Quick Contacts

**Web links**
CCS Home: www.collegeforcreativestudies.edu
Blackboard access: www.bb.collegeforcreativestudies.edu

**Help Desk (for CCS lab computer problems)**
Link: www.helpdesk.collegeforcreativestudies.edu (or click the link on the Blackboard website)
Call: (313) 664-7818

**Computer lab hours**
Monday-Thursday: 8am-11:30pm
Friday: 8am–10pm
Saturday & Sunday: 12pm-11:30pm
(Lab times will extend prior to mid-terms and the end of the semester. Watch for postings.)

**Imaging Center**
(313) 664-7830
Monday-Thursday: 8:30am-10:30pm
Friday: 8:30am-5pm
Saturday: 12pm-4pm

**Audio-Visual Checkout/Media Center (AVC)**
(313) 664-7647
Monday-Thursday: 8:30am-10pm
Friday: 8:30am-5pm

**CCS Campus Safety**
(313) 664-7444

*If using a campus phone, simply dial the last four digits of any campus phone number.*
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Rules

- Have your student ID badge at all times.
- Absolutely no food or drinks in the labs.
- Deleting files from computers or the shared drive that do not belong to you is strictly prohibited. Students who do so may be subject to disciplinary action.
- Maintain overall cleanliness.
- Treat ITS proctors and lab equipment with respect; any failure to do so will result in a loss of lab privileges.
- Any detrimental use of lab computer equipment will not be tolerated.
- No excessive printing.
  - No illegal/pirated/pornographic files or software, or programs that download such material
  - Pilfering lab hardware/software
  - Willfully damaging equipment, jamming or ripping out connections
- Pay attention to signs and heed announcements as they are posted.

Student Responsibilities

- Questions about learning how to use various software applications to complete your course work should be directed to your instructors.
- You are solely responsible for backing up your own files. CCS is not responsible for any lost work. Remember that any files left on lab computers are publicly accessible to all CCS students and staff. Also remember:
  - Files may be deleted according to the discretion of the Academic Technologies department due to illegal, corruptive, or otherwise detrimental activity.
  - Files may be deleted from network or other drives (except your home drive) when disk space gets low. Signs will be posted notifying students when this will take place.
  - The contents of the File Transfer folder will be deleted regularly. This is only meant to be temporary storage, so backup your files to your own media.
General Information

Lower Level labs and Flexible classrooms
The computer labs in the lower level of the Walter B. Ford II building are generally open for CCS student and staff use. If there is not a class scheduled nor a special use for the room, you may use the lab freely. In addition, there is a 24-hour lab in the dorm building, which always open. You’ll need to sign in with security to use it after daytime hours.

Flexible classrooms typically include all other computer labs on floors 1, 2, and 3 or the WBFII building. These classrooms are strictly available for class time and instructor consultation, and are not open labs.

In addition, most labs have scanners, both regular and large-format. Nearly every lab has a regular-size scanner (at least 9” x 12”).

Large-format scanners (12” x 17”) are available in these labs:
  Walter B. Ford Building:
  • W004
  • W009
  • W015
  Kresge-Ford Building:
  • C006
  • C307
  • B406
  ACB:
  • Open lab

Login information
Every student is provided with a login username and password for email, Blackboard, and computer access. Your username is also the same as the first part of your CCS email address. For example, if your username is ‘astudent’, then your email address is ‘astudent@collegeforcreativestudies.edu’.

Your username and password should have been provided with your admissions information. If you lose your login information, come to the Academic Technologies office in room W002 with your student ID badge, located on the lower level of the WBFII building.

Lab Proctors
Lab proctors are present in the lower level of the WBFII building every day. They enforce lab policies and keep the labs clean and in working order. Lab proctors are not personal tutors; they may be able to give computer-related help, but are not required to do so. If any items are left in the labs, check the Proctor station, which is located in the lobby of the Lower Level. The Academic Technologies department is not responsible for lost items.

Imaging Center
The Imaging Center offers a variety of print and equipment rental services to the CCS community. They are located on the lower level of the WBFII building, and their hours are Monday-Thursday, 8:30am-10:30pm, Friday, 8:30-5pm, and Saturday, 12pm-4pm. For more information, click the “Imaging Center” link within the Campus page on Blackboard.
**Help Desk**
The Help Desk refers to an online feature where you may submit tickets detailing computer problems in the CCS labs. You may also call the Help Desk directly at (313) 664-7818, or simply dial extension 7818 from an on-campus phone.

It is imperative that you contact the Help Desk whenever there is a computer problem in the CCS labs. Once a ticket has been created, it will be forwarded to a technical staff member for resolution. You will be notified by email once the problem has been resolved.

Details on how to create a ticket via the Help Desk can be found in the “Access the Help Desk” section in the “Troubleshooting” chapter, located near the end of this booklet.

**AVC**
The Audio-Visual Center provides technical equipment and the support thereof for faculty and staff. Reservations for students and faculty using the four Audio-Visual suites and the Production Studio (in the basement of the WBFII building) can be made through the AVC.

The AVC will also provide technical support for auditorium events. The center is located in the lower level of the WBFII Building in room W016, and the hours are 8:30am-10pm on Monday-Thursday and 8:30am-5pm on Fridays.
Getting started in Mac OS X

When you begin to use one of the Macintosh computers, you should see a login screen. Login using your personal username and password, which you would use to login to Blackboard.

Basic OS X
Once you've logged in, note the various parts of the screen, which should be similar to the above interface.

The Dock is a pane that pops up on the bottom of the screen, displaying shortcuts to applications such as Safari and the System Preferences. Note the Student Temp Storage folder, which is one of the places on the computer itself on which you may save your files temporarily.

Double-click the local hard drive icon to access applications. Any available programs will be inside the Applications folder, but an “Application Shortcuts” folder has been provided for convenience.

Note: You may also access recently used applications quickly by clicking on the Apple menu --> Recent items.

The applications available on each computer vary from lab to lab, so check which programs are installed before settling on a machine.

Saving your files
It is imperative that you save your files on a regular basis. *Always* make sure that your work is backed up to:

- your network home storage
- your own storage media
To temporarily save your files to the computer itself, save or copy them to the Student Temp Storage folder, whose shortcut is in the Dock.

Note: Downloads from the web are stored in the *Downloads folder in the Student Temp Storage as well.*

Please note that lab computers are publicly used, so any files stored in the computer's Student Temp Storage are *not* secure from deletion or tampering by others.

**Saving to your network home space**

You should see two network disk icons on the desktop labelled “Sts_Okra.Home” (previously “Gumby”) and “Sts_Gumbo.Shared”.

These are links to your network home space and the network shared directory, respectively.

Double-click “Sts_Okra.Home” to open it, and you should see a folder labelled with your username. To copy files to your network home space, drag your files from the computer into your user folder.

You may save your files into this folder up to a limit of 4GB, which is backed up by the server.

You are responsible for making sure to delete old files so that you do not exceed your 4GB limit. Any files that cause your home directory to go beyond your space limit may become corrupted.

To check how much space is used, open “Sts_Okra.Home”, click your user folder once to highlight it, and select “Get Info” from the File menu in the menu bar.
Also, for temporary or course-related purposes, you may save to the shared network directory. To temporarily backup files, save them to the File Transfer folder within the shared drive.

Furthermore, you may transfer your files to another computer by logging into another Mac and accessing the File Transfer folder there.

Copy the files to the local computer by dragging them from the File Transfer folder into the Student Temp Storage folder, whose icon is located in the Dock.

**Important: The File Transfer folder’s contents are regularly deleted.**

The File Transfer folder is for short-term storage only, so back up your files to your own media.

In addition, your instructor may designate space on the shared drive to submit or retrieve course files, and will inform you of where this space is located.

**Saving to your own storage media**

To save to your own media, presumably a USB/Firewire drive, power on your drive if it has an external power source, and plug the media in via the appropriate port. A disk icon should appear on the desktop. Drag your files onto the disk icon to save them to the drive.

When finished, be sure to drag the disk icon itself in the Trash icon to eject the drive properly. Failing to perform this step may result in corruption or loss of your data.

**Logging Out**

Be sure to log off once you are finished using the computer. Failing to log out will leave your network home space open for others!

To do so, click the Apple menu located at the top-left corner of the screen, and select “Log Out”.
Getting started in Windows

When you begin to use one of the Windows lab computers, you will need to login using your username and password. The basic Novell login prompt looks like this:

![Novell Login Window]

To log in, simply enter the user name and password and click ‘OK’. You should proceed to the desktop.

![Windows Desktop]

If you cannot log in,

- Check to see if your caps lock key is on. (All characters should be lowercase.)
- Check that “Workstation Only” is not checked.
- Make sure that the computer's ethernet cord is connected securely on both ends.
- Come to the Academic Technologies office (W002) with your CCS ID badge to verify your login information.

To use one of the installed applications, either double-click its shortcut on the desktop or click the
Start button, then Programs, to access the full list of available applications. Open the ‘My Computer’ icon on the desktop to access various drives, like your home directory, designated by the “H:” prefix.

When you are finished using the computer, click the Start button, then select the ‘Shut Down…’ option. In the subsequent window, choose “Log off…” from the option menu, then click ‘OK’.

**Changing your login password**
To change your password, start by pressing the “Ctrl”, “Alt”, and “Del” keys simultaneously. In the Novell security window that appears, click the “Change Password” button. In the subsequent window, type your current password and then type your new password twice in the appropriate fields. Then click “OK”.

*Note: This will not affect your email account. You’ll need to change your email password separately. See “Changing your email password” in the CCS student email section.*

**Saving your files**
It is imperative that you save your files on a regular basis. Always make sure that your work is backed up to:

- your network home storage
- your own storage media

If you need to temporarily save your files on the computer, use the “Student Storage” folder located on the “C:” drive. Do not save files or folders anywhere else; they are automatically deleted once you log out of your account.

Also remember that any files saved in the storage folder are publicly accessible to anyone who logs onto the computer after you.

**Saving to your network home storage**
To save your files to your home directory, double-click the My Computer icon on the desktop (or, select it in the Start menu). Open the H: drive, and simply drag your files onto the drive.

You are responsible for maintaining your network storage contents. Your files may become corrupted if they go beyond your 4GB storage limit.

To check your space usage, select all files within your home directory, right-click one of the files, and select Properties from the pop-up menu. Delete any unnecessary files from your home directory to free up space.

Also, for temporary or course-related purposes, you may save to the shared network directory. To temporarily backup files, save them to the File Transfer folder within the shared (S:) drive.

In addition, your instructor may designate space on the shared drive to submit or retrieve course files, and will inform you of where this space is located.
Saving to your own media

**USB drives**

The recommended option for quickly transferring your data is to use a USB drive. Plug your drive into an available USB port, and the drive icon should show up inside the ‘My Computer’ icon, on which you may copy and backup your files.

Do not unplug the drive from the computer before ejecting it properly. Right-click on the drive icon and select ‘Eject’ to eject the drive. Now you may remove it from the machine.

**External hard drives**

Refer to the company’s instruction manual and technical support first to format your external hard drive properly or to diagnose problems.

**Powering on an external drive while it is connected to the machine may damage the connection port.** To avoid this, first plug the drive into an electrical outlet and turn it on; then connect it to the computer through an available USB or Firewire port.

The drive should appear as an icon within the “My Computer” window, on which you may copy and backup your files.

Again, do not unplug the drive from the computer before ejecting it properly. To eject it, right-click the drive icon and select Eject from the pop-up menu. Now you may turn it off and disconnect it from the machine.

**Saving to your web storage**

Your web space is mapped to the “W:” drive on the Windows lab machines. To place files into your intranet site, copy them to your user folder within the “W:” drive.

To check your intranet website, open a web browser and navigate to the address [http://sparky.web.collegeforcreativestudies.edu/astudent](http://sparky.web.collegeforcreativestudies.edu/astudent), where “astudent” is your login username. Your intranet website is only viewable from a computer on-campus.
Using the wireless network

If you have a laptop with wireless network capability, the College for Creative Studies offers wireless users a range of accessibility options. You may connect to the wireless network services on the majority of the CCS campus. Any changes in accessing the wireless network will be noted in updated documents, which are available at the Proctor station, on the lower level of the WBF II Building.

If you have a Mac laptop, users must have a wireless card capable of 802.11a, 802.11g or 802.11b. Most new Mac or PC laptops with wireless capabilities come with cards capable of these standards. If you are unsure of what standard your card supports please refer to your owners manual or contact the manufacturer.

CCS also offers different encryption services with both the 802.11a and 802.11b/g bandwidths, whose options include:

• no encryption (open)
• 128 bit WEP encryption (preshared key)
• 128 WPA encryption (preshared key)

Please note that using an encrypted network does not guarantee privacy or security. If you plan on entering personal or sensitive data online, you are much more secure using a wired connection.

These encryption services require the use of a preshared network key, for authentication purposes.

Obtaining the network key for encryption services

To connect to the CCS wireless network using either of the two encryption modes, you will need a network shared key. For security reasons, this key is only available on Blackboard, once you log in with your username and password.

Log on to the Blackboard website (www.bb.collegeforcreativestudies.edu). Navigate to the My CCS tab --> My Organizations module and click on All Users.

Then choose Documents --> Technical Support, right-click the “Shared Key Document” link, and select “Save Target as” or “Download link to disk” from the pop-up menu to download the file.

Open the PDF file to display the shared keys, one for either the WEP or WPA wireless network.

Note: If there are any problems obtaining the network key from Blackboard, you can obtain the network shared key from the Academic Technologies office. Come to room w002 in the WBF II building, and make sure you have your CCS ID badge.
Wireless setup for a Mac laptop running Tiger (OS 10.4)

Make sure your Airport card is turned on. On your Mac laptop, open System Preferences, then open the Network panel.

Select AirPort from the listing of internet connections. Click Configure. In the ‘By Default, Join’ drop menu select the ‘+’ to add a new network. A new window will appear.

You may choose to connect using an open, unsecure connection or an encrypted, secure connection. The former is unencrypted and has no authentication. Enter ‘BG-open’ as the Network Name. A network key is not necessary.

For an encrypted connection, you will need to enter either the BG-wep or BG-wpa network you wish to default to.

If you wish to choose the wep connection, enter ‘BG-wep’ as the Network Name. Choose “WEP 40/128-bit ASCII” as the Wireless Security connection and enter the corresponding network key. (See the previous “Obtaining the network key” section.)

If you wish to choose the wpa connection, enter ‘BG-wpa’ as the Network Name. Choose “WPA Personal” as the Wireless Security connection and enter the corresponding network key.

Once you have entered the network information click OK. Click ‘Apply Now’ in the Network panel.

This should save the network as a default for when you are on campus. If you have the AirPort Status available in your menu bar you should now see a signal strength.
**Wireless setup for a Mac laptop running Leopard (OS 10.5)**

Make sure your Airport card is turned on. On your Mac laptop, open System Preferences, then open the Network panel.

Select AirPort from the listing of internet connections. Click Advanced.

In the “Preferred Networks” window, select the ‘+’ to add a new network. A new window will appear.

You may choose to connect using an open, unsecure connection or an encrypted, secure connection. The former is unencrypted and has no authentication.

Enter ‘BG-open’ as the Network Name. A network key is not necessary.

For an encrypted connection, you will need to enter either the BG-wep or BG-wpa network you wish to default to.

If you wish to choose the wep connection, enter ‘BG-wep’ as the Network Name. Choose “WEP 40/128-bit ASCII” as the Wireless Security connection and enter the corresponding network key. (See the previous “Obtaining the network key” section”.)

If you wish to choose the wpa connection, enter ‘BG-wpa’ as the Network Name. Choose “WPA Personal” as the Wireless Security connection and enter the corresponding network key.

Once you have entered the network information click Add. In the Network panel, click OK, then click Apply.

This should save the network as a default for when you are on campus. If you have the AirPort Status available in your menu bar you should now see a signal strength.
Wireless setup for a Windows XP laptop

Click the Start button and then Control Panel. Double-click “Network Connections”, then right click on “Wireless Network Connection” and select “Properties”.

You should subsequently see the Wireless Network Connection Properties window.

Select the “Wireless Networks” tab, and click Add.

At this point you need to choose which mode of wireless network you would like to connect through. The following series of windows display various network configurations, each with its corresponding network name on the bottom:
The first part of the network name denotes the supported bandwidths (A or B/G) and the second part refers to the encryption mode (open, WEP, or WPA).

- Bandwidth: Wireless cards support either an A, B, or G bandwidth, B being the most standard.
- Encryption: You can choose an open, or unencrypted, configuration, or you can use encryption.

Some wireless cards only support some of the available options. For instance, the configuration labeled “BG-wep” is a wireless setup you can use if your wireless card only supports B or G bandwidths and WEP encryption. Your wireless card may not support all of the configurations.

Additionally, if you choose to use encryption (either WEP or WPA), you need the corresponding network key to authenticate. (Refer to the previous “Obtaining the network key” section.) WPA is the more secure of the two, yet not all cards support WPA. Again, refer to your wireless card’s instruction manual for support information.

Once you’ve chosen a configuration, make sure the display on your laptop matches the settings from that configuration shown on the previous page. Click OK.

You should now see the Network you just created in the Preferred Networks list. Highlight the newly created Network and select “Properties”.

In the Authentication Tab make sure Enable IEEE 802.1x authentication is unchecked. Select the Connection tab and check this box if you want your computer to always connect to this network when in range. Uncheck it if you manually want to select which network to connect to. Click OK to save settings, then OK to finish.

**Setting the network to DHCP**

Right-click the newly created wireless network icon and select Properties. Select “Internet Protocol (TCP/IP)” from among the choices in the list, and click the Properties button. Check the “Obtain an IP address automatically” radio button, and click OK, then OK again.
Wireless setup for a Windows Vista laptop

First, make sure that your wireless card is turned on. On most PC laptops, there is a physical switch on the card, or you can hold down the Fn (function) key and press F2. Also ensure that the wireless card is not disabled through the operating system.

Click the Start button and then Control Panel. Double-click “Network and Sharing Center”.

In the left hand column, click “Manage wireless networks”. In the following pop-up window, click “Add”. In the next window that appears choose “Manually create a network profile”.

The following series of windows display various network configurations denoted with their network names:

“BG-open”

“BG-wep”

“BG-wpa”

Note: Make sure to always check the “Connect even if the network is not broadcasting” button. For security purposes CCS does not broadcast any of its wireless networks.

The first part of the network name denotes the supported bandwidths (B/G) and the second part refers to the encryption mode (open, WEP, or WPA).

For instance, the configuration labeled “BG-wep” is a wireless setup you can use if your wireless card supports B or G bandwidths and WEP encryption. Your wireless card may not support all of
the configurations.

- **Frequency:** PC Wireless cards support either an A, B, or G bandwidth, B being the most standard. Refer to your wireless card's instruction manual on which frequencies it supports.

- **Encryption:** You can choose an open, or unencrypted, configuration, or you can use encryption. If you choose to use encryption (either WEP or WPA), you need the corresponding network key to authenticate. (See the aforementioned section regarding obtaining the network key.)

Again, refer to your wireless card's instruction manual for support information.

Once you have chosen and setup your configuration, click “Next”, then click “Connect to ...”. On the next screen, select the wireless network you wish to connect to, then click the “Connect” button.

If you wish to switch to a different network or check the status of your signal, right-click on the wireless connection status icon in the lower right hand corner of the screen.
Blackboard is an online gateway to timely information and services for students, staff and faculty at the College for Creative Studies. In addition to providing an web-based resource for college courses and organizations, Blackboard allows information to be posted online regarding upcoming events, important announcements, dates, and necessary academic notices to keep you in touch with what’s going on around campus.

Additionally, you may access many of the necessary forms and policies of the college to aid you in the pursuit of your degree. Blackboard is a dynamic portal which may be customized for your personal preferences.

To access the CCS Blackboard site, open a web browser on any computer and navigate to the web address http://www.bb.collegeforcreativestudies.edu.

In the login section, enter your personal username and password, and click the Login button.

Once logged in, your display should be similar to this image. (Note the “Quick Links” section along the left side, allowing you to connect to such resources as the Help Desk and Campus Email.)

Along the top of the page are an array of tabs through which you may access different resources. The “My CCS” tab is your main page, which is broken down into sections called modules.

Some modules are permanent, such as the “My Courses” module, which displays the courses you are enrolled in.

Note: If your “My Courses” tab does not display all your courses, do not worry! It simply means that the instructor has not yet activated the Blackboard section for student access.

Aside from the permanent modules, your “My CCS” page is largely customizable. You may add new modules, remove modules you don’t want, and rearrange modules using the “Contents” and “Layout” buttons, which are located near the top right corner.
Other pages, like “Campus” and “Exhibitions”, respectively display contact and general information about the campus’s academic and administrative departments, (i.e. Illustration, Library, Security, etc.) and any gallery showings, lectures, and local events of interest.

When your instructor has activated the Blackboard aspect of a course in which you are enrolled, it will appear in the “My Courses” module on your “My CCS” tab. When you click on the course link, you will be sent to the course site.

Depending on how the instructor has set up the site, the buttons along the left will provide resources such as Course information, Assignments, etc.

Any announcements that have been posted by the instructor are displayed to the right.

While there are numerous features in Blackboard that can be utilized, the course instructor may add or disable various functions depending on the purposes of the course.

Feel free to navigate Blackboard and become familiar with its options and resources. Use Blackboard habitually to access campus services and various academic resources electronically; you will save yourself some time!
Getting Started in WebAdvisor

WebAdvisor is a secure Web interface that allows students and faculty to access information contained in the college's administrative database. Students may search and register for classes, check your grades, access your transcript and degree audits, or check and pay your account balance.

Log in via the CCS Blackboard website, then click on the “Webadvisor” tab.

The Webadvisor page lists a series of links through which you can search for classes, check your grades, etc. Click one of these links, and Webadvisor may prompt you to log in again, at which you will type in the same username and password that you used for Blackboard. Click “Submit” to continue.

**Note:** You may need to explicitly click the “Log in” button if you are not prompted, or you will *not* be able to access additional Webadvisor options.

Once successfully logged in, you may click “Students menu” to access all of your available options.

The menu page categorizes your options as:
- Registration (adding or dropping courses),
- Financial Profile (checking and paying your account balance), and
- Academic Profile (class schedules, transcript, degree-audit, and grades)

Make sure to log out of WebAdvisor when you are finished. WebAdvisor will also log you out automatically after 30 minutes of inactivity.

**If you are not able to log on:**
- Check that you are using the same username and password that you used to login to Blackboard.
- Make sure the Caps Lock key is not on, as usernames and passwords are case-sensitive.

**If you receive a “You are not authorized to access the requested process” error:**
- You should still be able to login successfully. Once logged in, click the “Main Menu” link. A list of roles should appear (Continuing Ed, Student, Faculty, Staff). Select the role that applies to you, and the appropriate menu of options will appear.

**If you receive a “DMI_request” error or you are logging in repeatedly:**
- Make sure cookies are enabled in the internet browser you are using.
- Check to make sure that the internet browser supports 128-bit encryption. (Internet Explorer version 5.01 or above supports this.) We don’t recommend using the AOL browser; it may not work with our Webadvisor setup properly.
- Make sure that the time and time zone settings on your own computer are correct.
Getting Started with CCS Student E-Mail

To access your email account, first navigate to the CCS Blackboard site (www.bb.collegeforcreativestudies.edu) with any web browser. Type in your username and password, then click Login.

Once you reach the “My CCS” main page, click the “Campus Email” link along the left column. You’ll be presented with another login screen. Type in your username and password and hit the Login button.

Any new messages you have will appear in your mailbox. To view the message, simply click on it and it will open in a separate browser window.

Composing New Messages
To compose a message, click on the icon on the left side of the screen that looks like a pencil writing on a piece of paper. A compose window will pop up.

If you are sending the message to someone else on campus, you can enter their email address into the “To:” field if you know it or you can click on the Address Book tab and search for it in the system address book.

If you are sending to someone outside of CCS (or on a separate post office at CCS), enter their entire email address directly into the “To:” field (for example, bsmith123@yahoo.com).

After you are done composing your message, click on the Send button to send it. A copy of the message will automatically be placed in your Sent Items folder.

Viewing Sent Items
To look at items you’ve sent, click on the Sent Items folder in the main email page. To check the status of a sent item, open the email you’re interested in, then click on the Properties tab.

If the mail was sent to someone on campus at CCS, the status field will show you if they’ve opened it yet or not. This status feature will “not” work for mail that is sent over the Internet or to someone on a different GroupWise post office at CCS.
Changing your email password

To change your password, click on the “Options” link at the top-right corner of the main WebAccess page. It will bring up a page asking you to enter your old password and to type and confirm your new password.

Note: This will not change your Blackboard/Windows/Mac login password. See the “Changing your login password” section within the “Getting Started in Windows” chapter.

Forwarding your CCS email to another email account

Click the “Options” link at the top-right corner of the main email page. Click the Rules tab, then choose “Forward” on the pull down menu for Type. Click Create to create a new rule.

Type a name for this rule in the name field, such as “Forward”, then tab to the pull down menus.

Choose “From” on the first pull down menu, then select “Does Not Contain” on the second menu. In the last field type “poiuytrewq”. (This “word” is gibberish; thus all emails will be forwarded.)

Navigate to the “To: field and enter the email address you would like your CCS email to be forwarded to. Now click Save.

To create a rule to auto-delete email that has been forwarded (otherwise, your CCS account will retain your emails), choose “Delete” on the pull down menu for Type, then click Create.

Type the name of this rule in the name field, such as “Delete”. Select “From” on the first menu, and choose “Does Not Contain” on the second pull down menu. In the last field type “poiuytrewq”. Click Save.

Rules will be executed in the order that they are listed in the Rules section, i.e., once your CCS account receives a new email, it will forward it to your preferred email account, then delete it, assuming the rules have been created in the aforementioned order.

Logging Out

To exit from your mailbox and log out of your email account, click the icon on the top of the main WebAccess page that looks like an open door. Make sure to log out of your account when using a public lab computer at CCS.
Rendering at CCS

**In-Class Rendering**
Rendering can be done during the class you are registered for and only during times that the class meets. All renderings must be completed by the end of class or they will be cancelled. Any unapproved rendering in the labs will be cancelled by an Academic Technologies staff person. Only a staff person can cancel renders.

**Out of Class Renderings**
All “out of class” renderings must go through the CCS RenderFarm. RenderFarm rendering is currently available for Maya and 3DMax, and is available to all students. It is the instructor’s responsibility to teach students the proper way to construct their work for the RenderFarm and how to properly fill out rendering forms.

To submit your work for rendering through the RenderFarm:

- Log on to the Blackboard website. Click the Campus tab, and navigate to the Technical Support section. There should be four links located there:
  
  - **3DMax - Renderfarm instructions**
  - **3DMax - Renderfarm job request (online form)**
  - **Maya - Rendering instructions**
  - **Maya - Rendering request (online form)**

- First, click either the Maya or the 3DMax instructions link to download its pdf file. Open the pdf file and follow the instructions completely to properly submit your Maya or 3DMax job.

- Once completed, click either the Maya or the 3DMax online form link. Fill out the form completely. Once you click Submit, your request will be emailed to the Renderfarm manager.

If your project has not been constructed correctly, the rendering will be stopped and we will notify you by either email or phone.

Your rendered files will be stored in the “RenderFarm Pickup” folder on the RenderFarm volume for a maximum of 48 hours. You can pick up your completed project at any time during those 48 hours. After 48 hours, the Academic Technologies staff person will delete your file. It is the responsibility of the student to arrange proper storage, backup and pickup of files.
Troubleshooting

To report a computer problem, submit a trouble ticket via the online Help Desk feature. Connect to the web address [http://www.helpdesk.collegeforcreativestudies.edu](http://www.helpdesk.collegeforcreativestudies.edu), or click on its link on the CCS Blackboard website ([www.bb.collegeforcreativestudies.edu](http://www.bb.collegeforcreativestudies.edu)).

Note: See the “Access the Help Desk” section later in this booklet for more information. You may also call the Help Desk at (313) 664-7818, or the ext. 7818 for on-campus calls.

The following are general solutions for typical computer problems that may occur in the CCS labs.

Software issues

If the software has problems opening or using your file, but opens other files with no problems, there are issues in the file that need to be fixed. If editing and recreating your file does not yield results, it is likely that your file has become corrupted. Revert to a backup copy if you cannot get the file to function correctly.

Note: When you run into software problems on any computer, make a habit of restarting the computer before trying again.

Otherwise, submit a ticket through the Help Desk (see the end of this section).

Mac fixes

**Force quit:** On a Mac, if the application you are running freezes or stops responding and you cannot quit the program normally, select “Force Quit…” from the Apple menu to terminate it (or press the Apple + Option + Esc keys simultaneously).
You should restart the computer as well.

**Delete the preferences:** If the application still behaves erratically after reopening it, try deleting the preference files.
Quit the program, then double-click the hard drive icon, then navigate to Users folder --> Shared --> Library --> Preferences. Drag any files that pertain to the application to the trash, then reopen the application.

Windows fixes

**Force quit:** if you cannot exit the program normally, press the Ctrl, Alt, and Del keys simultaneously. In the Novell security window, click the “Task List…” button, and within the Windows Task Manager, click the Applications tab, and then select the program you wish to terminate. Click “End Task.”
External hard drives/USB drives

If your device needs to be plugged into an electrical outlet, do so and turn it on before connecting to the computer. Otherwise, there’s a chance that the computer port may be damaged from the device’s power surge.

If your storage device is not communicating with the computer, do NOT disconnect it from the computer. Prematurely disconnecting any storage device that has not been ejected properly may damage it.

When connected properly on a Mac, it should show up on the desktop as a disk icon once it’s connected properly. When connected to a Windows computer, it should show up as a drive icon within “My Computer”.

If not, first restart the computer without removing the drive, and see if it shows up upon rebooting. If the computer still doesn’t recognize the drive, shut down and power off the computer before retrying it. Sometimes completely powering off the computer can reset its data ports. Also, trying connecting it to another computer.

**CD drive won’t eject on a Mac**
Tap the Eject key on the top-right corner of the keyboard, or drag the CD icon on the desktop to the trash to eject the disk. If these options do not work, restart the computer, then immediately click and hold down the left mouse button until the screen lights up to auto-eject the CD tray.

**Cannot connect to the network or the internet**
Check that the network cable is securely plugged into both the back of the computer and the network socket. If the connections are secure, try restarting the computer.

**Cannot print from a Mac**

If you’re using a Mac, open the Printer Setup Utility and double-click the printer you are printing to. Delete any print jobs that may be blocking the queue, and resend the print job.

For general printing problems, check that the paper tray is not empty. Do not use anything besides white, letter-size, laser paper that we provide. Any other paper may jam the printer.

If you receive a “Load MP Feeder” error, open the Paper tray drawer and make sure the paper setting is locked into place, pointing to the LTR setting.

If you still can’t print, cut off the printer for about thirty seconds and turn it back on. Resend the print job.

**If all else fails... Access the Help Desk**
The Help Desk is an online feature where you may submit tickets detailing computer problems in the CCS labs. The web address is [http://www.helpdesk.collegeforcreativestudies.edu](http://www.helpdesk.collegeforcreativestudies.edu), or simply click the Help Desk link on the CCS Blackboard website ([http://www.bb.collegeforcreativestudies.edu](http://www.bb.collegeforcreativestudies.edu)).
The Help Desk home page displays a login box, where you may log in using your personal username and password.

Once logged in, you will be transferred to the Help Desk interface.

Click the “Create Ticket” button, and a ticket will be created will appear in a pop-up window. (Make sure to enable pop-up windows in the browser.)

Make sure to select the computer lab where the problem occurred and the type of problem, selecting the appropriate entries in the pop-down menus.

For instance, for a problem with a scanner in Mac lab W307, choose “Mac” in the Category menu and “Mac Scanner” in the Category Option menu.

Please describe the nature of the issue to the best of your ability in the Description field, including the name of the computer as well (i.e. W307-A).

Finally, click Submit to create the ticket, and logout using the “Sign Out” link. Check your email for updates, as you should receive confirmation once the issue has been resolved.
Here of some helpful tips:

- Restart a computer before using it, or especially if it is behaving erratically.
- Save your files regularly while you are working.
- Make at least two recent backup copies to different storage media (i.e. save to your home directory and to your USB drive).
- The File Transfer folder will be emptied regularly! Backup all files that pertain to your before then.
- Do not delete other peoples’ files from computers or the shared drive that do not belong to you. Students who do so may be subject to disciplinary action.
- Maintain your network home directory by cleaning it out regularly, especially when you’re near your storage limit.
- Do not run or edit your files directly from a network drive, CD, and a USB drive, or any other external media. Copy them to the computer, work on them, and save the files back to your media. Otherwise, the file may run slower, crash the computer, or corrupt files.
- Respect all technical equipment.
- Make any reservations early, whether you are:
  - Checking out equipment,
  - Reserving time slots in the Audio-Visual suites
  - Rendering your files through the Renderfarm,
  - Requesting services from the Imaging Center or Audio-Visual Center

And finally, submit a ticket via the Help Desk (http://www.helpdesk.collegeforcreativestudies.edu) to report computer problems in the CCS lab.