



**California State University, Los Angeles**

**Information Technology Services**

**What You Should Know About  
Student Academic Computing  
2009-2010**



**Answers to:**

- Services available
- Campus Policies
- Where to get help



**ITS Help Desk  
(323) 343-6170  
HelpDesk@calstatela.edu**



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\*\*You must read and understand the University policies relating to peer-to-peer file sharing.



## Accessing the Campus Network

### High Speed Wireless Network Access

Cal State L.A. is wireless! That includes Student Housing! Most outdoor common areas, and inside most buildings have also been configured for high speed wireless Internet access. You can select either a secure (encrypted) connection or an unsecure (unencrypted) connection. To configure your laptop for wireless Internet access, see page 11 if you use Windows XP, page 13 for Windows Vista, or page 14 for Apple-Macintosh. For more information on wireless service, visit <http://www.calstatela.edu/wireless>.



### My network account – what is it?

The network account is your passport to campus information technology (including wireless services). With it, you can access computer software applications, wireless, library databases, electronic mail and other services available through the campus network. More information about your network account can be found at [http://www.calstatela.edu/helpdesk/nis\\_account.php](http://www.calstatela.edu/helpdesk/nis_account.php).

### My network account – how do I get it?

If you are a student enrolled at Cal State L.A., you are eligible for an account. You can obtain your network account information by going to the ITS Help Desk located in the Library Palmer Wing (LIB PW) Lobby. Make sure you bring either your CSULA ID or a valid photo ID and proof of enrollment.

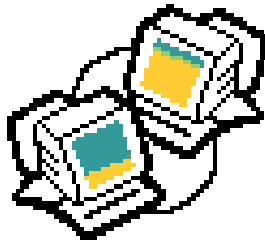
Please contact the Help Desk for information on how to customize your password, or visit

<http://www.calstatela.edu/its/docs/pdf/passwd.pdf>.

Each student receives 100 megabytes of e-mail storage with their account and 10 megabytes of storage on their home server.



## What About Peer-to-Peer File Sharing and Piracy?



### The Cal State L.A. Policy

Unauthorized peer-to-peer file sharing of copyrighted works, including music, pictures, movies, and other published materials is a violation of campus computer-use policy. It is also illegal and may carry significant monetary and/or criminal sanctions. It is the responsibility of the student

downloading or uploading files to ensure that these are not copyrighted works, or that he or she has the permission of the copyright holder.

### What are the possible legal penalties?

Online infringement of copyrighted music can be punished by up to 3 years in prison and \$250,000 in fines. Repeat offenders can be imprisoned for up to 6 years. Individuals may also be held civilly liable, regardless of whether the activity is for profit. Individuals can also be held liable for actual damages, lost profits, or statutory damages up to \$150,000 per infringed copyright.

### What does “piracy” mean?

There are four types of piracy:

- **Pirate recordings** are the unauthorized duplication of only the sound of legitimate recordings.
- **Counterfeit recordings** are unauthorized duplicates of prerecorded sounds, original artwork, labels, trademarks, and packaging.
- **Bootleg recordings** are unauthorized recordings of live concerts, or musical broadcasts on radio or television.
- **Online piracy** is the unauthorized uploading of copyrighted material and making it available to the public, or unauthorized downloading of copyrighted material from a web site even if the material is not resold. Online piracy may also include certain uses of “streaming” technologies from the Internet.

## What About Peer-to-Peer File Sharing and Piracy?

### How will the University know if I'm downloading?

To protect both our students and network resources, the University constantly utilizes tools to monitor the transmission of files. If large volumes of file traffic were allowed to transverse the campus network, it would not only impact network traffic, but also interrupt instructional programs and would represent a misuse of scarce State-provided bandwidth.



### What is RIAA?

The Recording Industry Association of America (RIAA) is a trade Association representing manufacturers who distribute approximately 90 percent of legitimate sound recordings in the United States. RIAA is very active in the enforcement of copyright laws and piracy for its members.

RIAA has contacted the University about piracy and copyright infringement in the past.

### What if I get caught?

If the University is notified of a copyright violation, ITS will verify the date, time, IP address, and the port where the violation occurred and who was logged on to that port when the violation occurred. The e-mail account is immediately locked. When the student comes to request the account be unlocked, they are counseled about the seriousness of unauthorized uploading or downloading of copyrighted material. The e-mail account is then unlocked. If a second violation occurs, the account is locked and the matter is turned over to the Judicial Affairs Officer in the Division of Student Affairs for review and possible disciplinary action.



## Where Can I Get Help?

### ITS Help Desk

The ITS Help Desk is here to provide the campus community with friendly one-on-one computing assistance that includes issuing network accounts and providing troubleshooting for basic software, network connectivity issues, and using the campus network systems.



You can contact the ITS Help Desk by:

E-mail: [HelpDesk@calstatela.edu](mailto:HelpDesk@calstatela.edu)

Phone: (323) 343-6170

Website: <http://www.calstatela.edu/helpdesk>

You can also drop by in person during normal business hours for assistance. The Help Desk regular support hours are:

Monday-Thursday 8 a.m.—8 p.m.

Friday 8 a.m.—5 p.m.

Saturday 9 a.m.—1 p.m.

\*\*Please be aware that the ITS Help Desk is closed on all administrative closure and state budget closure days, as well as all university holidays.

Visit the Help Desk website for the current Help Desk hours, and closure days.

### First Aid Kit

Many personal computers that are connected to the Internet are vulnerable to intrusions that appear in different forms ranging from irritating pop-up windows to viruses capable of destroying data and completely disabling your machine. The First Aid Kit is a group of Web sites designed to address these vulnerabilities. The sites include information on anti-virus, anti-spyware, and anti-spam programs as well as information on how to clear your browser cache and turning pop-up blocker services off. More information on the First Aid Kit can be found at <http://www.calstatela.edu/its/firstaid>.



## What Else Should I Know About?

### E-mail

Cal State L.A. students have a free, web-based e-mail system called Microsoft Outlook Web Access (OWA) 2003. Students can communicate with other users on campus or at remote sites via the Internet. Each student OWA e-mail account has 100 megabytes of storage space. Student e-mail addresses are constructed using the network user name. For example, *username@calstatela.edu*. To access the e-mail system, go to <https://mymail.calstatela.edu>. You will use your Campus Network account to log in.



### Quarantine Manager

Spam is unsolicited junk e-mail sent to a large number of people to promote products or services. The vast amount of spam sent across the Internet can be bothersome and even offensive.

Information Technology Services (ITS) provides an effective e-mail filtering service for spam protection. This anti-spam service is available through subscription to the Cal State L.A. campus community. If the anti-spam filter detects that a message has a 50% or greater likelihood of containing spam, the message is quarantined (blocked) instead of being delivered to your inbox. A great benefit of the anti-spam service is that it gives users control over their personal spam quarantine through a web interface called the Quarantine Manager. The Quarantine Manager applies only to the student e-mail account. It can be found at <https://qmanager.calstatela.edu>.



## What Else Should I Know About?

### Online Documentation

ITS provides support to students by offering digital documentation for using software (including Microsoft Office, Adobe Creative Suite, SPSS, and HTML), computing systems, and other University services and resources. Most documentation files are available in the Adobe PDF file format.



Online documentation is available at <http://www.calstatela.edu/handouts>.

### ITS Training Program

The ITS Training Program provides the campus with quality hands-on training in the latest software available on campus. Workshops include multipart series for Microsoft Office suite applications (Word, PowerPoint, Excel, and Access).

Workshops are also available for computerizes statistical analysis using SPSS, advanced capabilities of Word and Excel, creating effective presentations using PowerPoint, creating Web pages using HTML, and using applications such as Adobe Photoshop, Flash, and Dreamweaver. Workshop participants receive hands-on practice at a computer workstation. To learn more about the workshops, visit <http://www.calstatela.edu/training>.

### Golden Eagle Territory (GET)

The Golden Eagle Territory (GET) system is where you check class availability, review financial aid information, register for classes, and view your grades. Personal information such as your address, phone number, and emergency contact can be changed or updated using GET. If you experience an error or have trouble accessing the GET system, you can get help by calling the GET Helpline at (323) 343-7438. You can access your GET information by going to <https://get.calstatela.edu>.



## What Else Should I Know About?

### WebCT/Blackboard

WebCT is an integrated e-Learning system for higher education. With WebCT, students can access more convenient and personalized learning options provided by instructors. In a course supported by WebCT, instructors can post lecture notes, assignments, and answer questions. Students have access to materials made available by the instructor, including their grades for the course. To learn more about WebCT, go to <http://www.calstatela.edu/webct>.

### The Library & Online Database Searching

The campus library subscribes to more than 130 electronic databases covering all subject disciplines for research by students, faculty, and staff. Many of these electronic databases have licensing agreements that restrict their use to currently enrolled students. All databases can be accessed in the library, the campus computer labs, and through the campus wireless network. All databases (unless marked) can also be accessed off-campus. Additionally, the library provides free drop-in workshops. To see the workshops offered by the library, go to <http://www.calstatela.edu/library/workshops>. For more information about the library and services visit the library in person or at <http://www.calstatela.edu/library>.

### Are You Secure?

Protecting your personal, confidential information and keeping your computer safe from uninvited intruders and viruses is a large concern. Information on how to remain secure when using your computer resources can be found online. The official campus Information Security website is called Are You Secure? The site contains important tips and information about various aspects of information security designed to help you use the Internet safely and become aware of your responsibility in protecting your confidential information and the information of others. For more information about security knowledge, visit <http://www.calstatela.edu/itsecurity>.





## What Else Should I Know About?

### Open Access Computer Labs

Computer access for University-related work is available in five Open Access Labs (OALs). Students must have a valid CSULA ID and an active network account to work at an OAL computer workstation (some have both PC and MAC workstations). Lab consultants are available to answer basic questions regarding the equipment and software used in the labs. OAL hours vary every quarter. To find a lab location and hours of operation, follow the link on the Useful Links page.



The Student Housing computing lab has 17 workstations and can be found in the Phase I Community Information Center (CIC). More information on the campus OALs can be found at <http://www.calstatela.edu/oal>.

### ITS Job Opportunities!

ITS employs many student assistants in a number of different roles including Help Desk and Training.

If you are interested in working for ITS as a student assistant, please visit the Career Development Center to find out about any open student assistant positions. If you find a position you are interested in, please fill out the Student Employment Application (<http://www.calstatela.edu/univ/cdc/stuappli.pdf>). On the application, you will need to specify the job title and the job ID number for the position you are interested in. This information can be found on the description page of each position.

It is highly recommended that a resume be attached to the completed application. If you have any questions regarding the application, please contact the Career Development Center or visit <http://www.calstatela.edu/univ/cdc/>.



## Configuring Wireless Service Using Windows XP

### To establish an unencrypted connection:

1. Click the “*Wireless network detected*” balloon.
2. Select “*CSLA-UNENCRYPTED*” in the *Wireless Network Connection* dialog box and click the **Connect** button. The status will indicate “*Connected*” when a connection is established.
3. Close all open dialog boxes, launch your web browser and log in using your network account.

### To establish an encrypted connection:

1. Open the **Control Panel** from the **Start** menu and, if necessary, **Switch to classic view**.
2. Click the **Network Connections** button.
3. Right-click the **Wireless Network Connection** button and select **Properties**.
4. In the *Wireless Networks* tab, click the **Add...** button.
5. Enter “*CSLA-ENCRYPTED*” in the *Network name (SSID)*: text box.
6. Select either “*WPA*” or “*WPA-2*” in the *Network Authentication*: drop-down list.
7. Select either “*AES*” or “*TKIP*” in the *Data encryption*: drop-down list.
8. In the *Authentication* tab, select “*Protected EAP (PEAP)*” in the *EAP type*: drop-down list and uncheck any check boxes below the **Properties** button.
9. Click the **Properties** button, then check the *Validate server certificate* check box.
10. Select “*Secured password (EAP-MSCHAP v2)*” in the *Select Authentication Method*: drop-down list.
11. Click the **Configure...** button and uncheck the *Automatically use my Windows logon name and password (and domain if any)* check box.
12. Close each open dialog box.
13. In the **Network Connections** window, click the **Wireless Network Connection** button.
14. Click anywhere inside the “*CSLA-ENCRYPTED*” area of the dialog box.

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## Configuring Wireless Service Using Windows XP

15. Click the **Connect** button.
16. After a delay of several seconds, the **Wireless Network Connection Credential** balloon will appear on the right side of the **Task Bar**.
17. Click inside the balloon. The *Enter Credentials* dialog box will open.
18. Faculty and staff must enter **User name:**, **Password:**, and **Logon Domain:** in the *Enter Credentials* dialog box. Students enter only **User name:** and **Password:** and leave the **Logon Domain:** text box blank. Click the **OK** button.
19. Click inside the **Wireless Network Connection Logon Information** balloon.
20. Click the **OK** button. The *Wireless Network Connection* dialog box should indicate **Connected** in the **CSLA-ENCRYPTED** connection.
21. Close all open dialog boxes, launch your web browser and log in using your network account.



## Configuring Wireless Service Using Windows Vista

### To establish an unencrypted connection:

1. Right-click the **Network** icon on the lower right hand corner and select **Connect to a network**.
2. Choose **CSLA-UNENCRYPTED**.
3. Click the **OK** button.
4. Once the *Successfully connected* message appears, choose to either save or not save the network.
5. Click the **Close** button.
6. Launch a web browser and log in using your network account.

### To establish an encrypted connection:

1. Click the **Start** menu.
2. Select **Connect to**.
3. Click **Open Network and Sharing Center** at the bottom.
4. From the left menu, click **Manage wireless networks**.
5. Click **Add**.
6. Select **Manually create a network profile**. A window will appear.
7. Type in "**CSLA-Encrypted**" in the **Network Name** field.
8. Choose either **Security type: WPA-Enterprise** and **Encryption type: TKIP**, or **Security type: WPA2-Enterprise** and **Encryption type: AES**.
9. Click the **Next** button.
10. On the *Successfully added CSLA-Encrypted* screen, click **Change connection settings**.
11. Click the **Security** tab.
12. Click the **Settings** button.
13. Click **Configure**.
14. Uncheck the **Automatically use my Windows logon name...** checkbox.
15. Click **OK**.
16. On the *Protected EAP Properties* window, click **OK**.
17. On the *CSLA Encrypted Wireless Network Properties* window, click **OK**.
18. In the last window, click **Connect To** and select **CSLA-Encrypted** from the list of networks.
19. Click **Connect**.
20. Click **Enter/select additional log on information**. If an *Additional balloon* appears, click it.
21. When asked to Enter Credentials, enter network account information. Leave the **Logon domain** field blank.
22. Click **Enter/select additional log on information** again. If an *Additional balloon* appears, click it.
22. When prompted to *Validate the Server Certificate*, click **OK**.
23. Close all open dialog boxes, launch your web browser and log in using your network account.



## **Configuring Wireless Service Using Apple-Macintosh**

### **To establish a connection:**

1. Click the **Wireless** icon in the upper right corner of the window.
2. If the *Airport* is turned off, select it to turn it on.
3. Select either the "*CSLA-Unencrypted*" or "*CSLA-Encrypted*" network.
4. If the "*CSLA-Encrypted*" network is selected, you will be asked if you want to view the certificate. Select **Continue**.
5. Launch your web browser and log in using your network account.



## Useful Links to Computing Resources

### **Are You Secure?**

<http://www.calstatela.edu/itsecurity>

### **Changing Passwords**

<http://www.calstatela.edu/its/docs/pdf/passwd.pdf>

### **First Aid Kit**

<http://www.calstatela.edu/its/firstaid>

### **Golden Eagle Territory (GET)**

<https://get.calstatela.edu>

### **ITS Help Desk**

<http://www.calstatela.edu/helpdesk>

### **ITS Training Program**

<http://www.calstatela.edu/training>

### **Library**

<http://www.calstatela.edu/library>

### **myCSULA Portal**

<http://mycsula.calstatela.edu>

### **Network Accounts**

[http://www.calstatela.edu/helpdesk/nis\\_account.php](http://www.calstatela.edu/helpdesk/nis_account.php)

### **Online Documentation**

<http://www.calstatela.edu/handouts>

### **Open Access Labs (OAL)**

<http://www.calstatela.edu/oal>

### **Quarantine Manager**

<https://qmanager.calstatela.edu>

### **Student E-mail**

<https://mymail.calstatela.edu>

### **WebCT**

<http://www.calstatela.edu/webct>

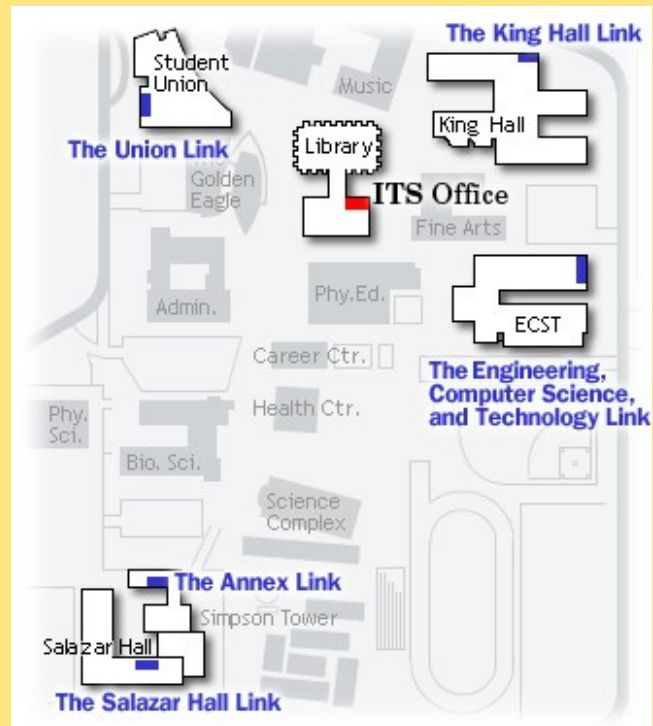
### **Wireless Network Access**

<http://www.calstatela.edu/wireless>



## California State University, Los Angeles

### Open Access Labs



Visit the student housing computer lab located in the Phase I Community Information Center (CIC). Contact the Housing Office for CIC lab hours.

**Information Technology Services**  
**JFK Library, Palmer Wing Lobby**  
**5151 State University Drive**  
**Los Angeles, CA 90032-8337**

**ITS Help Desk**  
**(323) 343-6170**  
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