



IMT News



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Support Desk Summer Hours: Mon.—Thurs. 8 a.m.—7 p.m. Fri.—8 a.m.—5 p.m. Closed Saturday and Sundays

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

Preparing for Summer

Checking e-mail. This summer you may want to stay in touch with the happenings around APU. The best way is through e-mail. You have a couple of options for checking your e-mail.

Checking e-mail via my laptop

With your university laptop you can check your e-mail through the Microsoft Outlook or Microsoft Entourage (Mac) client. You first must run VPN (Virtual Private Network). As a reminder you should only use VPN if you are connecting to the internet with a high speed connection. Using a Dial-up connection is **NOT** recommended.

I only have dial-up at home what can I do?

If dial-up is your only option then use the Web mail interface through Cougars' Den. Log into Cougars' Den (<http://den.apu.edu>) look in the Applications channel for the **Web mail** link.

Can I use my personal computer to check e-mail?

Yes, you will use the Web mail interface through Cougars' Den. Log into Cougars' Den (<http://den.apu.edu>) look in the Applications channel for the **Web mail** link.

I heard Web mail has a spell checker, but mine doesn't work, why?

In web mail look for the button on the left that says "**Options**" click on it to view the options that can be changed in Web mail. The spell checker option is located about 2/3rds of the way down the screen. Also the spell checker is not available when using a browser other than Internet Explorer.

As a faculty member you can use APU as your Internet Service Provider. For more information see the following website:

When I try to go into Web Mail I receive a "You are not authorized to view this page" message.

Try hitting the refresh button on your browser. I have seen that once it is 14 days or less until my password expires this will happen. Hitting the refresh button will fix this. If hitting refresh does not correct the problem, please contact the IMT Support Desk at 626-815-5050.

What happens if my password expires over the summer?

If you are using web mail on a regular basis you will receive the notification. Web mail will display a banner at the top of it's window 14 days before your password expires. 10 days prior to expiration you will receive a system generated e-mail to remind you.

If you do not check your e-mail over the summer the system will allow you to log on once after your password expires. You will be forced to change your password at that time.

If you do not remember your password and can not log onto the system you will need to contact the IMT Support Desk.

It is important that you have answered the challenge questions within Cougars' Den. This assures that only you can request a password change. See the section on Challenge Questions on back page.

Fast Facts

To have full functionality of Microsoft Outlook Web Access (also known as Web mail) use Internet Explorer as your web browser.

Support Desk Summer Hours

Mon—Thur. 8 a.m.— 7 p.m.

Fri—8 a.m.—5 p.m.

Closed Sat. & Sun.

To report a network outage:
626-945-8532

Computer Store Hours:

Mon.—Thurs. 9 a.m.—5 p.m.

Fri.—9 a.m.—4:30 p.m.

Closed daily 12-1

Phone: (626)815-5096

E-mail orders to:

computerstore@apu.edu

Check out the updated info at:

www.apu.edu/computerstore

How do I know when my password will expire?

Windows users—Each time you log onto the APU Network a dialog box appears that will show you how many days until your password expires. Please see Figure A on the back page for an example of this dialog box.

Mac users—At this time there is not a way for you to check. Entourage will remind you 7 days before your password expires.

All the IMT Newsletters are

Do I have to wait until my password expires to change it or could I do it now?

You can change your password anytime. Some people feel that 180 days is too long to have the same password and will change their password more often. You are encouraged to change your password anytime you think someone else may know your password. Our system only requires you to change your password every 180 days.

OK, How do I change my password?

For Windows users there are several ways you can change your password. However, for the purposes of this document I am recommending the following way for both **Mac** and **Windows**:

- Log into Cougars' Den
- Look for the Account Management Module
- Click on "Change Password"
- Enter your new password twice
- Press **Change**

Remember: Passwords must be at least 8 characters in length and contain 3 of the 4 types of characters (Uppercase, lowercase, number or symbol). The password cannot contain any part of your name or APUNetID.

Possible Computer Bumper Stickers

1. ← The information went data way
2. The name is Baud...James Baud.
3. Access denied--nah nah na nah nah!
4. Backups? We don't *NEED* no steenking backups.
5. E Pluribus Modem
6. CONGRESS.SYS Corrupted: Re-boot Washington D.C (Y/N)?

You mentioned Challenge Questions what are they and why are they important?

The Challenge Questions help identify you if you call the IMT Support with a password problem. They are also used when you use the "Forgot Your Password?" option on the log in screen for Cougars' Den.

You will find the Challenge Question option in the Account Management Channel. You are required to answer at least two of the questions.

Please make sure you remember what you answered. If you are unable to answer the challenge question you may be required to go to the IMT Support Desk with proper picture ID to get help with a password problem.

In Outlook or Entourage I have a signature at the bottom of e-mails when I create them. I can't find it when I'm in Web mail?

The Auto signature file lives on the machine that it was created on. You can create a new auto signature in Web mail by clicking the **Options** button on the left side of the screen. Look under the "Message Options" section for the **Edit Signature** button. Create you signature. A signature created in Web mail will be available any time you use Web mail regardless of the computer you use.

7. Smash forehead on keyboard to continue...
8. SENILE.COM found . . . Out Of Memory . . .
9. COFFEE.EXE Missing - Insert Cup and Press Any Key
10. Error: Keyboard not attached. Press F1 to continue.

11. "640K ought to be enough for anybody." - Bill Gates, 1981
12. Press any key... no, no, no, NOT THAT ONE!
13. Press any key to continue or any other key to quit...
14. Hit any user to continue.
15. Backup not found: (A)bort (R)etry (P)anic

From the website:

<http://www.ahajokes.com/com008.html>

To contact the training program with questions please email training@apu.edu

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APU Network Logon Script                               Date: 2006/05/08
This is a private system operated for Azusa Pacific
University business.
Authorization from Azusa Pacific University is required
to use this system.
Use by unauthorized persons
Certain actions on this
system are logged
You have been logged in as:
APUNetId      : hmagnuson
Full Name     : Holly Magnuson
Logon From    : STU-IMTEAST1
HW Address    : 001321F9C1CF
IP Address    : 199.184.236. 61
Logon Server  : \\DC2
Password Expires in : 54 Days
Password Last Changed : 126 Days
```

Figure A