ITS
INFORMATION TECHNOLOGY SERVICES ─────────────

GEN004   August 2004

Information for New Users
Help Desk

Welcome

Welcome to Information Technology Services (ITS) at the University of Hawai'i!

We provide e-mail and Internet connectivity for University students, faculty, and staff. We also provide support to help you use e-mail and the Internet.

UH Username and Password Information

UH username: This is also called uhunix ID, login ID, username, or even just ID. Your UH username is unique on our system and is **FOR YOUR USE ONLY**. Please read the "Information Technology Guidelines" section within this document.

Password: Every UH username has a password. *You should change the initial password to something only you will know and **DO NOT** share your password with anyone.*

Your UH username will be valid for the duration of your stay here at the University. Your e-mail account will be marked for termination once you are no longer registered for classes. You will receive an e-mail notice two weeks prior to your account termination.

With your UH username, you can:

♦   Write and read e-mail.
♦   Browse the Web and create your own homepage.
♦   Access the MyUH Portal to register for classes and input grades.
♦   Access the UH modem pools on an as-available basis.

Where to Go for Software and Support

ITS publishes a CD-ROM which contains all the applications that UH distributes for use by UH students, faculty, and staff. You may pick up the CD-ROM at the Keller 105 Lab or at the PC Lab in Keller 213. **Bring your UH ID to get a CD-ROM**. This CD includes applications such as Netscape Navigator, Adobe Acrobat Reader, and a legally licensed anti-virus program.

Once connectivity is established and a Web browser is installed, other software can be downloaded from **www.hawaii.edu/help/software.**

The ITS Help Desk has a variety of resources including documentation on many computer-related topics. Consultants are available to provide assistance on most technology-related questions and problems.

The ITS Help Desk has walk-in service available in the Keller 105 Lab and the PC Lab in Keller 213. The hours of operation for walk-in service are:

Fall and Spring Semesters	Interims, Spring Break, and Summer Sessions
Monday – Thursday: 8:00 a.m. – 9:30 p.m.	Monday – Friday: 8:00 a.m. – 4:30 p.m.
Friday: 8:00 a.m. – 4:30 p.m.	Closed weekends/holidays
Closed weekends/holidays	

The ITS Help Desk can be reached via phone at **(808) 956-8883 or toll free from the Neighbor Islands at (800) 558-2669**, e-mail at **help@hawaii.edu**, or fax at **(808) 956-2108**. The ITS Help Desk has a Web page at **www.hawaii.edu/help.** The hours of operation for phone support are:

Fall and Spring Semesters	Interims, Spring Break, and Summer Sessions
Monday – Thursday: 8:00 a.m. – 9:30 p.m.	Monday – Friday: 8:00 a.m. – 4:30 p.m.
Friday: 8:00 a.m. – 4:30 p.m.	Closed weekends/holidays
Closed weekends/holidays	

Support is provided for a limited number of applications on a variety of platforms, including Windows 2000/XP and Mac OS 9 and 10.

When you call the ITS Help Desk, you will be asked to provide detailed information. For example:

1. What is the **exact** error message you are receiving?
2. What are you trying to do? e.g. *Connect to UH via Dial-up Networking, install Netscape*, etc.
3. Which operating system are you using? e.g. *Windows 2000/XP* or *Mac OS 9/10*
4. Which campus are you from? e.g. *Mānoa, Kapiʻolani, Hilo, Maui*, etc.
5. Are you dialing in or directly connected via an Ethernet connection?
6. When did the problem start?

How do I get connected? Where do I go if I forgot my password? How do I install Netscape? Where can I get software? How can I write e-mail? What is the telnet address to UH?

Computer Labs and Facilities

1. ITS manages four labs on the UH-Mānoa campus. **You will need a valid UH username and password to login to the computers at ITS Hamilton, Keller 105 and PC lab. You will need to bring your validated student ID each time you use CLIC Labs facilities.** IDs can be validated at Campus Center 212. Lab locations and hours are:

   Fall and Spring Semesters
   Keller 105 Lab Ph. (808) 956-8056
   PC Lab: Keller Hall 213 Ph. (808) 956-6212
   Monday - Thursday: 8:00 a.m. - 9:30 p.m.
   Friday: 8:00 a.m. - 4:30 p.m.
   Closed weekends/holidays.
   Hours are subject to change.

   CLIC Lab: Sinclair Library 122
   Ph. (808) 956-8702
   Hours are dependent on hours of Sinclair Library.
   CLIC Lab opens 15 minutes after Sinclair opens and closes 15 minutes before Sinclair closes.
   Extended hours as posted.

   ITS Hamilton Lab: Hamilton Library 2nd floor addition
   (Opening Fall 2004)
   Monday – Thursday: 8:00 a.m. – 9:30 p.m. *
   Friday: 8:00 a.m. – 4:30 p.m. *
   Saturday 9:30 a.m. – 4:30 p.m. *
   Sunday 12:30 p.m. – 9:30 p.m. *
   *Hours when support staff is available. Lab is not manned during non-peak hours.
   Hours are subject to change.

   Interims, Spring Break, and Summer Sessions
   Monday – Friday: 8:00 a.m. – 4:30 p.m.
   Closed weekends/holidays.
   Hours are subject to change.

   Current hours of operation and more information about the ITS Labs can be found at **www.hawaii.edu/itslab.**

2. Internet terminals are located in the first floor lobby of **Keller Hall**. These terminals are specifically for **Internet use only**. Hours are posted in the lobby. A valid UH username and password are required to access the terminals, beginning Fall 2004.

3. Many departments have their own lab facilities. However, access to departmental/college computer labs may be restricted to students in that department or college**.** Please see your department/college office for more information about their available computer resources.

4. It is also possible to **connect to UH from home**. You may access the free UH modems on an as-available basis with software available from any of the ITS labs. The modem pool is limited and not intended to serve the entire UH community. Users are encouraged to connect via private Internet Service Providers (ISPs).

5. Portions of the UH- Mānoa campus have wireless capability. Please visit **www.hawaii.edu/wireless** for a coverage map and instructions on how to configure your computer for the wireless network.

How to Access Your E-mail

You may access your UH e-mail in a number of ways. You may use a client-based application such as Eudora. Another method of checking e-mail is to use Pine. Pine is a program available on the University's UNIX systems. A third method is Web Mail. To use Web Mail, point your Web browser to **mail.hawaii.edu**. Documentation for Eudora, Pine, and Web Mail are available on the Web at **www.hawaii.edu/itsdocs**.

How to Change Your Password

Password changes should be done regularly. Changing your password can be accomplished by visiting the following Web site: **www.hawaii.edu/account**. This site will also allow you to give the University permission to publish your UH username in the University directory.

Important Numbers and Information

Listed below are some important numbers and server names. This information is required to set up software to successfully connect to UH-Mānoa and other UH campuses.

UH-Mānoa Modem Pool:	440-0002
Modem Settings:	8 data bits, No parity, 1 stop bit (8-N-1), 28k
Domain Name Servers (DNS):	128.171.3.13 (primary) 128.171.1.1 (secondary)
SMTP Server:	mail.hawaii.edu
POP (POP3) Server:	mail.hawaii.edu
IMAP (IMAP4) Server:	mail.hawaii.edu
News (NNTP) Server:	news.hawaii.edu
uhunix Systems:	uhunix.its.hawaii.edu
Kaua'i Modem Pool[1]:	245-8293
Maui Modem Pool[1]:	242-7824
Hilo and West Hawai'i Modem Pool[1]:	974-7586
Moloka'i and Lāna'i Modem Pool[1]:	1-800-243-7133

[1] The Neighbor Island numbers support various baud rates and may not support PPP access. For more information please visit **www.hawaii.edu/itsdocs/cen/unxnisle**

Information Technology Guidelines

Access to institutional technology resources is a privilege granted to members of the University of Hawai'i community. As with any other shared resource, specific policies and general guidelines were developed to protect the integrity of and ensure equitable access to UH information technology resources. Executive Policy E2.210 "Use and Management of Information Technology Resources" documents these policies in detail and users of UH IT resources are required to abide by it. Expressly prohibited are: illegal activities such as unauthorized distribution of copyrighted materials (software programs, MP3 files, etc.), harassment, distribution of mass unsolicited electronic mail, and use of University resources for personal gain. The entire policy can be viewed at

www.hawaii.edu/infotech/policies/itpolicy.html.

Please review the policy in detail as the use of any University IT resource implies an acceptance of and an agreement to abide by Executive Policy E2.210.

For additional assistance, please phone the ITS Help Desk at (808) 956-8883,
send email to **help@hawaii.edu**, or fax (808) 956-2108.
Neighbor islands may call the ITS Help Desk's toll-free phone number at (800) 558-2669.

Or see the ITS Help Desk home page at **www.hawaii.edu/help**
The ITS walk-in Help Desk is located in
Keller 105 and Keller 213 on the UH Mānoa Campus.

The University of Hawai'i is an equal opportunity/affirmative action institution.