike a home user environment, the university network is a more complicated shared resource where personal responsibility is necessary for all to benefit from network access. Irresponsible or inappropriate use of the network is not tolerable. Any illegal or unethical use will be turned over to the proper authorities. Use of the network is a privilege that can be revoked.

**Prior to connecting to the network, ITS strongly suggests the following safe computing practices:**

- Installation of antivirus software configured for auto-update of virus definition files on a daily basis and auto-scanning and auto-cleaning of all hard drive partitions.
- Installation of all operating system and security patches for your operating system and all installed applications. For Microsoft users, please check visit <http://windowsupdate.microsoft.com> and <http://officeupdate.microsoft.com>. For Apple users, please check <http://www.apple.com>
- Configuration of your operating system for auto-update on a daily basis
- Installation of a personal firewall
- Installation of detection and daily cleaning software for adware, spyware and other unknown background processes
- Removal of all file sharing services
- Removal of all illegally obtained software
- Installation of a backup process for all important files necessary in the event your hard drive malfunctions

A computer connected to the Detroit Mercy network is vulnerable to the common threats that exist across the entire Internet. Taking these precautionary steps prior to connecting to the network will help to reduce potential problems.

Please note: Windows 8 and Mac OSX v10.14 are the minimally supported operating systems by the University ITS Help Desk. Excellent educational pricing is available in a later section of this document for qualified students to upgrade to the most current available versions. Also, please note that it is advisable upon installation of virus protection to immediately update your definitions.

## Connecting to the Wireless Network on Campus

Wireless network connectivity is available in all McNichol's classroom buildings, all residence hall rooms, the Library, the Student Center, Calihan Hall and various other locations around campus.

The University uses SSIDs "udmlaw", "udmdental", "udmsecure", "dormsecure", "detroitmercy", "detroitmercyssecure", "detroitmercydental" and "detroitmercyaw" for wireless connections. While we cannot guarantee any wireless connection is attached to an official Detroit Mercy access point, we can confirm that connections to access points with different SSIDs are not legitimate.

SSID passwords may be requested from your supervisor or at the Help Desk.

## Connecting to the Residence Hall Network

You may want to bring your personal computer to campus and hook it up in your dorm room. Each room in the residence halls has two active data ports for access to the Detroit Mercy Network. To connect to the network, you will need a PC or Mac with a network port and a Category 5 patch cable. These can be purchased from any computer or electronics store.

Listed below are supplemental instructions to those provided to you with your computer or network card for your convenience in connecting your computer to the network.

### **DHCP Setup for MacOSX**

From the Apple Menu, choose System Preferences

Click on Network

Set the Configure Selection to using DHCP

Click Apply Now

Close Network

### **DHCP Setup for Windows 10**

From the Start menu, select Settings

Click on Network and Internet

Click Change Adapter Options

Click on the Ethernet

Click on Internet Protocol v4

Click on Properties

Click the Radio Button to set "Obtain IP Address Automatically"

Click the Radio Button to set "Obtain DNS Server Automatically"

Click OK

## Connecting to Detroit Mercy from Off-Campus

Many academic and administrative resources are available to students online and may be reached from off-campus locations across the Internet. A high-speed internet connection is recommended.

All sites are reachable through the University's official website.

[www.udmercy.edu](http://www.udmercy.edu)

Detroit Mercy's official Website – listed here are all of the links for Student Service Areas, e.g. Financial Aid Office, Registrar, Student Accounting, etc.

[www.office.com](http://www.office.com)

Detroit Mercy's email solution.

[my.udmercy.edu](http://my.udmercy.edu)

My Portal system for academic and administrative services (registration, grades, etc.).

[hd.udmercy.edu](http://hd.udmercy.edu)

Online ticket submission system, technology knowledge base and self-install software repository.

[www.udmercy.edu/about/contact.php](http://www.udmercy.edu/about/contact.php)

Detroit Mercy's online phone directory.

## Network Status/Documented Outages

To check on network outages, please visit [udm-its.blogspot.com](http://udm-its.blogspot.com). If an outage is not reported there, please contact the Help Desk at [hd.udmercy.edu](http://hd.udmercy.edu) or 313-993-1500.

## ITS Computing Labs

The ITS department operates several labs at the university. The main lab, known as the Quad Commons lab, has generous, student-friendly hours and is not subject to classroom reservations.

All ITS Computing labs are equipped with the same login process and all have the same applications. If you are accustomed to using one of the labs during a class, you will find all other ITS Computing labs provide an identical experience. Students from across the university are welcome to use any of the labs; however, classroom reservations do take priority over individual usage. Schedules are posted outside the door of each lab and at [www.udmercy.edu/about/its/computing/academic-labs](http://www.udmercy.edu/about/its/computing/academic-labs).

Several academic departments (Law, Computer Science, Electrical Engineering, Civil Engineering, English, Communications Studies, etc.) operate their own labs for which different procedures and policies apply. Please visit these labs for more details.

All ITS Computing labs are equipped with PC-based computers. Some labs have large flat panel monitors, some have small flat panel monitors, some labs have scanners, all labs have black and white laser printers for limited printing, all labs have high-speed internet connectivity and most lab computers have convenient USB ports for ease of use with USB storage devices.

All ITS Computing Labs are designed for academic purposes. Students can use the internet for research, work on group academic projects, type papers and access email accounts. As a courtesy to others, students are allowed to print up to \$20 worth of printing per term; however, ITS strongly recommends going paperless and using storage devices such as USB keys.

When creating documents in the lab, students should frequently save their documents. Although it may seem easier to save documents to the local hard drive or desktop, this is not recommended. At each reboot, all systems are cleansed of all personal documents and any document saved on the computer and not on a personally owned removable device or online storage location will be deleted. When saving documents, ITS suggests saving your document twice in two different locations. Having a backup copy is a smart computing practice.

If you find yourself without personally owned media to save your files, you may find emailing the document to yourself a viable option.

## **Lab Locations**

### **Quad Commons Lab**

Quad Commons Building (Detroit Mercy ID required to open external door)

General Purpose Lab – No Classroom Reservations

Fall/Winter Hours: 8:00 am – 10:00 pm Every Day

Summer Hours: Please call 313-993-1596 to check schedule or visit

[www.udmercy.edu/about/its/computing/academic-labs](http://www.udmercy.edu/about/its/computing/academic-labs)

### **C&F Labs**

C&F 9 & 10 (in the basement)

Fall/Winter Hours 8:00 am – 9:00 pm Monday – Friday

Summer Hours: Please call 313-993-1800 to check schedule or visit

[www.udmercy.edu/about/its/computing/academic-labs](http://www.udmercy.edu/about/its/computing/academic-labs)

Classroom Reservations are posted outside the door of the lab. These reservations take priority over general-purpose usage. General-purpose access is always available in the Quad Commons Lab.

### **CHP Lab**

CHP 8 (in the basement)

Fall/Winter Hours 8:00 am – 9:00 pm Monday – Friday

Summer Hours: Please call 313-993-1174 or 313-993-1800 to check schedule or visit

[www.udmercy.edu/about/its/computing/academic-labs](http://www.udmercy.edu/about/its/computing/academic-labs)

Classroom Reservations are posted outside the door of the lab. These reservations take priority over general-purpose usage. General-purpose access is always available in the Quad Commons Lab.

### *What Software Applications are in the ITS Computing Labs?*

Over sixty courseware applications are installed on each computer. Microsoft Office Professional, Internet Explorer, Firefox, Microsoft Project, Microsoft Visio, AutoCAD, and many more are available for use. For the most recent list of applications please visit [www.udmercy.edu/about/its/computing/academic-labs](http://www.udmercy.edu/about/its/computing/academic-labs). The installed application base in each lab is updated three times per year coinciding with the start of each semester.

Students actively enrolled in a CIS or CS course may wish to speak with their professor regarding special software privileges for course applications.

Installation of courseware or other programs must be coordinated through your professor. For more information, please visit [www.udmercy.edu/about/its](http://www.udmercy.edu/about/its).

### *What Services are available in the ITS Computing Labs?*

All ITS Computing Labs are designed for academic purposes. Students can use the internet for research, work on group academic projects, type papers and access email accounts: either Detroit Mercy student account or any other internet based accounts you may have such as Yahoo, MSN or Gmail.

When creating documents in the lab, students should frequently save their documents. Although it may seem easier to save documents to the local hard drive or desktop, this is not recommended. At each reboot, all systems may be cleansed of all personal documents and therefore any document saved on the computer and not on a personally owned removable device (CD, USB key) or online storage location (FTP space, WWW space) is subject to deletion. When saving documents, ITS suggests saving your document twice in two different locations. Having a backup copy is a smart computing practice.

If you find yourself without personally owned media to save your files, you may choose to email the file to yourself or save the file to a cloud storage location.

**Lab rules are listed below (Policy ITS-0025). Rules are also posted in each lab and available online at [www.udmercy.edu/about/its/policies](http://www.udmercy.edu/about/its/policies)**

1. Academically related tasks take precedence over non-academic usage. During peak usage times it may be necessary to ask those students working on non-academic projects to defer to those students who need to work on academic projects. Students working on non-academically related tasks are most welcome to return to the labs during non-peak periods. Students working together in this manner help create and support the team spirit approach to the Detroit Mercy academic process.
2. The labs are available to provide a quiet learning environment. Cell phones, music players or other potentially disruptive device are not allowed in the lab.
3. Food and beverages are not allowed in the lab. The labs are a smoke-free environment.
4. The ITS department is not responsible for problems caused by computer viruses, improper use of the equipment, or loss of data due to equipment malfunctions or any other reason.
5. Equipment in the computer labs may not be removed, modified, relocated, or disassembled without permission of the Lab Manager.
6. ITS Computing Labs does not loan equipment to students under any circumstances.
7. Do not post signs in the lab or on the lab doors without first seeking the permission of the Lab Manager.
8. The ITS Computing Labs are designed and intended for the use of currently enrolled Detroit Mercy students. No student is allowed entrance into any of the ITS Student labs without a currently validated Detroit Mercy student ID. Spouses, children, parents, other family members and friends of currently enrolled Detroit Mercy students are not permitted to use these labs.
9. Internet stalking is a crime. Piracy is a crime. Illegal sharing of files is a crime. Anyone found participating in any of these activities will be dealt with accordingly.
10. Computers are available on a first-come, first-serve basis. Therefore, individual reservations for a computer are not permitted.
11. Users should log out of the computer when finished and tidy up the area around the computer they used before they leave.

Please be courteous and respectful to your fellow students. Use of the labs is a privilege that can be revoked.

**In addition to these rules, please see policies ITS-0007 Academic Computing Laboratory Reservation Policy and ITS-0012 Academic Computing Laboratory Courseware Installation and Removal Policy.**

## My Portal

At the University of Detroit Mercy, My Portal is the name of the University's online portal solution that provides all students, faculty and staff personalized access to a multitude of University resources which include email, calendars, the online directory, the Blackboard course management system, grades, schedules, electronic bills and much, much more.

Look for the Self-Service feature within the portal to access your University information.

My Portal is online at [my.udmercy.edu](http://my.udmercy.edu)

Should you experience connection issues, please visit [www.udmercy.edu/about/its/help](http://www.udmercy.edu/about/its/help)

## Email, User Codes, and Passwords

Carry your Detroit Mercy student ID with you at all times. You can obtain your Detroit Mercy student ID from the Titan Information Center located on the main floor of the Student Union. No student is allowed entrance into any of the ITS Student labs without a currently validated Detroit Mercy student ID.

**It is required that you have your Detroit Mercy student ID validated at the beginning of each and every semester.** Once you are enrolled as a student and have received your Detroit Mercy student ID you will note that there is a sticker located on the back. This sticker signifies that you are a currently enrolled Detroit Mercy student. New stickers are available from the Titan Information Center.

*Who is eligible for Detroit Mercy Student email?*

All currently enrolled Detroit Mercy students are provided a Detroit Mercy email account during the admissions process. A Detroit Mercy student email account is kept active during the student's entire academic career at the university. To learn about the policies for retaining account access after graduation, please visit: <https://www.udmercy.edu/about/its/access/alumni-visitor.php>

*How do I obtain my Student email account?*

For most students, your user codes and passwords will be provided to you during your admission into the University through the Admissions Office. If you do not receive them at that time, they will more than likely be sent by postal mail to your address of record in a letter from the Registrar's office. If you are still without an email address you must stop by in person at the Help Desk office – located in the Fisher Building Room 230 (make a right out of the elevator). Bring your government issued ID for verification. Due to security reasons, no requests will be taken by phone. (You may not request account information on behalf of another person.) Complete an email request form and within 24 hours your account will be created and you may return to pick up the login details during normal business hours.



### *What happens if you forget your password?*

If you forgot your email or My Portal password, use the Forgot Password feature to create a new password. If you are still unable to log in, please visit the ITS Help Desk with a valid Detroit Mercy student ID to have your password manually reset.

### *Account Locked Up or Expired*

Should you be unable to correctly log in within five attempts or if you have not logged in within the past 365 days, you will need to contact the ITS Help Desk to have your account unlocked. This procedure may be completed over the phone.

## **Email Suggestions**

Users new to email may not be familiar with some of the commonly accepted practices.

- Most people do not appreciate forwarding of many messages. Often referred to as spam, many “special messages” circulate around the internet and are more an annoyance than helpful.
- Messages that warn of certain activities should be validated prior to taking any external action. Most warnings and threats are false.
- Most attempts to validate personal information are a part of an attempt to collect information for identity theft purposes. This is also known as “phishing.”
- Never click on a link that you are “pressured” into.
- Never provide any personal data at the request of another. You can always close a window by using the “X” box on the active window.
- If you are doubtful of the authenticity of a request, ask the webmaster or postmaster of the company website to verify the request.
- Never simply click on a provided link as many spam messages contain false websites used to collect personal data. Although it may look authentic, it may not be official.
- Never include your SSN, mother’s maiden name or any password within an email message. While you may believe email is very private, messages travel across public networks and are susceptible to interception along the way. This is the nature of use of public networks.
- Never type a message in all capital letters. All capitals are considered an electronic method of shouting at someone.
- When quoting a message, only quote the pertinent parts to save space in your outbox as well as the recipient’s inbox.
- Verifying email attachments are virus free is important.
- Many viruses generate email messages that spoof accounts. If you receive a message stating you have attempted to send an infected message to a user but know you never attempted to do so, your email address is more than likely being spoofed to send spam to other email accounts. Locating the computer or user doing this can be difficult. We would suggest reviewing the headers of the message to review the route the message traveled and contacting the postmaster at the original domain account to request assistance in overcoming the spoofing of your account.

## **Student Email Policy (Policy ITS-0024)**

### *Policy*

All undergraduate and graduate students (including employees who are taking classes) will be assigned a University student email address with the expectation that they will read their email regularly. This will help ensure that they are kept informed of current University updates, deadlines, emergency notification, etc. It is the student's responsibility to read all University correspondences sent to the student's University email address by Detroit Mercy faculty and administration.

### *Rationale*

Detroit Mercy is committed to increasing its interactions with students and improving ways of conveying important information. This policy will enhance the ability of faculty and administrative offices to send official and course-related information to students via email with minimal barriers.

### *Guidelines*

In general, redirecting Detroit Mercy email to another non-University email address is not encouraged. The University will not be responsible for the handling of email by outside service providers or servers. Having Detroit Mercy email redirected to another account does not absolve a student from the responsibilities associated with the timely reading of communications sent to an official email address.

For those students who may not own a personal computer, a variety of computer resources are provided at sites around the campus in an effort to make the University email system relatively easy to access. Please refer to the Student Handbook and the IT website <http://www.udmercy.edu/about/its> for specific locations. Public libraries are also places where students can go to access email.

## **Acceptable Use Policy (Policy ITS-0028)**

Detroit Mercy has a fairly detailed acceptable use policy that details guidelines for appropriate use of information technology resources.

The policy is applicable to all students, faculty, staff and community members that use University of Detroit Mercy computing resources or are connected to the University's network.

By virtue of usage, users agree to the terms and conditions set forth by this policy, the policies documented on the ITS website ([www.udmercy.edu/about/its/policies](http://www.udmercy.edu/about/its/policies)), the acceptable use policy of the University's internet service provider (Merit) and all applicable international, federal, state, local and University policies.

The University expects users to act in a responsible, ethical and legal manner consistent with the mission of the University.

Use is a privilege that may be revoked and not a right.

Please review the policy in detail at [www.udmercy.edu/about/its/policies](http://www.udmercy.edu/about/its/policies).

Click on the link below to directly go to the University's Acceptable Use Policy [www.udmercy.edu/about/its/policies/files/its-0008.pdf](http://www.udmercy.edu/about/its/policies/files/its-0008.pdf)

## Unauthorized Distribution of Copyrighted Materials (Policy ITS-0014)

In accordance with the requirements of the United States HR 4137 Act Sec 493(29), the ITS department has installed a packet filtering solution to drop incoming and outgoing TCP/IP and UDP packets from all known illegal file-sharing services.

When the RIAA or any copyright owner sends the ITS department a warning or “settlement letter” with Internet Protocol (IP) addresses of alleged offender requesting that the University forward the letter to the user whom they allege have infringed the copyright upon. The ITS department will internally identify **to the best of our ability** and forward the notice to the individual whose computers are on record as being assigned to the IP address identified in the settlement notice.

**The University** is not responsible for the accuracy of the identification of addresses to which such notices are sent or for how individual users elect to respond to such notices. All users of University IT resources are ultimately responsible for their own conduct and for responding to any notification received from a copyright owner that is passed on to the user by the University. Users who have questions regarding a notice should contact legal counsel of their own choosing for advice.

Annually, the University will notify all students that if found in violation of this Act, they will be they will be **dealt with as documented below**.

On the first detection, ITS will block the port and/or MAC address of the offending device. The user of the device will need to see the ITS Help Desk manager to discuss the activity and take corrective action to eliminate the activity. Once cleared up, ITS will remove the block.

On any successive detection, ITS will block the port and/or MAC address of the offending device. The user of the device will need to report to the Dean of Students. The Dean of Students will then handle the case according to Student Code of Conduct. Once the Dean of Students communicates approval in writing to lift the block for the offending device to ITS, then, and only then, ITS will then remove the block. Legally, civil or criminal penalties may apply.

## Additional ITS Policies and Applicable Governmental Laws

A list of all Information Technology related policies and government laws is available online for review at [www.udmercy.edu/about/its/policies](http://www.udmercy.edu/about/its/policies)

## Obtaining Assistance

All ITS Computing Labs are staffed to assist users in using the available technology. Staff are available for technical issues however they are trained not to comment on course related materials and most especially homework. Staff are not present to do your homework nor are they familiar with the specific details your professor may have taught in a class session.

Detroit Mercy professors maintain office hours and are generally available and willing to assist with course related questions.

In addition to your professor, the Student Success Center provides some tutorial assistance for course related questions.

The ITS department publishes online documentation covering a variety of topics. Please visit [hd.udmercy.edu](http://hd.udmercy.edu) for more detail.

For all other IT related matters, please visit [hd.udmercy.edu](http://hd.udmercy.edu), email [helpdesk@udmercy.edu](mailto:helpdesk@udmercy.edu) or call 313-993-1500.

## **Student/Faculty/Staff Personal Computer Purchase Programs**

The University of Detroit Mercy is pleased to have arranged educational pricing for hardware and software directly from a number of vendors. For more information, please visit [www.udmercy.edu/about/its](http://www.udmercy.edu/about/its).

## **Social Media Information**

The ITS department suggests extreme caution when using community sites (such as Facebook) or blogging sites (such as blogger). Some university's block access to social network sites; the University of Detroit Mercy does not.

Since these sites are hosted by providers outside of the University of Detroit Mercy and are in no way affiliated with the University of Detroit Mercy, we are limited in our ability to provide assistance as issues arise. Any personal data shared may be easily stored and permanently archived by anyone with access to the information. The best we can offer students and parents is to contact the "postmaster" or "webmaster" of the site for technical issues and local law enforcement for criminal issues.

For students entering the workforce, today's media frequently reports about employers who screen popular community and blogging sites for any information or pictures of potential candidates. The nature of data from such sites may not publicly properly represent a student's abilities and may reduce his/her chances of employment.

The ITS department also suggests when communicating by email with potential employers to utilize an email account with a name that reflects professionalism and not one that would discourage an employer. Clearly, [firstname.lastname@company.com](mailto:firstname.lastname@company.com) or the university email account is more appealing and professional to employers than [party.animal@site.com](mailto:party.animal@site.com).

For more information on this topic, we strongly suggest web searching sites for related stories in making educated decision on surfing the internet and making choices to share information in this world-wide forum.

## **Blackboard**

The University utilizes the Blackboard Course management system which is available at <https://blackboard.udmercy.edu>. Should you need assistance using Blackboard, assistance is available through the Center for Excellence in Teaching and Learning (CETL) department. To reach the CETL department, please call 313-578-0580.

Please report Blackboard issues and questions at: <https://libraries.udmercy.edu/cetl/>

## **Employment**

All open student computing lab jobs, Help Desk jobs and other IT related positions in the ITS department are posted on the student employment board in the Financial Aid Office located on the Ground Floor of the Fisher Building. Please review instructions on the board. If there are no postings, there are no open jobs.

All professional computing positions are posted in the Human Resources Office.