

Oct. 28, 2011

Dear Campus Community:

We're pleased to share our progress on IT Self-Support, Office Software and IT Training, and answer a few common questions that we've been asked in the past few weeks.

### iConnect IT Self-Support



You already know of **iConnect** as a way to submit issues and track status to the TSC Helpdesk. iCIT has expanded the number of services available at [connect.uww.edu](http://connect.uww.edu) to now offer a menu of Self-Support services. As additional self-support services, such as technology purchasing, are developed, they'll be added to the iConnect

menu. Currently, you'll find two Self-Support modules .

- **iConnect-Tech Support** – Launched in 2010, this system enables you to request service or report an issue to the Technology Support Center (TSC) Helpdesk. Simply log in with your campus Net-ID and password. Once logged in, you can submit your ticket, or check the status of your tickets any time to see updates.
- **NEW! iConnect-Access** - This system enables password resets and challenge questions, *plus* it enables you to set your Ironport spam filter levels and request a Warhawk4Life gmail account (for alumni). For more information, go to <http://www.uww.edu/icit/iconnect/>

### Office Software Updates

- **OFFICE 2011:** Microsoft Office 2011 for Mac is available for faculty and staff. Office 2011 for Mac offers a version of Outlook that looks and acts like the PC version, and replaces Entourage. Office 2011 will be the default version installed on all new computers, and has been installed on most Lab computers. For information on how to install Office 2011, visit [www.uww.edu/icit](http://www.uww.edu/icit).
- **MAC OS X LION:** The latest version of the Mac Operating System, Mac OS X Lion, has been licensed for campus workstations through the Apple Education Licensing Program. A project to deploy Mac OS X Lion to campus is underway, with a goal of having it available for use on faculty and staff computers around Dec. 1, 2011. Please do not purchase Mac OS X Lion from the Apple store.
- **WINDOWS 7:** Compatibility testing was completed, and Windows 7 has been available to early adopters on the UW-Whitewater campus. iCIT is targeting January 2012 for campus-wide availability.

### Fall IT Training for Faculty and Staff

In addition to courses in Microsoft Office Suite, Excel and Word, we're pleased to offer several sessions on how to conduct virtual meetings by using WebEx. WebEx recently released a new version which offers many new features. All workshops are limited to just five participants, which allows us to focus better on your questions or needs during the workshop. The sessions are held in iCIT Training Room, McGraw 112 (to see photos and a map with directions to the Training Center, go to: <http://www.uww.edu/icit/training/rmmg112.html>). For more information, to see schedule updates or to register, go to <https://my.uww.edu/> and log in with your Net-ID.

#### Microsoft Excel

11/04/11 Intro to Excel 2010

11/08/11 Intro to Excel 2010

#### Microsoft Word

11/01/11 Word 2010: Direct Formatting

11/01/11 Word 2010: Formatting with Styles

11/10/11 Word 2010: Direct Formatting

#### Microsoft Office Suite

10/31/11 Microsoft Office 2010 New Features

11/17/11 Microsoft Office 2010 New Features

#### How to Conduct Virtual Meetings with WebEx

10/31/11 Intro to WebEx

(more sessions will be scheduled)

11/10/11 Word 2010: Formatting with Styles

11/14/11 Word 2010: Direct Formatting

11/14/11 Word 2010: Formatting with Styles

Your feedback /questions	Response
<p>I updated my Mac with Office 2011, and had trouble changing from Entourage to Outlook. Where can I find information on how to install?</p>	<p>Steps for configuring Outlook and importing mail that is archived on the local computer in Entourage can be found in the instruction document available on the iCIT website at (<a href="http://blogs.uww.edu/icit/2011/08/01/now-available-microsoft-office-2011/">http://blogs.uww.edu/icit/2011/08/01/now-available-microsoft-office-2011/</a> in the University Computers section). <b>Please be aware that the time it takes to install Office 2011 will vary.</b> It may take 15 minutes, or much longer based the amount and size of your file. Installing other software simultaneously also may slow the process.</p>
<p>Why am I seeing updates on my Mac during the day that require a restart and cannot be postponed for later?</p>	<p>Last 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. One of the benefits of the Casper installation system is that we now have a proactive way to ensure Macs stay up-to-date with the latest security updates and software patches. Updates will <u>not</u> restart a lab or classroom computer when the user is logged in. The Apple software update process is below.</p> <ol style="list-style-type: none"><li>1. Available Apple software runs on every client computer once a day in the computer background without need for user interaction.</li><li>2. If updates are installed that require a restart, the following occurs, based on computer type and user login state:<ol style="list-style-type: none"><li><b>A. Office computers:</b><ul style="list-style-type: none"><li>• No user logged in: Computer restarts immediately.</li><li>• User logged in: User prompted to save work and restart.</li></ul></li><li><b>B. Lab/Class computers:</b><ul style="list-style-type: none"><li>• No user logged in: Computer restarts immediately.</li><li>• User logged in: Computer does not restart or prompt user.</li></ul></li></ol></li></ol> <p><b>Currently, there is no option to allow user to postpone the restart. We're researching options to include this feature in future versions of Casper.</b></p>
<p>I want to get Windows 7 when it is available, but I don't know if I need 32 or 64-bit.</p>	<p>End users won't need to make that decision, but they do need to communicate their software/hardware needs to iCIT prior to the installation. The default choice for everyone will be the 64-bit version unless they have hardware that requires 32-bit (such as a printer or scanner that only has 32-bit drivers) or software that will not work on 64-bit Windows. iCIT technicians will consult with you to determine your need.</p>

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,  
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