

University of Montevallo faculty have access to a wide range of technology resources.
This guide provides a brief introduction to many of those resources.

Technology Services Help Desk

Available by phone, day and night.

The Technology Services Help Desk is available to assist faculty with questions about network access, wireless, accounts, login credentials, passwords, and much more.

- Live technicians answer ALL calls
- All technicians are certified professionals
- Available 24 hours/day - 7 days/week

- **205-665-6520 (local)**
- **866-520-2401 (toll free)**
- **helpdesk@montevallo.edu**

Faculty Email

Outlook & Entourage

The primary email system for UM faculty and staff is Exchange Email. Faculty typically access Exchange Email via client software installed on their office computers. For PCs, this client software is Microsoft Outlook; for Macs, Microsoft Entourage.

The Exchange Email system has limited storage capacity. Therefore, faculty and staff are limited in the amount of email they can save on the server:

- At **100 MB**, you will start to receive warnings from the server
- At **130 MB**, you will no longer be able to send email
- At **140 MB**, you will no longer be able to send or receive email

Note that email stored in the Inbox as well as in the Sent and Deleted Items folders factor into the total space used. However, personal storage files (*.pst) do not count against these thresholds.

Exchange Email can also be accessed via ForUM (see below) or directly via the web at <http://outlookweb.montevallo.edu>.

ForUM

UM's portal

ForUM is the University of Montevallo's online portal. ForUM is a central location for easy access to many UM resources, such as Banner Self Service, Email and more

forum.montevallo.edu

Blackboard

Course Management System

Blackboard is the University of Montevallo's online learning management tool. Blackboard allows faculty and students to participate in courses online, or use online materials and events as a supplement to traditional classroom teaching methods. With Blackboard, UM instructors can make printed course materials available online (notes, syllabi, tests, etc) while integrating newer forms of media such as images, videos and audio recordings into their curricula.

For more information on Blackboard, please contact UM's Instructional Technologist, Leris Hambleton, at hambletonj@montevallo.edu.

ForUM Email

Student Email System

ForUM Email is the University of Montevallo's student email system. UM faculty and staff also receive ForUM Email accounts, but it is not considered their primary UM email account. ForUM Email is a hosted system, provided by Microsoft.

Accessing ForUM Email

- ForUM Email is accessed via a link in ForUM
- Your ForUM Email address is [your forum username]@forum.montevallo.edu
- Your ForUM Email username is the same as your ForUM Email address
- Your ForUM Email password is the same as your ForUM password

Redirecting ForUM Email

In order to avoid having to check two email accounts, many UM faculty redirect their ForUM Email to their Exchange Email accounts. Instructions can be found at <http://www.montevallo.edu/cs/ForUM/EmailRedirect.shtm>.

Email TO UM Students

ForUM Email is one of the official ways the University communicates with students. All UM students receive a ForUM Email account and are expected to check it regularly.

Email FROM UM Students

The email addresses listed for UM faculty in the student email system are **ForUM Email** addresses **ONLY**. This means that email sent to you by students will go to your ForUM Email account. Faculty who do not choose to setup a redirect rule in ForUM Email (see above) should check their ForUM Email accounts regularly and often.



Wireless Networking

AANET vs. UMNET

Wireless connectivity is available in almost all building on campus. UM operates two wireless networks:

- AANET is the academic wireless network. It is used by faculty and staff desktops, in classrooms and in Labs. Computers cannot connect to AANET without input from Technology Services.
- UMNET is the student and guest wireless network. Faculty who bring their personal laptops or other wireless devices to work will connect to UMNET.

NetReg

Computers connecting to UMNET must be registered before they will be allowed to access the Internet:

- Point your web browser to <http://netreg.montevallo.edu>
- Login to the NetReg site using your ForUM username and password.
- Fill out the required information about yourself and your computer.
- Reboot your computer.

Banner Self Service

Employee Information

Banner Self Service is the University of Montevallo's employee information system. UM employees can use Banner Self Service to access leave reports, vacation and sick leave status, time sheets (if applicable) and more.

Banner Self Service is available inside ForUM.

Passwords

Keep them safe and private

Passwords should NEVER be given out for others to use. When creating new passwords, avoid using phrases, names or numbers that can be associated with you. Never write your password where others might find it.

As of February 28, 2008 the University adopted a uniform password protocol requiring a complex password that must be at least 8 characters long, use a combination of upper and lowercase letters and include numbers and non-alphanumeric characters. In addition, passwords must be reset every 180 days.

What to do if you forget your password

Your passwords for Exchange Email, network access ForUM and ForUM Email are all the same. They can all be reset here:

<https://outlookweb.montevallo.edu/pwreset/forgot.aspx>

Blackboard uses a separate password system. There is a password reset utility available for Blackboard on the Blackboard login screen.



Library Computer Lab

PCs, Macs, Printers and Scanners

Technology Services maintains a computer lab in the basement of the Carmichael Library:

- The Library Lab features 28 Dell and 2 Apple computers
- Black & White (\$0.05/page) and Color (\$0.25/page) printing are available in the Lab
- Printing in the Lab requires the purchase of a print management card, available from a vending machine on the main floor of the Library
- Two flatbed scanners are available for student use in the Lab
- Students are required to scan their UM ID cards when entering the Lab
- The Lab closes 1/2 hour before the Library itself
- Software available in the Lab includes:
 - ◊ Microsoft Office 2007
 - ◊ Adobe Illustrator
 - ◊ Adobe Creative Suite
 - ◊ Academic software as requested by faculty
- The Library Lab is available for occasional class use by faculty. Contact Linda Byous at x6512 for information about reserving the Lab.

Audio/Visual Support

Classroom Technology

Many UM classrooms contain audio/visual (AV) equipment, such as projectors. Technology Services provides support for these devices.

Network Access

How to login

The UM network allows access to a great many online resources. How you login to the network, and under what circumstances, depends on your computer.

Note that only UM-owned computers are allowed to login to the network.

PC Users

Typically, you will either be presented with a network login menu or you will need to press Ctrl-Alt-Delete to make the log on menu appear. Type your login ID and password in the appropriate spaces, then press "Enter" or click "OK" to log in. These are the same as your ForUM username and password.

Macintosh users

Macintosh computers will not prompt you to login to the network until you attempt to use a network resource such as email or shared folders. Type your login ID and password in the appropriate spaces, then click "Connect" to log in. These are the same as your ForUM username and password.

Campus Standard Software

Mac and PC

Technology Services supports both PC and Mac software. The following are the standard software applications in use on campus:

- Microsoft Windows XP
- Mac OSX
- Microsoft Office 2003 (PC), 2007 (PC) and 2008 (Mac)
- Internet Explorer 6 and 7
- Safari
- Sophos Antivirus
- Reflection & HyperTerm (terminal emulation software)