Information Technology Resources @ Case

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Case Network ID

Your Case Network ID (3 initials and a number) is your key to most of the electronic resources on campus.

Obtaining a Case Network ID

All faculty (with faculty appointments through Case) have a Case Network ID. If you do not have a faculty appointment, you may be able to obtain an Affiliate Account (with reduced privileges). To obtain an Affiliate Account, find a Case faculty or staff member who will sponsor you. Have them login at the following website:

http://softwarecenter.case.edu/id_request/id_request.php

Activating your Case Network ID

Go to the following website to activate your account:

https://its-services.case.edu/middleware/NetworkTools/userReg.html

When asked for a Case ID, enter your SSN without the dashes.

NEVER share your password with anyone. They'll be able to access loads of your information.

Passwords

To change your password:

https://its-services.case.edu/middleware/NetworkTools/passwordChange.html

To reset your password, if you forget it:

https://its-services.case.edu/middleware/NetworkTools/csspr.html
**Helpful Websites**

University Help Desk - [http://help.case.edu/](http://help.case.edu/)

WebMail – [https://mail.case.edu](https://mail.case.edu)

Spam Control – [https://spamcontrol.case.edu](https://spamcontrol.case.edu)

WebCalendar – [https://calendar.case.edu](https://calendar.case.edu)

Human Capital Management (HCM) System
[https://hcm.case.edu:8710/psp/hcprd](https://hcm.case.edu:8710/psp/hcprd)

VoIP Phone – [http://www.case.edu/its/voip](http://www.case.edu/its/voip)

Unified Messaging – VoiceMail

Computer & Application Training Classes – [http://library.case.edu/caselearns](http://library.case.edu/caselearns)

Employee Discount Program –


Software Center – [https://softwarecenter.case.edu](https://softwarecenter.case.edu)

**Case’s Network Information**

**Wired** – Case has gigabit in all buildings

**Wireless** - 11 or 54Mbps (802.11g/a) in most buildings and some outside spaces. Case’s wireless system is completely open, meaning no security on it.

**VPN** – VPN is required when running wireless for some resources (e.g. Health Sciences Library). It is also a very good idea to run VPN when using wireless away from campus if you are working with confidential information or even using Case’s e-mail system.
Additional Resources

**Google Apps** – [http://wiki.case.edu/GoogleApps](http://wiki.case.edu/GoogleApps)
Case has teamed up with Google to offer a suite of services including;

- Gmail account with name@case.edu address (2GB mailbox)
- Calendaring
- Instant Messaging
- Shared Documents

**Docshare** – [http://wiki.case.edu/Docshare](http://wiki.case.edu/Docshare)
Network-based document storage for group collaboration
1GB of storage

Taking care of your computer

**Macintosh** computers – update your operating system regularly

**Windows** computers – WindowsXP or newer

- Make sure your Firewall is On.
- Set Windows Updates to Automatic.
- Install Symantec AntiVirus
- Use ad blocking software (Adaware, SpyBot)

**e-Mail** – Case receives tons of junk mail every day
- Be on the lookout for Spam messages
- Think before opening attachments

Getting Computer Help at Case

Most of you will have IT support in your department

**Additional help resources**

- [http://help.case.edu](http://help.case.edu)
- Perceptis Help Desk – 368-4357 (phones answered 24 x 7)
- Perceptis contract