Getting Help

Mont Alto ITS Helpdesk

Location: Goddard House
Phone: 717.749.6300
Web: http://www.ma.psu.edu/its
Email Contact: helpdesk@ma.psu.edu

Contact Information

Technology Staff

IT Student Technician Supervisor
717.749.6113 Goddard House rescom@ma.psu.edu
Vanessa Russell Information Technology Support Specialist
717.749.6193 Goddard House vanessarussell@psu.edu
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This publication is available in alternative media upon request. Penn State is committed to affirmative action, equal opportunity, and the diversity of its work force.
Privilege and Responsibility

We provide Penn State students with access to many technology-based tools to enhance the academic experience. You, as a student, are responsible for abiding by University policies and by current computing laws. You can familiarize yourself with good computing practices by visiting Penn State’s Information Technology web site: http://its.psu.edu
Activating a Penn State Access Account

Using the Signature Station with your PSU ID

1. Follow the instructions on each screen.
2. When you swipe your Penn State ID, make sure after you swipe, a beep is heard and the light blinks. This means a correct swipe.
3. There is a signature pad and a pen attached to the signature station. Use these to sign your name when you reach that step.
4. You only have 90 seconds to record your Access ID, your password, and your email address once they appear. Write them below quickly.

Your information

USER ID: ____________________________  (Your initials, followed by 3 or 4 numbers)

PASSWORD: ____________________________  (You can change this at www.work.psu.edu)

PSU EMAIL ADDRESS: ____________________________  (userid@psu.edu)

Resetting Your Password

You’ll be required to change your password every year, or it will expire. You can do so within the year by going to http://www.work.psu.edu/password and clicking the “Change my password” link.

If you forget your password, or if it has expired after a year, you may reset it by visiting a signature station at any Penn State Campus. You will need your Penn State ID. Select the Set Password Only option and follow the on screen instructions. ITS staff cannot reset a password over the telephone.

You may also set up security questions by visiting www.work.psu.edu/password and selecting “Set/Update my security questions”, on the left hand side. These questions will allow you to reset your password in the future without the need to visit a signature station. It is important to complete this step in case you ever need to reset your password while you’re not on campus. ITS staff cannot reset a password over the telephone.

Mastering Technology Quick Steps

1. Login
   Login to a lab computer system.
2. Change your Access Account password
   a. Go to http://www.work.psu.edu/password
   b. Select the Change my password link
   c. Log in with your PSU Access ID and current password
   d. Read the guidelines for choosing a new password
   e. Follow instructions on that page
3. eLion
   a. Login to eLion at http://elion.psu.edu
   b. Check your local address information (Address Information) and correct if necessary.
   c. Find your advisor (Advisor Information).
   d. Find your college (Academic Summary).
   e. Complete Entrance Loan and Counseling for financial aid.
4. WebMail
   a. Login to Webmail at http://webmail.psu.edu
   b. Set your Options:
      i. Complete name should be in From box.
      ii. Be sure that Leave Mail on Server is not checked.
      iii. Create a signature that contains your name, email address and any other information you wish to make available – do NOT include your Social Security Number.
   c. Review sending email (Compose), and reading email (Inbox).
5. Password Reset
   a. Login into http://work.psu.edu/password
   b. Click “Set/Update my security questions” and follow instructions.
   c. Use http://work.psu.edu/password and select “I have forgotten my password” if you forget your password and have set up security questions.
   d. If you did not set your security questions, you may reset your password by visiting a signature station. Select the Set Password Only option and follow the on screen instructions.

6. On-line library resources
   Visit Penn State’s on-line library system at http://www.libraries.psu.edu
7. File Storage
   U-Drive and PASS are online storage systems available to Penn State students. Both U-Drive and PASS are created automatically. Visit http://clc.its.psu.edu/DiskSpace/UDrive/ for U-Drive information and http://its.psu.edu/PASS/ for PASS information.
8. ANGEL
   Login to the ANGEL site, http://cms.psu.edu, and determine if you are enrolled in any courses that will be using ANGEL. Set your personal information.
9. Mont Alto Directories
   Look for contact information for Penn State Mont Alto faculty and staff online at http://www.ma.psu.edu/ Click on “Campus Directory” link in upper right-hand corner.
10. Wireless networking
    For instructions in the use of this service, visit http://www.ma.psu.edu/wireless
**PSUAlert**

The Penn State Text Messaging Service (PSUAlert) is used to send text messages to a subscriber’s telephone in the event of an emergency or inclement weather announcement. Subscribers will **NOT** receive notices pertaining to campus entertainment or sporting events.

Be aware that some wireless providers charge an additional fee when a text message is sent to a subscriber’s cellular telephone. Check with your wireless provider for more information on these potential costs. Penn State is not responsible for charges incurred while using the PSUAlert subscription service.

It is the subscriber’s responsibility to unsubscribe to the PSUAlert service when he or she graduates or leaves the campus. All subscriptions expire two years after the original subscription date.

Visit [http://psualert.psu.edu](http://psualert.psu.edu) to sign up for these alerts.

**Media Commons**

Media Commons makes available audio and video editing stations to all Penn State students. These multimedia machines are located in the Library and can be accessed with keys available for sign out from the Library circulation desk. Media Commons includes editing suites to aid in audio and video production and photo editing. As well, Penn State Mont Alto campus is the first non-UP campus location in the Penn State system to offer a **One Button Studio** for ease of video recording.

The studio and editing suites offer the following equipment and software:

- Green Screen
- Microphones
- Professional-Grade Lighting
- Professional-Grade Video Recording Equipment
- Teleprompter TV
- LCD projector
- Garage Band, iMovie and Final Cut Pro
- And many other items

Students may request up to 50 GB of storage space per project. Support and tutorials are available at the Media Commons website, [http://www.ma.psu.edu/mc](http://www.ma.psu.edu/mc). Media Commons staff visit the campus to provide personalized software and equipment training. Workshop dates are listed on the Media Commons website or at the library circulation desk.

**eLion**

**What is eLion?**

eLion is a web-based system that provides you with academic information and services, such as grades, transcripts, and registration options.

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**Logging In and Out of eLion**

**Logging In**

1. Connect to eLion at [http://elion.psu.edu](http://elion.psu.edu)
2. Click on the **Student** link on the left side of the eLion screen.
3. Enter your Access UserID and password.

**Logging Out**

Always close eLion by clicking on the **Logoff** link on the top right side of the eLion screen. This is very important in public computer labs.

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**Becoming Familiar with eLion**

**Find Advisor**

Click on the **Advising** tab at the top of the eLion screen, and then select **Adviser Information**.

**Degree Audit**

Click on the **Advising** tab at the top of the eLion screen, then select **Degree Audit** to run a degree audit. This shows the classes you have taken, your grades, and the courses you need to complete to earn your degree.

**Scheduling**

Click on the **Schedule** tab at the top of the eLion screen, and then select **Registration** to schedule your classes and **Student Schedule** link to view your schedule.

**Loan Entrance Counseling**

Click on the **Financial** tab at the top of the eLion screen, then select **Loan Entrance Counseling** to complete your student loan process.

**Grades**

Click on the **Grades** tab at the top of the eLion screen, then select **Grades** to view your grades.

**Personal Messages**

After you log in to eLion, the first screen will notify you of any personal messages. These are not the same as email. Penn State uses personal messages to communicate with you regarding billing and financial aid.
**Webmail**

**What is Webmail?**
Penn State WebMail is a web-based e-mail client that provides you with anytime, anywhere access to your Penn State e-mail via a web browser. Authentication and e-mail storage in WebMail are made possible via your Penn State Access Account userid and password. The easy-to-use interface lets you create and organize mailboxes, access directory services, create and add personalized signatures, and change a variety of settings.

**Logging In and Out of Webmail**

**Logging In**
1. Connect to Webmail at [http://webmail.psu.edu](http://webmail.psu.edu)
2. Click on the Login to Webmail link.
3. Enter your Access Account username and password.

**Logging Out**
Click on the Logout link on the right side of the Webmail window. This is very important in public computer labs.

Webmail Settings
1. Click on the Options link on the left side of the Webmail screen.
2. Be sure that your complete name is entered in the From box.
3. Be sure that there is NOT a check mark next to Leave Mail on Server
4. At the bottom of the page, enter your email signature - this should include at least your full name, your email address, and any other contact information that would be relevant. For security purposes, do NOT put your Social Security number or other personally identifiable information in your signature.
5. Click on the Save Changes button.

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**Printing in Campus Computer Labs**

**Duplexing**
All the campus computer lab printers are set to duplex by default. This means the printer will automatically print on both sides of the paper. If you need to disable duplex printing, see the How-To guide named "How to Temporarily Disable Duplex Printing in Microsoft Word 2007" on our web site at [http://www.ma.psu.edu/howto](http://www.ma.psu.edu/howto). This guide is designed for Microsoft Word 2007, but can be applied to other Windows applications.

**Print Billing**
The campus has implemented a print billing system aimed at eliminating excessive printing. Each student begins the semester with 250 free pages and has the ability to purchase additional pages via their LionCash account. Color prints will count as additional pages as described in the table below.

<table>
<thead>
<tr>
<th>Printer Type</th>
<th>Paper Size</th>
<th>Color</th>
<th>Charge Per Page</th>
<th>Counts as X B&amp;W Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Black and White Laser Printers</td>
<td>8 ½” X 11”</td>
<td>No</td>
<td>$0.05</td>
<td>1</td>
</tr>
<tr>
<td>All Color Laser Printers</td>
<td>8 ½” X 11”</td>
<td>Yes, Laser</td>
<td>$0.15</td>
<td>3</td>
</tr>
</tbody>
</table>

Students can view their current usage, purchase additional pages, and return purchased pages via a dedicated website. For more information, and to learn about print billing, visit [http://www.ma.psu.edu/printing](http://www.ma.psu.edu/printing).

**Computer Lab Login**
You must have a valid Access Account username and password to use the computer labs at Penn State Mont Alto. If you have attended the New Student Orientation during the summer, you should have already set up your Penn State Access Account. If not, take your Penn State photo ID card to a Penn State Access Account signature station and follow the instructions there. Signature stations are located in the Library, to the right of the main entrance, the General Studies 101A Computer Lab, and the Goddard House.
Audio and Visual Services

Penn State Mont Alto’s ITS department is here to serve the audio/visual needs of students, faculty and staff. Our goal is to provide those multimedia technologies driven by instructional and educational demand meeting the needs of today’s academic environment.

The department offers a selection of audio/visual equipment available on a sign-out basis. For more information you can visit our website at http://www.ma.psu.edu/its.

A/V and Multimedia Services maintains an inventory of the following items:

- Digital Cameras
- iPads
- Microphones
- Laptop Computers (available in the Library)
- Digital Video Cameras
- Speakers
- LCD (Computer) Projectors

Campus Computer Laboratories

The Penn State Mont Alto Information Technology Services Department maintains computer labs and individual computers at various locations on campus. Many of these computers are available for dedicated student use. The listing below includes both public and classroom computer labs. While public labs are strictly dedicated to student use, classroom labs can usually be used by students when not occupied by a class. All computer labs are equipped with printers. For more information regarding the software available for use in each computer lab, visit our website: http://www.ma.psu.edu/its.

- General Studies 101A Computer Lab (Public Computer Lab)
  **Hours:** Mon – Thu 8 am - 7 pm, Fri 8 am – 4 pm
  **Equipment:** 26 Computers (2 w/Smart podiums, 6 at standing desks), 2 collaboration spaces & 1 wheelchair accessible
- Academic Support Center Computer Lab 101E (Public Computer Lab)
  **Hours:** Mon - Thu 7:30 am – 8 pm; Fri 7:30 am – 4 pm
  **Equipment:** 14 Computers & 2 Desks that are wheelchair accessible
- Library Computer Lab and Sign-out Laptops
  **Hours:** Mon – Fri 8 am – 10 pm; Sat-Sun 4 pm – 10 pm
  **Equipment:** 25 Desktop Computers, 20 Laptops, One Button Studio and 3 Media Commons
- Sci-Tech 313 Classroom Computer Lab
  **Equipment:** 28 Desktop Computers
- Bookstore Room 1 Classroom Computer Lab
  **Equipment:** 28 Desktop Computers
- General Studies 108 Classroom Computer Lab
  **Equipment:** 27 Desktop Computers, 1 Desk that is wheelchair accessible

Getting Help with Webmail

- http://itservicedesk.psu.edu/ or 814-865-4357
- The Help link on the left side of the Webmail screen.

Becoming Familiar with Webmail

Search for an Email Address
1. Click on the Directory link on the left side of the Webmail screen.
2. Enter the search information.
3. Close the search window when done.

Read Email
1. Click on the Inbox link on the left side of the Webmail screen. Any mail messages that you have received and not deleted will appear on the right side of the screen.
2. Messages can be read by clicking on the linked subject.
3. Messages can be deleted by putting a checkmark next to the message and then clicking on the Delete Selected Messages button.

Send Email
1. Click on the Compose link on the left side of the Webmail screen.
2. Enter the requested information including To, Subject, and Message.
3. For any correspondence to professors, advisors and other Penn State staff and offices, be sure that Include Signature is selected. This helps to identify your messages.
4. To send an attachment such as a Word document, an image, or any other file, click on the Attachments button and follow the instructions that appear.
5. When you are ready to send the message, click on the Send button.
ANGEL

ANGEL is an online course management system that is used by many instructors at Penn State. Your instructors will let you know if you will need to use ANGEL for your courses.

Accessing ANGEL

1. Go to the ANGEL web site: http://cms.psu.edu
2. Login using your Access UserID and password.
3. Change your personal information in ANGEL by clicking on the icon, and going to the Personal Information Editor. At the very least, be sure that your name and email address are included.
4. If you are enrolled in any courses that will be using ANGEL, the course name will appear on your ANGEL profile page. To access a course through ANGEL, click on the icon on the left side of the ANGEL screen.
5. When finished working within ANGEL, be sure to logout using the icon on the left side of the ANGEL screen.

Additional ANGEL information can be found by clicking on the icon link in the ANGEL system. A Quick-Start Guide for Students is included in the ANGEL help system.

On-line Library Resources

One of the advantages to being a Penn State student is that you have access to resources that extend far beyond the limits of our campus. You may attend classes in Mont Alto, but you have the same access to PSU resources that students at University Park do.

Visit the on-line library resources at http://www.libraries.psu.edu/. From that web site, you can look for book availability here and at all of the campuses, request to borrow books from other campuses, perform searches for journal articles for research, and find informative information about the Penn State library system.

You may contact the Mont Alto library by calling 717.749.6040 or by visiting http://www.libraries.psu.edu/psul/montalto.html.

Purchasing a New Computer

Penn State offers the following guidelines when purchasing a new computer:

<table>
<thead>
<tr>
<th>Processor</th>
<th>Entry Level</th>
<th>Mid-Range</th>
<th>High End</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Intel Core i3 5th Gen AMD A6</td>
<td>Intel Core i5 5th Gen AMD A8</td>
<td>Intel Core i7 5th Gen AMD A10</td>
</tr>
<tr>
<td>RAM</td>
<td>4 GB</td>
<td>8 GB</td>
<td>12-16 GB or higher</td>
</tr>
<tr>
<td>Hard Drive</td>
<td>250 GB SATA</td>
<td>500 GB SATA</td>
<td>1 TB SATA or higher</td>
</tr>
<tr>
<td>Media Drive</td>
<td>DVD+/-RW / Blu-Ray</td>
<td>DVD+/-RW / Blu-Ray</td>
<td>DVD+/-RW / Blu-Ray</td>
</tr>
<tr>
<td>Video RAM</td>
<td>AMD Radeon R5</td>
<td>AMD Radeon R5</td>
<td>AMD Radeon R6/R7 2 GB dedicated graphics</td>
</tr>
<tr>
<td>Connectivity &amp; Optional Extras</td>
<td>Ethernet / Integrated Webcam / HDMI / Bluetooth / Express Card Slot / Media Card Reader</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For a desktop computer:

<table>
<thead>
<tr>
<th>Processor</th>
<th>Entry Level</th>
<th>Mid-Range</th>
<th>High End</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Intel Core i3 4th Gen AMD A6/A8</td>
<td>Intel Core i5 4th Gen AMD A10</td>
<td>Intel Core i7 4th Gen AMD FX</td>
</tr>
<tr>
<td>RAM</td>
<td>4 GB</td>
<td>8 GB</td>
<td>12-16 GB or higher</td>
</tr>
<tr>
<td>Hard Drive</td>
<td>500 GB SATA</td>
<td>1 TB SATA</td>
<td>2 TB SATA or higher</td>
</tr>
<tr>
<td>Media Drive</td>
<td>DVD+/-RW / Blu-Ray</td>
<td>DVD+/-RW / Blu-Ray</td>
<td>DVD+/-RW / Blu-Ray</td>
</tr>
<tr>
<td>Video RAM</td>
<td>AMD Radeon R4</td>
<td>AMD Radeon R4</td>
<td>AMD Radeon R4</td>
</tr>
<tr>
<td>Connectivity &amp; Optional Extras</td>
<td>Wireless / Bluetooth / HDMI / Media Card Reader / TV Tuner</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Depending on your intended major, your academic college may have specific computer recommendations and some may require a specific manufacturer or model (i.e. Apple MacBook). It is highly recommended that you check with your academic college or advisor to determine if such recommendations exist for your major.
Software At Penn State

As a Penn State student you have the ability to purchase software at discounted rates from a number of vendors such as Adobe, Microsoft, and SAS. When you are ready to make your purchase, visit http://software.psu.edu for vendor discount information.

Microsoft Office 2013

Microsoft Office Professional Plus 2013 is now available for free to students through Penn State’s Software website (http://software.psu.edu): The Microsoft Office 2013 suite includes Access, Communicator, Excel, InfoPath, OneNote, Outlook, PowerPoint, Publisher, SharePoint Workspace and Word. Microsoft Office 2011 for Mac is also free for students.

Visit http://software.psu.edu/news/microsoft-no-cost-software to download Microsoft Office for FREE!

Attention: Make sure you write down and save your Microsoft Office product key. If the key is lost after 31 days you will not be issued a replacement.

Penn State Software Downloads

Some software is provided free of charge to current Penn State students. For example, Symantec Antivirus is provided at no cost to students, faculty, and staff for personal use. This software is available for download by visiting http://downloads.its.psu.edu. Also provided is a variety of freeware applications including email clients, file backup, office productivity, and many others. Penn State recommends the use of this software to protect your computer against identity theft and virus and spyware infections.

Microsoft DreamSpark

Penn State Mont Alto participates in Microsoft’s DreamSpark Program. This program provides select Microsoft products, such as Windows 8, Windows 7, Windows Vista, Windows Server, and Visual Studio, to all Mont Alto students at no cost. You will receive an email at the beginning of the semester with your enrollment information. Visit http://www.ma.psu.edu/dreamspark to learn more.

File Storage

Box

Box is a cloud-based, commercial file storage, sharing, and collaboration service. Box at Penn State offers secure, scalable, and user-friendly content sharing. Box allows content to be stored online, so it can be accessed, managed, and shared from anywhere. Access Box on mobile devices or seamlessly sync files to your laptop or desktop computer. To sign up for a Box account go to http://box.psu.edu. Additional information on Box can be found at http://box.psu.edu/general-info/.

PASS

As a Penn State student, you have access to up to 10GB of free online storage space to back up the important stuff. You can access your PASS space from anywhere – your laptop, computer lab machines, or your parent’s computer at home. It also gives you the ability to share files with classmates and friends, and password protect stuff that’s just for your, like personal documents. You can upload and download files to your PASS space by using WebFiles (see section below). Everyone starts off with 500MB, but it’s free to upgrade up to 10GB. Visit http://its.psu.edu/PASS/ for more information about PASS, with other storage options.

U-Drive

The U-Drive is a PSU-developed system for providing private file storage on a central server which can be accessed from public lab machines or private machines. Any type of file may be saved on the U-Drive. This means no more using flash drives to transfer files to and from campus. All students, faculty, and staff have U-Drive space created for them automatically. You will be able to access your space in the computer labs by going to the U-drive icon under My Computer. You can upload and download files to your PASS space by using WebFiles (see section below).

WebFiles

WebFiles allows web-based access to all your saved files on the U-Drive and PASS system from anywhere. This gives you access to your files from home or any other time you are away from campus. For more information go to http://clc.its.psu.edu/RemoteAccess/Webfiles
Wireless Network Services

Student, Faculty and Staff Wireless
Wireless access is available across the Penn State Mont Alto campus, the quad (green area in front of Sci-Tech and General Studies), as well as Penn Gate I, Penn Gate II, and Mont Alto Hall. You must have an active Penn State Access account to utilize these services. In order to connect to the wireless network you must use the Secure W2 client (Wireless 2.0), for security purposes, which is provided for free by the university. Windows 8 does not require the Secure W2 client; all that is required is a valid Penn State UserID and password. For a list of requirements and instructions visit our website, http://www.ma.psu.edu/wireless.

Connecting to Penn State Wireless

1. If you’re on the Mont Alto campus, connect to the wireless network named “psuwirelesssetup”.
2. Go to the website http://wireless.psu.edu/setup
3. Select your device/operating system and then click “Submit”
4. Follow the instructions to finish setting up the connection. Make sure to click “Run” and “Unzip” when prompted.
5. After the connection has been established, you’ll need to make sure that you’re connected to the PSU wireless network
6. At this point, you may be prompted to enter your PSU user name and password. If you click the “Save user credentials” option, the computer will store the info and connect you automatically in the future. Click OK.

AT&T Visitor Wireless
Penn State Mont Alto also offers wireless access from AT&T for visitors without a Penn State Access UserID. This access is available for parents, conference attendees, and others during special events such as New Student Orientation and conferences. Once connected, you will need to agree to AT&T’s terms before internet access will be granted. To do this, open a web browser. AT&T will automatically load and you will need to click “Get Started” to continue.

AT&T visitor wireless is intended for visitors without access to Penn State wireless and runs at a slower speed than the psu network. Users will access to psu should use that network instead of AT&T visitor wireless.

Mont Alto Directories
To quickly find a faculty or staff member at Penn State Mont Alto, please visit our web site at http://www.ma.psu.edu. Click on the Campus Directory link located in the upper right-hand portion of the site.

Recycling
The Mont Alto ITS Department offers a recycling program aimed at the preservation of the environment. We accept the following for recycling or proper disposal:

- Cell Phones
- Inkjet Cartridges
- Laser Toner Cartridges
- Small Alkaline or Rechargeable Batteries

We will not accept any lead acid batteries, i.e. those from cars, trucks, ATVs, lawn tractors, etc.

All recyclables can be dropped off at the IT department located in the Goddard House between the hours of 8:00 am to 6:00 pm, Monday through Friday. More information can be found at our website, http://www.ma.psu.edu/recycling.

ResCom
ResCom is the wired computer network located in all Penn State residence halls. Students who reside in a Penn State residence hall have the ability to connect a personal computer to the ResCom network resulting in broadband access to the Internet. Visit http://www.rescom.psu.edu for information regarding computer hardware requirements, policies, and instructions on how to connect a computer.

Lynda
Lynda.com is an online learning company that helps anyone learn software, design, and business skills to achieve their personal and professional goals. To access lynda.com through Penn State go to http://lynda.psu.edu, where you may video tutorials on Illustrator, Dreamweaver, Photoshop, Access, Excel, PowerPoint, and more. This is a free service provided to Penn State faculty, staff, and currently enrolled students.