

TLU User Account

- first initial + last name [Faculty & Staff]
- first initial + middle initial+ last name
[Students]

User Account Security

- Change your account password as often as you can...just use the following instructions:
 - use- **Ctrl +Alt +Delete** - key
 - Select (Change Password) tab.
 - Enter old password.
 - Enter new password and confirm it.
- Your account will be locked out after three attempts, if **incorrect** user name and password is applied....
- A locked account resets within **one hour**.
- For immediate assistance call IT [ext. 6000]

Virus Scan

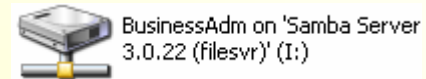
- McAfee software 8.0 & (8.5 for Windows vista).
- The software is updated and distributed to individual computers from the server.
- Users can update McAfee software manually as follows:
 - Right click McAfee shield on your desktop status bar → select Update Now



Network Drives

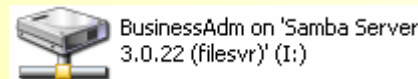
- **‘Y’ Drive:**

Personal network space
5 gigabyte for faculty/staff



- **‘I’ Drive:**

Departmental use only



Let IT know if you can't access your network drives.

E-mail: ishelp@tlu.edu

[VPN] Virtual Private Network

(Use VPN to access network drives from off-campus)

- New client coming up next week to support Vista (at home) and Mac OSX 10.4.2 and above.
- VPN software is available for faculty, staff & students: Just go to IT-- Help Desk and ask for it [**Free**]!
 - New VPN server is now running.
 - [Visit VPN tutorial here](#) OR Click [VPN](#)

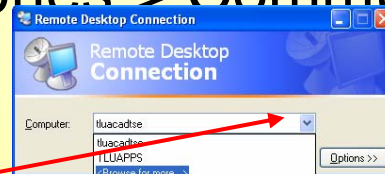
Network Applications

- Locate: **XP Academic Applications** folder on the desktop of any TLU public computer.



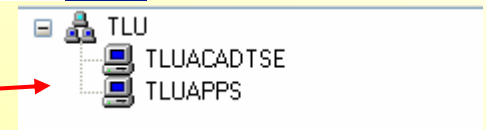
OR --from your office computer--

- Start > All programs > Accessories > Communications > Remote Desktop Connection >



Select Browse all from dropdown menu >

Select network server of your choice >



Enter your user name and password to access the applications

MS Applications

- **How can I get MS Applications for my Home or Office computer?**
- Under TLU - Microsoft Campus Agreement, all Microsoft Office Applications are available to TLU-Faculty and Staff. If you need to use these applications at home, for work related purpose, contact the IT department for your copy and installation instructions. Note: it includes; FrontPage Application also.

IRISLink

- Use Internet Explorer browse only.
- Access ID = TLU user name
- Access Code = SS# **OR** TLU ID #
- You can change you password within IRISLink page.
- If problem persists call IT- - ext. 6000

Wireless access

- **Locations with wireless access:**
- - Academic buildings (for students' academic work)
- - Alumni Student Center (ASC)
- - Beck Center (for faculty and staff)
- - Blumberg Memorial Library
- - Common areas in the dormitories
- - Langner Hall
- - Tschoepe Hall
- (student lounge)
 - 50 laptops - - computer on wheels; 2 carts with 25 units each (COWs for business courses)
 - 20 laptops - - computer on wheels (COWs for education courses)

Information Technology

<http://tlu.tlu.edu/is>

- For IT help e-mail: ishelp@tlu.edu
- Call: (830)372-6000, if calling out of town.
 - Or ext. 6000 [within campus]
 - Leave a voice message if necessary.
 - **Or**--select option #2 to page IT personnel.
 - [FAQ page](#)