



OIT Help Desk

Call 684-2200 or visit us in 101 North Bldg.

Web page	www.oit.duke.edu/helpdesk	
Hours	Mon-Thurs	8 AM to 7 PM
	Friday	8 AM to 5 PM
	Sunday	3 PM to 7 PM
E-mail	help@oit.duke.edu	
Software	www.oit.duke.edu/site	
Svc Updates	www.oit.duke.edu/helpdesk/service	

Computer labs

Web page www.oit.duke.edu/labs

On-site Lab Support

Web page www.oit.duke.edu/ats/onsite

SWAT

Web page swat.oit.duke.edu

DUNK for self-help

Web page www.dunk.duke.edu

Other Duke IT resources

Computer Store	www.dukestores.duke.edu/cpustore 684-8956
Computer Repair	www.dukestores.duke.edu/cpufix 684-6760

eSource online

Home www.oit.duke.edu/ats/esource

To comment, correct, suggest

Please send comments, corrections, and suggestions for future articles and announcements to The Editor, *eSource*, Box 90258, or e-mail ats-web@duke.edu.

About eSource

eSource is produced by the Office of Information Technology as a service to the Duke community.

Disks? What disks?

Gone are the days of carrying disks around from one place to another just to be able to access a file. A new and convenient way to save your documents has been implemented at Duke. AFS lets you save documents in a secure location and access those files from anywhere on campus.

Anyone with an acpub account can use AFS for file storage. You get 70MB of storage space to save documents and web pages. You can access files between locations and the need for disks has virtually disappeared. Using the AFS utility to store files is simple. You can save files in the same manner as saving to the C:\ drive or A:\ drive. The only difference is that you will save files to the H:\ drive if logged onto a computer in a computer lab or the U:\ drive if you are logged on your personal computer.

Before you begin using AFS, you must first install the AFS client to your PC. The AFS client can be downloaded at www.oit.duke.edu/AFS. Instructions on how to download the client are included on the site. If you experience difficulties with the download or if issues arise after installing the client, please contact the OIT Help Desk at 684-2200 or send e-mail to help@duke.edu.

Don't like your e-mail address?

OIT offers an e-mail alias service that gives you a convenient e-mail address based on your name, for example, john.doe@duke.edu. An alias is easier to remember than your acpub account name and can be distributed to colleagues and friends. The best part about an alias is that it is hassle free. A new mailbox is not created and a currently established account is used to receive the messages addressed to your "easy to remember" alias.

For more information on aliases, or to change your alias or destination mailbox, visit www.oit.duke.edu/helpdesk/alias-faq.html.

Time for a computer tune-up!

PC running slow? System crashing?

The PC tune-up web page contains step-by-step instructions to help you to maintain your own personal computer. This page explains ways to tackle many of the minor problems you may experience and offers preventive measures to give you a more stable computing environment.

Topics addressed include securing your system from attacks from a virus embedded in an attachment, cleaning your hard disk of unnecessary files, defragmenting your hard drive, repairing corrupted windows files, and a host of other useful tips. This site is designed for the novice to the advanced user.

The PC tune-up page places emphasis on the following topics:

- hard disk management and repair
- file management
- virus protection from attachments
- operating system optimization tips

To find out more about tuning up your computer, visit the PC Tune Up site at www.oit.duke.edu/ats/support/tuneup.

Got bugs? Exterminate with VirusScan (PC) or Virex (Mac)

Opening a lot of attachments in e-mail? Those attachments could also be opening your computer up to unwanted guests—viruses. Computer viruses are a significant danger for any computer that receives information from other computers via e-mail, the Internet, or removable media such as floppy or zip disks. It's good practice to regularly check your hard drive for infection, or your files may become corrupt and unusable. Below are suggestions for keeping the bugs away:

- Install an anti-virus program
- Check your drives and disks weekly
- Update your anti-virus program monthly

- Set your virus program to auto update.
- Always scan downloaded software or attachments

For more information on virus protection, visit www.oit.duke.edu/docs/virus.

Important tip!

We just can't say it enough... Run Scandisk and defragment every month to increase reliability and speed. Make sure that you scan **all** floppy disks and any files you download off the Internet before opening. When opening e-mail attachments, make sure you **save the attachment to a folder and scan it** before opening the file: this includes any attachments you may have in your e-mail already.

Your copy of VirusScan has been updated to the latest DAT files, but new viruses are released daily. VirusScan is set to update automatically, but you can check if it's running the latest DAT files by going to *Start Programs > Network Associates > VirusScan* and clicking on *Help > About*. Or you can visit www.mcafee.com and click on *Downloads > Anti-virus Updates*. Select the DAT files for **VirusScan 4.x, 5.x** and run them from the website.

To download the latest Virex updates, visit www.oit.duke.edu/site/software/virex.html.

Technology training—want to learn more?

OIT Academic Technology Services is pleased to announce the rollout of the first phase of the student technology training program. Beginning after the fall break, you can benefit from free technology workshops on programs such as Word, Excel, PowerPoint and Dreamweaver, and check out self-paced CBTs.

We encourage you to take full advantage of this new program. To learn more about the student technology training program and to sign up for workshops, visit our site at www.oit.duke.edu/ats/training.

Labs—they're everywhere!

Twenty state-of-the-art computer labs are conveniently located throughout campus. Over the summer many of the labs were upgraded. Most labs are available 24 hours a day, 7 days a week. Windows, Sun, and Macintosh platforms are available.

In addition to high-tech computers, each lab is outfitted with networked laser printers. The computer labs are heavily used and we appreciate everyone's assistance with taking care of the equipment and keeping the labs clean. To find out more about Duke computer labs and their locations, visit www.oit.duke.edu/labs.

Support available in Perkins and Brown computer labs

During the 2001 academic year, On-site Lab Support will be a visible presence in both Perkins and Brown computer labs. The program consists of a team of technically trained students who are available during posted hours to assist lab users with software problems, to help resolve problems with the lab machines, and to answer general computing questions. For more information, or to apply to become a part of the team, visit www.oit.duke.edu/ats/onsite.

New graduate school requirement

The Graduate School expects doctoral students matriculating in the fall of 2001 to complete a course in the use of instructional technology as part of their professional training. These students will receive a certificate in instructional technology on their transcripts. Master's students are also encouraged to enroll and receive this certificate.

With technology an increasingly visible part of the academic enterprise, this certificate will boost your curriculum vitae

and can only help you as you enter the job market. Along the way, you will be afforded an opportunity to work with cutting-edge technology and share ideas with graduate students across disciplines.

You can register for the course, GS301: Instructional Uses of Technology, through ACES. There are three sections of the course: one for humanities students, one for social sciences students, and another for students in the natural sciences. The course is easily adapted to busy schedules. You only need attend one each of four workshops to get course credit, and each workshop is offered several dates each term, at various times and locations.

For information regarding times and locations for this course, please visit cit.duke.edu/events/graduate or contact Patrick Murphy by e-mail at patrick.murphy@duke.edu or phone at 660-5975.

Chat with a librarian

The Perkins Library system is now offering virtual reference. Patrons can now chat online with reference librarians from computers everywhere. This service enables librarians to communicate with remote library users in real time and guide them to different web pages, including search results from the library catalog. The service is currently available Monday through Friday, 1 pm to 5 pm.

To chat with a librarian, point your browser to www.lib.duke.edu/reference/refq.htm or from the library home page (www.lib.duke.edu), click Ask A Librarian, and follow the links to chat.

Office of Information Technology

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