TECH QUICK START 2011-2012
illinois state university
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On behalf of all the staff that provide support for technology, welcome to Illinois State University!

Illinois State is a wired campus where you will use technology extensively. Every day, students research using Milner Library’s online databases, professors engage their students using technology-enabled “smart” classrooms, and people communicate with one another using email, online grading, and collaborative workspaces. You will find you can plug-in or grab a signal from many places around campus: residence hall rooms, classrooms, dining centers, the student center, or the library. The iCampus Web portal is your main hub for news, classes, Redbird Card information, and grades.

With all this access comes the need for security. Phishing scams, viruses, spyware, and identity theft are chief concerns. We need to work together to ensure your safety, as well as the security of our network. By following the Appropriate Use Policy, you will be doing your part.

I encourage you to learn about the many electronic resources available to you as a member of the Illinois State community and to take advantage of the extensive training and support personnel that are here to help you. I’m always interested in hearing about your technology success stories and suggestions for the future. Just email me at esuggest@ilstu.edu.

Best wishes for your coming future at Illinois State and your campus technology pursuits!

Dr. Mark Walbert, Associate Vice President, Academic Information Technology
Introduction

Computer technology is used at Illinois State University in many different ways. Students, faculty, and staff frequently interact with technology and most use email and iCampus, as well as many of the other services offered on campus. This Technology Quick Start Guide will give you an overview of computing at Illinois State.

More information is available on the Web at IllinoisState.edu/home/technology/.

Your UID Number and Redbird Card

All students, faculty, and staff at Illinois State are assigned University Identification Numbers, or UID Numbers. Your unique, nine-digit number identifies you at the University. Your UID Number is used in place of your Social Security Number for all internal university services.

Your UID Number is displayed on the front of your Redbird Card. Transfer students, new faculty, and new staff should pick up a Redbird Card from the Redbird Card Office on the second floor of the Bone Student Center. Incoming freshmen get their Redbird Cards (and learn their UID Numbers) during Preview: Freshman Summer Orientation.

For more on your UID Number and Redbird Card, visit HelpDesk.IllinoisState.edu.

Your ULID and Password

Everyone at Illinois State has a University Logon ID, or ULID. Your ULID is your user name; use it to log in to electronic services offered on campus. Your ULID is generated based on your name. For example, Reggie R. Redbird’s ULID is “rrredbi”.

Welcome
You must activate your ULID account before you can use it. To activate your account, go to www.ilstu.edu/ulid/ and click on “ULID Activation.”

Create a strong password for your ULID account by using numbers and a mixture of upper- and lower-case letters. Your password allows access to many university systems, and as a security precaution mandated by the State of Illinois Auditor’s Office, you are required to change your password every 60 days. Never share your password! Never send your password in email!

You will also set up a security question during ULID activation. You can reset your password by providing the correct answer to your security question.

To activate your ULID, change your password, or use ULID Password Self-Reset, visit www.ilstu.edu/ulid/.

**Your Email Account**

You get access to email when you activate your ULID account. Your email address is **yourULID@ilstu.edu**. For example, Reggie Redbird’s email address is rrredbi@ilstu.edu.

**RedbirdMail — RedbirdMail.IllinoisState.edu**
RedbirdMail offers a convenient way to check and send email on the Web.

**iCampus Email Channel — iCampus.IllinoisState.edu**
The iCampus email channel incorporates RedbirdMail to allow you to check and send email through iCampus.
Clients — Outlook, Entourage, Thunderbird, Mac Mail, Windows Mail
Email clients like Microsoft Outlook or Mozilla Thunderbird offer the best email experience since they include advanced features and junk mail controls not found in iCampus or RedbirdMail.

VPN for Off-Campus Email — Cisco VPN client, WebVPN, MailVPN
When you check email from off campus using a client like Outlook or Thunderbird, you must have a VPN connection. Use the Cisco VPN client, Network Connect in WebVPN, or configure your email client with MailVPN settings (recommended).

For more information on email and VPN, visit HelpDesk.IllinoisState.edu/email/.

Exchange Calendar and Email
Faculty and staff can request Exchange access. Use Microsoft Outlook, Microsoft Entourage, or Outlook Web App (OWA) to access your Exchange calendar. You can create meetings, reserve locations, and manage other resources. Faculty and staff have the option of using Exchange for email as well. Discuss this option with your department’s technical support staff if you are interested.

To request an Exchange account, visit HelpDesk.IllinoisState.edu/support/.

Spam Email
Illinois State reduces spam by blocking known spammers and by running anti-spam protection, which traps suspected spam emails before they are delivered. For the most protection, use an email client with junk mail controls, like Thunderbird or Outlook, which keeps your Inbox clean by moving spam to a special “junk” folder.

For more information on reducing spam, visit HelpDesk.IllinoisState.edu/email/.
Forwarding Your Email

You may forward your university email to another email address. You might consider forwarding your email if you primarily use an email address from another provider, such as Gmail.

You are responsible for reading your ISU email regularly. If you prefer to use another email account, you should forward your university email (rather than just ignoring your ULID email account) because all official university announcements will be sent to your university address. By forwarding your university email, you ensure you won’t miss important messages from your department, class, or college.

After setting up an email forward, send a test email to your ilstu.edu address to make sure it’s working as expected. Some instructors will only accept email from your university address; use iCampus to send email to those instructors.

To forward your email, go to www.ilstu.edu/ulid/.

Phishing Scams, Identity Theft, and Surfing

Phishing Scams and Identity Theft
Phishing scams try to trick you into giving away your personal information. Be skeptical when you use the Internet because in all likelihood, you will encounter untrustworthy websites, emails, and people when you’re online.

Never send your password in email!
For the past few years, Illinois State has been targeted by phishing emails that look like official notifications sent by the University. These phishing emails instruct recipients to “update your account” by sending your user name and password in email. Illinois State will never ask you to send your password through email.
Only enter your password on Illinois State websites

Some phishing emails link to fake websites and instruct you to “verify your account” by logging in. The University will never ask you to log in to a non-ISU website. Most official Illinois State websites end in ilstu.edu, illinoisstate.edu, ilstu.org, or illinoisstate.org. When in doubt, call the University Computer Help Desk to confirm the legitimacy of the request before following the instructions.

Disregard financial requests and offers

Some phishing emails claim to be seeking a trusted partner to facilitate a bank account transfer of a large sum of money ($10 million or more), usually from a foreign source. Often accompanied by very official-looking documentation, these scams suggest the recipient will receive a hefty amount (up to 30%) for participating, but typically end when the victim sends a “small” sum (around $2000) to cover fees associated with a bank transfer that never happens.

What should I do if I think I’m a victim of a phishing scam or identity theft?

If you’ve fallen victim to a phishing scam or identity theft, you need to act as quickly as possible. If you sent your password in email or used it to “log in” to a fake website, you should change your password and security question immediately.

If you gave out financial info, like bank account numbers, credit card numbers, Social Security numbers, and so on, you should file a complaint with the Federal Trade Commission at www.ftc.gov/. You should also visit the FTC's Identity Theft website at www.ftc.gov/bcp/edu/microsites/idtheft/. The FTC will help you place a fraud alert on your credit report with the three consumer reporting companies.

Social Websites — Facebook

If you join a social website like Facebook, use discretion. By providing too much personal information, you might open yourself up to identity theft. Prospective employers may also visit these sites to get a candid look at you before hiring (and you may not get the job after they see your photos or other content).
Risky Searches Could Lead to Viruses and Spyware
When you use search engines like Google and Yahoo, you might get links to dangerous websites, which could install spyware or infect your computer with viruses. The riskiest links come up when you use search terms like “free screensavers,” “free games,” or “download music.” With the risk of viruses, spyware, and other malware, it’s best not to do those kinds of searches at all. You might get something for nothing—but it’ll probably be something you never wanted in the first place.

Use the McAfee Site Advisor Plugin for Your Browser
To help you avoid potentially harmful websites, the University recommends installing the McAfee Site Advisor plugin for your web browser. The plugin flags suspicious websites so you can avoid them, and it blocks your browser from harmful sites. Download this plugin from the Help Desk at HelpDesk.IllinoisState.edu/downloads/.

October is National Cyber Security Awareness Month
Illinois State helps raise awareness of online security by participating in National Cyber Security Awareness Month, an initiative headed by the National Cyber Security Alliance (NCSA). Visit HelpDesk.IllinoisState.edu/cybersecurity/ for more information.

Viruses, Spyware, and Other Malware
Malware, like viruses and spyware, are prevalent on the Internet. Spyware attempts to gather information about you without your knowledge, usually for advertising purposes, and it may drag down your system too. A computer virus is a dangerous program able to make copies of itself and infect other files and programs. Both can degrade your computer’s performance, rendering it unusable.

Anti-virus on the Server
The University maintains anti-virus control on the mail server. It consistently weeds out infected emails and attachments. This is the top layer of anti-virus at Illinois
State. As effective as this system is, it should be viewed as a supplement to (not a replacement for) desktop anti-virus.

**University-Approved Anti-Virus Solution**
The Appropriate Use Policy requires you to use the university-approved anti-virus product. Information about the approved anti-virus solution can be found on the Help Desk website, along with detailed instructions which explain how to clean infected computers. The university-approved anti-virus solution is available at no cost and can be downloaded from the Help Desk website or as part of ResNet registration. Call the Help Desk at 309-438-4357 or stop by the TechZone Service Center in the Bone Student Center for help with viruses and other malware.

**Critical Updates**
Malware sometimes rely on vulnerabilities in your computer’s operating system and software. The Appropriate Use Policy requires you to keep your computer updated with all available critical updates. This protects your computer and the campus network from threats like viruses and spyware.

**Viruses and Email**
Be cautious and skeptical when you receive an email with attachments or links you weren’t expecting. Just because it looks like an email was sent by a friend doesn’t mean that’s actually the case. You should contact the person before clicking on an unexpected file or link to make sure he or she meant to send it.

**Viruses and Instant Messenger Chat**
Viruses can reproduce using instant message chat programs like AOL Instant Messenger (AIM) and Yahoo Messenger. A virus can send itself to everyone on an infected buddy list. As with email, if you weren’t expecting to get a file or link, ask the person if he or she meant to send it before clicking.
Internet Access

ResNet — ResNet.IllinoisState.edu
Students living in campus residence halls have access to the Internet through ResNet. When logging on to ResNet, student computers are scanned to ensure they comply with the Appropriate Use Policy. Please note that personal wireless routers, switches, hubs, etc. are not allowed on the campus network.

Wireless — HelpDesk.IllinoisState.edu/mobile
Students, faculty, and staff can connect to the “isunet” wireless network throughout campus. Connect to “setup-isunet” first and open a web browser to quickly and easily configure your computer with the settings needed for “isunet” access. Students living in Hewett, Manchester, Haynie, Wilkins, Wright, or Watterson residence halls on campus can connect to “isu-resnet.” Connect to the “setup-isu-resnet” wireless network first and open a web browser for fast and easy wireless configuration. Faculty and staff can provide their guests with temporary access to “isu-guest,” and the “isu-public” wireless network in Milner Library is accessible by anyone.

uLabs — uLabs.IllinoisState.edu
Open computer labs are available in Milner Library, Watterson Towers, Whitten Hall, Schroeder Hall 230, and in the Vrooman complex between Hewett Hall and Manchester Hall. Stevenson Hall, Room 250 is an English teaching lab that has a small, open computing area available to all students. In addition to uLabs, departmental labs provide a combined 2000 computers to students in designated majors. Consult your department or college for more info.

VPN Access from Off Campus — HelpDesk.IllinoisState.edu/security
A VPN connection is required from off campus when connecting to internal resources like Datastore. You can either use the Cisco VPN client or use the Network Connect client in WebVPN at webvpn.ilstu.edu/. Email clients configured with MailVPN settings do not need an independent VPN connection. For more info on MailVPN settings, please visit HelpDesk.IllinoisState.edu/email/.
Peer-to-Peer File Sharing

Peer-to-peer (P2P) file sharing is blocked on ResNet, campus wireless, and public data ports. The University intends to limit the number of Digital Millennium Copyright Act (DMCA) complaints it receives. Students who have a reason to access P2P may request a ResNet exception by going to HelpDesk.IllinoisState.edu/requests/.

Copyrights and File Sharing

When you download or share files, it is your responsibility to make sure you do so in a legal manner. This extends to music, movies, books, pictures, software, etc. All members of the University community must observe intellectual property rights. Further, Illinois State must abide by the Digital Millennium Copyright Act, a federal law which states that the illegal distribution of copyrighted materials may subject violators to criminal and civil penalties. The University complies with requests intended to halt copyright infringement, such as those made by industry trade organizations like the Recording Industry Association of America (RIAA) and the Motion Picture Association of America (MPAA). The University’s Appropriate Use Policy details ramifications for such infractions.

Legal alternatives to illegal file sharing can be found at Birdtrax.IllinoisState.edu/.

IPTV at tv.ilstu.edu

Watch television online by visiting tv.ilstu.edu/. This service, known as IPTV, is a pilot program and is only available to campus computers connected to the Illinois State network. It offers a subset of channels available through Illinois State cable TV. This channel lineup focuses on educational content.

Learn more about IPTV at HelpDesk.IllinoisState.edu/tv/.
iCampus Web Portal

iCampus is the one stop for students, faculty, and staff to satisfy their campus information needs. Log in with your ULID and password to gain access to an array of features. The iCampus portal can be customized to fit your individual needs. Access iCampus at iCampus.IllinoisState.edu/.

For Graduate and Undergraduate Students:

- Get a copy of your class schedule
- Find out what textbooks you need
- View midterm and final grades
- View progress toward your degree
- Check your financial aid
- Add money to your Redbird Card
- See your accounts and direct deposit
- Pay check records (student workers)
- Add your Classroom Clicker
- Access Blackboard for your classes
- Library account information

For Faculty:

- Get a list of your students
- Submit your grades online
- Get your students’ Clicker numbers
- Manage Blackboard for your classes

Stay Informed
ISU Emergency Alerts

Sign up for ISU Emergency Alerts to receive notifications about emergencies on or near campus that threaten health and safety. You can choose to have ISU Emergency Alerts sent to your mobile phone as voice or text messages, and you can specify an alternate email address where you’d like notifications sent. The information you provide will be used only for emergency notifications. It will never be sold or given away. To sign up, log in to iCampus at iCampus.IllinoisState.edu/ and look for the Contact Information channel on the Profile tab.

Learn more about ISU Emergency Alerts at Security.IllinoisState.edu/.

Tech Alerts

Visit the Tech Alerts website at Alerts.IllinoisState.edu/ to get info on technology issues and phishing emails affecting campus. Sign up for Tech Alerts to get emails and text message notifications. Download the Tech Alerts gadget to get alerts delivered to your desktop. You can also stay in the loop by joining the Help Desk on Facebook at facebook.com/ISUHelpDesk/.

Learn more about Tech Alerts at HelpDesk.IllinoisState.edu/kb/1652/TechAlerts/.

Blackboard

Blackboard hosts online quizzes and course materials for a large number of classes at Illinois State. Those who have access to Blackboard can log in to it through the iCampus portal. Instructors can learn how to enhance their courses with Blackboard by contacting the Center for Teaching, Learning, & Technology (CTLT).

Learn more about Blackboard at www.helpdesk.ilstu.edu/kb/1393/Blackboard/.

Stay Informed
Datastore

Your ULID account grants you access to the Datastore server where you can store files and host a website. You have 1GB of disk space on Datastore, and files stored on the server are protected by your ULID and password and are backed up nightly.

Personal Website

Build a personal website by copying your web files into your ‘web’ folder on Datastore. Your website’s address is my.ilstu.edu/~yourULID/. Creating a website can be a challenging but rewarding experience that tests both your technical and artistic talents. Instructors can use their personal websites to host class materials. Students can create their websites for fun or may be required to do so as a class project.

Connecting to Datastore

You can connect to Datastore by mapping network drives in Windows or Mac OS X. (If you connect from off campus, you first need to establish a VPN connection.) You can also access Datastore through the WebVPN website, regardless of whether you are on campus or off campus.

Learn more about Datastore at HelpDesk.IllinoisState.edu/kb/1336/Datastore/.

Personal Blogs

Personal blogs are a feature granted by your ULID account. You can access your personal blog at my.ilstu.edu/blogs/yourULID/. Blogs are easy to get into and start using, and they are a great way to post content to the Web. Instructors may find personal blogs the ideal space for sharing information with their classes. You can upload pictures, PDF files, PowerPoint presentations, Word documents, and more, and you can embed videos from popular websites like YouTube.

Learn more about personal blogs at HelpDesk.IllionisState.edu/kb/1516/Blogs/.
uPrint Mobile Printing

Print from anywhere on campus with uPrint. First, download and install the uPrint software on your laptop or desktop computer. When you print something, send your print job to the uPrint system. You can pick up and pay for your print jobs at any of the convenient uPrint locations found throughout campus. Pay for your print jobs using your Redbird Card or a Guest Copy Card, both of which are available from the Redbird Card Office in the Bone Student Center.

Learn more about uPrint mobile printing at HelpDesk.IllinoisState.edu/mobile/.

iTunes U

Made possible through a partnership with Apple, iTunes U encourages faculty and staff at Illinois State to create audio and video files called podcasts and upload them to the iTunes U server. Ranging from educational materials and classroom supplements to promotional showpieces and sporting events, podcasts produced by members of the University highlight the many talents and interests of those at Illinois State. Visit the iTunes U website at itunesu.ilstu.edu/ (requires iTunes software).

Learn more about iTunes U at HelpDesk.IllinoisState.edu/kb/1433/iTunesU/.

Campus Map

Find the buildings, services, and parking lots you’re looking for with Illinois State’s online campus map. The campus map utilizes Google Maps technology to offer a powerful and easy-to-use online map to visitors and members of the University.

Visit the interactive campus map website at Maps.IllinoisState.edu/.

University Resources
Software Downloads

Download software from the Help Desk at HelpDesk.IllinoisState.edu/downloads/. Illinois State hosts software it has licensed for its constituents and links to recommended software available through external websites. Some of the software includes:

- Cisco VPN Client – Access internal resources from off campus
- MalwareBytes Anti-Malware – Scan for malware like viruses and spyware
- Map Network Drives Utility – Easily access Datastore
- McAfee Site Advisor – This browser plugin identifies dangerous websites
- McAfee VirusScan – Available for Windows computers
- McAfee Security for Mac – Available for Mac OS X computers
- Mozilla Firefox – This excellent web browser is recommended
- Mozilla Thunderbird – This email client offers junk mail control
- Respondus Lockdown Browser – Required for some Blackboard quizzes
- Spybot Search & Destroy – Another anti-spyware application
- ShareMount Utility – Connect to your personal share on Datastore
- uPrint Pharos – Use uPrint Mobile Printing to easily print on-the-go
- More!

Software at an Educational Price

Software is available at reduced educational pricing through the TechZone. Each software publisher has specific restrictions on who is eligible.

- Microsoft Office
- Microsoft Windows
- Mac OS X
- Apple iLife and iWork
- Adobe Creative Suite
- LiveText
Help Desk Knowledge Base

Visit the University Computer Help Desk website at HelpDesk.IllinoisState.edu/ to find answers to technology questions and to get solutions to the problems you’re facing. The Help Desk Knowledge Base contains hundreds of easy-to-understand articles and step-by-step instructions on all kinds of topics. Wireless, email, ULID account questions, password help, smart phone setup instructions, Blackboard tips, and a whole lot more is available.

Support & Requests

Use the Support & Requests page on the Help Desk website to make technology requests and to report problems. Here are just a few examples of what you can do:

- Help Desk – Submit a problem or question to the Help Desk
- Exchange – Request access to Exchange
- Phone Problems – Report a problem with your university phone
- Broken Data Port – Report a physically damaged Ethernet port
- More!

Visit the Support & Requests web page at HelpDesk.IllinoisState.edu/support/.

TechNews

Visit the TechNews website at TechNews.IllinoisState.edu/ to get the scoop on what’s happening with technology at Illinois State. A variety of information can be found on TechNews, from descriptions of new initiatives to developments on projects already underway to new IT staff hirings and new appointments.
Resources to Know

There are many places on campus where you can get help with technology.

**University Computer Help Desk — 438-4357, HelpDesk.IllinoisState.edu**
The Help Desk provides support to students, faculty, staff, and retirees. The Help Desk assists with ULID issues, including password resets. Computer support over the phone is available seven days a week from 7:30am to midnight. The Help Desk office offers walk-up assistance in Julian Hall 115 on weekdays from 8:00am to 6:00pm and on weekends from noon to 3:00pm.

**TechZone Showroom — 438-8334, TechZone.IllinoisState.edu**
TechZone offers reduced prices on name-brand computers like Lenovo, Apple, Dell, and HP to students, faculty, and staff. They also offer deals on printers, peripherals, software, and memory. The TechZone Showroom has many demonstration models so you can “test drive” a computer before you buy it. Stop by the TechZone on the second floor of the Bone Student Center.

**TechZone Service Center**
The TechZone Service Center is located next to the TechZone Showroom. The service center is a partnership between the University Computer Help Desk, ResNet, and the TechZone. It specializes in warranty repairs for Dell, Apple, and Lenovo. When in the Bone Student Center, stop by the TechZone Service Center with any computer or technology question.

**Registrar Service Center — 438-2188, www.registrar.ilstu.edu**
The Registrar Service Center provides assistance to students as they register for classes. The staff in the Registrar Service Center can help you make changes to your class schedule, print a copy of your schedule, reset your 4-digit PIN, process name, address, and Social Security number changes, coordinate requests for transcripts, and more. Call or stop by their office in Moulton 107.
Classroom Support — 438-7412, CTSG.IllinoisState.edu/cts
Classroom Support provides a full range of audio/visual equipment for faculty and staff to use in classrooms. They provide training, demonstrations, and presentation support for the campus community. Faculty and staff can contact Classroom Support to reserve equipment to use in their classes. Classroom Support is located in Nelson Smith 207.

Center for Teaching, Learning, & Technology — 438-2542, www.ctlt.ilstu.edu
The Center for Teaching, Learning & Technology (CTLT) helps members of the campus community pursue innovation and excellence in their instructional, scholarly, and professional goals. They assist individuals in making informed choices about whether to use technology and how to best apply it. CTLT offers free training in popular applications, such as Microsoft Office products, Adobe products, SPSS, Blackboard, and more. Call to sign up or stop by the CTLT building at 301 S. Main in Normal.

Anyone needing a reasonable accommodation for a documented disability should contact Disability Concerns at 350 Fell Hall, 438-5853 (voice), 438-8620 (TTY).

Departmental Technical Support

Faculty and staff office computers and work-related tasks are supported by their department’s technical support staff. To find out who provides your department with support, visit HelpDesk.IllinoisState.edu/support/.

Faculty and staff may also contact the University Computer Help Desk at 438-4357 for assistance. The Help Desk provides assistance with technology issues and central systems, like iCampus, wireless, VPN, and Datastore. If you work on campus, the Help Desk can also put you in touch with your department’s technical support staff.
**Appropriate Use Policy**

The Policy on Appropriate Use of Information Technology Resources and Systems, commonly referred to as the Appropriate Use Policy, covers the use of technology at Illinois State University. All members of the University must adhere to this policy. This policy is available online at [www.policy.ilstu.edu/technology/](http://www.policy.ilstu.edu/technology/).

I. Purpose
The purpose of this policy is to establish the appropriate use of Illinois State University’s information technology resources, computers, and networking systems, collectively defined here as ISU Information Technology Resources and Systems.

II. Scope
ISU Information Technology Resources and Systems are owned by the University and are to be used in support of the educational, research and public service mission of the University. All individuals who use ISU Information Technology Resources and Systems, whether from on campus or off campus, are responsible for using these resources and systems in an effective, ethical, and lawful manner. In addition, the use of ISU Information Technology Resources and Systems is subject to all applicable state and federal laws, as well as all University policies.

III. Policy
A. Access Responsibility
An individual user of ISU Information Technology Resources and Systems is responsible for compliance with this policy; specific responsibilities include but are not limited to:

Conditions of Access
A user is responsible for following the University Conditions of Access available at [www.helpdesk.ilstu.edu/](http://www.helpdesk.ilstu.edu/). These conditions require the use of University anti-virus protection as well as user responsibility for keeping operating systems up to date with critical security patches.

Ownership of University Logon ID
University-supplied identifiers, including but not limited to, your University Logon ID (ULID), are the property of the University and may be revoked at any time.

Responsibility to Maintain Privacy of Passwords
Passwords associated with an individual’s ULID, or other University identifier, should not be shared without authorization. Compromised passwords may affect not only the individual, but also other ISU Information Technology Resources and Systems users.

Violations
A user accepts responsibility for all violations that occur from a computer system (university owned or private) while utilizing any ISU Information Technology Resources and Systems, including but not limited to when the system is connected to a University network or using the user’s ULID.

Reporting Violations
A user should report observed security violations to abuse@ilstu.edu.

B. Inappropriate Communications and Use of Resources
The principles of academic freedom apply in full to electronic communications. The conventions of courtesy and etiquette, which govern vocal and written communications, shall extend to electronic communications as well. Individuals are responsible for their personal conduct while utilizing ISU Information Technology Resources and Systems, including but not limited to how Illinois State University is represented by the personal conduct.
Access to and utilization of the resources of ISU Information Technology Resources and Systems is a privilege and not a right; they can be withdrawn or curtailed without notice if there is a reason to believe that the user has or may have violated this policy, University policy, or applicable law. Additionally, violation of this policy can result in further discipline under the appropriate University procedures or by civil or criminal prosecution. All individuals, as a condition of their access to or utilization of ISU Information Technology Resources and Systems, agree to cooperate in every way with appropriate officials in an investigation of alleged improprieties or abuse of this privilege and waive any right of confidentiality. Failure to cooperate fully shall be considered a violation of this policy.

In addition, many academic course and work-related activities may require the use of ISU Information Technology Resources and Systems. In the event of an imposed restriction or termination of access to some or all ISU Information Technology Resources and Systems, a user enrolled in such courses or involved in computer-related work activities may be required to use alternative facilities, if any, to satisfy the obligation of such courses or work activity. Users are advised that if such alternative facilities are unavailable or not feasible, it may be impossible for the user to complete requirements for course work or work responsibility. The University views misuse of ISU Information Technology Resources and Systems as a serious matter, and may restrict access to its facilities even if the user is unable to complete course requirements or work responsibilities as a result.

1. Inappropriate Communications
Inappropriate communications include any use of ISU Information Technology Resources and Systems that interferes with local, state or federal law, University policies, or the University mission. Any communication which is harassing, obscene, or interrupting to other users of ISU Information Technology Resources and Systems is also considered inappropriate. All users need to be aware that inappropriate, harassing, obscene, defamatory, interrupting, or any other material which violates University policy will not be tolerated. The University reserves the right to take whatever action it deems as appropriate to prevent, correct, or discipline behavior that violates this or any other University policy.

Additional examples of other inappropriate communications include but are not limited to, the following:

Fraudulent Communications
Any communication sent under an assumed name or modified address, or with the intent to obscure the origin of the communication.

Unethical Communications
An unethical communication is defined as any communication in violation of the State Officials and Employees Ethics Act, as determined by the University Ethics Officer.

Breach of the Peace
Any communication that threatens or endangers the health or safety of any person, or creates in such person a reasonable fear that such will occur, including but not limited to, an individual being fearful of bodily or emotional/mental harm.

Financial Gain
Any communication conducting, promoting or advertising a personal commercial enterprise is prohibited. Use of electronic resources is restricted to authorized purposes consistent with the University’s mission.

2. Inappropriate Use of Resources
Inappropriate use of resources includes, but is not limited to, the following:

Reduction or Denial of Service
No individual or group may degrade or attempt to degrade the performance of ISU Information Technology Resources and Systems. In addition, no individual or group may deny or attempt to deny access to ISU Information Technology Resources and Systems without the proper authority.

Network Services and Connectivity
No individual or group may establish a major network service, introduce a service that conflicts with a centrally, predefined service, obtain
network connectivity, or use directory services without coordinated planning and prior approval from the Associate Vice President for Academic Information Technology.

Excessive Electronic Mail Use
No individual or group may broadcast unsolicited mail or messages. Examples of such broadcasts include but are not limited to: chain letters, mail bombs, virus hoaxes, spam mail (spreading electronic mail or postings without good purpose), and other electronic mail schemes that may cause excessive network traffic or computing load. Those who anticipate sending or receiving large numbers of electronic mail messages for official University or academic purposes are responsible for complying with the University Policy on Mass Electronic Communications.

Excessive Use of Network Bandwidth
No individual or group may download or distribute digital files, to the extent that such actions are harmful and/or disruptive to ISU Information Technology Resources and Systems. Large-scale distribution of digital files can cause excessive network loading. The University reserves the right to automatically manage and restrict excessive use of network bandwidth. No individual or group shall attempt to circumvent defined University restrictions.

Financial Gain
No individual or group may use ISU Information Technology Resources and Systems for commercial gain, profit, advertisement, or any purpose that interferes with the mission of the University.

Breach of Security
No individual or group may breach the security of ISU Information Technology Resources and Systems through the use of loopholes, system deficiencies, knowledge of computer or network security systems, or knowledge of a special password to do any of the following, including but not limited to, damage computer or network systems, obtain extra resources, take resources from another user or gain access or attempt to gain access to restricted resources for which proper authorization has not been given.

C. Copyrights and Intellectual Property
All members of the University community must observe copyrights and intellectual property rights, including software licensing. The transfer of electronic data files in violation of copyrights or intellectual property rights is prohibited. This includes, but is not limited to, software, electronic music, and video files. In addition, the University’s Digital Millennium Copyright Act (DMCA) agent will evaluate all reports of copyright infringements that may be a violation of the DMCA, and forward all reports deemed to be an infringement to an Appropriate Use Coordinator.

D. Personally Owned Software
Personally-owned software may be installed on University-owned equipment if the software has been approved by the University, and properly authorized and licensed by the software manufacturer for such installation. Unlicensed software may not be installed on University-owned equipment. University approval must come from the appropriate Vice President or their designee. Use of personally-owned software that has been installed without authorization or of unlicensed software is a violation of this policy and subject to removal. In addition, technical staff of the University will not be responsible for personally-owned-software.

E. Personal Employee Use of Information Technology Resources and Systems
ISU Information Technology Resources and Systems are to be used for the educational, research or public service purposes of the University or as specified in contractual arrangements, or other applicable state and federal laws, including but not limited to the State Officials and Employees Ethics Act. Individuals or groups permitted access to ISU Information Technology Resources and Systems may use these services occasionally for personal use, within the constraints of University policy and procedures. Use unrelated to University business must be limited in both time and resources and must not interfere in any way with University functions or the employee’s duties. Further limits may be imposed in accordance with area or departmental needs. Allowing occasional personal use in accordance with this policy does not in any way imply that the University sponsors or endorses employee’s personal use.

F. Privacy
While great effort is made to keep the contents of what you create, store, and send secure, the University cannot and does not guarantee the security or privacy of electronic files on ISU Information Technology Resources and Systems. These systems can sometimes be breached by someone determined to do so. The University reserves the right to access ISU Information Technology Resources and Systems.
Valid legal requests for information including but not limited to subpoenas, litigation or potential litigation, and an Illinois Freedom of Information Act (FOIA) request may allow inspection of electronically stored information. In many instances, electronic files are treated in the same way as paper files. For instance, FOIA allows inspection of public documents (including electronic files), as defined by FOIA, through an appropriate FOIA request. This means that every electronic file is subject to inspection unless there is a specific legal reason that such material is protected.

IV. Compliance
All individuals who use ISU Information Technology Resources and Systems, whether from on-campus or off-campus, must adhere to this policy. Any adopted divisional/departmental rules and regulations may not reduce full compliance with applicable state and federal laws or the policies and procedures of the University.

V. Approval & Review
The President of Illinois State University has approved the Policy on Appropriate use of Information Technology Resources and Systems. This policy will be periodically reviewed by the Information Technology Policy and Planning Council and changes or additions to this policy will be recommended by this Council to the President of the University. Information technology resources and systems are changing rapidly both in terms of technology and application, and the University reserves the right to amend this policy at any time. The version posted on the web at www.policy.ilstu.edu/ is the governing policy.

Last Review: April 2008