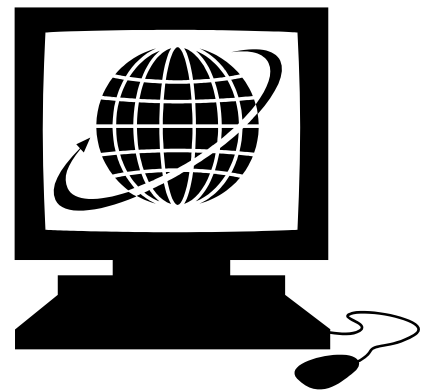


# **Student**



# **Network Handbook**

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**Eastern Shore Community College**  
**2012-2013**

# ESCC Student Network Account Quick Facts

## **Who is eligible for a computer account?**

Any student enrolled in ESCC credit classes has the right to access campus computers. ODU students, students enrolled at other VCCS colleges, and other approved guests may be granted computer accounts. Accounts must be approved by the Information Technology (IT) Security Officer or his designee.

## **How long is my account active?**

Only those students attending classes during the current semester have active accounts. For example, a student who registers in April to take a class in August will not have an active computer account during the summer unless he is also enrolled in summer classes. Accounts for the current semester are available on or immediately prior to the first day of classes.

Student and guest accounts are set to expire on a specific date. Credit student accounts will generally expire several days after final exams have ended. The expiration dates for other approved accounts are provided to the user when the account is created and generally last as long as the approved activity for which the account was created. In order to perform maintenance, there is ordinarily a brief period between classes when student accounts are unavailable.

<b>Semester</b>	<b>Account Active Date</b>	<b>Account Expiration Date</b>
Fall 2011	August 20	December 18
Spring 2012	January 7	May 8
Summer 2012	June 3	August 3

## **How do I get a computer account?**

Accounts are created automatically for students enrolled in ESCC credit classes. ODU students request accounts from the ODU Teletechnet staff. Students enrolled at other institutions must apply for a network account at the Information Technology office (A-50).

Computer account setup for outside event participants is handled by the Workforce Development staff in the Workforce Development building.

## **How long does it take to get access to a computer?**

Accounts are generally available 24-48 hours after registration. You should try to log in using your account as soon as possible once classes begin.

If you are an ODU student or other requester who has submitted an account request form, you may be required to wait two to three business days. You should not depend on applying for and receiving a network account immediately.

## **What is my login name?**

**Your network login name is *not* the same as your emplid.** For ESCC students, your login name is the same as your Virginia Community College System (VCCS) identity. The VCCS assigns you a user name when you are entered into its PeopleSoft Student Information System. The same identity is used for distance learning students to get into the Blackboard Learning System and is also the first part of your email address (the part before the @ sign).

If you do not know your user name, you'll need to look it up. There are open kiosks available in the administrative area of the college that you can use for this purpose. If you have an Internet connection at home, you can find it by visiting <http://my.es.vccs.edu> and following the directions. If you require assistance, please contact someone in the IT Department for help.

ODU students and others who have been granted permission to use the college's computers for approved activities will be assigned a login name by the IT staff. The information will be provided to the requestor once the account has been generated. ODU students may obtain this information from the ODU Teletechnet Staff.

## **What is my password?**

**Your network password is *not* the same as your VCCS password.** The password you use to get access to the ESCC campus computers is a separate and distinct password from the one you use to register for classes and send email.

Your temporary password is composed of the letters "Es" followed by your six-digit birth date as recorded in the VCCS Student Information System or provided by the person requesting the account. Passwords are *case sensitive*, so you *must* use an uppercase letter *E* and a lowercase letter *s*. For example, if your date of birth is August 5, 1980, your temporary password would be "Es080580". The system will force you to change it the first time you log in. Your new password must be at least eight characters long and combine at least three of the following: uppercase letters, lowercase letters, digits, and special characters such as punctuation symbols.

If you had an active account the previous semester, your password will remain at whatever you set it to the last time you changed it.

State IT security policy requires passwords to expire at minimum every 90 days.

## **What happens if I forget my password or lock myself out?**

The best advice is to write your password down (without your login name) and keep it in a secure location, such as your wallet or purse. Treat it as you would your Social Security Number or your bank account number. If you forget your password, however, you will have to contact the IT office to have staff reset your password. You may be expected to provide a photo ID.

You will get five tries within a 30 minute period to log in correctly. If you fail to log in correctly within five attempts, your account will lock automatically. After five minutes, your account will unlock. If you've locked yourself out because you forgot your password, however, you will need to follow the procedures listed above to have an IT staff member reset your password.

## **Which computers may I use?**

ESCC has three computer labs available for general college-related student use. In the original building, these labs are numbered A34, A66, and A69. Since these rooms are also used for classroom instruction and other college activities, they are not always open for general use. Please take a moment to refer to the schedule posted outside each of the rooms to find out when you can use the machines. *Never interrupt a class or other activity to gain access to a computer.*

The Learning Resources Center (LRC) maintains several machines for student research and other college-related student activities. You may use your ESCC student network account to access most of the LRC machines. A member of the LRC staff can help you use the LRC equipment.

No access is provided to the college's network from off-campus.

## **What if I have my own computer?**

Wireless access is provided throughout the campus. Currently enrolled students may connect to either the "escg\_guest" network or the "escg\_student" network. The student's ESCC user name and password are required to connect to the "escg\_student" network. No username or password is required to connect to the "escg\_guest" network.

The wireless "escg\_guest" network is **not encrypted**. Do not type in passwords for email, PeopleSoft, or any other systems on the guest network, because they may be seen by anyone using the Guest network. It is intended for web browsing only.

The wireless "escg\_student" network is **protected** from eavesdropping by encrypting the traffic. Students will be required to provide a preshared key (password) along with their user name and personal password in order to connect.

The preshared key for the 2011-2012 academic year is \$mart\$udent.

Neither the IT staff nor the LRC staff will maintain or troubleshoot students' or guests' personally-owned machines.

The college reserves the right to remove access to the network for any device that disrupts network operation or compromises the college's security. This includes but is not limited to the operation of any P2P applications that may be used to perform file sharing activities or the use of applications requiring excess bandwidth usage.

## **How Do I Access My Web Course?**

If you are enrolled in a distance learning class that uses the Blackboard course delivery system, you are expected to attend a hands-on orientation session led by a member of the IT staff. One day and one evening session are offered each semester prior to the first day of classes.

If you need access to a computer, you may use one of the ESCC computers as noted above. Otherwise, any computer with an Internet connection should allow you to access your web course, available under MyVCCS from the college's website.

Contact Malcolm White at 757-789-1771 or [mwhite@es.vccs.edu](mailto:mwhite@es.vccs.edu) if you need assistance or additional information about using Blackboard.

Semester	Orientation Date	Session Times	Room
Fall 2012	August 17, 2012	noon-1 p.m. or 5-6 p.m.	A66
Spring 2013	January 4, 2013	noon-1 p.m. or 5-6 p.m.	A66
Summer 2013	May 31, 2013	noon-1 p.m. or 5-6 p.m.	A66

### **What can I do with my account?**

Your ESCC account gives you access to the Internet, Microsoft Office, and many other applications, depending upon the computer lab in which you are working. Once you are logged in, you may access all of your VCCS applications, including email, Blackboard, and PeopleSoft, in addition to any other software stored on the machine.

Some classes may use specialized features or software that is not generally available to all students. Computers in classrooms may contain programs that are not installed on all machines. If you are a nursing student, for example, you must use one of the computers on which the nursing software is installed. Your instructor will tell you which computers you must use for a particular application.

### **What can I NOT do with my account?**

Computer use is restricted to authorized college-related activities. Many software features have been disabled in order to protect the college's resources from intentional or accidental damage and misuse. For example, most student accounts are not allowed to access the computer's hard drive or to download anything from the Internet. If there is a feature for which you have a valid educational need, you must have your instructor submit a written request for exemption to the IT Department.

In general, downloading and installing software or helper applications without express written permission is considered a violation of local security policy. It is a serious violation of security policy to intentionally attempt to bypass any protection mechanisms. The college reserves the right to discontinue the use of any software or site that presents a security risk or bandwidth usage problem.

You cannot open email attachments. Do not use email to send yourself homework or assignments. You should use a USB flash drive, available in the bookstore at nominal cost, to move data from off-campus locations to the college.

Computer lab users should refrain from activities that may disrupt the learning environment, including talking loudly or playing music at a level that might disturb others. The same behavior that applies to the classroom and the library should be observed. Cell phone use is generally off-limits. Please step outside the computer lab to place calls, and set your phone to vibrate or cut it off when working in the labs.

Please see the acceptable usage policy posted in every computer lab for more details.

### **How long will my files be stored on the network?**

You have been granted a small amount of storage space on a network server. Anything you save in your “My Documents” folder will be available to you from any ESCC computer on which you log in. You will receive a warning before you run out of storage space, at which time you may need to delete files to free some space. Storage space, like programs, will vary depending on the classes you are taking. If you are unable to save a file, you may need to free some space by deleting old files first.

Student files will generally be retained for as long as the student is enrolled at the college. Files will not usually be kept if the student has not taken classes for two consecutive semesters. The summer session will not be included when deciding whether or not to retain student files. There is no guarantee, however, that files will be retained from one semester to the next. You should transfer any files you wish to keep beyond the exam period to a removable storage medium.

Although we make every effort to ensure the safety and integrity of the files you store in your local account, neither the college nor the IT staff are responsible for any adverse consequences resulting from intentional or accidental misuse, corruption, or deletion of the data you store on our systems. It is prudent to backup your important work on removable media such as a USB flash drive daily. See a member of the IT staff if you need help.

### **Can anyone else use my account?**

**NO.** You are not allowed to share your account with anyone. It is considered a security violation to share your account password, intentionally or otherwise. Children are not allowed to entertain themselves using their parents’ or guardians’ accounts. Students are discouraged from bringing children under the age of 16 into any computer lab.

### **What happens if I break the rules?**

You may have your account privileges restricted or revoked if you violate any aspect of the ESCC/VCCS Student/Patron Acceptable Use Agreement, a copy of which is contained in this handbook, the ESCC Student Catalog and Handbook, and posted online at the VCCS website at <http://vccs.edu/FacultyStaff/InformationTechnology/Standards/StudentPatronAcceptableUseAgreement/tabid/265/Default.aspx>. Some violations are subject to prosecution by state or federal authorities. Examples include downloading or illegally sharing copyrighted materials. IT Staff may examine logs and other files stored on workstations and servers to track illegal or abusive account behaviors.

Ordinarily, minor offenses that do not violate state or federal law result in the student’s account being disabled. The student must then visit the IT Office and request that the account be re-enabled. A second minor offense results in disabling the student’s account and submission of a written incident report to the appropriate college administrator. The student may be required to meet with a college official in order to restore his access. A third offense may result in restricted access, supervised access, permanent revocation of computer privileges, or prosecution. Incident reports are filed for major offenses.

A copy of the ESCC Information Technology Security Policy may be found on the college's web site. A copy of the acceptable use policy for the equipment is posted in each computer lab. All users are subject to posted rules at all times.

### **Will I be charged for making printed copies?**

Not at this time. The IT staff monitors printing activity for abusive behavior. You will be notified if you are one of the abusers. Please bear in mind that every time you print one page of color copy, you are spending approximately 10 cents per page. Black-and-white copies are much less expensive than color. If you incur unacceptably high printing costs, access to printing from your account may be disabled.

Limit your printouts to class-related materials only. Printing multiple copies of unauthorized materials such as yard sale flyers or car wash fundraisers is subject to removal of access to college computers or disabled print capability.

### **How can I get help or more information?**

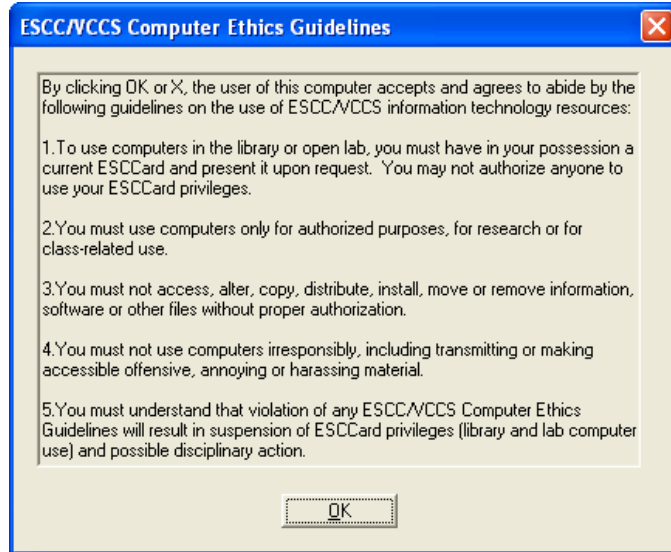
Please contact the IT Help Desk. The IT Department is located in room A50, which is at the end of a small hallway across from lab A66 in the Academic Building.

You can contact the IT Help Desk at [ithelpdesk@es.vccs.edu](mailto:ithelpdesk@es.vccs.edu) or phone Malcolm White at 757-789-1771. Malcolm is the primary instructional IT support resource. The college's web site at <http://www.es.vccs.edu> has many helpful links for students.

The IT office is generally only open during regular business hours, so if there is something you need outside of our 8 am to 5 pm hours, please call or email us to make other arrangements. Limited early evening coverage (until 7 p.m.) is available most evenings. Announcements may be posted as additional staffing information becomes available. You may also fill out and submit a Request for Assistance form, a copy of which is attached to this document.

## How to Log Into the ESCC Network

1. Press the power button on both the monitor and the system unit.
2. After a few seconds, you should see the Windows startup information, followed by a dialog box similar to the one shown at right.
3. After you click the OK or close button, the Windows login screen should appear.



4. Type your User name in the box labeled “User Name” and press <tab> or click the mouse to move to the password box.

### Tips

- Don't forget that the password checker is case sensitive! You must use an uppercase E and a lowercase S.
- If you use the numbers on the keypad on the right side of the keyboard, check to make sure the <NumLock> key is on.
- When creating a new password, use tricks like using a digit zero in place of the letter “o” or the digit three instead of an “e” in a word or phrase you can remember.

5. In the box labeled “Password”, enter your password. You will not see the characters as you type, only dots that hide your password from other users, so type carefully. If this is the first time you have logged in, put in the temporary password you were assigned. (Remember, “Es” + six-digit birthday.)
6. Enter your new password when prompted. You must enter exactly the same thing in both boxes to verify that you typed what you think you typed. You will be required to use a *strong* password (one that is not easily hacked). Your new password must be at least 8 characters long, and must contain a mixture of at least three of the following: uppercase letters, lowercase letters, digits, special symbols (like !, @, #). Here are examples of acceptable passwords: Joe's1stpasswd, mYd0gspoT.
7. You will see a dialog box when your password has been changed. Don't forget what you entered for your password!
8. After a few seconds, your account should be ready to use.



**Don't forget to shut down the machine when you are finished. Failure to log out of the computer is considered a violation of the campus security policy.**



## Request for Assistance

Please fill in completely. Incomplete requests may be delayed. Please allow two (2) business days for processing. Submit completed form to the IT staff or request that the receptionist on duty put it in the correct mailbox.

<b>User Information</b>	
Date Submitted	Name
Phone number(s) where you can be contacted during the day	Relationship to college (check all that apply) <input type="checkbox"/> Student, please circle one ESCC          ODU          Other <input type="checkbox"/> Faculty or staff member <input type="checkbox"/> Other, please describe
Preferred Email address	_____ _____
<b>Computer Information – only applicable if this is a campus-owned machine</b>	
Description or name of computer (number of machine, if possible)	Location of workstation
<input type="checkbox"/> I would like to make an appointment for assistance. <input type="checkbox"/> I would like someone to call me. <input type="checkbox"/> Just fix it if you can and tell me when it's fixed!	<b>Best time to reach me</b> (Providing this information does not guarantee a day or time.)  __M__T__W__Th__F @ _____
<b>Symptoms or Description of the Problem</b>	
Please provide as much information as you can. Include any screen captures, printouts, error messages, or codes that may help us figure out your problem. Attach additional sheets if necessary.	
<b>Check all that apply.</b> <input type="checkbox"/> I locked myself out of my account. Which account? _____ <input type="checkbox"/> I forgot my password. Which account? _____ <input type="checkbox"/> I need help finding my account login information. <input type="checkbox"/> I need help with a specific program. (please list) _____ <input type="checkbox"/> Other _____  _____  _____	

By signing below, I acknowledge that I have provided the IT staff at ESCC with acceptable proof of my identity, such as a photo ID, in order to gain access to ESCC or VCCS computing resources.

(signature)		(date)	
IT Staff Use Only			
Initials	Submitted	Completed	Resolution

All documents created during the fulfillment of this request, such as emails, are to be retained along with this form.

## LAN 002: Request for Student Network Account

**Currently enrolled ESCC students** do not need to submit this form. Please fill in completely. Incomplete requests may be denied. Please allow two (2) business days for processing. At least one (1) valid form of picture ID may be required before your request is processed. You must apply in person in order to receive an account.

Personal Information	
Date Submitted	Name (Last, First)
Phone Number	VCCS emplid (if any)
Email address	
Justification for Account	
<p>Check <b>all</b> that apply. If you are enrolled at another college, you may be required to show dated proof of enrollment, such as a copy of your current class schedule or registration form.</p> <p><input type="checkbox"/> I am currently enrolled in and attending classes at ODU Teletechnet. Please submit this form to the Teletechnet office. An ODU staff member must date and initial this form, verifying your enrollment, here _____.</p> <p><input type="checkbox"/> I am currently enrolled in and attending classes at another college. I have attached a copy of proof of enrollment.</p> <p><input type="checkbox"/> Other, please explain _____</p> <p>_____</p> <p>_____</p>	

By signing below, I verify that to the best of my knowledge, the information on this form is correct. I agree to abide by the ESCC/VCCS Computer Ethics Agreement as explained in the ESCC Student Handbook.

(Requestor signature)			(Date)		
IT Department Use Only					
Initials	Submitted	Completed	Status	User name assigned	
Acct Activation Date	Acct Expiration Date	Existing Acct? <input type="checkbox"/>		Password reset on old account? <input type="checkbox"/>	
Group Membership					

All documents created during the fulfillment of this request, such as emails, are to be retained along with this form.

Information Technology  
Student/Patron Acceptable Use Agreement

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Version: 3.1

Status: Approved 06/16/2010

Contact: [Director, Technology Administration Services](#)

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As a user of the Virginia Community College System's local and shared computer systems, I understand and agree to abide by the following acceptable use agreement terms. These terms govern my access to and use of the information technology applications, services and resources of the VCCS and the information they generate.

The college has granted access to me as a necessary privilege in order to perform authorized functions at the college where I am currently enrolled. I will not knowingly permit use of my entrusted access control mechanism for any purposes other than those required to perform authorized functions related to my status as a student. These include logon identification, password, workstation identification, user identification, digital certificates or 2-factor authentication mechanisms.

I will not disclose information concerning any access control mechanism unless properly authorized to do so by my enrolling college. I will not use any access mechanism that the VCCS has not expressly assigned to me. I will treat all information maintained on the college computer systems as strictly confidential and will not release information to any unauthorized person.

Computer software, databases, and electronic documents are protected by copyright law. A copyright is a work of authorship in a tangible medium. Copyright owners have the sole right to reproduce their work, prepare derivatives or adaptations of it, distribute it by sale, rent, license lease, or lending and/or to perform or display it. A student must either have an express or implied license to use copyrighted material or data, or be able to prove fair use. Students and other users of college computers are responsible for understanding how copyright law applies to their electronic transactions. They may not violate the copyright protection of any information, software, or data with which they come into contact through the college computing resources. Downloading or distributing copyrighted materials such as documents, movies, music, etc. without the permission of the rightful owner may be considered copyright infringement, which is illegal under federal and state copyright law. Use of the college's network resources to commit acts of copyright infringement may be subject to prosecution and disciplinary action.

The penalties for infringing copyright law can be found under the U.S. Copyright Act, 17 U.S.C. §§ 501-518 ([http://www.copyright.gov/title\\_17/92chap5.html](http://www.copyright.gov/title_17/92chap5.html)) and in the U.S. Copyright Office's summary of the Digital Millennium Copyright Act (<http://www.copyright.gov/legislation/dmca.pdf>).

I agree to abide by all applicable state, federal, VCCS, and college policies, procedures and standards that relate to the Virginia Department of Human Resource Management Policy 1.76- Use of Internet and Electronic Communication Systems, the VCCS Information Security

Standard and the VCCS Information Technology Acceptable Use Standard. These include, but are not limited to:

- Attempting to gain access to information owned by the college or by its authorized users without the permission of the owners of that information.
- Accessing, downloading, printing, or storing information with sexually explicit content as prohibited by law or policy;
- Downloading or transmitting fraudulent, threatening, obscene, intimidating, defamatory, harassing, discriminatory, or otherwise unlawful messages or images;
- Installing or downloading computer software, programs, or executable files contrary to policy;
- Uploading or downloading copyrighted materials or proprietary agency information contrary to policy;
- Sending e-mail using another's identity, an assumed name, or anonymously;
- Attempting to intercept or read messages not intended for them;
- Intentionally developing or experimenting with malicious programs (viruses, worms, spyware, keystroke loggers, phishing software, Trojan horses, etc.) on any college-owned computer;
- Knowingly propagating malicious programs;
- Changing administrator rights on any college-owned computer, or the equivalent on non-Microsoft Windows based systems;
- Using college computing resources to support any commercial venture or for personal financial gain.

Students must follow any special rules that are posted or communicated to them by responsible staff members, whenever they use college computing laboratories, classrooms, and computers in the Learning Resource Centers. They shall do nothing intentionally that degrades or disrupts the computer systems or interferes with systems and equipment that support the work of others. Problems with college computing resources should be reported to the staff in charge or to the Information Technology Help Desk.

If I observe any incidents of non-compliance with the terms of this agreement, I am responsible for reporting them to the Information Security Officer and/or management of my college.

I understand that I must use only those computer resources that I have the authority to use. I must not provide false or misleading information to gain access to computing resources. The VCCS may regard these actions as criminal acts and may treat them accordingly. I must not use VCCS IT resources to gain unauthorized access to computing resources of other institutions, organizations, individuals, etc.

The System Office and colleges reserve the right (with or without cause) to monitor, access and disclose all data created, sent, received, processed, or stored on VCCS systems to ensure compliance with VCCS policies and federal, state, or local regulations. College or System Office officials will have the right to review and/or confiscate (as needed) any equipment (COV owned or personal) connected to a COV owned device or network.

I understand that it is my responsibility to read and abide by this agreement, even if I do not agree with it. If I have any questions about the VCCS Information Technology Acceptable Use

Agreement, I understand that I need to contact the college Information Security Officer or appropriate college official.

By acknowledging this agreement, I hereby certify that I understand the preceding terms and provisions and that I accept the responsibility of adhering to the same. I further acknowledge that should I violate this agreement, I will be subject to disciplinary action.