

**APPLE COMPUTER
DISTRIBUTION &
ORIENTATION**

**FOR THE
CLASS OF 2013
(JULY 2009)**

**ADMINISTRATIVE
COMPUTING STAFF
CASEMEDHELP@CASE.EDU**

LECTURE NOTES

Introduction and Welcome

Hello everyone and welcome to the Class of 2013 – All of you should be aware of the information contained within this document if you participated in one of the orientation sessions during the week of July 6th, 2009. This document has been provided for you in case you need to refer to any of the information that we discussed during orientation.

Recommendations for using this document

Please feel free to skip around and find the section that you're looking for, but if you're using these notes to reconstruct something that was done during orientation, please don't skip ahead within each section. The different sections of this document have been arranged to mirror the instructions provided during the actual orientation sessions. Skipping ahead within a section could cause you to miss important information and result in you needing to bring your computer to seek technical support in room E318, which we will be happy to provide.

Provided Materials

During orientation, you should have been provided with the following paperwork:

- Pre-Clinical Chores and Forms Packet and checklist
- Case "Acceptable Use of Computing and Information Technology Resources" policy
- Inventory form to be filled out and returned
- Self-Paced exercises

Preparing your computer for orientation activities

1. Open backpack
2. Pull out computer, AC adapter, and mouse
3. Find your copy of the inventory form, match up your serial number, and fill out the form
4. Attach the AC adapter to the computer and to the AC outlet
5. Attach the network cable at your desk to the computer
6. Open and turn on the computer

Creating your user account

Making sure that you're connected to the wired network, turn the computer on. When the computer powers on, you will receive a number of prompts asking you to answer very simple questions. The questions vary slightly, but this is the list of how the questions should be answered:

- Language: English -- This is important as we can only support computers that are configured with English as the default language. Fear not – the other language fonts are all still in place if you enjoy corresponding in another language.
- Keyboard: US -- your computer was built with a US keyboard
- Do you already own a Mac? : Do not transfer my information at this time. You can still do this at a later time, but it should not be done at this stage.
- Apple ID: If you already have an Apple ID, such as you might have received by signing up for an iTunes account, or when configuring an earlier Apple computer purchase, feel free to enter that here. If you do not have an Apple ID, just leave the fields blank and click “Continue”
- Registration Information: Please fill this out completely
- A Few More Questions: Please answer the demographic questions. If you don't wish to receive junk email from Apple, and if there is a checkbox on this page, uncheck it to opt out of the mailing list.
- **CREATE YOUR ACCOUNT:** *Even if you ignore the rest of these instructions, make sure you get this part right.* Enter your full name as you'd like it on the line marked User Name or Full Name. **Enter your Case Network ID on the line marked “Short Name”.** Enter your Case Network Password (same as for email) as your password.
- User Picture: Either use the built in iSight camera to take an account photo or select the other radio button and choose from the list of available pictures there.
- Mobile Me: Don't accept the free trial or set up your Mobile Me account at this point. Opportunities will be presented often to try Mobile Me for free and it's not important at this stage.
- Once you're at the OS X desktop, double click on the Macintosh HD.
- In the column to the left, find your username and click on that.
- Double click on the Library folder
- Find and double click on the Keychains folder
- Find the login.keychain file in this location and delete it.
- Launch Safari and click on various bookmarks until prompted that you have no login keychain.
- Hit “enter” on your keyboard.
- Hit “enter” again
- Provide your password.

Battery Best Practices

- The more resources you use (audio output, increased screen brightness, wireless networking, CD/DVD), the faster the battery will discharge.
- Batteries are rated for a life of approximately 1000 charge cycles
- Batteries have a one year manufacturer's warranty
- If your battery wears out within that year, please bring it to us in E-318 so that we can fix the problem or get you a warranty replacement. If your battery wears out after a year, please come see us about finding a good deal on a replacement battery.
- When you first receive your notebook computer, ensure that the batteries are fully charged by keeping them plugged in until the light on the charger turns green.
- The light on the charger is amber whenever the battery is charging
- After fully charging, run the computer on battery power only, to fully discharge it. play a DVD movie until the notebook shuts itself down. Perform this routine once per month.

Hard Drive Best Practices

Do not throw or drop your computer. The hard drive in your computer is a sensitive piece of mechanical equipment and even with the “sudden drop accelerometer,” it is possible to damage a drive by dropping it as little as a foot, even onto soft surfaces. When you want to move your computer and it's on, close the lid and count to 10 before moving it, or wait for the power light to start pulsing. On a weekly basis, back up your data (documents, notes, pictures, etc) to an external hard drive using Time Machine, buy burning them to CD or DVD, or by transferring them to an online backup service.

Hair and Dust

Buildup of dust and hair in your computer's heat sink can cause it to run hotter than normal and shorten its life.

Keep your notebook away from pet hair and excessive dust.

Do not let your cat sleep on your computer, no matter how cute that looks.

Feel free to bring your notebook in to E-318 for cleaning

Spilled Liquids

Don't pour liquids on your keyboard -- your notebook does not get thirsty. If you do spill something on, in, or under the notebook, IMMEDIATELY turn it off and IMMEDIATELY bring it in to us (room E318) (as soon as possible). Don't turn it back on even if you think it has had time to dry out. We will clean the insides and attempt to return it to working order.

Waranty Information

Your MacBook Pro is covered by a special 4 year AppleCare warranty. Normally Apple only provides a maximum of a 3 year warranty, but by becoming an Apple service center, we're able to repair your systems in-house for you and provide an extra year of service. You will not be able to receive service at the Genius Bar in an Apple store under this warranty.

Web Resources and Advice

The homepage in both of your browsers have been set to the School of Medicine website. Case Med students have created a portal to contain the most commonly used items We have also added many Favorites and Bookmarks tht you will also find useful.

Many CaseMED resources require the use of Internet Explorer or Safari to function properly. For this reason, you need to use IE or Safari to access all Case hosted sites. In most situations they are interchangeable, but we cannot guarantee that Firefox will render all Case web pages correctly, and the exam system requires IE specifically, run from within Boot Camp rather than as a virtual machine. To access outside resources for both schoolwork and fun, we recommend Mozilla Firefox, which is also installed on your computer

E-Mail

Case has partnered with Google to provide the Case community with Google Apps. This means that you can use the Gmail web interface to manage your Case e-mail. This is NOT the same as a regular Gmail account, though there are many similarities. Using the Gmail web interface for your Case e-mail will provide an automatic backup of all your Case e-mail (which is handy should your hard drive fail) and provide you with access to all of your Case e-mail from any computer with an internet connection.

You should never put any personal information in an e-mail message. Nobody legitimate will **ever** ask for your Social Security Number, Birth Date, or Passwords by email. Ignore and delete messages that ask you to send personal information, like banks and Help Desk messages.

E-mail is **NOT** secure and can be intercepted.

Case's Wireless Network -- CaseGuest and VPN

CWRU has a campus-wide Wifi network called CaseGuest that your machines have been configured to connect to automatically. Unplug your Ethernet cable from the back of the computer. There is a Wifi icon near the top right corner of your screen. If it is not already turned on, turn it on now. A pop up may open after a few seconds that says, "Wireless networks have been detected," prompting you to choose a network since your preferred networks are not available. If this happens, click CaseGuest from the choices presented. Click "Connect" and if necessary click "Connect anyway" To confirm a wireless connection, launch a web browser and see that it loads the homepage.

CaseGuest is not a secure wifi network. Any information that is not specifically encrypted will be sent in clear text which can be intercepted fairly easily. We recommend using VPN (virtual private network) to make your activity over the wireless secure. This also has the benefit, when connected to “CaseGuest” wireless, of bringing your computer into the private wireless pool which has substantially better speed than the guest wireless.

To configure your VPN client, copy the CaseVPN.pcf file from the CaseVPN.zip file that was provided on the same site as this document to your desktop. Start your VPN Client by clicking on the Cisco VPN icon in your Dock. Click on the “Connection Entries” menu at the top of the screen, and select “Import.” Navigate the window that comes up to the desktop and double click on the CaseVPN.pcf file there. Click OK.

To start the VPN once the software is running, click on the Connect button, enter your Case ID and password when prompted. Click Continue or press the Enter key when you see the popup with a warning about use of Case’s network and systems.

Printing Policies

There are two laser printers in each student lab and one in each of the lounges, plus there is a color laser printer in E-323. Students are charged \$0.05 per printed side. Color pages are \$0.25 per page. At the beginning of each year, students are given a credit of \$30.00 (600 sides in black & white), but you can deposit more funds in your account by going to room E-406 and paying by check or cash. To check your printing account balance, open your browser, select the bookmark/favorite called Printer Account under CaseMED. Sign in to find your balance.

Information on how to set up your system to print can be found in the Self Paced Exercises.

Backup Your Computer!

If you value the files that you put on your notebook, then it is very important that you back up your notebook on a regular basis. Hard drives can fail and notebook hard drives are especially vulnerable. The easy way to keep your computer backed up is to use Time Machine, which is part of OS X Leopard, along with an external hard drive, which was provided as part of your kit. It will prompt you to set up a Time Machine disk when you plug in an external drive, and from there it will just work, making a backup of your important documents, pictures, and other files every time the external drive is plugged in.

Boot Camp

You will be expected to take all of your electronic exams while running Windows XP under Boot Camp. To start your computer in Windows XP using Boot Camp, turn the computer on while holding down the ALT/OPTION key on your keyboard. If you’ve been following these instructions, restart your computer and hold down the "alt/option" key. Continue holding the key down until you’re presented with two hard drive icons. To start in Windows, double click on the hard drive icon marked “Bootcamp” or “Windows”.

If you are setting up Windows for the first time, please visit us in room E-318 for assistance with properly configuring your account.

Windows Update and Symantec Endpoint Protection are set to "Automatic" by default. This means that your computer will have updates to be installed if you haven't signed into Windows for awhile. We **strongly recommend** that you boot to Windows a few days before each exam to allow Windows Updates and Antivirus definition updates so that they don't slow your computer down during the exam. Simply logging in to the Windows XP side of your computer and spending a half an hour or so sitting idle, playing a game, browsing the web, watching a movie, etc should be enough for updates to run.

Symantec Endpoint Protection (SEP) is installed on your Windows computer. Case has a site license for SEP which is more than just antivirus software. Virus definition updates will be automatically downloaded to your computer when they become available, any time you are connected to the internet, for as long as you are a student here. Do not disable or uninstall Symantec Endpoint Protection. Its proper functioning on all student computers is necessary not only for the security of your personal computer, but for the security of all CaseMED and University computers

Back in Mac

To return to OS X, simply restart the computer. The default boot option is for OS X, so booting without holding the "alt/option" key will start up OS X

Obtaining Technical Support

Any time your notebook breaks, you have problems with software, or you are unable to access a restricted web page, please see our technical staff in room E-318 (across from the 3rd floor mailboxes). Our Office hours are Monday through Friday, 12:30-4:30 plus between classes. We can be available at other times by appointment only. For any IT issues that you don't feel comfortable discussing with us, please see David Pilasky, Director of Administrative Computing, in room E-406

Self-Paced Exercises and Pre Clinical Chores and Forms Packet

You were provided with a manila envelope full of forms for you to fill out and return to E301 or E306 by the end of July 9th, 2009. These forms were created by and need to be returned to another department who asked that we distribute them. Please direct any questions about these forms to those offices.

Your Self Paced Exercises are full of useful and fun information, including how to set up Apple Mail (if you don't like the Gmail web interface), how to set up printers, and how to subscribe to the various class listserves. Administrative Computing staff will be available in the student labs or in E-318 to answer questions and we will also stop by your labs in the afternoons next week to lend a hand.

These Self-Paced Exercises are very important. Please complete them. They help ensure that all students have at least a base level understanding of their notebook computer, the Case network, and the Internet.

And Three Final Notes

1. All students **MUST** bring their notebooks to the Orientation activities on Thursday, July 9th, 2009. There will be a session where second year students teach you about the eCurriculum and Small Group activities.
2. If you want to skip out of a really long slow moving line on Thursday afternoon, you can go up to the Student Lounge and get your picture taken after you are done with the AAMC Questionnaire.
3. We are here to help you with technology issues. If you have a problem, please stop by and see us