Whitman Computing Checklist for New Students:

1. Get Logged In
   - Activate account, username & password, change password, WhitMail account, online resources

2. Decide About a Computer

3. Secure & Protect Your Computer!
   - Protect your computer against viruses and threats before leaving home!

4. Have a Backup Plan
   - Be ready to keep your computer files backed up.

5. Connect to the Network
   - Register your computer on network, connect to ResNet, wired & wireless connections

6. Check out Tech Resources
   - Things to find on the Whitman network, network folders, printing, & more!

http://wcts.whitman.edu
Welcome! ...and get ready to Get Connected!

Even though you haven’t yet arrived at Whitman, you’re still a very welcome part of the Whitman community! That includes Whitman’s online community! You now have a new computing account – different than the login you had as a prospective student – that gives you access to “WhitMail,” the student email system, as well as many online resources that will be helpful to you starting NOW. When you arrive, you can also log into public and lab machines. If you’ve protected your computer and activated your account, you’re free to use all the resources the Whitman Student Network (ResNet) has to offer. You’ll be able to store files and projects on the network, access class materials from your professors, find out what’s going on around campus, and more.

As you prepare for your first term, these pages will take you step-by-step through what you need to do to “Get Connected” to Whitman, both before you arrive and when you’re just getting moved in. If you have trouble or questions anywhere along the way, contact the Whitman College Technology Services (WCTS) HelpDesk at (509) 527-4976 (email helpdesk@whitman.edu). We are open Monday-Friday, 8am-noon, and 1pm - 4pm, except holidays.

1. Get Logged-In

Activate your Student Account

Before you can use your new Whitman email account, you must “activate” it. To do this, point your Web browser to https://rs.whitman.edu/activate and read through Whitman’s Acceptable Use of Technology Policy. It is important to know what is and is not okay when you are using your account or any other technology resources at Whitman.

After you read through the policy and reach the bottom of the Web page, enter the information specified, including your new Whitman ID number (also known as your “Datatel number”), and agree to abide by the Acceptable Use Policy by clicking the “I AGREE” button. Your Whitman ID number will be printed on a label on the the folder containing this publication. If you have completed the process correctly, you will see a web page telling you your account is now active and showing you your Whitman username and initial password. Pay attention to your username and password! Print out the web page and store it in a secure place, or document the information some other secure way! The system will NOT allow you to return to this web page a second time to view your initial login information – you will simply see a message indicating the page is not available because you have already activated your account.

Choose a New Password

Even better than trying to remember the initial password we gave you -- reset your password right away to something known only to you and that you choose. You’ll see a link right on your “account activation successful” web page for resetting your password.

Keep in mind the following requirements for selecting a secure Whitman password:

• Your Whitman password must be at least eight characters long.
• Your password should contain a combination of numbers, UPPER and lower case letters. Avoid special characters (! @ #, etc.) - they don't work well with the Datatel administrative system.
• Words found in a dictionary (even foreign) can easily be cracked!

Access your Whitman email

If you are already familiar with Google’s Gmail, then you’ll be right at home with “WhitMail,” your Whitman email system. WhitMail is Whitman’s private, specially-customized version of Google Apps, including Gmail, a customized personal calendar, and even Google Docs! For more information, or help with your Whitmail setup, see our helpful documentation page at wcts.whitman.edu/support/email.
WhitMail is separate from regular Gmail, so if you already have your own Google/Gmail account, that’s fine — you can still have both. You can even set one up to forward everything to the other if you want, so it’s all in one place.

There are several different ways to access your email after you have activated your account:

**In Your Web Browser:**
WhitMail can be accessed from almost any web browser ([http://whitmail.whitman.edu](http://whitmail.whitman.edu)). Follow the online instructions and be sure to log out and close your browser when you are done.

**Dedicated Email Program:**
On your own computer, you can use an “IMAP-capable” email program of your choice (like Thunderbird or Mac Mail) as well as many mobile devices. This requires a little set-up on your end - entering correct information for servers and settings, etc. Go to [wcts.whitman.edu/support/email](http://wcts.whitman.edu/support/email) for instructions.

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**Introducing CLEo and QUACK**

Besides email, the next most important online resources for students are probably CLEo and QUACK. To get to CLEo follow the tab on the Student Portal Page on the Whitman website ([https://my.whitman.edu/students...](https://my.whitman.edu/students...)). Login with your regular Whitman username and password.

Beginning even on your first day of classes you’ll hear some of your professors tell you that an assignment, the syllabus, or some other information for your class is “in CLEo”. You might also find out that a student organization that interests you has a “CLEo site” or even that your campus employer has student job information “in CLEo.”

Plus... you’ll also find QUACK in CLEo!

**What are QUACK and CLEo?**
CLEo is Whitman’s online learning and collaboration system. Its name stands for “Collaboration and Learning Environment online.” Professors can set up a “class site” for your class, and may give you access to anything from the class reading list and syllabus, to supplemental readings, homework assignments and multimedia files via CLEo. Once logged in, any courses in which you’re enrolled (provided the professor is using CLEo – not all are) will automatically show up as tabs across the top of the web page.

When you first log into CLEo, your home page will display a message about QUACK; how it is accessible by clicking on the link in the left portion of the screen. QUACK is your gateway to many different academic and administrative resources you will need frequently while at Whitman. A few examples of resources and information you will find in QUACK include:

- online course registration
- your financial aid info
- your meal plan info
- enrollment verification
- unofficial transcripts
- academic information

[http://wcts.whitman.edu](http://wcts.whitman.edu)
2. Decide About a Computer

It isn’t necessary to have your own computer in your room, although over 94% of students choose to do so. Other students find that
the computers available for general use meet their needs. Lab computers are abundant; there is virtually no wait for lab computers and
hardware and software are kept up to date.

Desktop vs Laptop? It depends on your personal work style and preferences. Last year, over 90% of the students who had their own
computers did have laptops, and that percentage increases every year. Students say a laptop is easier to bring home during breaks and
summers, and they also appreciate the ability to take their laptop to the library or other locations to work. If you do consider a laptop,
made it a good one — laptops tend to misbehave more than desktop machines, so ifting a “bargain”, you’ll likely have trouble.

Check the WCTS website at wcts.whitman.edu/students/bringing-computer for more information to help you decide
what you need in a computer, discounts available through various manufacturers, and configuration recommendations.

3. Secure and Protect Your Computer

If you bring a computer to Whitman, you will find it quickly becomes a critical tool for you. It will house hours of your hard work on
papers, projects, and other coursework. It may be your home base for online shopping, banking or credit card transactions, as well as
countless other pieces of information you consider private. Your computer also acts as a ‘portal’ to the rest of the Whitman Network
through which an intruder or malware can travel whenever you are connected.

Protecting your computer and the network requires a 2-pronged attack. It is critical that you follow some basic rules of the road to
minimize the chance of intrusion into your computer, your Whitman account, and even the Whitman Network. You must also be
vigilant in taking appropriate measures to protect your computer, so that even if intrusion occurs or is attempted, it won’t get far.

Rules of the Road for avoiding malware (“malicious software” includes viruses, trojans, adware, spyware, worms, etc):
1. Never give your username or password to anyone, especially someone asking for it in an email message (or telling you to click
   on a link in an email message – even if the link “looks” legitimate). If you haven’t already, you’ll soon start getting the occasional
   email from someone claiming to be the “Whitman Web Team” or something similar. Just remember that Whitman will NEVER ask
   you for your username, password, or other personal information via email. This is true for ANY legitimate organization. These are
   “phishing” emails - faked emails that try to get you to divulge personal information such as passwords, credit card or bank account
   numbers, Social Security numbers, etc. They may even link to web pages that look just like the “real thing” but are also really fakes!

2. Never open an email attachment unless you were specifically expecting to receive it and you are certain you know what it is.
   Viruses, worms, and other malware are easily delivered to your computer when you open an infected attachment. Be suspicious
   of an unexpected attachment even if the sender is a friend or someone you know - the senders of such messages are often faked.

3. Be wary of peer-to-peer programs. It is quite common for these downloads to carry malware.

4. Beware of Security Certificate warnings when browsing web pages - any message saying there is a “problem with the site’s
   security certificate.” Common warnings are that the certificate is expired, certificate presented by the website was not issued by a
   trusted authority, or that the identity cannot be verified. Unless you are absolutely positive the website is safe and you know the
   reason for the error, DO NOT PROCEED. Close your browser and restart your computer. Such a warning can be a sign that someone
   is intercepting your web traffic and any information before it reaches its real destination (called a Man-in-the-Middle attack).

Before you plug your computer into the Whitman network or the residence hall network (ResNet), you must take certain
measures to block malware or other intrusion. These steps are summarized below and also explained in detail at
wcts.whitman.edu/support/security

We STRONGLY RECOMMEND you take care of these items before you even leave home to come to Whitman so you’ll be ready to go
when you arrive.
1. Activate your computer’s personal firewall.
2. Install all the latest system and software patches, service packs and updates.
3. Install and run a virus scanner with up-to-date definitions (do a full scan of your computer!).
Whitman provides McAfee VirusScan, for both Macs and PC’s, at no charge to all students living in Campus housing; as an incoming
first-year, it is available to you too. You can download the installer from the following link if you have access to an internet

http://wcts.whitman.edu
connection, or you can visit the Helpdesk (168 Olin Hall) to check out an installation disk:

**VirusScan for Windows or Macintosh:** [https://netfiles.whitman.edu/Misc/Virus_Scanners](https://netfiles.whitman.edu/Misc/Virus_Scanners)

(Note: Clicking on the VirusScan link will require you to provide your Whitman username and password to access the installation files)

If you have a Windows computer, consider using Microsoft Security Essentials (instead of McAfee), which protects against both viruses and spyware/adware.


4. Install and run a spyware/adware scanner with up-to-date definitions, such as the free-to-download “Malwarebytes”

These steps are extremely important, and are mandatory before you can activate your ResNet connection. If you don’t complete them, and it results in the spread of a virus or worm on the network, you may be charged for the time and work required to restore the system. Find lots more information about safe computing practices and protecting your computer on the WCTS website at [wcts.whitman.edu/support/security](http://wcts.whitman.edu/support/security)

### If you need assistance before you arrive on campus...
- Call the WCTS HelpDesk at (509) 527-4976 during business hours, or email helpdesk@whitman.edu

### If you need help after you arrive on campus...
- Call the HelpDesk at (509) 527-4976 during business hours, email helpdesk@whitman.edu, or visit us in 168 Olin Hall. We can either help you on the spot or arrange for a student ResNet Assistant to visit your room to assist you.

**Staying up-to-date:**
All your security software is only good if you continue to keep it updated! You need to update your antivirus/spyware software at least weekly, as well as your computer’s operating system and other software that requires updating (e.g. Adobe Acrobat Reader, MS Office, to name a couple). Configure your computer’s operating system, antivirus software and other software to get updates automatically whenever possible. Refer to your software’s home page for more information. WCTS has instructions and more helpful tips for securing your computer at [wcts.whitman.edu/support/security](http://wcts.whitman.edu/support/security)

### 4. Have a ‘Backup Plan’

Whether you bring your own computer or use Whitman computers, make a plan for how you will back up your files. One college experience you don’t want to have is spending many hours on a paper only to lose it and have to start over after some unexpected mishap destroys or corrupts your file. Power bumps, machine crashes, accidental deletions, hardware problems... it happens! It only takes a few extra minutes to keep your files backed up if you get in the habit, so start right away and enjoy some peace of mind!

If you will just need to back up your papers, assignments and coursework, options could include*:
- Saving copies to your NetFiles folder (see page 7).
- Saving copies to a USB key or burning them to a CD or DVD.
- Setting up an account with an online file storage service that provides a desktop folder and a small amount of free storage.

If you need to back up a larger number of files, such as all or a good portion of your computer’s hard drive, consider*:
- An external hard drive to which you can connect your computer when in your room, along with some software that will automatically back up desired files to the external hard drive (such as Time Machine which comes on all Macs, or there are a number of free, downloadable programs available.)
- One of the online file backup services. This service will automatically back up your files to a secure location on the internet, then update your backup anytime you are connected to the internet. Some services require a subscription, though some will provide a small amount of free storage (e.g., 2GB). These services are becoming increasingly popular because they provide you with an “off-site” backup, so that if something happens where your computer is located (fire, flood, burglary, etc), your backup is still secure.

*For more information about the above options for backing up your files, see [wcts.whitman.edu/support/security/data/backup](http://wcts.whitman.edu/support/security/data/backup)
5. Connect to the Network (ResNet)

When you move into your residence hall, you will have high-speed access to academic records, course materials, email and the web. Each room is equipped with ethernet ports that you can plug your computer into for network access, and each hall also has WiFi throughout. We call this network ResNet. You are welcome to connect your computer, mobile device, etc.

Please be aware that you may **not** connect your own wireless router, network router, network hub or switch on the Whitman network. They are a **big no-no** because they can interfere with the operation of ResNet networking equipment ([see our Acceptable Use Policy](http://wcts.whitman.edu/policies/aup)).

Likewise, if you are planning to use a personal printer in your room and that printer has “Wi-Fi” capability, make sure you **don’t** have the printer set up as a wireless access point while, at the same time, it is also connected to the Whitman network with a wired (ethernet) connection. Consult the manufacturer’s instructions for setting up your printer so that you do not create a point of vulnerability or interference on the Whitman network.

Though most computers today are network-ready, make sure you have these things:

- An ethernet port in your computer (aka network card installed).
- Ethernet cable (Cat5, Cat5e or Cat6 cable with RJ45 connector; a 15-foot cable is a pretty versatile length).
- Wireless-capable computer (or WiFi card) if you want to use a wireless connection.
- **Important**: Bring your install disks for your operating system and software programs (or your system ‘restore disks’ if that’s what came with your computer). Updates sometimes require you insert the disk. Also, if you have computer trouble at some point and need to reinstall anything, you’ll need your disks.
- Print out instructions (on any topics needed) from the WCTS website.
- Know your activated student account username and password.
- A current secure web browser (FireFox, Safari, Google Chrome, or other modern web browser). We strongly discourage using Microsoft Internet Explorer because of its security vulnerabilities.

Before you plug in your computer, make sure you’ve completed all of the previous steps under: **Secure and Protect Your Computer**.

### Registering your computer on the network

The first time you connect your computer to the Whitman ResNet using a “wired” connection (ethernet cable plugged into the wall ethernet port in your residence hall room), you will need to **register** your computer with the network in order to be recognized as an authorized user. The process is very quick and easy, with the complete instructions available on the WCTS website ([wcts.whitman.edu/support/network/resnet](http://wcts.whitman.edu/support/network/resnet)). Follow the instructions on the page.

The process is a little different when connecting using a wireless (WiFi) connection. While you won’t need to register your computer, you will need to log in to the wireless network via a web page. See [wcts.whitman.edu/support/network/wireless](http://wcts.whitman.edu/support/network/wireless).

Should you need assistance with your network connection, there are many resources available to help you. Your primary source of technical assistance with network issues in any Residence Hall is your **ResNet Assistant**. He/she is trained to help you get connected to the network. To schedule an appointment, contact the WCTS HelpDesk. We may also be able to answer your question right there!

WCTS is not able to provide support beyond the network outlet for personal computers. We can direct you to a bulletin board just outside the Olin 168 office with a list of technicians for hire if you need advanced assistance due to problems with your computer.
6. Check out some Tech Resources!

Before you leave home...

Student Portal Page:
Consider setting the Whitman Student Portal Page as the homepage in your web browser. The Portal Page is stuffed with links and shortcuts to all kinds of resources and information you’ll use regularly at Whitman (https://my.whitman.edu/students).

Technology Services
Visit the Technology Services website wcts.whitman.edu for more information about all the topics in this booklet and more. Click on the For Students link in the left margin to visit a page with links and information of particular interest to students, including a section for new students!

NetFiles: Internet Access to Your Files
As a Whitman student, you have 200MB of file storage space on NetFiles, Whitman’s network file storage system. With NetFiles, you can save papers and other files you are working on and then access them from the labs, your room, or even off campus through the internet.

From any web browser
netfiles.whitman.edu Works the same wherever you are. Log in with your Whitman username and password.
Requires that you download your file, work on it, then upload it back to NetFiles.

Keeping your files safe.
The security behind NetFiles is the same kind major companies like Amazon.com use for their on-line shopping carts, so you know that your files are safe. But remember – the most important security measures are in your hands. Keep your username and password safe!

You’re going to need to get in the habit of logging out of lab or other shared computers (such as lab computers) when you’re finished! You’ll find the Log Out/Log Off command under the Apple menu ♦ on lab Macs, and under the Start button—Shutdown on lab PCs. Remember to keep copies of your files in locations other than NetFiles, such as your computer or removable storage (CDs, USB flash drives, etc.). For more information on using NetFiles, go to wcts.whitman.edu/support/software/web/netfiles

Campus webcams
Get a look at the weather or what’s going on in several different campus locales; including Ankeny Field, the Reid Campus Center, and even Main Street Walla Walla! www.whitman.edu/content/campustour/webcams

Residence halls
Detailed information about each residence hall, including room dimensions, floorplans, and even panoramic photos! www.whitman.edu/content/residence_life/residence-halls

Student jobs
Looking for a student job? WCTS hires students in a number of different tech-related areas. Most hiring happens at the very beginning of the year, so if you think you might be interested, check out wcts.whitman.edu/about/student-jobs

When you arrive on campus...
There are many technology resources and facilities on campus that you will use throughout your time as a Whitman student. Knowing a little bit about what is available may help you as you make your plans leading up to your arrival!

http://wcts.whitman.edu
Wireless in Residence Halls and Beyond

Have a laptop with WiFi? In addition to regular wired network connections, you'll find wireless throughout all campus residence halls, most areas in academic buildings, Penrose Library, and even outside on Ankeny Field!

Printing

B&W laser printing is available in all labs. You will have a generous allowance of free printing each term designed to meet your academic needs, while encouraging responsible use of paper and minimizing waste.

Whether you use Windows or a Mac, a number of network printers are available for you. You can print to lab printers from lab computers as well as from your own computer, it just takes a moment to learn the procedure for logging in to release your print job. For all this information please visit wcts.whitman.edu/goprint

Networked color laser printing is available in the MDL and Olin labs. A large-format color plotter (for printing academic posters or other large academic items) is also available in the MDL and the Hall of Science Lab.

Computer Labs

Lab computers are generally equipped with recordable CD and DVD drives and extension cables for connecting USB keys. Hours of access for different labs vary and are subject to change, so while we've posted the approximate hours below, it's a good idea to check the webpage for any changes. wcts.whitman.edu/equipment

Olin Lab, 165 Olin Hall (7 am - 1 am):
Windows 7 PCs, Snow Leopard/Lion Macs, scanning, B&W and color laser printing. Specialized software includes SPSS. One Smart Space (group study room with a large flat panel on wall to help your group view/work together on a group member's laptop).

Maxey Lab, 107 Maxey Hall (7 am - 11 pm)
Windows 7 PCs, Snow Leopard/Lion Macs, scanning, and B&W laser printing. The lab is also sometimes used as a 'computer classroom,' so it's closed while classes are held in the lab. Class times are posted near lab entrances and on the lab bulletin board. Specialized software includes SPSS, ArcGIS, nVivo, and eViews.

Science Lab, Hall of Science 127 (hours vary per day, see website)
Windows 7 PCs, Snow Leopard/Lion Macs, scanning, and B&W laser printing. Large-format (poster) printing for additional fee, by appointment. Additional software includes SPSS, ChemBioDraw Ultra, some workstations with Photoshop Elements, plus other specialized software packages used by various science departments.

Penrose Library (Open 24/7)
Throughout the library, carrels with Windows and Mac computers are accessible 24/7. Laptops are also available for 4-hour checkout, for use within the library. Two workstations are equipped with assistive software including text scanners, screen readers, and screen enlargers. The Academic Resource Center (Memorial 205) has more information about assistive technology resources.

Multimedia Development Lab, Hunter 108 (The "MDL")
High-end 27" iMacs for digital video editing and extreme graphics work. Other equipment includes scanners, a large-format plotter, large-format color laser printer, and video transfer equipment. Software includes Photoshop, Illustrator, Flash, Final Cut Pro, After Effects and more.

Instructional Multimedia Services

Instructional Multimedia Services (IMS) in Hunter 202 offers a variety of multimedia gear available for academic use. Reserve check-out equipment such as camcorders, DVD players, projectors, and computers for presentations. wcts.whitman.edu/ims