



IMT News



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Support Desk Hours: Mon.—Thurs. 7 a.m.—10 p.m. Fri.—7 a.m.—5 p.m. Sat. 12 p.m.—6 p.m. Sun.—2 p.m.—8 p.m.

Phone: (626) 815-5050 | **E-mail:** support@apu.edu | **website:** www.apu.edu/imt

VPN—Virtual Private Network

What is VPN? VPN is the acronym for Virtual Private Network. What VPN allows you to do is connect to APU network resources (personal and department shares, Outlook/Entourage) through a high speed internet connection such as DSL or Cable.

Note: It is not recommended to attempt using VPN via a dial-up connection.

Do I have VPN?



Yes, VPN comes pre-installed on your university laptop. To verify you have VPN go to the **Start** button, **All Programs** look for something that says “**VPN Client**” it may also be called Cisco VPN client.



Yes, VPN comes pre-installed on your university laptop. To verify you have VPN open your Applications folder (command+shift+a) and look for VPN Client.

For All:

To use VPN run the VPN Client program, you will be prompted to enter your APU NetID and password.

Logged on, now what? Now you can open Outlook (Windows) or Entourage (Mac) as if you were on-campus in your office.

You can also access your personal shares (L: and M:). You will probably need to manually attach to those drives. (See “Mapping personal shares” below)

Mapping (accessing) Personal shares:

Windows Go to **Start** button select **Run** type in `\\timothy\user$username` press **Enter** or Click **OK**.

Department share **Start** → **Run** type in `\\timothy\group$drivename` → **OK**

Mac Click on the **GO** menu select **Connect to server...** type in:
`smb://timothy.apu.edu/user$username`

For your department share: `smb://timothy.apu.edu/group$drivename`

If you are prompted to enter the Workgroup/Domain enter APU and your APUNetID and password.

Mac users to see full documentation on this process go to:

http://www.apu.edu/imt/training/help/appF_mapping_drives_on_a_mac.pdf

Anyone: If you have any questions on how to use VPN please contact training@apu.edu if you do not find the VPN client on your machine please contact support@apu.edu

Fast Facts

All the IMT Newsletters are now available on the web at:

<http://www.apu.edu/imt/training/facultynewsletters/>

Computer Store Hours:

Mon.—Thurs. 9 a.m.—5 p.m.

Fri.—9 a.m.—4:30 p.m.

Phone: (626)815-5096

E-mail orders to:

computerstore@apu.edu

Friendly Reminder

Make sure you can access your class rosters. Spring I term ends in early April and you will be required to enter your grades online. Verify now that you have access to all the classes you teach.

If you have questions about how to access your class rosters, please contact training@apu.edu

IMT Media Service

Support Hours:

Mon.—Thurs. 7:00 a.m.—10:00 p.m.

Fri. 7:00 a.m.—5:00 p.m.

Call ext. 5050 for assistance.

Creating an Auto Signature

Have you noticed how some people have their name, department, and phone number at the bottom of their emails? Not sure how they did it? They used Auto Signatures. Here's how you can create your



own:

Outlook 2002/2003

1. Go to **Tools** on the Menu bar
2. Select **Options**
3. Select the **Mail Format Tab**
4. Look for the **Signatures** button (select)
5. **New** button, name signature, **Next**
6. Type in what you want in your auto-signature. This can include name, title, department, extension.
7. Format the text in the desired way. (Highlight text prior to selecting a new format option.)
8. When complete press **OK twice**.
9. You will see the option to select an auto signature for new messages or for replies. Press the drop down to choose the one you would like.
10. Press **OK** or **Apply**



Entourage 2004

1. Go to **Tools** on the menu bar
 2. Select **Signatures**
 3. Name your signature
 4. Create it with text and formatting features
- To make it your default:
1. Go to **Tools** on the menu bar
 2. Select **Accounts**
 3. Highlight **Microsoft Exchange**
 4. Click on the **Mail** tab
 5. Under **Mail Options** select the signature you want

Just a thought...



"If you switch from a laptop to a normal size keyboard, your hands should return back to their normal size."

to display.

(Auto Signatures Continued)

In Webmail Using Internet Explorer

1. Press the **Options** button
2. Press **Edit Signature** button
3. Enter the text you would like to display and format it appropriately.
4. Press the **Save and Close** button
5. If you want your auto signature to automatically display make sure the check box: **Automatically include my signature on outgoing messages** is selected.
6. Press the **Save and Close** button.

Please Note: Outlook and Entourage can have multiple signatures. Web mail you are allowed only one.

Email Etiquette Tips!

Things to think about when you use email.

- Be concise and to the point
- Answer all questions, and pre-empt further questions.
- Answer swiftly.
- Include the original message.
- Use proper spelling, grammar & punctuation.
- Reading a computer screen is harder than reading on paper. Utilize white space.
- Do not write in CAPITALS.
- Use active instead of passive verbs.
- Read the email before you send it.
- Use a meaningful subject.
- Beware of over using the high priority option or the words Urgent and Important.
- Know when to use Reply and Reply to All.
- Do not request delivery and read receipts.
- Ask permission prior to copying or forwarding a message or attachment.
- Do not use email to discuss confidential information.
- When you receive a chain letter or information about a virus from someone other than the IMT Support Desk, please do not forward it. If you question it's validity forward it to support@apu.edu.
- Unsubscribe to spam? - Don't Bother! In most cases it verifies to the spammer they have a valid email address.

Adapted from the website: www.emailreplies.com