
solutions for your academic computing needs

• academic & administrative computing support
• network and telecommunications
• media services
• systems
• computing security

Please visit us at it.hollins.edu or upstairs in Dana 242
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Overview of Information Technology at Hollins

Connecting to the network
If you are bringing a computer to campus, your computer must meet the minimum configuration requirements. The computer must either have an Ethernet card (and cable) or a wireless network card in order to communicate with the network. If the computer is compatible with the network, Information Technology will provide the necessary software and instructions to make the connection function.

Minimum Computer requirements for using the Hollins Network

Laptop or Desktop
There are a number of places on campus where students with laptops can connect to the Hollins network as well as the internet. Laptops provide the convenience of portability and take up less space in the dorm room. Hollins University strongly recommends that all students bring their own personal laptop.

Software
Hollins University uses Windows 7 Professional and Office 2010 Professional in labs on campus.

Hardware
Support for student PCs and Macs.
PC: Windows 7 and above.
Mac: OSX 10.7 (Lion) and above.

*Hollins does NOT support faculty/staff PERSONAL computers, the university will only support Hollins issued computers for faculty and staff.

Connecting to the wireless
Students whose laptops meet the minimum configuration requirements can register their computer on the wireless system. Hollins University uses a connection which shows “Hollins Student” on the wireless manager that allows computers running on the most recent operating systems (including Windows 7 and higher, and Mac OSX 10.7 and above) to connect to the network. Please follow the enclosed directions for either a PC or Mac client on Page 9.

Where can students access computers on campus?
Students can access computers in the labs of Dana Science Building (2nd floor lobby and rooms 111 & 236), Pleasants 204, and the Library. Each lab has access to high quality laser printers. Most labs are open 24 hours a day, seven days a week during the semester. The library has wired ports and wireless so students can easily plug in network-ready laptop computers. Wireless access is also available in all academic buildings and dorm rooms.

Please Note – A number of classes and seminars are scheduled in Dana 111, 236 and Pleasants 204. Please check the scheduling board outside of those labs or my.hollins for times when the labs are reserved or by clicking here.

NO FOOD, AND ONLY DRINKS WITH A SECURED LID ARE ALLOWED IN THE LAB.

Lab Hours When Classes are in Session

<table>
<thead>
<tr>
<th>Location</th>
<th>Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dana 2nd floor lobby,</td>
<td>24 hours a day, seven days a week</td>
</tr>
<tr>
<td>Dana 111, Dana 236</td>
<td>(unless a class meets in lab)</td>
</tr>
<tr>
<td>and Pleasants 204</td>
<td></td>
</tr>
<tr>
<td>Library</td>
<td>Available when Library is open</td>
</tr>
<tr>
<td></td>
<td>(Closes 15 minutes before library)</td>
</tr>
</tbody>
</table>

Lab Hours When Classes are not in Session

<table>
<thead>
<tr>
<th>Location</th>
<th>Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>All labs, except</td>
<td>Monday through Friday</td>
</tr>
<tr>
<td>Library</td>
<td>8:30 a.m.-4:30 p.m.</td>
</tr>
</tbody>
</table>
What software applications are supported?
The following applications are supported through the Help Desk: Microsoft Office 2007/2010/2013 and Macintosh version 2008/2011, Windows 7, Windows 8, and Mac OSX 10.7 and higher. The Information Technology Help Desk may not be able to answer questions about or help solve problems with applications other than those listed above. Please see the professors for help with course software such as Minitab, SPSS, Final Draft, Moodle, and Maple.

Saving Data

The computers in the labs will not allow anything to be saved to the hard drive permanently. All changes made to a computer, including files saved to the hard drive, will be deleted when the computer is rebooted. Please save your work to a CD, a USB Flash drive, external hard drive, or your H: drive.

Printing

Networked printers are available in rooms Dana 117 (near elevator), Dana Lobby, Pleasants 204, and the Library Coffee Commons, Library Second Floor, and VAC 1st Floor. Each student is allowed 1000 prints per Fiscal year (July—June). If your limit is reached, you will have the option of purchasing additional prints in increments of 500 ($5). You must do so at the Help Desk with cash. If printing from the Internet, please be sure you are printing only the relevant pages as some sites can contain many, many pages. Login to the printers is required to release your print jobs. Printing will be monitored for abuse of this policy.

Print jobs will be stored in the follow-you queue for up to 4 hours. You can pick up your job at any of the following printers: Dana Lobby, Dana 117, Library 2nd floor, Library Coffee Commons, VAC 1st Floor, and Pleasants 204.

The Help Desk only Supports 8.5 x 11 paper. Any special requests will need to be taken to Printing and Mailing, located in the basement of Main. Reimbursements for mis-prints will not be given.

Cost for prints

Color prints are .04 each
Color duplex is .08 each
Black and White prints are .02 each
Black and White duplex is .04 each
Scanning to external storage device, email, or H: drive is free of charge

Adding Ricoh printer from campus desktop using Windows 7/8

1) Click ‘Start’ menu
2) In the search programs and files box type \print
3) Hit ‘Enter’. A list of printers should appear.
4) Double click the desired print queue. The driver will proceed to install.
5) Go into your document, pdf, picture file.
6) Under ‘File’, Click ‘Print’. Under ‘Printer’ Select the new print queue and hit ‘Print’

Installation of software

You may install any applications you like on the lab computers. However, all installations will be erased when the computer is rebooted.

The Help Desk

The Information Technology Help Desk is located in Dana 242.

Hours of Operation:

<table>
<thead>
<tr>
<th>Summer and J-Term</th>
<th>Hours of Operation: Fall/Spring</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday—Friday 8:30am—4:30pm</td>
<td>Monday— Thursday 8:30 am-6:00 pm</td>
</tr>
<tr>
<td></td>
<td>Friday 8:30am-4:30 pm</td>
</tr>
</tbody>
</table>
Problems that may occur with a student's personal computer are the responsibility of the student. Hollins University strongly suggests that the student contact the manufacturer if the computer is under warranty or an off-campus repair service if it is not under warranty.

An Information Technology staff member will offer 60 minutes of free support to visit a student room (for desktops) or check it for problems at the Help Desk (for laptops). If the computer having problems does not meet the minimum specifications set forth by Information Technology (an information sheet was mailed to each student during the months prior to their arrival on campus) Hollins University cannot guarantee that a network connection will work without the recommended setup.

Each student is allowed THREE free virus removals per fiscal year. After this limit has been reached, we will refer students to a local repair facility. Hollins University remains responsible for maintaining all network hardware from the wall network outlet to the rest of the University Network without additional charges to students. The university does charge, however, for damage to outlets, cables, or equipment through abuse or carelessness of the student. The Help Desk can be reached by telephone at x7777 while on campus, (540)362-6538 while off campus by cell phone. Please call or come by the Help Desk in Dana 242 if you need assistance.

Trouble Tickets
Hollins has a Helpdesk software program called KACE. Whenever you have a computer, network, phone, or software related problem, you can create a trouble ticket in the system and it will be forwarded to the IT staff for resolution. You will also be able to use KACE to track the progress of your incident. The links can be located at the my.hollins website under the “Campus Services” tab or by going to: http://ithelprequest/ on campus, or on the Hollins IT website it.press.hollins.edu.

All computer support requests must go through the Hollins University Help Desk (x7777) or 540.362.6538. Problems or questions regarding supported software, i.e. Microsoft Office, will be answered as quickly as possible over the telephone or via email. Please allow the Help Desk a reasonable amount of time to respond to your request – please refrain from directly calling staff members in their offices as all calls MUST be documented through the Help Desk.

User Name and Password Information

To sign on to a PC in a Computer Lab and my.hollins:
Your NT username is your last name followed by your first, then middle initials (example: Jennifer S. Harrison’s username is harrisonjs). Your initial computer password is your three initials followed by the last four digits of your Hollins generated ID number (example: Jennifer S. Harrison’s would be jsh6644). THIS PASSWORD SHOULD BE CHANGED IMMEDIATELY AFTER LOGGING ON – Go to your Outlook Web Access Email account (https://mail.hollins.edu/owa/), Click “Options” and “Change Password” to change your password to something you will remember. The password must be at least 6 characters long and should contain numbers and letters. Passwords ARE case sensitive.
Please note that your email address (for new students) is your last name followed by your first and middle initial. (example: Jennifer S. Harrison’s email is harrisonjs@hollins.edu)

If you are trying to access my.hollins from a personal computer or from off-campus, you must enter hollinsnt\username (example: Jennifer S. Harrison’s will be hollinsnt\harrisonjs) into the username prompt. Your password will remain the same. You cannot connect to my.hollins from off-campus without first typing username and password.

Remember your Account Names and Passwords
It is important that you never give your password to anyone. You are responsible for anything that transpires through your account. If you forget your password, please contact the Help Desk in Room 242 of Dana Science Building. Information Technology requires you to change your password immediately after you have initially logged onto email or the network. To change your Login/Outlook email password, press ctrl-alt-del and choose the change your password button, or change it under options on your Outlook Web Access (OWA) page. Macintosh users can only change their password by using a PC.

Land line telephone in your room
Students who are interested in having a land line phone in your dorm room please fill out the form here: https://hollins.qualtrics.com/jfe/form/SV_801exMiULlwP51X. Note that there is NO charge for having a land line, but you will need to bring your own phone if you desire to have a land line phone in your dorm room.
Hollins University Acceptable Use Guidelines

Hollins has the following acceptable use policies. You must agree to these policies before using the Hollins network.

Introduction
Hollins University supports freedom of expression, freedom of speech and academic freedom in the pursuit of scholarly inquiry and the sharing of information. The University’s computing resources are made available to Hollins University’s students, faculty, staff and alumni for the academic, educational, creative, artistic, and research purposes of the University. With such use come responsibilities and obligations on the part of everyone using the network. Each member of the University community is expected to protect the integrity of these resources and to know and adhere to University rules, regulations and guidelines for their appropriate use.

Existing Laws
All members of Hollins University are bound by state, federal and local laws relating to civil rights, harassment, copyright, security, libel and other statutes relating to electronic media.

Any attempt to break those laws through the use of the Hollins network may result in litigation against the offender by the proper outside authorities. If such an event should occur, Hollins University will fully cooperate with the authorities to provide any information necessary. In addition, such events will be dealt with by the appropriate Hollins disciplinary bodies. At a minimum, a violator may be subject to having his/her account revoked.

Student records
Student records are protected by the Family Educational Rights and Privacy Act (FERPA) and may be accessed only by school officials with a legitimate educational interest.

Copyright
Copyright law protects intellectual property such as software, images, musical compositions and text against unauthorized copying. Hollins University users are responsible for making use of software and electronic materials in accordance with copyright and licensing restrictions. Users should not copy programs and other intellectual property unless they are certain they are legally entitled to copy them (For example, illegal music files).

Harassment
Messages that harass an individual or a group are strictly prohibited. Hollins University has a policy prohibiting harassment, and all incidents of harassment will be handled according to that policy.

Libel
All members of the computing community should be aware that untrue and/or reckless statements made about others is not only against the Honor Code, but may form the basis of a civil libel action.

Electronic Communication
The general standard of e-mail privacy will be that which is assured to persons who send and received sealed envelopes through the physical mail system that envelopes would not be opened by university officials except for exigent conditions.

Security
Hollins users may use only their own computer accounts. Users may not supply false or misleading data to obtain an account nor improperly obtain another’s password in order to gain access to computers or network systems, data, or information.

Users are responsible for the use of their computer account(s). They should make appropriate use of the system and network-provided protection features and take precautions against others obtaining access to their computer resources. Accounts are for the sole use of the individual to whom they are assigned and passwords are strictly confidential. If a user suspects that anyone else knows his or her password, the user must change it. For the users’ own protection and for the security of computing resources, users should always remember to logout before leaving a networked computer.
To ensure the proper functioning of PCs to accomplish the mission of the university, users should avoid changes to the computers/network that might adversely affect its functioning.

It is not acceptable to add, alter, disable or remove any software which resides on a machine in the public computing areas or is accessible via Hollins University's network resources. Hollins users may not attempt to modify the University system or network facilities or attempt to crash the systems. They should not tamper with any software protections or restrictions placed on computer applications or files.

Users must have valid licenses for all software installed on university computers.

Users should not tamper with any of the network hardware such as cables, jacks, or computers.

Any activity on the network that is likely to result in the loss or disruption of service to another person is prohibited. This includes (but is not limited to) such things as the introduction of viruses, worms, Trojan horses or other rogue programs to the system, tying up computer resources for excessive game playing and other activities not related to one’s work or classes, sending junk mail and chain letters, and downloading extremely large files (especially those not related to the person's class work or job).

All PCs connecting to the Hollins University network are required to maintain updated virus protection software.

**Commercial Use**

Although it is acceptable to promote money-making activities for organizations that are sanctioned by the University, individuals may not use the Hollins University computer network and resources for money-making activities or to advertise or support a private or commercial business since this may jeopardize our non-profit status.

**Mail**

Persons with accounts should exercise due care and responsibility for the use of their email account. To prevent unwanted messages from being sent from your account, users should logout of mail or lock their computers when they are unattended. Mail should not be used to distribute threatening or harassing messages, spam, chain letters or solicitation for commercial activities. Users of Hollins University’s IT resources may not send electronic messages in which the sender’s identity is forged.

**Conservation of Resources**

Printers are for the use and convenience of the university community. They should not be used to print output not related to the university’s mission. If multiple copies of a document are needed, one should be printed and additional copies should be produced on copiers (to reduce costs). All users should try to eliminate the printing of pages that are not needed.

The amount of disk space available for directories on network servers is limited, so account owners should maintain only active and frequently used files on these servers.

The maximum time that a computer may be locked if a user must leave the room is 15 minutes. After that time, the computer may be rebooted by Computer Services to allow others to use it.
The following are instructions on how to securely connect to wireless on campus for those students using Windows 7 and 8.

**WINDOWS 7:** Open the Start menu at the bottom left hand corner of your screen. **WINDOWS 8:** Click your Windows button on your keyboard and press X. From there, click on Control Panel.

In the next window, click on Network and Internet.
Configuring Wireless Windows 7 and 8 continued...

You should now see the Network and Sharing Center, click Connect to a network
You should then see your wireless internet connections displayed. Click on Hollins Student, make sure the ‘Connect Automatically’ box is checked and click Connect.

Next, type in the network security key, ‘hollins.edu’ and click Ok.

Finally, you should be successfully connected to the Hollins Student wireless network.
Configuring Wireless for Macs

The following are instructions on how to securely connect to wireless on campus for those students using Macbooks or iMacs. Macintosh computers should automatically pick up the HollinsStudent wireless network. It should prompt for a password – ‘hollins.edu’

If your Mac does not detect the wireless, please follow these instructions:

Go to the Menu Bar
Select “Airport”
Click “Turn Airport Off”
Click “Turn Airport On”

If it does not automatically try to connect to the HollinsStudent wireless, manually select it from your Airport options.

You should be prompted for a password to connect to the HollinsStudent wireless. The password is “hollins.edu”. Give it a minute to connect.
Registering a Mac (10.7 or later)

Connect to the “Hollins Student” network:

It will prompt you for a password. The password is: ‘hollins.edu’:
Registering a PC, Mac, or Device With a Web Browser on the Hollins University Network

As of July of 2015 we have adopted SAFECONNECT and are no longer using the Cisco NAC Agent on campus. When connecting to the network for the first time (HollinsStudent) from campus, your browser will open automatically and you be redirected to the following SafeConnect page:

Enter your Hollins University provided username and password (i.e. Jennifer S. Harrison’s username is harrisonjs) and then check the box where it says “I accept the Acceptable Use Policy”. Please note: If you are unable to register for any reason, or if you do not have a Hollins University username and password, you can have limited access to the internet using the Hollins Guest network. Please see page for instructions on how to access the guest network.

Once you log in with your Hollins student credentials, you will be logged into the network. If you do not have any antivirus software installed, you will be redirected to an install page, until you install the necessary antivirus software.

PC users: It is recommended that you install the antivirus ‘AVG’ or ‘AVIRA’ onto your computer.

Mac users: It is recommended that you install the antivirus ‘AVIRA’ onto your computer.

Since viruses, spyware and adware are forever growing on the Internet, we have had to add “computer checkers” to ensure other students are not infected by another’s Internet vulnerabilities. You are required to have an active antivirus program (not a trial version) installed on your PC computer.

While it is not necessary for Mac users to have antivirus installed on their computer, it is highly recommended that you do so.
Downloading the Policy Key onto your device

Once you have successfully installed antivirus onto your computer, you will be asked to download a ‘policy key’. Click the “Download Now” button.

Once the policy key is installed, you will need to come back to the web page and click “I’m done installing” button. Refresh the page (if it doesn’t automatically) or go to a new webpage, you should have access to the internet at this point.
Once the antivirus software is installed and the policy key is installed, click the ‘Check Again’ button and you will access to the network.

Finishing up

Accessing the Hollins Guest Network
The guest network is meant for short term use by parents, friends, and guests of Hollins community members. After connecting to the "HollinsGuest" Wi-Fi network, open your browser if it has not automatically opened. You will be redirected to the following page. Click the “Request a Guest account” button near the bottom to continue.
Accessing the Hollins Guest Network continued...

From the next page choose the appropriate profile for your access from the drop down list and click continue.

Complete the form with email address, name, mobile number and mobile service provider (this will send you a text message with your username and password generated by the system) and click continue.
Accessing the Hollins Guest Network continued…

You will see a message on the screen that your request was approved and will show you the mobile number that the text message was sent to. From there click continue.

You will see the “Sign In” page again and you can put in the username and password that was sent to you in the text message to access the Guest network. *Notice, if you are accessing the Guest Network from a laptop (Mac or PC) you will be asked to download a Safe Connect Policy Key. Please follow the instructions when on the download, once finished downloading the Safe Connect Policy key, please select “I'm done downloading”. If you are not redirected to www.hollins.edu within a few seconds, please try and go to another web site to make sure you are connected.

If you are accessing the Guest network from your mobile phone, you will also be able to use the “one touch link” that was sent in a text message to gain access without having to put in the username and password.

**This link will only work from the phone/device that is connected to the Guest network.**
**Setting up Hollins Exchange E-mail on Smart Phones**

Most phones will use Microsoft Active Sync to connect to an exchange e-mail account. Here is the information you'll need to set this up on most phones:

**Server Name:** mail.hollins.edu  
**Domain Name:** hollinsnt

Usually these two fields and a user name, password and e-mail address are all that's needed to connect a phone to an Exchange e-mail account. If you have any questions about setting this service up, please contact your cell provider.
Connect an H: Drive

You can connect to a shared directory (H: drive) on the network so that you can store documents on one computer and retrieve on another while on campus. Please see the directions below:

- Right click on Computer (menu item) in Start menu. Left click on Map network drive.

- Select the drive letter H: In the Folder, type: `\folders\username$`
Where “username” is your Hollins username. You can actually select any drive letter you want – H: is just our standard and stands for “Home” drive.

Click finish. If you ever change your network password, you may have to set this up again.

*If you have another drive for a class you are taking, you will be able to connect to it the same way. You would put the share name given to you by your professor in place of username$ (you may or may not need the $). Check with your instructor for a complete directory name.

**Connect an H: Drive for Macs**

- Click Go from the top of your Menu Bar.
- Click on Connect to Server.
- Type in smb://folders/username$.

*It will ask for your computer username (which should be typed as: hollinsnt\yourusername) and password (case sensitive)
How to Access Quarantined Emails

How to access your Barracuda quarantine inbox:

Barracuda Spam Firewall protects you from receiving unwanted spam in your email inbox. It will email a report once a day if you have messages that have been classified as spam and quarantined. To access your Barracuda quarantine inbox click on any of the Barracuda Spam Firewall emails. Please keep in mind that the password for Barracuda is actually a cached password and each message is only good for a few days because the link will expire. Therefore, you will not be able to access your quarantine inbox from a message that is more than a few days old. To access the site directly: https://heart.hollins.edu/ from campus. Click ‘continue to this website’.

Customizing Barracuda’s Spam Firewall settings:

When you are viewing your Barracuda quarantine inbox you will notice a few options above the messages. If you click the box next to a message and then click one of the buttons (deliver, whitelist, whitelist/not spam, delete) it will take the appropriate action. “Whitelisting” a message will make sure it always goes to your inbox, but might still be put into a junk email folder by Outlook. “Whitelist/Not Spam” will usually make sure the messages stay out of your junk email folder and stay in your inbox.

Next to “QUARANTINE INBOX” at the top of your screen you will notice a “PREFERENCES” tab. If you click on that tab you can customize your Barracuda spam firewall. Under Whitelist/Blacklist you can add email addresses that you want to always receive messages from (whitelist), or block (blacklist) addresses from which you would never like to receive an email to your inbox. Under “Quarantine Settings” you can enable / disable quarantine (if you want to completely disable the firewall – this is not recommended however).

E2Campus Notification of Campus Emergency Message

IF YOU HAVE NOT DONE SO ALREADY, ALL STUDENTS, FACULTY AND STAFF ARE ENCOURAGED TO SIGN UP TO RECEIVE TEXT MESSAGES IN THE EVENT OF AN EMERGENCY ON CAMPUS, INCLUDING WEATHER RELATED EVENTS!

This system has been fully tested by schools across the country. Signup is voluntary but strongly recommended.

e2Campus is a mass notification system that can alert members of the Hollins community with text messages on their cell phones. With 97% of college students having mobile phones, this method of communication can increase safety within the Hollins community. Time-sensitive messages can now go out to students, faculty, and staff immediately. In the event of a campus emergency or a school closing due to inclement weather, an alert message will be sent out to any text-capable device such as a mobile phone, PDA, or an e-mail address a user has registered with the system. The choice is yours and you can enter multiple addresses.

TO REGISTER, PLEASE CLICK ON THE FOLLOWING LINK:
http://www1.hollins.edu/hu/e2Campus/newuser.html

VERY IMPORTANT NOTE! After you register for cell phone notifications, you MUST enter the 4 digit verification code. This code will be sent via text message to your cell phone.

In order to receive email notifications, you must click the link provided in the email you receive for verification.

You will not receive e2Campus notifications until these steps are complete.

You should also note that text messaging charges (depending upon your carrier and calling plan) may apply. Hollins University will not make any reimbursements for text messages received.
**Wireless Printing**

**How to print from a mobile/wireless device via email**

Hollins has the capability for students, faculty and staff to print from a wireless device. In order to do this the user will need to be connected to the HollinsStudent or Hollins wireless. To register your device on the Hollins System, go to it.hollins.edu and click on “REGISTER A DEVICE” on the left hand side or by clicking [HERE](#).

Once your device is registered, you will be able to print via email. From your Hollins email, create an email to Hollins-printing-BW@hollins.edu or Hollins-printing-color@hollins.edu* Attach the file you wish to print, and send email. From there you will receive an email stating that your job has been processed and ready for pick up.

*If you print to the color printer you will be charged four cents per page.

Print jobs will be stored in the mobile printing follow-you queue for up to 4 hours. You can pick up your job at any of the following printers: Dana Lobby, Dana 117, Library 2nd floor, Library Coffee Commons, VAC 1st Floor, and Pleasants 204.
How to print from a wireless device via web submission

You must be signed into either the Hollins or HollinsStudent network.

Go to: http://hotspot/cps/
Click on PRINT

Enter your Hollins username and password. Then click LOG IN.
How to print from a wireless device via web submission continued...

Click hollins-printing-bw for standard black and white printing, or click hollins-printing-color for color printing.

Click Choose File. Select the file you would like to print, and enter how many copies you need. Once done, click CONTINUE.
Review your page settings, then click **CONTINUE**.

This menu will appear while print job is processing.
How to print from a wireless device via web submission continued...

After a few seconds, you will see this screen. Your document has now been submitted for printing. You can click LOG OUT.

The printers will store the print job into the mobile printing Follow-You print queue. You can pick up your job at any of the devices below.
Dana 117
Dana Lobby
Library 2nd Floor
Library Coffee Commons
Pleasants 204
VAC 1st Floor
NEW Contour Television Service

We are excited to announce our new television service! Information Technology Services has collaborated with Cox Communications to bring you an improved IPTV system called Contour. It is available on campus only. Log on to https://campus.cox.com/ and use your Hollins network/email password to experience the first Hollins on-line TV system. You can watch it on your mobile devices anywhere on campus via WIFI.

Here are some of the great new features you now have access to:

• The new TV system can be viewed through devices such as your laptop, iPad, Surface, or smartphone via https://campus.cox.com.

• TV content can be viewed anywhere with WiFi access on the Hollins campus.

• We have expanded to nearly 100 channels including popular cable channels like ESPN, Discovery, History, A&E, TNT, HGTV and more! Also featured is OnDEMAND, an on-screen program guide!

• DVR access will be coming soon with a minimum of 20 hours to record favorite TV shows. All residents with TVs will need to use an HDMI cable to their laptop/device to view on your TV (coaxial no longer works).

For more information and support contact the IT Help Desk at:

Extension: 7777
From the outside or cell phone: 540.362.6538
Or email help_desk@hollins.edu
Students who are interested in having a land line phone in your dorm room please fill out the form here: https://hollins.qualtrics.com/jfe/form/SV_801exMiULiwp51X Note that there is NO charge for having a land line, but you will need to bring your own phone if you desire to have a land line phone in your dorm room.

Rates

Local Calls
All Local Calls are Free!

Domestic Long-Distance Calls
Flat Rate 12¢ per minute. No per call surcharges. No hidden Fees.

Dialing Instructions

Local Calls
Dial 9 + Number.

Domestic Long-Distance Calls
1) Dial 9+1+ Area Code + Number.
2) Wait for tone.
3) Enter Pin.

International Calls
1) Dial 9+ 011+Country Code + City Code+ Number
2) Wait for tone.
3) Enter PIN.

Toll-Free Calls
Dial 9 + 1 + Number.

On Campus Calls
Dial the 4-digit extension.

Voice Mail Instructions

Logging Onto Audix Voice Messaging System
1) Dial 7-4-4-4 on-campus or 1-540-362-7444 off-campus.
2) If you are calling from our campus phone, press #.
OR— If you are calling from another phone on-campus, enter your Extension Number and press #.
3) Enter the initial default password, followed by #

Personalizing Your Password
1) Enter a number at least 4 digits in length as your personal password, and press #.
2) Re-enter your personal password, and press #.

Creating Personal Greetings
You can create up to nine different greetings to be heard by your callers when your calls are answered by Audix.
1) Press 3-1 and follow the voice prompts.
2) Enter the number greeting you will record (1-9).
3) Record your greeting, and Press1 to end your recording.
   A) Press 2-3 to play back
   B) Press * 3 to delete and Re-record, or; press # to approve.
   C) Press 1 to select same greeting for all calls.

Putting Your Name into Audix
1) Log into Audix following the steps outlined in “Logging On to Audix Voice Messaging System,” above.
2) At the activity menu, Dial 5-5.
3) Follow Voice Prompts.
4) You are ready to use Audix.

Further instruction on using digital phones: Avaya Quick Guide

Further instruction on using analog phones: Analog Phones

Harassing, Obscene or Threatening Phone Calls
Anyone can be a victim of harassing, obscene or threatening phone calls. The calls are intended to upset you. Most can be prevented or avoided by learning and using some simple techniques to decrease your potential for victimization:

Never give out personal information to strangers on the telephone. If they claim to be conducting a survey or credit check, check their references before releasing the information.
Never give your name or number to a “wrong number” caller. Ask them who they are trying to reach.
Hang up on offensive callers. Don’t show your annoyance by slamming the phone down.
Never reveal that you are home alone.
Remember, you do not have to talk to anyone who makes you feel uncomfortable.

If you are experiencing harassing, annoying, obscene or threatening phone calls on a regular basis, call Campus Safety at extension 6419.
How to Register a *non-computer* Device

Hollins University Information Technology

Registering a *Non-computer* network device* on Hollins campus

Before you are able to access HollinsStudent wireless with your device*, please visit the Hollins IT webpage it.hollins.edu to register.

1) Go to it.hollins.edu
2) Click on Network Device Registration on the right hand side of the webpage
3) Follow instructions and fill out the registration form
4) Hit submit

Please allow up to 72 hours for your request to be processed.
If you have any problems please contact the Help Desk.
*This is required for any smart devices such as: Xbox 360, Wii, Kindle, Nook, etc.

5) Once you receive an email saying your device has been registered log onto the HollinsStudent wireless with the network key (password): hollins.edu

IT Help Desk / Dana 242
On campus: x7777 / Off campus: 540-362-6538 / help_desk@hollins.edu
Information Technology – Frequently Asked Questions

Connecting to the Network

*How do I get my computer connected to the network?*

Please see section in this document, titled ‘Registering a PC and Mac on the Hollins University Network’

Hardware

*Where can I buy an Ethernet cable and what is the cost?*

Cables are sold in the Help Desk, located in Dana 242. The cost of Ethernet cables for the 2016-2017 academic year is $8 for 14 foot cables; $15 for 25 foot cables; and, $20 for 50 foot cables.

*How do I plug my 3 prong computer cord into the outlet?*

The help desk sells outlet converters for $1 each.

Operating System

*What are the minimum requirements for my PC to connect to the network?*

Your computer must have **Windows 7 or higher** to be able to connect to the network. Computers with any other operating systems such as Windows 95, 98, ME, or XP will not be able to successfully connect.

*I have a Mac. What are the minimum requirements?*

Your Mac computer must be running on **OS X 10.7.8 (Lion) or higher** to connect to the network.

Computers running on other operating systems may not be able to successfully connect.

*What operating systems and version of Office is used in the computer labs?*

The lab computers have Microsoft Office 2010 running on Windows 7 operating system.

Software

*Can I purchase Microsoft Office 2013 or 365 and Windows 7 on campus?*

JourneyEd is a software company who has joined with Hollins in giving educational discounts. Follow the link below, choose your State and School, then proceed to shop for the software you need. You may also reach them by phone at 1-877-850-6207. [www.journeyed.com/select30](http://www.journeyed.com/select30)

*I need to use specific software. How can I find out if Hollins has it and which computers have the software?*

There is an online database with a list of software available at Hollins and a list of PCs that have particular software. To access it, simply log into my.hollins and click on the Campus Services tab. Then scroll down to the Information Technology section, and click on “Computer Labs” and “Software Availability Search” to access the list.

Network Jacks

*Where is my network jack?*

Network jacks are located on the walls of your room. The network jack looks like a phone jack, only slightly larger. Plugging in connects your device directly to the network, and may help to avoid issues associated with using the network wirelessly.

Repair Recommendations

*Where should I take my computer for repairs?*

The best solution is to contact the manufacturer if it is still under warranty. There are numerous choices for computer repair online and the Help Desk has information available on local options as well.
Network Connection Problems

What if I connect the network cable to the jack and I still cannot connect to the network, browser, or I am unable to connect to SafeConnect?

Your computer may need to be checked by a technician. If you have a laptop, you will be asked to bring it to the Help Desk in Dana 242. If you have a desktop computer, call the Help Desk so that we may check your jack and network configuration settings. On campus, call x7777. From off campus or a cell phone, call 540-362-6538.

Programming your TV

What if I’m unable to view any channels through the cable TV?

Upon plugging in the cable to your TV, you will need to program the TV. This should be an option under the menu settings. The TV will cycle through all channels and remember the ones with a picture. After this process is complete you should be able to view all available channels.

Downloading of Music Files

Can I use my computer to download music files?

Students may not use software such as KaZaA or Limewire to download copyrighted works (such as movies, games and music). Copyright law forbids such downloading and copyright owners have been suing for damages to protect their interests. Students should read and abide by all sections of the Hollins computer use policy. The use policy is on the web at http://it.press.hollins.edu/

Need Further Help?

Contact the Help desk by phone at 540-362-6538 or x7777. Contact by email at help_desk@hollins.edu
Stop by the office located in Dana 242.