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## Logging In

Every time you turn on your MacBook Pro, you will see the Mac OS X login window. To log in, enter your Denison **username** and **Novell password** and click **Log In**.



### *Changing Your Password*

For security reasons, ITS recommends that you regularly change your passwords. You should do this at minimum every 6 to 12 months. To change your Novell password (used to log into Denison-owned computers), visit [www.denison.edu/its](http://www.denison.edu/its) and select **Change Your Novell/LAN Password Now** in the Password Change box in the lower right corner of the page. You can also change your email password and DU Self Service PIN by selecting the appropriate links in the same section.

NOTE: After you change your password, you must log in to your computer while connected to Denison's network using a network cable in order to synchronize your new Novell password with your local computer password. Otherwise, you will need to continue logging into your computer with your old Novell password until you are on campus and able to connect using a network cable.

## About Your Computer

### *Registering Your Computer*

When you open an internet browser on your new computer, the Bradford Registration page may appear asking you to register your computer.

### *Installed Software*

The following Denison standard software has been installed on your computer:

Microsoft Office 2011	Adobe Reader	RealPlayer
iLife '11	Safari	Stuffit Expander
iTunes	Firefox	Flip4Mac
iWork '09	Oracle Calendar	Fugu
McAfee VirusScan	QuickTime	

If you would like additional, non-standard software installed on your new computer, you will need to locate the software media and license key(s) in order to install it.

### *Power Settings*

Your MacBook has power settings configured to conserve energy and extend battery use.

- ◆ When using the power adapter, the computer and display will go to sleep after a period of inactivity. Press any key or move the mouse to wake the system.
- ◆ When you are using battery power, the display will go to sleep after 2 minutes. Press any key or move the mouse to wake the system. Additionally, the screen will be slightly dimmer when using battery power compared to using the power adapter. If you leave the computer asleep while running on battery power for too long it will eventually run out of charge and shut down.
- ◆ Your laptop is also scheduled to sleep at 10:00 pm and wake at 6:00 am every weekday.

As a security precaution, you will be prompted to enter your password to resume using a device that has gone into a power-saving mode.

To adjust these settings, from the Apple menu select **System Preferences** and then **Energy Saver** or click the **Battery** icon in the top right of your screen and select **Energy Saver Preferences** from the menu that appears.

### Locking Your Computer

You can easily lock your computer so that it is password-protected without having to close all your programs and shut down.

To lock your computer, click the **open padlock icon** in the upper right area of your screen and select **Lock Screen** from the menu that appears. A login box will appear.



To unlock your computer, enter your **Novell password** in the Password box and click **OK**.

### Restoring Files From Your Old Computer

On your Desktop, you will see a file with your username followed by a .dmg extension (example: samplej.dmg). This is a backup that contains all the files from your old computer.

To copy files from your old computer to your new computer:

1. Double-click the **<username>.dmg** icon on your Desktop. A Finder window will open displaying the contents of your old computer. (If you have a lot of files, this may take a few minutes.)
2. Navigate within the Finder to locate the desired files and folders. Select and copy those files and folders.
3. Double-click the **UserSpace** icon on the Desktop of your new computer. Navigate to the desired location within your UserSpace and paste the files and folders to be copied.



Once you are satisfied that you have recovered everything necessary from **<username>.dmg**, you can delete the backup file by dragging it into the Trash to free-up space on your computer.

## The Dock

The Dock is a convenient place to keep shortcuts to all your common applications, files, and folders. Located at the bottom of the Desktop, the Denison default Dock configuration includes the most commonly used applications.



<b>Finder</b>	Main interface to your Mac and all of your files
<b>Dashboard</b>	A series of “widgets” for common tasks (calculator, etc.)
<b>Mail</b>	The default email application
<b>Address Book</b>	Organizes contacts; works with Mail
<b>Oracle Calendar</b>	Denison’s shared calendar system (requires an account)
<b>Safari</b>	The standard Mac OS X web browser
<b>Firefox</b>	A popular alternative web browser
<b>iTunes</b>	Organizes and plays music, movies, and podcasts
<b>iPhoto</b>	Apple’s photo editing and organization software
<b>Word</b>	Microsoft’s standard word processing software
<b>Excel</b>	Microsoft’s standard spreadsheet software
<b>PowerPoint</b>	Microsoft’s standard presentation software
<b>System Preferences</b>	Allows you to change your computer’s settings
<b>Applications</b>	Access to applications not visible in the dock
<b>Documents</b>	Access to files stored in your UserSpace on the hard drive
<b>Downloads</b>	Access to files downloaded by Safari and Firefox to your hard drive
<b>Trash</b>	Where data goes when it is deleted (Please remember to regularly empty the trash.)

### Adding Items To The Dock

If you want to add an application, file, or folder to the Dock, just drag its icon from any Finder window or the Applications Folder and drop it on the Dock; the icons in the Dock will move over to make room for their new neighbor.

NOTE: To add files or folders to the Dock, they must be dropped on the right side of the Dock, in between Applications and Trash.

### Removing Items From The Dock:

To remove an item from the Dock, drag its icon off the dock. The Finder and Trash icons cannot be removed. Removing an icon from the Dock does not remove the application, folder, or file that it represents from the hard drive; you will still be able to access that application, file, or folder by navigating within Finder.

## Network Resources and Storage

### Printing

- ◆ The printers for your department should already be installed on your computer. If you find a printer missing, you can install it by visiting <http://printers.denison.edu>. If you have trouble installing printers using Safari, please try Firefox.
- ◆ We strongly encourage you to use duplex printing whenever possible. If you would like to set your printer to default to duplex printing, please review the short video that provides step-by-step instructions at: <http://www.denison.edu/offices/computing/support/howdoi/duplex.mov>.
- ◆ Lab printers may be installed from <http://triton.cc.denison.edu/ipp>. You will need to visit <http://www.denison.edu/printing> to release print jobs sent to lab printers.
- ◆ If you have a personal printer that plugs into your computer, it should automatically install the necessary driver the first time you plug it in.

### Personal Workspace

Every faculty and staff member is given personal storage space on Denison's server to save files and documents. Double-clicking the



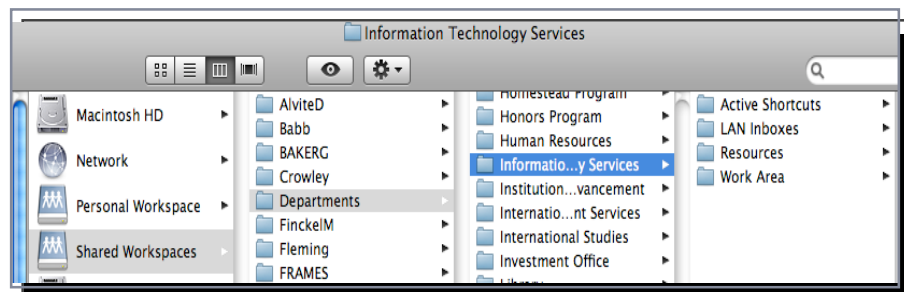
**Personal Workspace** icon will open a folder with your Novell username where you can drag files for safe backup and access them from any networked computer on campus. This volume is not accessible by anyone but you.

### Shared Workspaces

Every faculty and staff member has access to the Shared

Workspaces volume as well as the Personal Workspace. Double-

clicking the **Shared Workspaces** icon will open a Departments folder that contains the shared areas of every department on campus. Within your department's folder, you will find the following:



- ◆ **Work Area**—A secure place in which only members of your department can view, add, modify, and delete the information stored there.
- ◆ **Resources**—A place for your department to save files that are readable by those outside your department
- ◆ **LAN Inboxes**—Contains folders for every employee in the department (listed by username) where people can place files that only that user can access.

NOTE: Faculty/staff wishing to share information with students, create Assignment Inboxes for student work, or create a shared space for a project or other activity can do so by following the steps listed at:

[http://www.denison.edu/offices/computing/shared\\_workspaces.html](http://www.denison.edu/offices/computing/shared_workspaces.html).

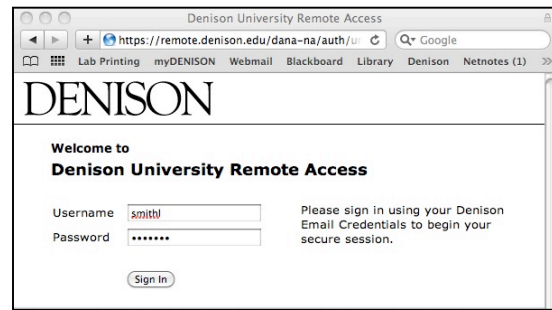
### Accessing Your Personal and Shared Workspaces Off Campus

On campus, your Personal Workspace and the Shared Workspaces will automatically appear on your Desktop upon log in when your computer is connected to the Denison network using a network cable.

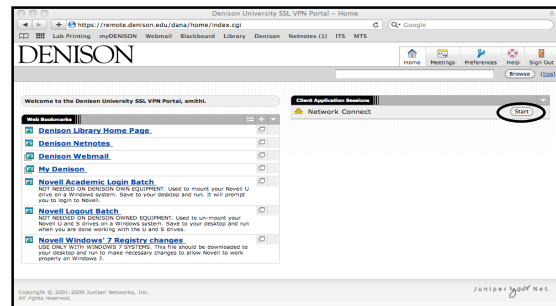
Accessing your Personal and Shared Workspaces off campus requires connecting Remote Access and mounting the Personal and Shared Workspaces.

To connect via Remote Access:

1. Open a web browser and go to <https://remote.denison.edu>
2. Log in using your Denison username and email password.
3. Wait for SSL VPN Portal to load. (This may take a few minutes.)
4. On the right side of the SSL VPN Portal, click **Start**, located to the right of **Network Connect**.



A dialog box showing the status of the connection will appear (you can minimize this if desired).

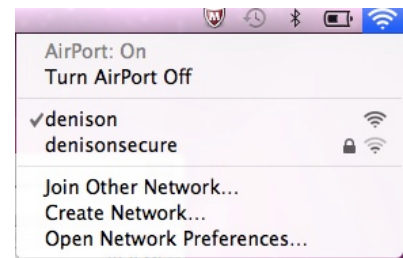


### Step 2: Mount Your Personal and Shared Workspaces

1. From the Finder, open the **Go** menu, and choose **Connect to Server**.
2. Under **Server Address**, enter **neso.cc.denison.edu** and click **Connect**. Click the **plus** button to store this address as a favorite.
3. When prompted, enter your Denison username and Novell password and click **Connect**.
4. In the **Volumes to Mount** list, click **PERSONAL**. While holding the **Command (⌘)** key, click **SHARED**. With both workspaces selected, click **OK**.
5. The **Personal** and **Shared** icons will appear on your Desktop. To open, double-click their icons.

### Connecting Via Wireless on Campus

When you are on campus, you will see two networks in the Airport menu: **denison** and **denisonsecure**. At the current time, you should select **denison**. (Selecting **denisonsecure** will not work.) If you are transferring sensitive data, you should then use Remote Access (see the *Connecting to your Personal and Shared Workspaces from Off-Campus* section).

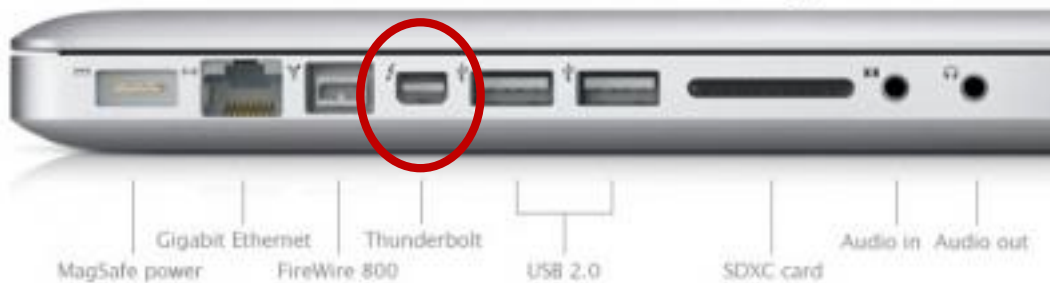


## Connecting to an External Display

If you have an Apple monitor with the appropriate connector, you can plug directly into the Thunderbolt port on the left side of your MacBook Pro to connect to an external display.


The Thunderbolt port combines the functionality of a display port—allowing you to connect your MacBook to an external display—with the capabilities of a high-speed input/output port for data transfer.

If you are connecting a non-Apple monitor, or a projector in an eClassroom, you may need a Thunderbolt port to VGA or DVI Adapter. If you did not receive these adapters, please contact the ITS Help Desk.



### Setting up Dual Displays

If your image does not automatically appear on both your laptop screen and an external display when you plug in the external display, please follow these steps:

1. Open the **Apple Menu** by clicking on the Apple icon  in the upper left corner of your screen.
2. Choose **System Preferences** and then **Displays**.
3. Click on the **Arrangement** tab and check the **Mirror Display** checkbox.
4. If the resolution does not look correct, adjust the resolution (see the external display documentation). For an eClassroom projector, choose **1024 x 768 75Hz**.
5. Close the window.

## Apple Mail

Denison's standard Macintosh email client is the Apple Mail program. If you were using another mail program on your previous Denison computer, old messages should still be visible within Apple Mail. To get started, click the Mail icon (see right) located on the Dock. Each time you launch the Mail application, you will be prompted to enter your email password. Once logged in, you will see a list of your folders on the left side of the window.

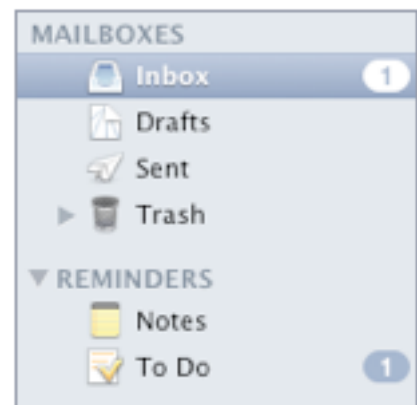


### Reminders

The reminders section is a fairly new feature of Mail. Mail is able to recognize dates that are sent to you in an email, and you are able to hover and click on those dates while reading an email to create a To Do item that will be stored in your Reminders section.

### Junk Mail

When you first get your Mac, Mail should be able to identify spam fairly accurately, but it will not prevent junk messages from hitting your Inbox until you activate this feature. To modify this behavior as well as other Junk mail options within Mail, open the **Mail** menu in the top left corner of the screen. Choose **Preferences**, then **Junk Mail**. The option to **Trust junk mail headers sent by my Internet Service Provider** will allow Denison's email servers to improve your spam filtering.



### Creating Mailboxes

When creating mailboxes (folders) to organize your mail, we recommend that you do not select 'On My Mac' for the location. Instead, select your Denison mail account (named 'IMAP', 'Denison IMAP', 'Denison', etc.) to create a mailbox on the mail server. Folders created on the Denison server will always be available to you, even when using Webmail or other IMAP email clients.

## Back-up Procedure

### *Why worry about back-ups?*

Along with the portability that a laptop offers there comes a serious risk. All your files are being saved and stored on the internal hard drive of your laptop. Should your laptop be lost or stolen or the hard drive become damaged (fall, heat, factory defect, etc.), all your files could be permanently destroyed. Backing up your important files regularly is the best way to protect yourself from this loss.

### *Back-up to the Novell network*

The easiest way to backup any file or folder you want is to simply copy it to your U:\ drive or an appropriate location on the S:\ drive. Anything that is stored on the U:\ or S:\ drives is backed up by ITS.

### *Using Storage Media*

Your laptop has a DVD/CD burner, multiple USB ports, and eSATA ports.

- ♦ **Blank DVD/CDs** are available at most retailers. They are great for making an archive copy of media, but standard discs do not allow for the saved files to be modified, and re-writable discs are typically less reliable for long-term storage.
- ♦ **USB pen drives** are very portable and work in many ways like floppy disks did in the past. You do need to be careful when removing a USB device that you safely remove it. This can be done by dragging the drive's icon on the Desktop to the **Trash** icon on the Dock, which will switch to the **Disconnect/Eject** icon. The main limitation to USB pen drives is size. The largest ones currently on the market are 64Gig, which is plenty for most, but will fill up quickly if you have multi-media files or applications saved to it.
- ♦ **External hard drives** are available in much larger storage sizes than USB pen drives. However, their physical size makes them less portable, and some may require their own power outlet. External hard drives can be found that connect to USB ports, firewire ports, or eSATA ports. The eSATA port gives the fastest transfer speeds, and the USB port is the most compatible with other computers. Many external drives have multiple ways they can connect, which lets you use whatever port best fits the situation. Some external drives will also come with software that allows them to easily be used for back-up purposes. Keeping a drive like this in your office, exclusively to backup your laptop files is highly encouraged.  
**NOTE:** When you connect your external hard drive to your Mac, the application Time Machine will automatically open. Follow the on screen prompts to set up your external hard drive with Time Machine.



## Burning Data CDs/DVDs

Mac OS X makes it easy to burn your data to writable optical disks, such as CDs and DVDs. This is one way to transport large amounts of data off campus or make archives for storage. Keep in mind that CD/DVD drives will not be around forever. It is an excellent idea to store important data on your Personal or Shared Workspaces.)

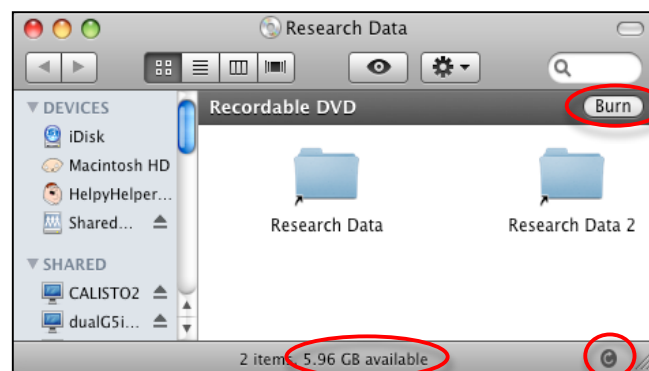
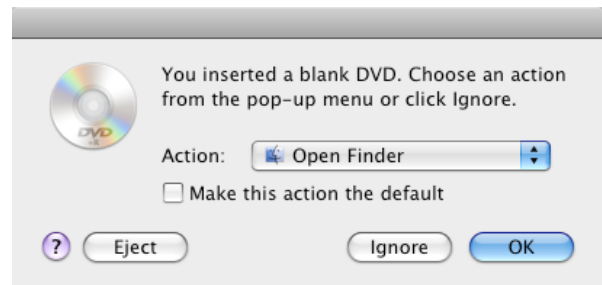
To burn a disk:

1. Insert blank media into the optical drive; once Finder recognizes the media type, it will prompt you for action. Select **Open Finder** and click **OK**.
2. A **CD** or **DVD** icon should appear on the Desktop. Click the icon once to select it, then press the **Return** key to rename the volume.
3. Once you name the CD or DVD, copy the files or folders you'd like to burn to the disk by dragging and dropping them onto the **CD/DVD** icon on the Desktop. You can continue copying files to the volume until it runs out of free space. (CD-R media can hold about 650MB, DVD-R about 4.23GB, and Dual-Layer DVD-R about 8GB.)
4. Double-click the **CD/DVD disk** icon to see the files that you want to burn to disk. When you are ready to burn the disk, click the **Burn** button in the upper-right corner of the window.

NOTE: At the bottom of the window you will see the estimated space available on the disk. If you feel this is inaccurate, click the **rounded arrow icon** located at the bottom-right side of the same window to recalculate the numbers.



5. If your data will fit on the disk, you will be prompted to verify the disk name and burn speed. If everything looks good, click the **Burn** button to create your disc.



## Help Resources

*Denison University Information Technology Services (ITS)*  
Fellows Hall, Denison University  
Granville, OH 43023  
<http://www.denison.edu/its>

### *ITS Help Desk*

Please contact the ITS Help Desk with any questions or problems.

**Phone:** 740-587-6395

**Email:** [helpdesk@denison.edu](mailto:helpdesk@denison.edu)

**Location and Hours:** visit [www.denison.edu/its/helpdesk](http://www.denison.edu/its/helpdesk)

When calling or emailing the Help Desk:

1. Please leave detailed messages, including the nature of the problem, your full name, and how and when we can reach you. If at all possible, give the Denison University inventory sticker number from your computer (example CS01234).
2. Be sure to mention the kind of computer you are using, including the model (e.g. Dell Latitude E6400). If the problem is printer related, then provide the type of printer (e.g. HP LaserJet 4240).
3. Write down any error messages you might be receiving. These can help us diagnose the problem.

### *Additional Resources*

To learn more about your Macintosh and its software, check out the resources listed below.  
From Apple:

- ♦ Apple Video Tutorials—<http://www.apple.com/findouthow/mac/>
- ♦ Mac 101—<http://www.apple.com/support/mac101/tour/>
- ♦ OS X Hints—<http://www.macosxhints.com>
- ♦ OS X Features—<http://www.apple.com/macosx/features/>

Denison-provided resources:

- ♦ Online tutorials through Atomic Learning— <http://www.atomiclearning.com/highed/>

NOTE: To access Atomic Learning Tutorials, you must be connected to the Denison network either on-campus or through Remote Access (see page 6). You may also acquire login information from the ITS Help Desk to access these resources off campus. Please contact the ITS Help Desk with any questions about this process.