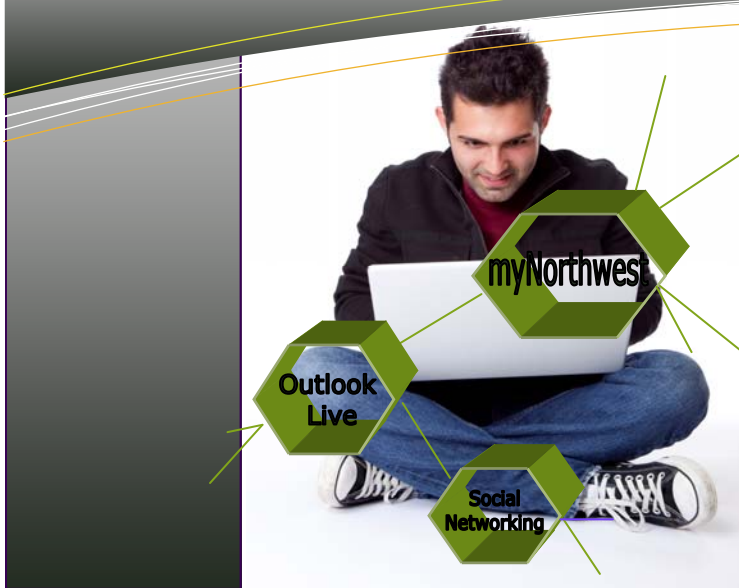


2011 Computer User's Guide

to the Electronic Campus



| | |
|------------------------------|---|
| Protect your Identity & Data | 1 |
| Steps to Protect ID & Data | 1 |
| Campus Notebook Security | 2 |
| Campus Notebook Insurance | 2 |
| Campus Notebook Returns | 2 |
| Campus Notebook Repairs | 2 |

Protecting your Northwest Network computing identity (ID) and personal information is critical to ensure not only your privacy, but prevent the theft or deletion of important data.

Steps to Protect ID & Data

The following are measures to ensure the protection of network resources and user privacy.

- Users are **required** under *Homeland Security* guidelines and Northwest policy to have a password (at minimum) that is **8 to 16 characters** in length. The password must not have spaces and must also meet the following rules:
 - * Uppercase letters and lowercase letters.
 - * Numbers.
 - * Special character such as the \$ or #.
- Passwords to be **avoided** are those based on dictionary words, reversal of words, user initials or username. Passwords will **expire** every four months on the Northwest network for security purposes. Unless you are a graduate who is not enrolled in classes, please do **not** change your password through Student Email (Outlook Live), instead go to the Changing Passwords web page:

<http://www.nwmissouri.edu/compserv/Passwords/changepasswords.htm>

- Learn more about the Northwest Network account and other campus accounts on the *Online Support* web site:

http://www.nwmissouri.edu/compserv/ClientComputing/Online_Support/username.htm

- Do not share your account information with anyone.

- Update and run anti-virus software to protect your computer and storage devices from viruses.
- To protect privacy, use spyware detection programs such as *Ad-aware* or *Spybot* to scan your computer for spyware. Learn how to use anti-virus and spyware detection software on the *Online Support* web site:

http://www.nwmissouri.edu/compserv/ClientComputing/Online_Support/viruses_spyware.htm

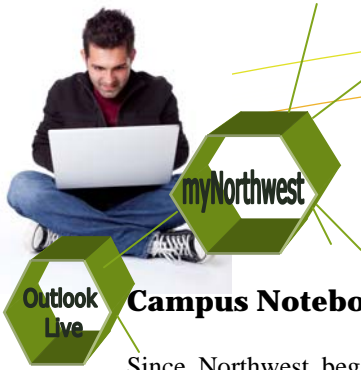
- Restrict the use of your computer by others.
- Beware of opening email attachments and/or using the **preview pane** in Microsoft *Outlook*. Malicious computer programs and viruses can be easily spread through email.
- Back up important files on a USB Pen drive or in your personal network storage folder (Catbert or Outlook Live). Catbert storage is not available off-campus. Learn how to backup your computer data on the *Online Support* web page:

<http://www.nwmissouri.edu/compserv/ClientComputing/pccare/index.htm>

- Be cautious of running files from unknown sources.
- Report all suspected IT misuse to the proper authorities.
- Be aware of the potential for hidden programs within programs downloaded from the internet. Learn about protecting your computer from Trojan Horses and other viruses on the *Online Support* web site:

http://www.nwmissouri.edu/compserv/ClientComputing/Online_Support/viruses_spyware.htm

Have any questions contact the *Client Computing—Information Systems* Help Desk at 660-562-1634.



Campus Notebook Security

Since Northwest began providing notebook computers for students, some notebook computers have been reported stolen or damaged severely due to unexpected accidents or vandalism. The cost of repair or replacement was then billed to the student. The most common non-warranty repairs were broken LCD screens and motherboards with the cost of repairs between \$200 and \$300. While theft or severe damage is rare, Northwest encourages you to protect your personal electronics with appropriate insurance.

Campus Notebook Insurance

Northwest notebook computers are covered by the vendor for manufacturing defects and will be covered for accidental damage with a \$50 deductible. Accidental damage includes but is not limited to: liquid spills, cracked LCD screens, and broken USB ports.

Students are financially responsible for major damage, vandalism and replacement of stolen or lost notebook computers up to \$1,500.00. For major damage, vandalism or theft, students are encouraged to purchase liability insurance. Two such vendors are:

National Student Services Inc.
<https://www.nssi.com/>

CSI Insurance Agency Inc.
<http://www.collegestudentinsurance.com/>

Northwest, however, is not endorsing either of these vendors, and you may purchase insurance from any vendor you choose.

Campus Notebook Returns

Northwest notebook computers are the sole property of Northwest Missouri State University and must be returned when a student leaves the university or their campus notebook contract concludes. Students are responsible for the replacement cost of their notebook of up to \$1,500.00 if the notebook computer is not returned.

Campus Notebook Repairs

All notebook computer repairs must be completed at the Electronic Campus Support Center.

University-provided notebook computers and the software on them are owned by Northwest. The Electronic Campus Support Center reserves the right to format and reload the hard disk of all university-provided notebook computers without the user's permission. Consequently, it is the user's responsibility to keep a backup of all personal files on an alternate storage device of their choice.

Protecting Your Notebook Computer

Protecting your campus notebook computer from damage and theft is important. Here are some guidelines:

Carry your notebook computer in a backpack/tote that is made for a notebook computer. A purse or regular backpack does not have adequate padding and the notebook computer can be damaged if dropped.

If at all possible do not leave your notebook computer in a cold environment. Condensation, when you return it to a warm environment, could cause the circuitry to short out. If it has been exposed to a cold environment, always let it warm up before turning it on.

Use a surge protector if you are going to keep your notebook computer hooked up to an electrical outlet, particularly if your computer is turned on. An electrical surge may not hurt it one time, but continued surges could potentially damage it and lose all of your critical data.

Do not leave your notebook computer visible within your parked car or unattended in a classroom.

For these and other notebook computer protection tips, see the Student Computer Notebook Guide at:

www.nwmissouri.edu/comperv/CampusNotebooks/NotebookGuide.htm

Electronic Campus Support Center Hours

| | |
|-----------|--------------------|
| Monday | 8 a.m. — 4:45 p.m. |
| Tuesday | 8 a.m. — 4:45 p.m. |
| Wednesday | 8 a.m. — 4:45 p.m. |
| Thursday | 8 a.m. — 4:45 p.m. |
| Friday | 8 a.m. — 4:45 p.m. |

Hours may vary during holidays or at notebook pickup and return times. Computers brought in after 4:30 p.m. may not be serviced until the next working day.