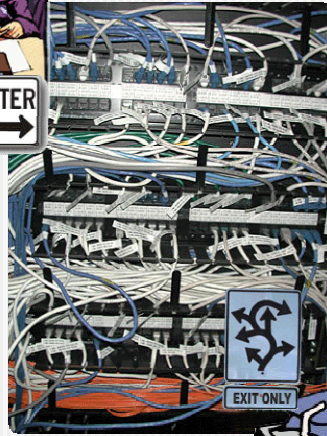




Navigating Technology at Kellogg



PhD Student Orientation

September 13, 2006

PhD Student Orientation

Agenda

- Kellogg Network Account
- Computer Support and Resources
- Your Network Home Directory
- Email Account and Tools
- Kellogg Intranet and Web Tools
- Connecting Off-campus
- Training

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Kellogg Network Account 101

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Have you ...

- Received your NetID, email address, and password from the Kellogg PhD Office?
- Done a Ph on yourself?
 - <http://directory.northwestern.edu>
- Changed your password?
 - <https://snap.it.northwestern.edu/it/snaps/unetid.cgi>

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Computer Support & Resources

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Introductions:

KIS Faculty/Staff Computing Group

- **Daniel Rebac (Manager)**
 - drebac@kellogg.northwestern.edu
- **Zach McHenry**
 - 7-0292
 - zag@kellogg.northwestern.edu
- **Chi Ng**
 - 7-3517
 - capt@kellogg.northwestern.edu
- **Nick Bennett**
 - 7-4694
 - nick@kellogg.northwestern.edu
- **Joe Reynolds**
 - joe-reynolds@kellogg.northwestern.edu

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Sources of Help & Support: Technical Support

- For Support on school-owned computer equipment and Kellogg Laptop Program laptops, use the Faculty/Staff Service Request System
- Fac/Staff Intranet >> [Enter/Check a Computing Service Request](#)

- OR -

Email facstaffcomputing@kellogg.northwestern.edu

- For support on all non-Kellogg personal computer equipment, contact Northwestern's IT Information Center at:
 - 491-HELP
 - Kresge Hall Room 57

Kellogg Laptop Program

- PhD students may choose to order the Kellogg Laptop Program computer under the same guidelines as 2Y MBA students, during any of the years that they are enrolled full-time at Kellogg
- KIS technical support for the Kellogg Laptop Program computer for PhD students is limited to the length of the manufacturer's warranty for hardware (generally 2 or 3 years) and is limited to 4 years from original purchase for the standard software image
- Currently, laptop is available for purchase between July 1 and September 30 of each academic year

KLP Tour

- If desired: [a brief overview](#)



- For more information, see Kellogg Laptop Program site
 - www.kellogg.northwestern.edu/kis/laptop/

Technical Support Policy: Kellogg-Owned Computers

- Operating Systems
 - Kellogg provides technical support only for: Windows XP on desktop and laptop computers
 - Software image
 - For research computing software as specified on: www.kellogg.northwestern.edu/researchcomputing
- For technical support policy details
 - www.kellogg.northwestern.edu/kis/fac_staff/policy.htm
 - www.kellogg.northwestern.edu/kis/fac_staff/phdpolicy.html

Department Computers and Printers

- Your department, in consultation with KIS Technical Support Representative, manages the allocation and configuration of hardware and software resources for its own PhD students.
 - Check with your Department Assistant about the resources available in your department
- Shared computers available to PhD students in your department
 - Log on to the Kellogg domain from them and access your email and your network home directory

Use of Shared Computers and Printers

- Installation of software (including web browser plug-ins and windows configuration changes) on shared department computers
 - Handled by KIS Representative to avoid problems for other users
 - Can only be initiated by PhD student after approval by your department's KIS Representative and Department Assistant
- Shared department computers generally connected to shared printers by default
 - To establish a connection to a shared printer from your laptop or from a shared computer, follow the instructions at
 - www.kellogg.northwestern.edu/kis/docs/howto/network/printers
- Be a good citizen with public computing and printing
 - Log off shared computers whenever you leave them unattended
 - Don't tie up printers unnecessarily with large jobs
 - Use a photocopier for making additional copies of large jobs

Kellogg Computer Labs

- Jacobs main lab 2222
- Jacobs G-level hallway computers
- Specialized software for coursework and desktop/web publishing
- Fast laser printers, color laser printers, scanners, headphones, VCR for tape to digital conversion, CD and DVD burning
- Digital camera loaned from TSC
- 24 hour access to all labs via Marlok key

Kellogg Computer Labs – Standard Applications

Operating System

- Windows XP Professional

Main Applications

- Microsoft Office 2003 Professional: Access, Excel, PowerPoint, Word
- Internet Explorer 6.0, Firefox
- Meeting Maker

Additional Applications

- Adobe Acrobat Pro
- Macromedia Dreamweaver MX
- Norton AntiVirus
- Quick Time Player, RealOne Player, Windows MediaPlayer for XP
- SSH 3.0
- Van Dyke Absolute FTP 1.9.6

Kellogg Computer Labs – Specialized Applications

- Bloomberg Professional
- Clementine
- Datastream Advance
- Galante's Venture Capital & Private Equity Directory 2003
- Matlab
- @Risk
- SAS
- Scientific Workplace
- SPSS
- Stat Transfer
- Stata Intercooled
- Style Advisor
- SYSTAT
- Xwin32

Personally Owned Laptop or Desktop Computers

- For more information about Northwestern-licensed software, or to download its component programs individually:
 - www.it.northwestern.edu/guidelines/pc-sw.html
- Kellogg also provides a software download page that includes additional software used at Kellogg:
 - www.kellogg.northwestern.edu/kis/software
- For support on all personal computer equipment, contact Northwestern's IT Information Center at:
 - 491-HELP
 - Kresge Hall Room 57

Personal Data Backup

- You are responsible for all of your own data backup, whether it be on school-owned or personally-owned computers.
- Hard disks can, and often do, crash
- Operator error! Deleting files, overwriting files, etc.
- Back up important files to removable media.



Network Backup

- All school-owned PhD student computers should be backed up to central servers via Retrospect
 - Retrieval of files is by KIS staff for emergency data loss ONLY, not for routine storage
 - Look in the Start menu >> All Programs to ensure Retrospect is installed
 - www.kellogg.northwestern.edu/kis/fac_staff/retrospect/

Sources of Help & Support: Web Sites

- Kellogg Faculty/Staff Computing
 - www.kellogg.northwestern.edu/kis/fac_staff
- Kellogg Student Computing
 - www.kellogg.northwestern.edu/kis
- Northwestern Information Technology
 - www.it.northwestern.edu
- Kellogg How-To Documentation
 - www.kellogg.northwestern.edu/kis/docs/howto
- Kellogg Research Computing
 - www.kellogg.northwestern.edu/researchcomputing

Your Network Home Directory

Network Configuration

- In order to log in to the Kellogg network and access your home directory, your computer must have specific network settings
- Kellogg-owned computers should already be correctly configured, but for personally owned computers, there are instructions available:
 - <http://www.kellogg.northwestern.edu/kis/docs/howto/network/netwarkconfig/index.htm#2>

Network Personal Home Directory

- Accessible as the H: drive when you log in
- Your Kellogg server space, 200 MB
- You can give others access to folders in your H: drive to share files
 - www.kellogg.northwestern.edu/kis/docs/howto/network/fileaccess
- Check free space on your Home Directory
 - Select all files located in the H: drive and choose properties.
 - If you cannot save files or you receive errors generally means you are over 200MB quota.
- Also a web accessible directory, please contact KIS for details and instructions

Your Email Account

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E-mail using Outlook

- Standard e-mail client for Kellogg students
- No Microsoft Exchange back-end
 - No "company directory"
 - No group calendaring
 - All e-mail is stored on your laptop – no server backup of Outlook data
- All Outlook data is stored in a .PST file
- You need to manage your Outlook PST file, especially without the Exchange back-end server
- When Outlook prompts you to save a back-up, say yes at least once a week.

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NU Directory

- From the Web
 - <http://directory.northwestern.edu>
 - Enter all or part of name; wild card character is *
- You can edit your own e-mail directory listing via the Ph Web site if desired (auto-updated from student registration system)
 - <https://gate.it.northwestern.edu/it/edit-ph/edit.cgi>
- From within Outlook email client
 - In Outlook, open a new message, click *To* button
 - Select *Northwestern Directory* from the pull-down menu.
 - Click the *Find* button
 - Type the name you're looking for in the *Display Name* field
 - *Use formal name*
 - *Type most unusual part of name*

Web Access to Email

- You can also access your Northwestern email account over the web by going to:
 - www.northwestern.edu/webmail/
- **IMPORTANT:** Any email you delete through this web gateway is **permanently deleted** and no longer exists in the mail system. You will not be able to access it later through Outlook, or in any other way.
- Any mail you have already downloaded to Outlook will not be affected by what you do on the web email gateway.

Email Tools

- **Northwestern email tools web page**
 - <https://gate.it.northwestern.edu/it/mailtools>
 - Type your NetID and password and click on one of the following command buttons
- **Turn on vacation**
 - If you go on vacation and will not be checking your email until you return, you can set up an auto-response message that will go to anyone who sends email to you. Edit the default message if you wish, and click "Turn on vacation"
- **Turn on email forwarding**
 - You can set up your email account to forward all your mail to another email account
- **Turn on email replication**
 - Useful if you are using Blackberry or a similar handheld email client device

Kellogg Intranet and Web Tools

Kellogg Intranet

- Kellogg home page: www.kellogg.northwestern.edu
- Northwestern home page: www.northwestern.edu
- Kellogg Faculty/Staff page:
www.kellogg.northwestern.edu/intranet/facstaff.htm
- Kellogg Intranet for Full-Time Students: The Serial
www.kellogg.northwestern.edu/student/serial/serial.htm
- Kellogg Event Calendar:
www1.kellogg.northwestern.edu/scripts/calendar/calendars.asp
- Faculty Bios & Class Pages:
<http://www1.kellogg.northwestern.edu/facdir/faclist.asp>

Web Surveys

- Cogix ViewsFlash
 - Web-based software package that creates web surveys with automated response collection
 - Many instructions on how to build the surveys (called polls in ViewsFlash) are on the screen itself, placed close to the point where they will be implemented
 - NetID authentication
- For more information
 - www.kellogg.northwestern.edu/kis/viewsflash
 - www.cogix.com/vf2/index.shtml

Web Surveys II

- SurveyZ
 - 3rd party tool developed by Qualtrics company
 - More powerful data analysis tools than Viewflash (not for simple surveys)
 - No NetID authentication

Web Surveys III

- Faculty Staff SurveyZ Package

Academic Pricing					
#	Subscriptions are Monthly Except for Academic Pricing, which may only be purchased by phone.	Free Trial Period	Student Project (\$49/Semester)	Professor Research (\$199/Year)	Department-University License
1	Subscription Cost \$US	Free	\$49	\$199	\$5000
2	Subscription Duration (Months)	1	6	12	12
3	Response Limit Per Period	25	500	2000	30000
4	Number of Questions Per Survey	Unlimited	Unlimited	Unlimited	Unlimited
5	Survey Branching Option	Yes	Yes	Yes	Yes
6	Maximum Number of Concurrent Surveys	1	2	2	Unlimited
7	Number of Data Downloads	1	Unlimited	Unlimited	Unlimited
8	Email Campaign Manager + Response Tracking	No	Yes	Yes	Yes
9	Banner Ads	Yes	Yes	Yes	Yes
10	Unlimited Users (Seats)	No	No	No	Yes
11	Analysis Tools	✓	✓	✓	✓
12	Charts and Graphs	✓	✓	✓	✓
13	CRM Database Integration Tools	✓	✓	✓	✓
14	Support Package	Email Phone	Email Phone	Email Phone	Email Phone

Off-Campus Network Connections

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Home High Speed Access

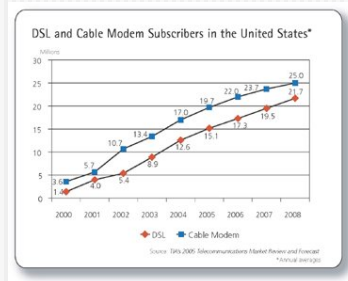
- From off-campus home with installed service
- Cable modem service
 - Comcast in Evanston and Chicago
 - RCN (formerly 21st Century) in Chicago
- DSL service
 - Wide variety of providers (SBC/Yahoo, Earthlink, etc.)
- Average cost ~\$50 per month

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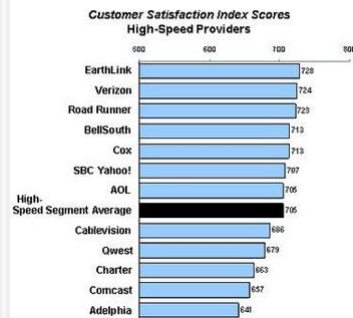
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Home High Speed Access II

- DSL and Cable: What's the Difference?



J.D. Power and Associates 2004 Internet Service Provider Residential Customer Satisfaction Study™



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Home High Speed Access III

- Use Virtual Private Network (VPN) to access Kellogg NT network
 - www.kellogg.northwestern.edu/kis/docs/howto/network/vpn
- For more information
 - www.kellogg.northwestern.edu/kis/highspeed

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Training

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Training

- NU Library Training on electronic databases
 - www.library.northwestern.edu/reference/instructional_services/workshops
- NU Information Technology Training
 - www.northwestern.edu/training/technology
- Kellogg TEKclasses - periodic Wednesday classes primarily for MBA students
 - Hands-on in electronic classrooms with laptops
 - Check schedule periodically at:
 - www.kellogg.northwestern.edu/kis/tek/ongoing/

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Security Notes

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Viruses

- Major problem because of frequent file exchanges
- Some are dangerous, some just nuisances
- Spread when you open an infected file or run application related to infected file
- Requires continuous use of current virus scanning program such Symantec Antivirus

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Using Symantec Antivirus

- Needs to be installed and updated on personally owned computers
- Download, install and configure Symantec as follows:
 - www.kellogg.northwestern.edu/kis/docs/howto/software/antivirus
- Update your data files weekly!! Run Liveupdate once a week to keep up to date on the latest viruses.
- If Symantec finds a virus, it can clean file immediately
- KIS will send an all-school email and instructions if Symantec needs to be updated urgently
- Symantec is already set to auto-update on school-owned desktop computers.

Spam

- Junk Mail Filters in Outlook 2003
 - Use Microsoft Update
- The E-mail Defense System (EDS) is NUIT'S system for filtering junk e-mail, phishing attempts, viruses, and malicious high-risk attachments sent to the University community. The EDS scans all incoming mail, deletes identifiable viruses, and quarantines various junk e-mail before delivering messages to the University's central e-mail servers (casbah, hecky, lulu, and merle).
- Beginning **October 3, 2005**, the new Northwestern University E-mail Defense System (EDS) will be officially implemented University-wide. Everyone who has a Northwestern e-mail account and who uses a **northwestern.edu** e-mail address will automatically be opted-in

Phishing

- Attempt to obtain personal information
- Banks will **not** ask for account information through email
- Warning Signs:
 - **Generic greetings.** Many spoof emails begin with a general greeting, such as: "Dear PayPal member."
 - **A false sense of urgency.** Most spoof emails try to deceive you with the threat that your account is in jeopardy if you don't update it ASAP.
 - **Fake links.** The text in a link may attempt to look valid, then send you to a spoof address. Always check where a link is going before you click. Move your mouse over it and look at the URL in your browser or email status bar. If the link looks suspicious, don't click on it.
- A little Edutainment:
 - <http://survey.mailfrontier.com/survey/quiztest.html>

Spyware

- Programs that, when installed on your computer, change settings, display advertising, and/or track Internet behavior and often report information back to a central database.
- Range from nuisance pop-up ads to sinister key loggers
- KIS analyzed several protection tools and rolled out Webroot Spysweeper on managed desktop computers during the Winter Quarter of 2005
- No one tool fully protects; always surf cautiously

Wrap up

- Getting support
 - Service Request System
 - Fac/Staff Intranet >> [Enter/Check a Computing Service Request](#)
- OR -
- Email facstaffcomputing@kellogg.northwestern.edu

Wrap Up

- Questions?
- Thank You
- Good Luck!

Kellogg Laptop

- Kellogg Laptop Program Lenovo T60
- Features
 - ThinkPad Engineering
 - Intel Core Duo Processor (T2500 2.0 GHz)
 - 80GB Hard Drive
 - DVD±RW Multi-burner
 - Integrated 802.11 a/b/g Wireless
 - SXGA+ Display
 - Thinklight!

[Back](#)