

Computer Orientation

Class of 2010 (OS X Edition)

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The following set of instructions and exercises are designed to get your notebook connected to the Case network, familiarize you with best practices for your notebook, the programs that have been or will be installed on it (MS Office, Safari, Apple Mail, etc.), and all of the computer-based learning resources that are available to you. We know that incoming students have a wide range of computer skills. For the first section of this document, the staff of Administrative Computing will walk you through the procedures to ensure your notebook is up and running on the Case network. The remainder of the document is designed to be self-paced so that you are free to spend as much, or as little time as you need to be sure you have the knowledge and computer skills expected by the faculty. The faculty will assume that all students are familiar with these aspects of their computer and the IT resources available to them.

This document can be found online at:

<http://casemed.case.edu/orientation/ComputerOrientation.cfm>

(also see the online orientation schedule) for future reference.

Part I

Recommendations

- Proceed through the following exercises as prompted by the instructor.
- DO NOT turn on your computer until you are instructed to do so.
- DO NOT get ahead of the instructor
- DO NOT fall behind the instructor
- Adhering to these recommendations will make everyone happy.
- Not adhering to these recommendations will make for a very long afternoon!!!!

Get Your Notebook Ready

1. Attach the power adapter to the back of the computer and to the electrical power outlet at your desk
2. Attach the network cable at your desk to the Ethernet connection on the back or side of the computer.
3. If you have a USB mouse, connect it to one of the USB ports on the back or side of the computer. If you don't have a mouse, we recommend that you get one.
4. Open the lid on the computer.
5. Turn on your computer.
6. Log in to your system.

Battery Best Practices -- While We Wait

- The more resources you use (ex. audio output, increased screen brightness, wireless, CD or DVD) the faster the battery will discharge.
- Batteries are rated for a life of approximately 300-500 charge cycles). To optimize the life of your battery follow these best practices:
 - When you first receive your notebook computer, ensure that the batteries are fully charged by keeping them plugged in until the light on the Mag-Safe power connector turns from orange to green.
- After fully charging, run the computer on battery power only until it warns you that the battery is low, and then goes to sleep. Allow your notebook to rest for five hours after this, to completely discharge the battery.
- Repeat this charge/recharge cycle three times for optimum performance.
- Perform this routine once per month.
- If you have multiple batteries, rotate them occasionally.
- If you do not use your spare battery regularly, store it at about a 50% charge.

Verify that Your Notebook is Ready for the Case Network

Skip if your notebook was set up by Administrative Computing

From the Apple Menu, click on **About this Mac**

Verify that you are running Version 10.4.7

If you are running 10.3.# or earlier, raise your hand for someone from our staff to come around and talk about this with you.

Open your **System Preferences** from the Dock or Apple menu

Click on the **Sharing** preference pane.

Click on the **Firewall** button in the middle of the pane

Click on **Start**

Write down your Computer Name from the top of this pane, you'll need it in the next step.

You can change your computer's name, but there are several caveats.

- i. Your computer's name **MUST** be unique on the Case network.
- ii. Your computer's name can only contain letters, numbers and dashes.
- iii. If you change the computer's name, you will need to reboot it.

Write down what is next to **Full computer name:** _____ Click on **Show All**.

Click on **Date & Time**.

Click the checkbox for **Set date & time automatically:**

Type **ntp1.cwru.edu** in the box next to that for the time server and hit enter

Close all windows

Connect to the Case Network

Skip if your notebook was set up by Administrative Computing

1. Close any open windows.
2. Start up Safari.
3. You should see a page titled "Information Technology First Time Setup."
4. Read the information on this page, then click the "Start Setup" button.
5. Follow the instructions on subsequent pages.
6. When you get to the page that asks for a Hostname, enter your Computer Name that you wrote down above.
7. After you have finished this section, wait a few minutes, then go to a web page outside of Case. (Ex. www.google.com).
 - a. If you can not get there after 5-10 minutes, raise your hand.

Update OS X

To keep your operating system and other applications functioning at their most secure and effective level, they must be updated periodically. Software Update should be configured to check for updates weekly.

1. Open your **System Preferences** from the Dock or Apple menu
2. Click on the **Software Update** preference pane
 - a. Click the checkbox for **Check for updates:**
 - b. Select **Weekly** from the dropdown
 - c. Click the checkbox for **Download important updates in the background**
 - d. Click **Check Now**
 - i. Software Update will check for new software...

Install Symantec AntiVirus

Skip if your notebook was set up by Administrative Computing

There is currently not a version of the Symantec AntiVirus from the Software Center that is compatible with the new Intel based Macintosh systems. When this becomes available, we will contact you with instructions for installing it on your system. Though there are no current virus threats for OS X, this is a mixed platform network, and it is important to prevent the spread of viruses at every point.

Add Your Notebook to the SOM Active Directory Domain

Skip if your notebook was set up by Administrative Computing

Logged in to an account with Administrative privileges.

Click on the desktop.

Open your **System Preferences** from the Dock or Apple menu

Click on **Accounts**

If the preferences are locked, click on the lock and enter your administrator password.

Click on the + sign to add an account.

Name: Fill out your name as you want it to appear

Short Name: Use your Case Network ID

Password: Use the same password that you have for your Case Network ID

Verify: Type the same password again.

Be sure to click the checkbox for **Allow user to administer this computer**

Click **Create Account**

Raise your hand so that our staff can come around and verify that these steps have been followed and complete the setup.

Login to the Case Active Directory Domain

1. With your computer plugged into the wired network, log in with your new account. Even if you were using a different user profile before on your system, you will be expected to use this new account.

Set Your SOM Network Password

1. Using the Windows Computers made available by our staff, Press:
Control-ALT-Delete
2. Click the **Change Password...** button
3. In the **User name** box, type:
your Case Network ID
4. In the **Log on to** box, type:
som
5. In the **Old Password** box, type:
CaseMED06
6. In the **New Password** box, type:
your Case Network ID password
7. In the **Confirm New Password** box, type:
your Case Network ID password again
8. Click **OK**.

Two Network Accounts

Each student has 2 accounts:

Case Network ID

Your username is your **CaseNetworkID**

SOM Network account

Your username is **som\CaseNetworkID**

They are physically 2 different accounts, managed by 2 different groups of people.

Your Case Network ID is used to login to most university (main campus) web pages and resources. Your SOM Network Account is used to login to School of Medicine web pages. The SOM Network Account will begin going away in the near future as we convert our servers to Active Directory and begin using the Case Network ID for logins.

Move Old Account Files & Settings to the New Account

Skip if your notebook was set up by Administrative Computing

If you have been using your notebook for a while or have saved files on it, please raise your hand. Our staff will come around and run a utility on it

We will need to know two things:

Your old login name _____

Your Case Network ID _____

Hard Drive Best Practices -- While We Wait

Do not throw or drop your computer.

When you want to move your computer and it is on, close the lid and count to 10 before moving it, or wait for the hard drive indicator light to go out.

On a weekly basis, back up your data to an external hard drive or CD.

Spilled Liquids -- While We Wait

Don't pour liquids on your keyboard.

Your notebook does not get thirsty!

However, if you do spill something on, in or under the notebook, **IMMEDIATELY** turn it off, pull out the battery and bring it to us as soon as you can.

Hair & Dust -- While We Wait

- Keep your notebook away from pet hair and excessive dust.
- Feel free to bring your notebook in to us for cleaning.

Shutting Down Your Computer Best Practices -- While We Wait

- When leaving your computer for a few minutes, merely close the lid and the screen will turn off and go into Standby mode. To revive it, lift the lid, and the computer will quickly return to where you left it when the lid was closed.
- You will normally lose your VPN connection when you close the lid when you are running wirelessly. You will need to re-connect to VPN by clicking on the VPN Client icon in the Task Tray and selecting Connect.
- If you must leave the computer for an extended time (more than couple of hours), we recommend that you choose **Shut down** from the Apple menu.

Fill out the computer inventory form -- While We Wait

With the documentation distributed today, you'll find an inventory form. Please fill it out and turn it in to our staff before you leave today. Your computer's serial number can be found using the **System Profiler** which is in the Utilities folder in the Applications folder. Your Ethernet and Wireless MAC addresses can be found from the Network Preference Pane.

Organization of Information Technology at Case -- While We Wait

The responsibilities for IT at Case are divided between the central university and the School of Medicine.

1. **At the university level**, the Office of Information Technology Services (ITS) is headed by the Vice President for Information Technology Services, Dr. Lev Gonick. ITS is responsible for many of the basic IT services on campus. Some of these are listed below. Open Internet Explorer (IE) from the Desktop and visit the URLs to familiarize yourself with some of the most important resources.
 - The Case Network including the fiber optics, copper wire, and wireless systems that connect you to university resources and the Internet;
 - The university homepage: www.case.edu and my.case.edu, the Case Portal, that can be customized for your unique needs;
 - The web-based Case e-mail system; mail.case.edu
 - Each student has a Case e-mail account which can be accessed from either your web browser or via a client program – we recommend Eudora. The system will be described in detail below. If you encounter problems sending or receiving e-mail, you should call the Case HELP Desk at xHELP or go to help.case.edu
 - The Case calendaring system: calendar.case.edu
 - This is a personal calendar that has been set up for all students, faculty and staff. We will describe its features in detail later. If you are unable to link to your personal calendar or data in the calendar is not correct, you should call the Case HELP Desk at xHELP or go to help.case.edu
 - The Case Software Center: softwarecenter.case.edu
 - The Case HELP Desk (xHELP and help.case.edu). This is a phone-in or web-based service that is available to all Case faculty, staff, and students. We recommend that you use this resource only to get help related to software that you have downloaded from the Software Center. Otherwise you should seek the assistance of the Administrative Computing ServiceDesk (see below).
 - Beginning this year your new eCurriculum will be managed by ITS <https://cerebrum.case.edu/eCurriculumStudents>.

2. **At the School of Medicine level**, the office of Administrative Computing will provide you with IT services.

- The Office of Administrative Computing is headed by David M. Pilasky, Director of Administrative Computing. This office provides computer support for all medical students, manages the CaseMED servers, and is responsible for the School of Medicine HomePage. The Student Technology Services division has a Dell Certified Service Center located in E-318 where well-qualified and experienced staff provide quality service for all Dell, Apple and Toshiba laptop hardware, software and networking components provided by CaseMED, including the Ethernet connections at your desks. Should you have a technical question or a problem at any time, please use the web-based ServiceDesk program at and/or take your computer to E-318 depending on the situation. You can get to the ServiceDesk web page by going to the CaseMED home page, click on Students, then click on the link for CaseMED ServiceDesk on the left-hand side.

Part II

These exercises can be done on your own. Most should be done at your desk connected to the network via the ethernet cable at your desk. Some can be done at home if you have a high speed (DSL or Cable) connection and are running the VPN Client.

The staff of Administrative Computing will be available in your lab areas during the week of July 10th to answer any questions or help you with any problems. After July 14th, please use the online SOM ServiceDesk System or stop by room E-318, 12:30 – 4:30 weekdays, for assistance.

Install VPN Client Software

Skip if your notebook was set up by Administrative Computing

1. Go to the SoftwareCenter website at:
<https://softwarecenter.case.edu>
2. Scroll down until you find **VPN Client for the Case Network**.
3. Click on the **Mac OS X logo**.
4. At the next page, click **Download**.
5. When the download is finished, if you have Safari configured to open “safe” files after downloading, the disk image will mount and a Finder window will open with the **Cisco VPN Client.mpkg**
6. When prompted that **This package contains a program that determines if the software can be installed. Are you sure you want to continue?** Click on **Continue**.
7. Click on **Continue**.
8. Click on **Continue**.
9. Click on **Agree**.
10. Click on **Macintosh HD** (If you’ve renamed your hard drive, click on whatever you renamed it to)
11. Click on **Continue**.
12. Click on **Install**.
13. Enter your password when prompted.
14. When the software is finished installing, click **Done**.

Using the VPN Client

The VPN Client should be used when you need to have a Case Network IP address. What this means, is that the VPN software connects to the Case network and gets an IP address that says your computer is running from the Case network. Some resources on campus require a Case IP (129.22.*.*) before you can connect to them. Examples are: Software Center, PubMed, OhioLINK, connecting to the File Transfer folder on our Cerebellum server.

If you have a low speed AOL dial-up connection, we do not recommend using VPN, it will slow your connection down to a crawl. Get high speed access to the Internet at home.

The CaseGuest wireless network is unsecured. This means that you should use Case’s VPN software for anything private (Ex. E-mail). In addition, if you use VPN while on the wireless

network at Case, your connection will be given priority and you will have a somewhat faster connection speed (more bandwidth).

You CAN NOT run the VPN Client when you are connected to the wired Ethernet cable at your desk.

1. Go to the **Applications** folder and find **VPN Client**.
2. Click **Connect**.
3. Login with your CaseNetworkID and password.
4. When it is finished connecting, the bottom line of the client will say **Connected to “CaseVPN”**.
5. You now have a 129.22.*.* Case Network IP address and may hide the VPN client
6. If you close the lid of your notebook and later open it up, the lock icon will change to be open and you will have lost your VPN connection. Just right-click on the icon, select **Re-connect** and login again.

The next several sections cover installing Case site licensed software from the software center. You can install other programs listed there, but the ones listed below are the ones that you will most commonly need.

Install Microsoft Office Professional 2004

Skip if your notebook was set up by Administrative Computing

1. Go to the SoftwareCenter website at:
<https://softwarecenter.case.edu>
2. Scroll down until you find **Microsoft Office Professional Edition 2004**.
3. Click on the **Windows logo**.
4. At the next page, click **Download**.
5. When the download is finished, if you have Safari configured to open “safe” files after downloading, the disk image will mount and a Finder window will open with the **Microsoft Office Professional Edition 2004** installation files.
6. Double click the **Office Setup Assistant**.
7. Click **Next**.
8. Enter your password when prompted
9. Click **Next**.
10. Click **Accept**.
11. Enter your First and Last names in the required fields at the top. Feel free to fill in or not fill in the rest of the requested personal information and then click **Next**.
12. Click **Next**.
13. Click the radio button for **Select all** and the checkbox for **Add application icons to my Dock** and then click **Install**.
14. Click **Finish**.

Installing Adobe Acrobat Professional 7.0

Apple's OS X software has a feature built in, called **Preview** which handles viewing PDF files, as well as native printing support for creating PDF files. You do not need to install the Acrobat Professional software for any of the work you will be doing, but if you still wish to install it, follow these instructions.

1. Go to the SoftwareCenter website at:
2. <https://softwarecenter.case.edu>
3. Scroll down until you find **Adobe Acrobat Professional 7.0**.
4. Click on the **Mac OS X logo**.
5. At the next page, click **Download**.
6. When it is finished downloading, drag the **Adobe Acrobat Professional 7.0** folder to the Applications folder.
7. Double click on the **Adobe Acrobat Professional 7.0** in that folder
8. Use defaults, and take note of the serial number, to finish installation.

Install Oracle Calendar

If your notebook was set up by Administrative Computing, please go to your Applications folder and drag the Oracle Calendar software to the Trash. There was a problem with the installation that wasn't caught until after the systems were prepared and some were distributed.

1. Go to the SoftwareCenter website at:
<https://softwarecenter.case.edu>
2. Scroll down until you find **Oracle Calendar Client 10.1.2 Outlook Connector and Sync Tools**.
3. Click on the **Mac OS X logo**.
4. At the next page, click **Download**.
5. When the download is finished, drag the Oracle Calendar application to the Applications folder.
6. Go to the Applications folder and start the Oracle Calendar.
7. At the Sign-in window, click **Other**.
8. Click on **New...**
 - a. **Connection Name:** type Case
 - b. **Server:** type calendar-server.case.edu
 - c. Click on **Lookup**
 - d. Click **OK**
9. Click on **Case** in the left field and then click **Make Default**.
10. Click **Done**.

Configure iChat for the Case IM server

If you've never configured iChat for other instant messenger services, such as AIM, you'll be presented with a setup "wizard" which will set up accounts for you. You may use the wizard to configure an AIM or .Mac account, and Bonjour, but please do not use it to set up the Case IM. Instead, follow these directions after completing the setup "wizard."

1. Launch iChat by clicking on the icon in the Dock that looks like a blue cartoon speech bubble with a white rectangle and triangle in the middle (stylized to look like a video camera)
2. From the **iChat** menu, choose **Preferences...**
3. Select the **Accounts** Preference pane and click the + sign in the lower left, below the accounts.
4. Select **Jabber Account** from the drop down menu for **Account Type**.
5. For the **Jabber ID** enter your Case Network ID followed by @im.case.edu – e.g. aaa9@im.case.edu
6. For the **Password** enter your Case Network password
7. For the **Server** enter **im.case.edu**
8. For the **Description** enter **Case IM**
9. Click the checkbox for **Use this account** and then click **Add**.
10. Click on **Case IM** under **Accounts**
11. Click on Server settings
 - Server:** im.case.edu
 - Port:** 5223
 - Connect using SSL:** checked
 - Allow self-signed certificates:** checked
 - Warn before password is sent insecurely:** unchecked
 - Location:** iChat
 - Use my machine name:** unchecked

Install Firefox Web Browser

We recommend using Firefox for all casual web browsing. It is a much safer and more secure browser than Internet Explorer.

Go to the Mozilla website at:

<http://www.mozilla.com>

Click on the link for **Download Firefox**.

When it is finished downloading, drag the icon to your Applications folder to install

Set Energy Saver Options

Skip if your notebook was set up by Administrative Computing

1. From the **Dock** or **Apple** menu, select **System Preferences**.
2. Click on **Energy Saver**.
3. Under **Settings** for **Power Adapter**, *we recommend the following settings:* (You may have to click on **Show Details** to see these options)
 - Put the computer to sleep when it is inactive for: **never**
 - Put the display to sleep when the computer is inactive for: **never**
 - Put the hard disk(s) to sleep when possible **checked**
4. Under **Settings** for **Battery**, *we recommend the following settings to optimally conserve battery power.*
 - Put the computer to sleep when it is inactive for: **30 minutes**
 - Put the display to sleep when the computer is inactive for: **15 minutes**
 - Put the hard disk(s) to sleep when possible **checked**

My Network Places

1. From a **Finder** window, click on the **Go** menu and choose **Connect to Server...**
2. In order to connect to network resources, you must be connected to the wired Ethernet network, or connected to the VPN
3. The **Cerebellum** server has a number of useful resources, including the **FileTransfer** area. In the **Server Address:** box, type <smb://cerebellum.case.edu> and then click the + sign to add it to your **Favorite Servers:** list
4. When the login box appears, enter **som** for your Workgroup or Domain, and **CaseNetworkID** in the **name** box and your SOM Network password in the **Password** box.
5. Choose **FileTransfer** from the drop down box and click **OK**

Set up Printing

We recommend that you go through these steps at least twice to set up at least two printers. Periodically one of the printers may jam or have some other problem. It is good to have at least one or more backup printers. You can print to any of the student printers on the third or fourth floor.

1. In the Utilities folder, inside the Applications folder, click on **Printer Setup Utility**.
2. Click on **Add**.
3. Hold down the **alt/option** key on the keyboard and click **More Printers...**
4. From the top dropdown menu, select **Advanced**

5. From the lower dropdown menu, labeled **Device:** select **LPD/LPR Host or Printer**
6. For **Device Name:** type a name to distinguish this printer from any other printer. We recommend E-XXX where XXX is the room number for the printer.
7. For **Device URI:** type lpd://tegrityweb.case.edu:stu-eXXX where XXX is your room's printer of choice.
8. For **Printer Model:** choose **Generic.**
9. Click **Add.**
10. Open **Microsoft Word.**
11. Create a new document and write something on it unique to yourself, such as This is a test page for <your name here>, then try to print it using the printer you have selected.
12. If all works well, you are done.

Safari

You must be familiar with the recommended web browser that you will use to access the eCurriculums and many other School of Medicine applications. Not all web browsers are the same and many of the school's applications have been customized to utilize the advanced features of Internet Explorer for Windows, which are also available in Safari in OS X.

NOTE: Please do not install any Beta software. There is a reason that they are still in beta. They can crash and burn your system. Please ask our Technicians before installing new software and ask for suggestions.

1. Securing Safari:
Start up **Safari.**
Go to the **Safari** menu and select **Preferences.**
Click on the **Security** tab, select **Only from sites you navigate to** from the **Accept Cookies:** radio buttons. And check the box for **Block pop-up windows.**
Click on the **Autofill** tab, uncheck all checkboxes.
Click on **Override automatic cookie handling.**
Choose to **block third party cookies.**

Connecting to the Case Network and the Internet

If you are on campus, you can connect to the Case Network in two ways.

Wired at your desk

Connect the Ethernet cable at your desk to the port on your computer. Be sure to do this **before** you turn your computer on.

Logging onto Windows will automatically log you onto the Case Network.

- b. **Wireless** connectivity to the Case Network is available in every building on campus as well as from most outdoor areas. NOTE: Case's wireless does not work in University Hospital (UH) buildings. UH does not have wireless.

When using the wireless system, access to some university and CaseMed resources will require you to be connected to the VPN servers.

If you are off campus, you can connect to the Case Network via an independent Internet Service Provider (ISP) such as SBC/AT&T, Sprint, or Adelphia. Some ISP offer a discounted rate to members of the Case community. Visit <http://www.case.edu/estore> for more information. If you have any questions about how to connect your computer to an ISP, please contact the Technicians in E-318. If you acquire DSL or cable service, *we highly recommend that you purchase a Wireless Router and have it on hand when the installer arrives*. Perhaps he/she will set it up for you. That way you can take advantage of the extra security features behind a wireless firewall and not have to install any of the bundled software from the ISP. NOTE: Please ask the Installer not to install ISP software which will conflict with Case's settings (AntiVirus, browser settings, etc.).

E-mail

If at any time you have been provided with a loaner notebook, we recommend that you use Case's WebMail until you have your regular notebook back. That way you will be able to download any mail received while you had the loaner on your regular notebook.

Apple's Mail is the recommended e-mail client which comes with every installation of OS X.

Configure Mail (this is a one-time procedure only)

Once you are connected to the Internet (Ethernet cable, wireless, modem, or DSL/cable modem), click on the **Mail** icon on the Dock to open the e-mail system.

1. In the **General Information** select **POP** from the **Account Type:** dropdown.
2. Under **Account Description:** enter **Case Email**
3. For **Full Name**, enter your real name (ex. John K. Smith).
4. In the box for **Email Address** enter your Case e-mail address, your firstname.lastname@case.edu (ex. John.Smith).
5. Click **Continue**
6. For **Incoming Mail Server**, enter mail.case.edu.
7. In the box for **User Name**, enter your Case Network ID (ex. jks2).
8. Enter your password and then click **Continue**

9. For **Outgoing Mail Server**, enter smtp.case.edu.
10. Verify that **Use authentication** is checked and enter your Case Network ID and password.
11. Click **Continue**
12. Click **Done**.

Things that are useful to know about Mail

- i. **BEWARE:** Many viruses are transferred from computer to computer via executable files attached to e-mail. Therefore, **NEVER** open an attachment from someone you do not know. You should follow this precaution even though the university has an antivirus program on the mail server and you do have Symantec Antivirus software on your computer. As they say, you can never have too much protection!! Be careful about opening attachments from people that you **DO** know because some viruses are sent as attachments without the sender's knowledge.
- ii. If you would like to attach a file to this e-mail, click **Attach File** from the top of the new message window. Use the browser that appears to find and highlight the file on your hard drive that you would like to attach. If you are attaching a file to be sent to someone who may not be using a Mac, click the checkbox for **Send Windows Friendly Attachments**. When the file has been highlighted, click on Attach. This process can be repeated to send multiple attachments in a single e-mail. Case has a maximum size of 10MB for an attachment. The maximum mailbox size is 100 MB.
- iii. To send the message and any attachments, click on **Send** in the message window. Depending upon the time of day, etc., it will take seconds to minutes for a message to be processed by the system. The university mail servers handle ~4 million e-mail messages every day! When a new message appears in your In box and you have Mail running in the foreground or background, a beep signals the arrival of the message.
- iv. Apple Mail is a very powerful e-mail client. You may filter your mail to reduce the number of spam e-mails that you receive; you may set the font size and type of your e-mail messages, etc. Please explore these features and customize the program to your personal preferences, as there are many.

Student listservs

We have established three different listservs for you:

1. Open Listservs

classof10@mailsom.case.edu

- This open student listserv is intended for student to student personal interaction among the class, staff, and faculty in the School of Medicine. At the beginning of the year, all students are automatically members of their respective class listservs. Students, faculty, and staff may add or delete their names to any of the class listservs (see instructions in the eCurriculum under eResources, Student Listservs). Only members of these listservs

have the capability of posting messages to the listserv. It is expected that all student-initiated messages to the class will be posted to these open student lists. The open student listservs for the other three classes are:

- Classof09@mailsom.case.edu
 - Classof08@mailsom.case.edu
 - Classof07@mailsom.case.edu
- You may add your name to the listservs for the other three classes. These listservs are only for Case students, faculty, and staff. Individuals outside the Case community are not allowed to join. To join another class's listserv, send an e-mail to the addresses below, put nothing in the subject field, and in the body of the message type one word: subscribe
 - a. classof09-request@mailsom.case.edu
 - b. classof08-request@mailsom.case.edu
 - c. classof07-request@mailsom.case.edu
 - Be judicious when sending messages to any of the listservs because your message will be seen by every one of its members. Do not send any messages that would be offensive to any member of our community. You can not add attachments over 100K to a message sent to a listserv because large files will quickly fill up the campus mail system and effectively spam it. If you would like to share large files with your classmates, post them in the File Transfer area in Cerebellum and send your classmates an e-mail telling them its name and where it is located.

2. Administrative Notes Listservs

Admin-notes-classof10@mailsom.case.edu

- All official administrative communications with students will take place via this administrative listserv which is a monitored listserv. All students are automatically members of the listserv for their respective class administrative listserv. You will be able to recognize an e-mail from this listserv by the title [ADMINISTRATIVE-NOTES-10] followed by a descriptive phrase appearing in the Subject line. This listserv differs from the open student listserv described above in the following ways:
- All administrative announcements to the class will be posted only on this listserv. Students should **ALWAYS** read messages received from this list.
- Anyone can send messages to this list, but all messages are reviewed by the office of Curricular Affairs and must be approved as official and appropriate to the purpose of this list before the message is actually sent to students.
- All messages posted to this listserv will be archived in the eCurriculum. To view these messages, listed in reverse chronological order, go to the eCurriculum, eResources, and Listserv Info and choose the Administrative listserv. So if you happen to miss an important message, you can always find it in the archive.

3. Society Listservs

- Your class has been divided into four societies.

- BlackwellSociety2010@mailsom.case.edu
 - RobbinsSociety2010@mailsom.case.edu
 - SacherSociety2010@mailsom.case.edu
 - WearnSociety2010@mailsom.case.edu
- These lists are available only to the members of that society.
 - The Society lists are only for one way communication from faculty to students.
 - Students can not send messages to the Society lists.

NOTE: If you have trouble or have any questions about the above listservs, please send e-mail to listmaster@mailsom.case.edu.

Forwarding your Case E-mail to Another E-mail Account

Although, we do not recommend it, you can forward your Case e-mail to another account. You will periodically have to visit your Case account to delete messages; otherwise your mailbox will become full and will be unable to receive and forward any new messages. To forward e-mail sent to your Case account to another account, go to the following website and follow the instructions:

<http://help.case.edu/email/check/howto/forward/view>

If you forward your Case e-mail to an outside account, you will experience problems sending messages to the class listservs, if you use the outside address. The open student listservs look at your return address to determine if you are a member of the list and therefore allowed to send a message. The lists will not recognize your gmail or yahoo address. So, you would have to subscribe before you could send a message. Since you are already subscribed using your first.last@case.edu account, you would end up receiving duplicates every time a message is sent to the list. So, contact the listmaster@mailsom.case.edu to have him manually remove your first.last@case.edu address, or use WebMail (see next section) to unsubscribe yourself.

Web-based E-mail

1. You already have the Apple Mail client installed on your computer. *We recommend that you use this system to access your e-mail from your notebook computer.*
2. If you are off campus and would like to access your e-mail from another computer, the University provides a web-based e-mail system that gives you this access.
3. Type mail.case.edu in the address box of your Internet browser and log into your e-mail account using your Case Network ID and password. Explore the various options of this system. Mail can be configured to leave all your e-mail on the server so that it is always available to you via the web-based e-mail system.

FileVault

FileVault is a built in part of OS X which is used to encrypt the entire contents of your home directory. It uses strong AES-128 encryption to create a sparse image file to store your data. Unfortunately this means that all of your movie and music files are encrypted as well, together with the important files that you're attempting to keep safe. With all of your files together in one large file, the importance of backing up your data is increased, because even a simple write error, which would cause a single file to become corrupted normally, would corrupt the image file, rendering it unreadable.

For this reason, we've set the master password on all of the systems we've configured and recommend strongly against the use of FileVault. The **Disk Utility** (in the Utilities folder, under the Applications folder) can be used to create encrypted disk images.

- Launch the **Disk Utility**
- Click on **New Image**
- Choose a name for your file in the **Save As:** field
- Choose a location for your file from the dropdown, or click on the downward facing triangle for more choices.
- Choose a size for your file from the **Size** dropdown. Choosing the size of a DVD or CD would allow you to easily back up this image file.
- Choose **AES-128** from the **Encryption** dropdown.
- Choose **sparse disk image** from the **Format** dropdown.
- Click on **Create**.
- Choose a password and verify it. If you choose to remember the password in the keychain, you won't need to type the password each time you open the file. **DO NOT FORGET YOUR PASSWORD.** This password cannot be recovered, nor can the encryption be broken.

Using this image, you can store all of the data that you want encrypted safely, without reducing the physical security of the data system.

If you're still interested in using FileVault, let our staff know, and we can enable it with the Master Password after you've signed a release that you understand the risk you're taking with your files.

Boot Camp and Parallels

If you are planning to install Windows, either with Boot Camp or Parallels, and intend to use the internet, vPad, printing, or any other network resources, at Case or elsewhere, we strongly recommend that you follow the instructions included in the Computer Orientation for the Class of 2010 (Windows edition) that were distributed along with your (OS X edition) instructions today. System and network security are important, and our instructions will make it easier.

Safari (continued)

1. Start Safari from the Dock icon.
2. We recommend setting the Home Page for Safari to the School of Medicine, which we call CaseMED. You may notice that the address is <http://mediswww.case.edu>. This is an old address and should be changed to <http://casemed.case.edu>.
 - a. To change your home page, go to <http://casemed.case.edu>.
 - b. Then go to the Safari menu and select Preferences.
 - c. In the Home Page section, click the Use Current button.
 - d. Close the window.
3. Visit the following sites and add them to a folder in Favorites named **Case** if they are not there already:
 - e. <https://calendar.case.edu>
 - CorporateTime Calendar-Web Access – to be discussed later
 - f. <http://cnswww.cns.case.edu/phone/phonebook/local/>
 - Case Phone Directory – a directory of students, faculty, and staff providing phone, e-mail, and office location information
 - g. <https://mail.case.edu>
 - Case Webmail – to be discussed later
 - h. <http://www.case.edu/its>
 - Information Technology Services – Main campus
 - i. <https://my.case.edu>
 - MyCase – a customizable webpage that provides links to numerous campus information resources. This is the campus portal web page that you might want to consider using as your homepage. It provides quick links to your case e-mail account and your Corporate Calendar.
4. Visit the following sites and add them to a folder in Favorites named **CaseMED** if they are not there already.
 - j. <http://www.case.edu/chsl/homepage.htm>
 - Cleveland Health Sciences Library
 - k. <https://cerebrum.case.edu/ecurriculumStudents>
 - eCurriculum – a quick link to the **new** SOM eCurriculum.
 - l. <http://ecurriculum.case.edu>
 - eCurriculum – a quick link to the **old** SOM eCurriculum.
 - m. <http://cerebrum.case.edu/som/helpdesk/default.htm>
 - SOM Service Desk

The SOM eCurriculum Websites

Beginning this year there are two eCurriculums at two different websites.

The older eCurriculum is at <http://ecurriculum.case.edu>.

The new one is located at <https://cerebrum.case.edu/ecurriculumStudents>.

The older eCurriculum contains all curriculum material for last year's first and second year students, including lecture videos and faculty PowerPoint presentations, as well as a wealth of additional resources. You should visit the older eCurriculum and learn what is there. Not all of the resources found here will be in the new eCurriculum. Your primary resource will be the new eCurriculum. The design and non-medical content of this website is managed by the Office of Administrative Computing. Contact CaseMED@case.edu with problems or see the technicians in room E-318.

The new eCurriculum will probably be renamed by the Dean in the near future. The new eCurriculum contains all of the educational resources for the Class of 2010. The design and non-medical content of this website is managed by the ITS division of Instructional Technology and Academic Computing. You can contact Irene.Medvedev@case.edu with problems or see the technicians in room E-318.

Links to all formal assignments will be available in Student ePortfolio (<http://cerebrum.case.edu/ePortfolio>) under MyEducation → Foundation of Medicine and Health tab

Courseware Programs

Two CourseWare programs have been purchased for you. They have not arrived yet. You will receive e-mail instructions for having them installed on your notebooks when they arrive.

Histology CD 1 and 2: Dr. Ita Abramof and Dr. Nick Ziats have arranged to have this

Histology resource available on each of your computers. The faculty teaching Histology will instruct you on how to use this learning resource.

Foodwise: The faculty teaching the Nutrition will direct you how to use this learning resource.

Install vPad

The vPad audience response system is only Windows compatible at this point. We have not tested this software under Parallels or BootCamp, though it should work fine, if you'd like to use that. There is a Mac version under development and we will be contacting you with instructions for installing that when it becomes available.

Corporate Calendar System

The university has provided a Corporate Calendar for all Case students, faculty, and staff. From this calendar system, you may view the calendars of anyone, request meetings with them individually or as a group. The level of information on your calendar that can be reviewed by others is dependent upon how you customize the calendaring system. This resource can be run both from a web browser and from a Client application. If you have a PDA, you can also download and install the appropriate synchronization application

To view your calendar from a web browser go to <https://calendar.case.edu>.

CaseMED IT Survey

We would like to assess the IT skills of incoming students to get a sense of where our training should go in the future.

1. Using Internet Explorer, go to the following website
<http://casemed.case.edu/somsurveys>
2. Please fill out the questionnaire, which should take less than 15 minutes.

AAMC Matriculating Student Questionnaire

1. Using Internet Explorer, go to the following website
<http://www.aamc.org/data/msq/start.htm>
2. Please fill out the questionnaire, which should take less than 30 minutes.

Physical Security of Your Notebook

AT NO TIME SHOULD YOUR COMPUTER BE LEFT UNATTENDED. IT SHOULD BE LOCKED SECURELY IN YOUR ASSIGNED DESK OR CABINET.

In the past couple of years 2-3 computers have been stolen each year and those were stolen outside of the medical school, mostly from cars, apartments or Starbucks. A few years ago, almost 20 notebooks were stolen in one year. We can not repeat this often enough. **Please do not leave your notebook unattended!!!** A security lock will deter most attempts to “borrow” your notebook. A security lock can be purchased at most any electronics store for less than \$30.00. The Security Desk in the BRB sells them for about \$35.00.

Save an Image of Your Notebook

After you have set up your notebook according to the instructions above, we recommend that you bring your notebook to the technicians in E-318. They will make a hard drive image of your notebook. By making an image of your notebook, we will be able to rebuild your notebook in the event of a hard drive or operating system failure. The image along with your backup CDs that you regularly create will help us to get your notebook up and running a lot quicker. We will not be able to create an image of your hard drive that is larger than 10GB. Please remove all music and personal pictures. Due to copyright issues, we can not image any music or movie files.

Backing up personal files and using the CD burner

It is your responsibility to backup your personal files on your computer. Your computer should be equipped with a DVD/CD-RW drive and *we recommend that you use it to back up your files on a regular basis.* Remember, any new data files created between backup sessions can be lost. If you bring your computer in for service and it becomes necessary for us to re-image or re-build your machine, we will normally be able to restore your machine to the original condition in which it was first issued to you. However, in many cases we will be unable to restore your personal data files. These files are most reliably restored from your backup DVD/CDs.

Another backup option is to purchase an external hard drive. A 250MB external drive will enable you to store several different versions of your data.

So, if you value the data on your notebook.....

BACKUP REGULARLY & OFTEN!!

BACKUP REGULARLY & OFTEN!!

BACKUP REGULARLY & OFTEN!!

Computers in the Practice of Medicine

Technology and Medicine

Medicine is a discipline that is driven by the need for information; information about patients, information about current best practices, and information about the latest developments in the biomedical sciences. Computers have become the preferred mode of access to this information. Information technology is playing an increasing role in the life and work of physicians as computers become faster, less expensive, and more portable. As a result, the modern physician must have expertise in utilizing computer-based information systems, many of which are web-based. Traffic on the Internet is increasing at an amazing rate and the single category with the most traffic is healthcare information.

In light of these facts, bioinformatics must be emphasized in all first class medical centers, and medical schools must prepare competitive graduates who are competent to work in an environment that is immersed in the new computer/Internet-based technologies. As one of the top medical schools in the country, the Case School of Medicine is dedicated to preparing you with the computer-based skills that you will need to practice medicine in the next century. We understand that computer-based technology is not the answer to all our problems and should not substitute for good, old-fashioned personal interactions between faculty and students. Nevertheless, the effects of the information revolution on medical education will be profound.

History of Student Computers in the School of Medicine

The computer environment at Case uniquely positions the School of Medicine to prepare its students for the modern practice of medicine. The school is a world leader in developing strategies and resources to accomplish this task. In 1989, Case became the nation's first college campus to develop an all fiber-optic computer network by launching CWRUnet. In January of 2003, the capability of this system was expanded to provide Gigabit/sec access to the Internet to the desktop. All medical students have access to this network, at their desks on campus.

The School started converting its 6,000+-page course syllabus to an electronic format in 1992. In 1993, it was one of the first medical schools in the country to provide laptop computers to all matriculating students. The Class of 2009 was the last class at Case to receive a notebook computer upon matriculation; starting this year students were required to provide their own notebook computers.

The electronic syllabus in the Case School of Medicine has evolved into a web-based integrated Electronic Curriculum – the eCurriculum. The goal is for this multimedia (text, illustrations, sound, videos, animations, etc), hyperlinked (instantaneous connections to other parts of the curriculum, commercially available electronic learning resources, databases, current medical literature, useful websites, etc.) electronic learning resource contains Learning Objectives and the resources that will allow the students to achieve the Learning Objectives for **all** student/faculty interactions over all four years of the curriculum. It is designed to complement personal student/faculty interactions. All student examinations during the first two years of the medical

curriculum are computer-based and linked to the Electronic Curriculum, thus enabling students to review material that their examination performance indicates was not adequately mastered. Faculty are creating this resource, serving as expert guides through the most important topics in the biomedical sciences that the students must master in order to be prepared to practice evidence-based prevention and treatment of disease and contribute to our understanding of the physical basis of pathological conditions.

An ePortfolio was added to the eCurriculum in 2005. This is a feature which will allow students to upload information to a personal location on our servers and to automatically distribute this information to specific faculty or other students.

In 2006 a new Curriculum was developed to be used beginning with the Class of 2010. A new eCurriculum was developed to support the program.

Save this handout for future reference

This document can also be found online at:

<http://casemed.case.edu/orientation/ComputerOrientation.cfm>