



## TECHNOLOGY SUPPORT CENTER

September 7, 2011

Dear Campus Community:

Welcome back! We hope you had a great summer. In this special edition of *ConnectIT*, we're pleased to share our progress on office productivity software, and answer a few common questions as we enter the fall term.

### Office Productivity Software Updates

- **OFFICE 2011:** Microsoft Office 2011, the latest productivity suite from Microsoft for Mac, is now available for UW-Whitewater faculty and staff. With Office for Mac 2011, Microsoft has largely closed the gap between its Mac product and Office for Windows. In particular, it offers a version of Outlook that looks and acts like the PC version. Office 2011 will be the default version installed on all new computers, and has been installed on most Lab computers. For more information on how to get an Office 2011 for Mac upgrade, visit [www.uww.edu/icit](http://www.uww.edu/icit).
- **MAC OS X LION:** In July, Apple released Mac OS X Lion, the latest version of the Mac operating system, for purchase through the Mac App Store. In keeping with campus practices, **please do not purchase Mac OS X Lion** for UW-Whitewater computers. We're working with Apple on a volume license agreement to license all eligible campus Macs for Mac OS X Lion. Watch for updates on Mac OS X Lion availability in the near future.
- **MANAGEMENT FRAMEWORK FOR MACS:** This summer, iCIT rolled out Casper Suite, a management framework for Mac OS X computers, which enables a smooth, user-friendly method for new software and upgrades to be distributed to Macs. A major benefit is the ease and convenience of self-service software installation, similar to that already enjoyed by Windows users. Within the self-service application, you can browse available software and install with a single click. All future software package installations will be managed exclusively through this method, including Office 2011 and Adobe Creative Suite 5.5. If you were not able to have Casper installed on your Mac over the summer, contact the TSC Helpdesk at 262-479-HELP (4357) or email [helpdesk@uww.edu](mailto:helpdesk@uww.edu).
- **WINDOWS 7:** Compatibility testing was completed, and Windows 7 has been released to early adopters on the UW-Whitewater campus. iCIT is currently developing a timeline for campus-wide release.
- **iCONNECT:** Campus use of the **iConnect** Self-Service portal for interaction with the TSC Helpdesk has been growing. In the fall, we'll introduce you to new functionality in **iConnect** to enable you to do more with online self-service.

### Feedback/Questions

The beginning of the fall term is a peak time for requests to the TSC. Here's a summary of frequently asked questions from new or returning faculty and staff preparing for fall:

Your feedback /questions	Response
How do I order and purchase a new computer?	To get started, send your request via e-mail to <a href="mailto:techpurchasing@uww.edu">techpurchasing@uww.edu</a> . Upon receiving your request, a member of the iCIT team will contact you for consultation. iCIT will place your order and keep you apprised of the expected delivery date. The beginning of the fall term is a peak time for Tech Purchasing and delivery of your computer may take longer than at other times of the year. Also be aware that the earthquake in Japan has impacted delivery times for some computer technology items. For more information on UW-Whitewater purchasing policy, go to <a href="#">Tech Purchasing</a>
In the past, I've had trouble getting an appointment scheduled with the TSC for computer installation or re-imaging. Will it be easier this year?	We're pleased to report that the TSC has less of a backlog for service calls this year due in part to the willingness of faculty and staff to schedule appointments throughout the spring and summer. We thank everyone for their cooperation in helping to alleviate the backlog problem. In addition, the TSC Helpdesk implemented a new process to improve efficiency in scheduling service appointments at times that are convenient for faculty and staff.
If a new computer is replacing an old computer, what happens to the old computer?	iCIT will help you plan the best use for the old computer. If you wish to reallocate the computer to a different person or to a different purpose in the department, iCIT will take the computer back to prep it for the re-use, including wiping it clean of confidential information, checking for viruses, and re-imaging it with software appropriate to the new purpose. It will then be returned to the department. If the department plans to use the computer at a later date, iCIT will store it in inventory until it is needed, or until it is no longer beneficial to the university. The stored computers will not be used for any purpose outside the department owner. Note: Campus policy requires that machines over 6 years old be designated as surplus, i.e. not to be used again.  <a href="#">Repurposing and Surplus Policy</a>
How does your updated password synchronize with computers off-campus?	As more people are using laptop computers, we are aware that some people have experienced problems resetting a password when off-site. To reset a password, users follow the same password change process at the Novell password reset page as if they were on campus <a href="#">Password Resets</a>  After resetting the password in this URL, it will be reset for all university services (Outlook, OWA, D2L, etc), but not for the laptop. When logging in on the laptop, select "workstation only" option and use your old password to log in until they either (1) bring the computer back to campus and connect, or (2) log into the campus network via the VPN and allow the password to sync. All online services (Outlook, OWA, D2L, etc) will use their new password immediately after they change it.  Please contact the Campus Helpdesk at 262.472.4357 or via email at <a href="mailto:helpdesk@uww.edu">helpdesk@uww.edu</a> if you have questions or need further assistance.

Thank you for your continued feedback. For questions or comments, contact the TSC Helpdesk at 262-472-HELP (4357) or via email at [helpdesk@uww.edu](mailto:helpdesk@uww.edu).

Sincerely,  
**Elena Pokot**, CIO and  
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