CCS Campus Safety

**Cultural Center campus:** (313) 664-7444  
**Taubman Center:** (313) 664-1444  
*(If using a campus phone, simply dial the last four digits of any campus phone number.)*

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

Imaging Center

(313) 664-7830  
Monday-Thursday: 8:00am-8:00pm

Audio-Visual Checkout/Media Center (Cultural Center campus)

(313) 664-7647  
Monday-Thursday: 8:00am-10:30pm  
Friday: 8:00am-5pm

Audio-Visual Checkout (**Taubman Center**)  
(313) 664-1506  
Monday-Friday: 8:00am-10:30pm

24-hour Computer labs

- Room W003 (**Cultural Center campus**)  
- Room 630 (**Taubman Center**)
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General Information

Lower Level labs and Flexible classrooms
Each campus has a 24-hour lab with Mac and PC computers, printers, and scanners. On the Cultural Center campus, room W003 is the 24-hour lab. At the Taubman Center, room 630 is the 24-hour lab.

Items found in the labs will be turned over to the Campus Security Office located on each campus. The Academic Technologies Department is not responsible for lost items.

Login information
Every faculty member is provided with a login username and password for email, Blackboard, and computer and network drive access for most labs on-campus. Your username is also the same as the first part of your CCS email address, and is typically your first initial and last name. For example, if your username is ‘bsmith’, then your email address is ‘bsmith@collegeforcreativestudies.edu’.

Your username and password should have been provided to you once your record was processed through CCS Human Resources. If you lose your login information, contact your department administrator.

Lab Proctors
Lab proctors are on duty during course hours in the AVC on the Cultural Center campus and in the 24-hour lab at the Taubman Center. They enforce lab policies and keep the labs clean. Lab proctors are not personal tutors; they are able to troubleshoot general issues and can help students submit tickets to the Help Desk when additional help is needed.

Imaging Center
The Imaging Center offers a variety of print and equipment rental services to the CCS community. It is located on the lower level of the WBFII building on the Cultural Center campus. Its hours are Monday-Thursday, 8:00am-8:00pm.

Please be aware that at the beginning of each semester, the Imaging Center will be extremely busy. The earlier that you get all black/white copy requests in to the Imaging Center the more assurance you will have that your job will be done in a timely manner. The Imaging Center provides complimentary black/white copies to staff and faculty for course related material.

Black/White Copy Guidelines:
1. All copy requests must be print-ready; the Imaging Center will not alter documents.
2. All copies must be submitted in hard copy form.
   (We will not copy from books, magazines, or other published materials for copyright reasons.)
3. Original copies should be in neat order with no tears or damaged pages. Please remove any staples or tape on documents prior to submitting requests.
4. All editing should be done prior to submitting copy requests.
5. Unless otherwise indicated, all print jobs will be printed two-sided to conserve paper.

Some color services are available at a discounted price for staff and faculty. If color prints or posters are being charged to the department, an 8-digit budget code number is required in order for the job to be processed. The appropriate account number can be obtained from your Department Administrator. 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. Open a web browser and navigate to the CCS Blackboard website (www.bb.collegeforcreativestudies.edu) and click on the Help Desk link along the left column. You may also call the Help Desk directly at (313) 664-7818.

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 “Accessing 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. One of the centers is located on the lower level of the WBFII Building in room W016, which is on the Cultural Center campus. Its hours are 8:00am-10:30pm on Monday-Thursday and 8:00am-5pm on Fridays. You may contact the AVC on the Cultural Center campus at (313) 664-7647.

There is also an Audio-Visual Center located at the Taubman Center, which renders checkout services for faculty only. Its hours are 8:00am-10:30pm Monday through Friday. You may contact the AVC at the Taubman Center at (313) 664-1506.

Through the AVC, faculty may request equipment such as cameras, projectors, and DVD/VCR/TV carts for class purposes. All staff/faculty are required to pick up reserved equipment from the AVC (with the exception of TV carts). Equipment is limited, so please submit all audio/visual requests to the AVC at least two weeks in advance to ensure that the equipment you need is available. There is a five-day limit on all equipment rentals for faculty and staff. Faculty may also make reservations for using the four Audio-Visual suites and the Production Studio (on the lower level of the WBFII building).

Additionally, the AVC provides technical support for the projectors and other audio-visual equipment located in classrooms, and for auditorium events. (Please review the next section if you plan on hosting an event at CCS.)

Hosting CCS Events
Please note that any event you plan on hosting needs to be cleared through the Institutional Advancement department. Once cleared, please complete the Event Notification Form and return to the AVC one month prior to event date. If you are planning an event under shorter notice, please contact Laurie Evans at (313) 664-7404.

If your event takes place in the auditorium and you require assistance for the use of the overhead projector and/or the sound system, it is imperative that you contact the AVC at least two weeks in advance for adequate staff to be available. If you require any additional equipment, please notify the AVC, again, at least two weeks in advance.

Work-study student staffing is provided free of charge during regular AVC hours, which are Monday-Thursday 8:00am-10:30pm and Friday 8:00pm-5:00pm. Outside of these hours, we must provide a trained work-study to run the booth in the auditorium. The fee for this service is $10.00 per hour including travel time. Compensation will be paid directly to the student by your department.
If you would like the event to be videotaped, all persons speaking are required to sign a release form provided by the AVC, which needs to be returned prior to the event.

Entertainment Arts students are hired to videotape all events. The fee for this service is $15.00 per hour including travel time. Compensation will be paid directly to the student by your department. All lecturers must be available 45 minutes prior to presentation time to fill out the required paperwork and equipment set up.

Any requests made less than two weeks in advance may negatively impact the support needs for your event.

Software training
To schedule and arrange for individual or departmental training on Blackboard, Luna, email, Adobe Connect, or any other campus-wide application, please contact Laurie Evans at (313) 664-7818.

General Policies Summary:

- There are absolutely no food or drinks in the labs. It is imperative to enforce this policy during your classes.

- The Imaging Center will not copy from books, magazines, or other published materials for copyright reasons.

- All persons speaking during a videotaped event are required to sign a release form provided by the AVC.
Getting started in Mac OS X

When you begin to use one of the Macintosh computers, you should see a login screen. Log in by clicking on the default Student account. No password is necessary.

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.

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.

Saving your files

It is imperative that you save your files on a regular basis. While you may save your files to the computer temporarily, *always* make sure that your work is backed up to:

- your network home storage
- your own storage media

Saving to your network home space

You should see two shortcut icons on the desktop, one that connects to one of your personal home drives and the other denoting the campus’s network shared drive.
Each student and faculty user has two home folders, one available for saving work on each campus. Work saved in a user’s home folder on one campus will not be available on the other campus.

On the Cultural Center campus, the “Jockamo64” server stores your home space and the “Gumbo” server stores the shared space. At the Taubman Center, the “Carling64” server stores your home *and* shared space.

**Note:** The best method for file transfers between campuses is external media (flash drive, portable hard drive etc.). Though it will be possible to access your files via the web, this is not recommended because of bandwidth concerns and file size limitations.

If you do find that you need to access your home drive via the web, instructions are available on Blackboard under the Technology Support tab.

Double-click the “Home” icon to connect to your home drive. Log in using your personal username and password, then click Connect. You should see a folder labelled with your username inside the Home drive. To copy files to your network home space, drag your files from the computer into your user folder.

Double-click the shared icon to access the shared drive, logging in with your personal login info. Each academic department has a folder assigned to it, and instructors may create subfolders within their department folder for course purposes.

**Note:** To set up a course folder so that your students have access to it, come to room W002 in the WBFII Building on the Cultural Center campus or the Academic Technologies office in the Taubman Center, with your class list. Students must be setup individually to be given access to the any shared course folder.

Additionally, the “File Transfer” on the shared drive is an open access folder to all students and faculty.

**Important:** The File Transfer folder is only for temporary storage, and is cleaned out every Friday at 5:30am!

If there are no shortcut icons to your network drives available, you may also manually connect to your home drive.

To connect to “Jockamo64” (Cultural Center campus only), click the Go menu and select “Connect to Server”. In the “Server Address” field, type in **172.16.0.132**, and hit Connect. A dialog box should pop up where you may enter your username and password. Click Connect.

In the next window, select “Home” and click OK. The network icon will then appear in your Finder window.

To connect to the shared drive on “Gumbo”, use the address **172.16.0.140** instead, and hit Connect. Log in with your username and password, and choose “Sts_Gumbo.Shared”. Click OK.
To connect to your home drive or the shared drive on “Carling64” (Taubman Center only), use the address **172.24.0.11** instead. After logging in, select either “Home” or “Shared” in the dialog box, then click OK.

**Administrative server space**

While the “Jockamo64” and “Gumbo” servers mainly pertain to students and faculty, CCS administrative staff and some faculty members may have access to space on the “Magnum” server (Cultural Center campus only). Additionally, “Magnum” has its own shared drive for sharing files.

For these particular users, their home and shared drives may default to the network drives “Magnum.Home” and “Magnum.Shared”, as opposed to the other servers.

Accordingly, users whose home accounts pertain to “Magnum” enjoy space on which they can store their digital files. Appropriately, the shared space on “Magnum” allows administrative departments to store and share their files on a single server.

To manually connect to “Magnum” from an office Mac, choose the Go menu and select “Connect to Server”. Type in **172.16.0.100**, and hit Connect. Type in your username and password in the following dialog box, and click Connect. Choose whether you wish to connect to your home space or the shared space, as both are accessible from the same address. Click OK.

**Note:** Currently, the only way to change your password for all of these servers is on a Windows computer, which is explained in the section “Changing your login password” in the “Getting Started in Windows” chapter.

At the Taubman Center, there is no separate server for administrative purposes. The “Carling64” server stores all network home and shared space for students, faculty, and administrative staff. Again, please note that this space is separate from any contents stored on the “Jockamo64”, “Gumbo”, or “Magnum” servers.

**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 may leave any network home or shared drives that you have logged into open for others! To do so, click the Apple menu located at the top-left corner of the screen, and select “Log Out”.

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![USB drive icon](image.png)

![Firewire drive icon](image.png)
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 login prompt may look like either of these two images:

To log in, enter your personal user name and password and click ‘OK’ (or hit Enter).

A second login prompt will display, with “Student” as the username; this is normal. Click OK (or hit Enter). (No password is necessary for the second login prompt.)

You should proceed to the 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 (or, in Windows Vista, “Computer Only”).
- Click the “Advanced” button, and make sure that the context field is set to “ccs.staff”.
- Make sure that the computer’s ethernet cord is connected securely on both ends.
- Come to the Academic Technologies office (room W002 on the Cultural Center campus) 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. Depending on the campus, the “H:" drive pertains to one of your home folders, and the “S:" drive pertains to the campus’s shared network directory.

Each student and faculty user has two home folders, one available for saving work on each campus. Work saved in a user’s home folder on one campus will not be available on the other campus.

On the Cultural Center campus, your home space is stored on the “Jockamo64” server, and the shared space on the “Gumbo” server. (Administrative staff and some faculty may find their home and shared access set to the “Magnum” server instead).

At the Taubman Center, every user’s home *and* shared space are stored on the “Carling64” server.

**Note:** The best method for file transfers between campuses is external media (flash drive, portable hard drive etc.). Though it will be possible to access your files via the web, this is not recommended because of bandwidth concerns and file size limitations.

If you find that you need to access your home drive via the web, instructions are available on Blackboard under the Technology Support tab.

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. 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 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.

Also, for temporary purposes, you may save to the shared network directory. To temporarily backup files, save them to the File Transfer folder located on the “Gumbo” shared drive (or the “Carling64” shared drive at the Taubman Center).

Note: The File Transfer folder will be cleaned out every Friday at 5:30am! Back up your files to your home drive or own media before then.

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.
Using the wireless network

If you have a laptop with wireless network capability, the College for Creative Studies offers wireless network services on both CCS campuses. Any changes in accessing the wireless network will be noted in updated documents, which are available in the lobby of the lower level of the WBFII Building on the Cultural Center campus or at the Academic Technologies office located at the Taubman Center.

The default network for the Cultural Center campus is named “CCS Wireless”, which any wireless-enabled laptop should pick up automatically. It offers 128-bit WPA encryption. **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 (password), for authentication purposes.

**Obtaining the network key for encryption services**
To connect to the CCS wireless network, 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](http://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 for connecting to the 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 on the Cultural Center campus or the Academic Technologies office at the Taubman Center. Make sure you have your CCS ID badge.
**Wireless setup for a Mac laptop running Tiger (OS 10.4)**

On a wireless-enabled Mac laptop, click the AirPort symbol in the menu bar and select “Turn AirPort On”.

As it loads available networks, you should see an entry named “CCS Wireless” if you are on the Cultural Center campus. (*Information regarding wireless networking at the Taubman Center will be available in the Academic Technologies office.*)

Select it, and type in the password in the following login box. Click OK.

Your Mac should now be connected to the network. Furthermore, you may open the System Preferences and select “Network”, then double-click “AirPort” to set various wireless options, such as choosing which wireless networks to connect to first in your personal “Preferred networks” list (under “Advanced” options).

**Wireless setup for a Mac laptop running Leopard (OS 10.5)**

As above, click the AirPort symbol in the menu bar and select “Turn AirPort On”.

As it loads available networks, you should see an entry named “CCS Wireless” if you are on the Cultural Center campus. (*Information regarding wireless networking at the Taubman Center will be available in the Academic Technologies office.*)

Select it, and type in the password in the following login box. Click the “Remember this network” checkbox to connect automatically next time. Click OK.

Your Mac should now be connected to the network. Furthermore, you may open the System Preferences and select “Network”, then double-click “AirPort” to set various wireless options, such as choosing which wireless networks to connect to first in your personal “Preferred networks” list (under “Advanced” options).
Wireless setup for a Windows XP laptop

On a wireless-enabled PC 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, which toggles the wireless card on and off on certain laptop models. Also ensure that the wireless card is not disabled through the operating system.

Right-click on the wireless network icon in the system tray on the bottom-right corner. In the pop-up menu, select “View available wireless networks”. “CCS Wireless” should be an available option (Cultural Center campus only). Select it and enter the network key/password.

(Information regarding wireless networking at the Taubman Center will be available in the Academic Technologies office.)

An alternate route is to click the Start button, select Control Panel, then choose “Network Connections”. (Make sure that the Control Panel is in “Classic view”.)

Right-click “Wireless Network Connections” and select “View available wireless networks”. “CCS Wireless” should be an available option (Cultural Center campus only). Select it and type in the password to connect.

Wireless setup for a Windows Vista laptop

As above, make sure that your wireless card is turned on. There may be a physical switch on the card, or you can hold down the Fn (function) key and press F2, which toggles the wireless card on and off on certain models. Also ensure that the wireless card is not disabled through the operating system.

Right-click on the wireless network icon in the system tray on the bottom-right corner. In the pop-up menu, select “View available wireless networks”. “CCS Wireless” should be an available option (Cultural Center campus only). Select it and enter the network key/password. (Information regarding wireless networking at the Taubman Center will be available in the Academic Technologies office.)

Alternatively, access the “Network and Sharing Center” in the Start button --> Control Panel. Click the “Connect to a network” link. “CCS Wireless” should be an available option (Cultural Center campus only). Select it and enter the network key/password.

Wireless connection issues

If you receive a weak signal, you may need to move around to be in optimal range. You may also receive a weak signal if there are numerous people connecting in the same room at the same time, as they may be sharing the same wireless router. If connectivity issues persist, create a Help Desk ticket detailing the lab room or on-campus area you were located in when attempting to connect to the wireless network.
Getting Started in Blackboard

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 through Blackboard. 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 currently teaching.

Please note that these courses are “unavailable” by default, which means that your students cannot see them when they log in to Blackboard. This is so you have time to set up your course site.

To make it available, click the link of the course. You will be sent to its course site, which displays any Announcements you’ve posted and provides space for you to upload course materials and enable Blackboard course tools.
Click the “Control Panel” button, located near the bottom of the course menu area.

In the next window, click the “Settings” link located in the “Course Options” section, and then “Course Availability.” Click “Yes” to make the course available for your students, then click “Submit”.

To learn more about the numerous features in Blackboard, contact Laurie Evans at extension 7404 (or email her at levans@collegeforcreativedesign.edu) to setup an appointment.

Aside from the “My Courses” module, 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. Animation, Library, Security, etc.) and any gallery showings, lectures, and local events of interest.

Feel free to navigate Blackboard and become familiar with its options and resources. If you would like formal software training in Blackboard or if you have questions, please contact Laurie Evans at (313) 664-7404.
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. Faculty members will primarily use WebAdvisor to check their course schedule and roster and submit mid-term and final grades.

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

The Webadvisor page lists a series of links such as “Grading”, “Class roster”, 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: If you are not prompted by a Webadvisor login screen, you may need to explicitly click the “Log in” button.

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

The menu page displays your options:

- Class Roster,
- Grading,
- Search for sections,
- My class schedule

The class schedule and class roster links display the list of courses you are teaching and the list of enrolled students per class, respectively. The Search for sections link allows you to navigate through all of the courses available at CCS.

Faculty are required to submit midterm and final grades, and can do so by accessing the Grading link.

Note: It is imperative that you enter your grades on time. The grading feature will be turned on at least a week before grades are due. Once the due date passes, this feature will be turned off.

Once clicked, you will be prompted to enter the current term (i.e., Fall 2009). You may leave the Start and End Date fields empty as long as the term is filled in.

After clicking OK, select whether you are entering midterm or final grades and choose which course you are entering them for. The following screen will display the class roster, on which you may enter a letter grade in the corresponding entry next to each student. Once finished, click Submit, and repeat this process for the rest of your courses.

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

On the login screen, 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 (Student, Faculty, etc.). Click on “Faculty”, 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.

If you are still experiencing problems or have questions regarding using Webadvisor, please contact Laurie Evans at (313) 664-7404 (or ext. 7404).
Getting Started with CCS E-Mail

To access your email account, first navigate to the CCS Blackboard site (www.bb.collegeforcreativestudies.edu) with any web browser. (Alternatively, navigate to http://www.groupwise.collegeforcreativestudies.edu.) 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 the “New...” button along the left side of the toolbar. 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.

Leave the fields in the “Define Optional Conditions” section blank. That way, all new messages 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”. Leaving the fields in the “Define Optional Conditions” section blank will cause all new messages to be moved to the trash folder.

Please note that rules will be executed in the order that they are listed in the Rules section, so make sure that the Forward rule precedes the Delete rule. For example, 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. Click Save to save the rule.

Logging Out

To exit from your mailbox and log out of your email account, click the “Logout” link in the top-right corner. Remember to log out of your account especially when using a public lab computer at CCS.
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, or click on its link on the CCS Blackboard website (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 (Cultural Center campus).

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.

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”. Reboot the computer, log in, and retry using the application.
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 there is a printer error icon in the Dock, click it to open it. Delete any print jobs that may be blocking the queue, click “Resume Printer” if printing is paused, and resend the print job.

Make sure that the network cable is securely plugged into the back of the computer and the network port in the wall; unplug and replug it back in to be sure. Also, unplug and replug the network cable that is connected to the printer as well.

If the printer displays that it is out of paper or toner, contact an Academic Technologies proctor or staff person, or create a Help Desk ticket detailing the lab room. If you still can’t print, cut off the printer for about thirty seconds and turn it back on. Resend the print job.

Cannot print from a PC
Click the Start button and select “Printers and Faxes”. Double-click the lab printer icon and delete any jobs that are stuck in the queue.
Make sure that the network cable is securely plugged into the back of the computer and the network port in the wall; unplug and replug it back in to be sure. Also, unplug and replug the network cable that is connected to the printer as well.

If the printer displays that it is out of paper, contact an Academic Technologies proctor or staff person, or create a Help Desk ticket detailing the lab room.

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

**Access the Help Desk**

The Help Desk is an online feature where you may submit tickets detailing technology 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. If this is your first time logging in, you may be required to enter some basic contact information such as your name, phone number, and email address.

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 W004, 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. W004-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 are some helpful tips:

- Maintain your network home directory by cleaning it out regularly.
- 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 every Friday at 5:30am! Backup all files that pertain to you before then.
- 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.
- And finally, when there’s a computer problem in the labs, submit a ticket via the Help Desk (http://www.helpdesk.collegeforcreativestudies.edu) or call (313) 664-7818.