WELCOME

Introduction
The Office of Smith IT welcomes you to The Robert H. Smith School of Business. This packet is designed to provide you with important information on how to gain access to the computing resources you will need throughout your program.

The Office of Smith IT Service Desk
The Service Desk is your first point of contact with the Office of Smith IT. Our knowledgeable and friendly staff can help with many requests, or point you in the direction of the appropriate staff member. You can contact us via e-mail, phone or in person during office hours.

3520 Van Munching Hall
Phone: (301) 405-2269
Email: helpme@rhsmith.umd.edu
Website: http://it.rhsmith.umd.edu

Service Desk Hours of Operation:
Normal Hours: Monday - Friday 8:30 am - 5:00 pm
Summer Hours: Monday - Friday 9:00 am - 4:00 pm

Note: After 5:00pm the Service Desk phone is switched to the extended hour support where a technician is available during the hours as described below. These hours are subject to change and will be posted in that case, and may vary during holidays and breaks.

The Office of Smith IT Audio Visual Classroom Support
AV technicians are stationed in Master Control, Room 1530A (near the loading dock) and are available to assist you with classroom equipment and setup.

We encourage you to schedule AV Assistance for your classes by completing the online request form at: http://it.rhsmith.umd.edu/online-forms.

If you need immediate support with classroom equipment, press the "Call for Assistance" button on the room’s control panel, or go to the AV control room in 1530A, or call x55213 or the Service Desk at x52269.

Hours of Operation: Monday - Thursday 7:00 am – 10:00 pm
Friday 7:30 am – 6:00 pm

University of Maryland Policy on the Acceptable Use of Information Technology Resources
(Approved as amended by the University Senate on April 3, 2006. Signed by President Mote on April 5, 2006)

Primary Principles: Freedom of Expression and Personal Responsibility
Freedom of expression and an open environment to pursue scholarly inquiry and for sharing of information are encouraged, supported, and protected at the University of Maryland. These values lie at the core of our academic community. Censorship is not compatible with the tradition and goals of the university. While some computing resources are dedicated to specific research, teaching, or administrative tasks that would limit their use, freedom of expression must, in general, be protected. The university does not limit access to information because of its content when it meets the standard of legality. The university's policy of freedom of expression applies to computing resources.

Concomitant with free expression are personal obligations of each member of our community to use computing

1 http://www.nethics.umd.edu/aup/
resources responsibly, ethically, and in a manner which accords both with the law and the rights of others. The university depends first upon a spirit of mutual respect and cooperation to create and maintain an open community of responsible users.

**General**

This policy sets forth standards for responsible and acceptable use of university information technology (IT) resources. These resources include computer systems, computer labs, applications, networks, software, and files.

IT resources are provided to support the academic, research, instructional, and administrative objectives of the university. These resources are extended for the sole use of university faculty, staff, students, and all other authorized guests to accomplish tasks related to the status of that individual at the university, and consistent with the university’s mission.

Those using university IT resources, whether at the university or elsewhere, are responsible for complying with security standards set forth by the Vice President and Chief Information Officer (VP/CIO), safeguarding identification codes and passwords, and for using them solely for their intended purposes. Individuals are solely responsible for their personal use of IT resources and are prohibited from representing or implying that statements related to such use constitute the views or policies of the university.

The maintenance, operation, and security of IT resources require responsible university personnel to monitor and access systems and networks. To the extent possible in the electronic environment and in a public setting, a user’s privacy will be preserved. Nevertheless, that privacy is subject to applicable federal and state law, including the Maryland Public Information Act, and the needs of the university to meet its administrative, business, and legal obligations.

**Prohibited Conduct**

The following provisions describe conduct prohibited under this policy:

- Altering system software or hardware configurations without authorization; disrupting or interfering with the delivery or administration of IT resources.
- Attempting to access or accessing another’s accounts, private files, e-mail messages, or intercepting network communication without the owner’s permission except as appropriate to your job duties and in accordance with legitimate university purposes.
- Misrepresenting oneself as another individual in electronic communication.
- Installing, copying, distributing, or using digital content (including software, music, text, images, and video) in violation of copyright and/or software agreements or applicable federal and state law.
- Engaging in conduct that interferes with others’ use of shared IT resources.
- Using university IT resources for commercial or profit-making purposes or to represent the interests of groups unaffiliated with the university or unassociated with the normal professional activities of faculty, staff or students without written authorization from the university.
- Ignoring individual departmental or unit lab and system policies, procedures, and protocols.
- Facilitating access to university IT resources by unauthorized users.
- Exposing sensitive or confidential information or disclosing any electronic information that one does not have the authority to disclose.
- Knowingly using IT resources for illegal activities. Criminal or illegal use may include obscenity, child pornography, threats, harassment, copyright infringement, university trademark infringement, defamation, theft, identity theft, and unauthorized access.

**Enforcement**

Violation of the provisions of this policy constitutes unacceptable use of IT resources, and may violate other university policies and/or state and federal law. Known or suspected violations should be reported to the appropriate university computing unit. Reports may also be sent to the security unit in the Office of Information Technology abuse@umd.edu. If possible, reports should include a copy of any non-sensitive information relevant to the putative violation.
Violations will be acted upon by the appropriate university authorities and/or law enforcement agencies. Violations may result in the restriction or revocation of access to IT resources; faculty, staff, or student disciplinary action; academic dishonesty proceedings through the Student Honor Council; or legal action.

The VP/CIO or designee may suspend, block, relocate to a secure location, or restrict access to information and network resources when necessary to protect the integrity, security, or functionality of university IT resources or to protect the university from liability. Notice of such action will be provided to the designated security contact for the affected unit.

Administration
Individual areas within the university (including divisions, colleges, schools, and departments) may elaborate upon this policy with unit-specific policies as long as they do not violate the spirit and intent expressed elsewhere in this policy.

Consistent with university System of Maryland requirements, this policy will be reviewed and updated annually or as needed based on the recommendations of the VP/CIO.

Smith School Specific Policy Addendum
This is the Smith School Specific Policy Addendum to the University of Maryland Policy on the Acceptable Use of Information Technology Resources:

Password Protection
Users should comply with the strong password policy set forth by the Smith Office of IT and the University of Maryland. Sharing of passwords is strictly prohibited.

Data Ownership
Users are responsible for security and access control of data created, stored and deleted on their personal computer and any publicly accessible computers.

Data Storage
Users are strongly encouraged to maintain a copy of work related data on a fileserver so that their data is backed up in case of hardware failure. There will be no storage of digital media files (audio and/or visual) on Smith file servers unless they are related to teaching or learning. It is permissible to store mail files, including mail archives, in your network drive.

Privacy Protection
The maintenance, operation, and security of IT resources require responsible university personnel to monitor and access systems and networks. To the extent possible in the electronic environment and in a public setting, a user’s privacy will be preserved. Nevertheless, that privacy is subject to applicable federal and state law, including the Maryland Public Information Act, and the needs of the university to meet its administrative, business, and legal obligations.

Agreement for Smith School Service Desk Service Access
Users, by accepting and using any personal computing device provided by Smith School of Business, agree to allow the Service Desk to have unlimited access to the computing device. This access is only for purposes of performing service and support, both requested and non-requested.

If a personal computer uses external passwords such as a password protected screensaver or BIOS boot password, the user must provide the password to the Service Desk Manager.

By accepting and using any computing device, the users also are certifying that they understand that failure to furnish the Service Desk with the appropriate password or tampering with our administrative account access will result in a complete forfeiture of our support for your system.
Communication
Individuals are solely responsible for their personal use of IT resources and are prohibited from representing or implying that statements related to such use constitute the views or policies of the university.

Technology Infrastructure @ College Park

Open Lab
Room: 1572
Access: All BMGT Students, Faculty and Staff
8 am – 10 pm M-Th; 8 am – 6 pm F; 10 am – 8 pm S-S
*Note: You may report technical problems to helpme@rhsmith.umd.edu or by visiting the Office of Smith IT in room 3520 VMH during normal office hours or 1530A at all other times.

Open Lab and the Team Spot
Room: 3515\3515A
Access: All BMGT Students, Faculty and Staff
8 am – 10 pm M-Th; 8 am – 6 pm F; 10 am – 8 pm S-S
*Note: 3515A is the Team Spot. This lab is intended for collaborative work on student group projects. These workspaces do not require reservations and are first come, first served. You may report technical problems to helpme@rhsmith.umd.edu or by visiting the Office of Smith IT in room 3520 VMH during normal office hours or 1530A at all other times.

Mac Lab
Room: 3507
8 am – 10 pm M-Th; 8 am – 6 pm F; 10 am – 8 pm S-S
*Note: This lab is open during regular lab hours unless reserved. To reserve this lab, contact the Service Desk at x52269 or helpme@rhsmith.umd.edu. Reservations are posted on the door.

For more information on labs in Van Munching Hall please visit: http://it.rhsmith.umd.edu/labs-and-classrooms

Note: Lab hours are subject to change and will be posted otherwise.

Available Software
The following is a basic list of applications that are installed and supported on the R.H. Smith Lab Computer Image:

- Microsoft Office (Word, Excel, PowerPoint, Access, FrontPage)
- Internet Explorer
- Other applications for specific classes (i.e. Minitab, Visual Studio, XLMiner, etc.)

For a complete list of software in Van Munching please visit http://it.rhsmith.umd.edu/college-park

Loaner Equipment Available at College Park
The Office of Smith IT has equipment that can be borrowed by our customers for temporary use. All equipment must be reserved in advance and must be picked up in person (we do NOT deliver or set up the equipment). When you pick up the equipment, you will be required to sign it out. Students may borrow equipment for on-site use only and only during Smith IT Service Desk Business Hours: Monday – Friday 9am - 5pm. Equipment may not be taken overnight without advance approval of the Service Desk Manager. Additionally, students will have to surrender a Student ID for the full duration of the equipment loan. Upon returning the equipment, the Student ID will be returned. We strongly recommend making the equipment reservation requests in advance to ensure availability. If you would like to make a reservation please contact the Service Desk by email at helpme@rhsmith.umd.edu or by calling x52269.

Laptops – The Office of Smith IT has a series of laptops that may be borrowed. Each of these laptops is
configured with our standard software image, which includes Windows 7 and Office 2010. **Note:** Customers may not install programs on our loaner laptops. Also, any files saved on the laptop are subject to deletion at any time after you have returned the laptop to us.

**Projectors** – We have a series of LCD projectors, which can be connected to a laptop via VGA.

**Note:** If you reserve a laptop from our office, you are only reserving the laptop. If you need a projector, you must make a second, separate reservation for the projector.

**Digital Camera** – A Digital Camera is available for short-term loan. It is your responsibility to use the cabling to connect the camera to your PC and download the images from the camera. All images stored in the camera are subject to deletion at any time after you have returned the camera to us. Please check the date stamp setting on the camera prior to using the camera. We cannot fix the date on pictures that have already been taken with an incorrect or missing date stamp.

**Video Camcorders and Tripods** - Video Camcorders and tripods are available for a short-term loan through Smith IT either through the website or the Service Desk. The camcorder format is either Mini-dv or Hard drive. Format is determined by availability and use. All students must provide their own media.

**Wireless at College Park**
Van Munching Hall has full WiFi coverage by the campus’ network. All students can connect to the network through the use of a wireless card and software. This is a self-governed and supported service. For more information, visit: [http://wireless.umd.edu](http://wireless.umd.edu).

**Printing (via WEPA)**

**Smith MBA/MS students receive 600 single-sided black and white pages each semester** that may be used via the WEPA (Wireless Everywhere Print Anywhere) kiosks found around the school in labs and near the case rooms. When that quota is exceeded, you may refill your account using a credit card on the WEPA account, or by using a Terrapin Express account. To learn more about Terrapin Express, visit: [http://terrapinexpress.umd.edu/](http://terrapinexpress.umd.edu/)

Note that the accounting for pages provided by the school and paid for by you individually will be accounted for separately, so overage pages you pay for will be kept in reserve for whenever you need more than your provided 600 pages. WEPA printers have duplex capability that is provided at a discounted rate, and we encourage you to use this feature to save paper and get more out of your quota. Color is available as an option as well at a higher rate. To learn more about WEPA payment methods and rates, visit: [http://it.rhsmith.umd.edu/wepa-payment](http://it.rhsmith.umd.edu/wepa-payment)

Please be considerate of your peers. Reserve large print jobs (50 pages or more) for less busy times. Discard your unwanted pages in the appropriate recycling containers.

**Drivers**

Laptop users will want to install WEPA drivers for their machines, so they can print directly to the WEPA service. Having the driver installed, rather than using the web printing service, will let you use all the print options available on your laptop, such as picking a range of pages to print, doing 2-ups, etc. Drivers can be downloaded from the SmithApps website for Windows and Mac.

Note that when you install the driver, it will set itself as your default printer until you change it.

WEPA kiosk print drivers are also pre-installed on the Computer Lab image. To print to a kiosk from a computer lab, select either "WEPA-BW" or "WEPA-COLOR" from the print dialog. From there, follow the instructions for 3) **Lab or laptop** under **How to use WEPA Print Kiosks**.
How to use WEPA Print Kiosks

There are three ways to print using a WEPA kiosk:

1) WEB

Printing an Uploaded File. You can print previously saved documents by simply uploading them to the WEPA website:

a. Go to www.wepanow.com
b. Enter the site, then click Print Now
c. Login to WEPA using your University Directory username and password
d. Click the Print Now button
e. Click Browse. Browse to the location on your computer where your files are stored. Select the file you want to print, then click Upload.
f. Select your Print Options
g. Click Send to WEPA
h. Your file will be uploaded to the WEPA server and assigned a release code. Make note of your release code, then click Close.
i. Click Print Now to upload more documents, or Logout to exit.
j. Go to any WEPA kiosk and swipe your University ID card, or sign in with your release code or University Directory username and password. You will be able to release your print job, and the cost of the prints will be deducted from your WEPA account.

2) USB

Printing from a USB Drive. You can print directly from your USB drive at any WEPA print kiosk.

a. Go to any WEPA kiosk
b. On the main screen, select Print from USB
c. Insert your USB drive into the USB slot
d. Follow the on-screen instructions to print your document
e. Documents printed directly from a USB drive must be in either PDF or Microsoft Office format

3) Local

Printing from Word, Internet Explorer, etc. If you are at a computer that has the WEPA client installed, you will be prompted to login to your WEPA account whenever you print a document from an application:

a. With your document open, select File, then Print
b. When prompted for a printer, choose the WEPA printer
c. Select options for black & white or color printing
d. Login to WEPA using your University Directory username and password
e. Your print job will be uploaded to the WEPA system, and assigned a release code.
f. Go to any WEPA kiosk and swipe your University ID card, or sign in with your release code or University Directory username and password. You will be able to release your print job, and the cost of the prints will be deducted from your WEPA account.

Paying for Prints at the WEPA Kiosk with a Credit Card

When printing directly at the WEPA kiosk, you have the option of paying for your prints by swiping a credit card without logging into or even creating a WEPA account. However, there is a $0.20 surcharge per print job when you pay for your prints by swiping a credit card at the WEPA kiosk. You can avoid this surcharge by paying from your account on the WEPA website. You can even add value to your WEPA account by swiping a credit card at the WEPA kiosk, and there is no surcharge for doing this.
Videoconferencing Services
The Smith School provides a videoconferencing network that graduate students can use to collaborate with other students internally or with others off-campus. There are two applications that support these activities:

The University has a license for Adobe Connect. Anyone with a Directory ID can use that to authenticate and launch a web meeting. See http://learningtechnologies.umd.edu/adobeconnect for information and tutorials or if you know how to use it, log in at http://webmeeting.umd.edu and begin.

IF YOU REQUIRE ASSISTANCE WITH THE CAMERAS OR MICS in any classroom in VMH, please submit an Audio Visual Request form to schedule help with equipment from the AV Team. This form can be found on the SmithIT website (http://it.rhsmith.umd.edu/online-forms) under AV Support.

The Smith School also supports traditional videoconferencing needs through the use of its Polycom video conferencing telecommunications equipment. This service utilizes traditional IP and ISDN video conferencing technology. You may want to consider using this technology as a part of the graduate consulting projects or in your job search process. For more information about the Polycom option, please visit: http://it.rhsmith.umd.edu/video-conferencing

Traditional videoconferencing is also available through the Office of Career Services. Contact OCS for more information.

GETTING CONNECTED

University Directory ID
Many systems on campus use the University Directory ID for security (sometimes called the LDAP ID). Your username and password are maintained in that system, not by any of the systems that connect to it. You must know your username and password stored in that directory to be a student on this campus. Systems that use it include the Smith Appsi, the Testudo student information system (where courses are added or dropped), the Blackboard online course materials system, and the campus' wireless network, the Smith Apps Store as well as the Smoogle mail platform for Smith Students.

If you have never used your University Directory username or password, or have forgotten what they are, you can look up your username and set your password at: http://www.directory.umd.edu/

To set your initial password:
First time users who don’t have a password or who don’t know their directory user name should open their web browser and go to: https://directory.umd.edu/password?new_user. Click yes to proceed through the Security alert message if you see one.

Here you will be asked some questions to verify your identity. Note that if the campus doesn’t have the correct information on file for you that you will not make it past this screen. If that is the case, you will have to talk to the campus Service Desk at 301-405-1400.

If you make it past the identity verification page you will be asked to answer some security questions and to set your password. For Directory passwords, the following quality rules are applied:
  ● A password must be at least 8 and no more than 32 characters in length.
  ● A password must contain at least one uppercase letter.
  ● A password must contain at least one lowercase letter.
  ● A password must contain at least one character from the set of digits or punctuation characters (such as # @ $ & among others).
  ● A password may not begin or end with the space character.
  ● A password may not contain more than two consecutive identical characters.
  ● Note: The following characters currently may not be used in passwords: ( ) * \
You should confirm that the information in your directory entry looks correct. **In particular, it's important that your forwarding address be set correctly.** This is where University systems will send your email, including all course-related email sent to you by faculty through Blackboard! Correct your email address, plus any mailing or phone address problems in Testudo (http://testudo.umd.edu).

**Registration, Grades, Personal Information Stored by Campus, and Course Descriptions**

**Testudo**

Testudo is used by the entire university for a variety of tasks. You will use Testudo primarily to check your official grades at the end of the semester, check your account balance, check your financial aid, and sign up for classes.

http://www.testudo.umd.edu/

**Changing your e-mail Address in Testudo**

It is IMPORTANT to update your E-mail address in your Testudo account, since it is used in order to mail you important information that you will need during the time of your stay at UMCP, such as student bills, grade reports, academic information, as well as messages sent from ELMS Canvas courses, etc.

The e-mail address you submit here updates your records immediately upon being entered.

In order to ensure that your University email gets sent to your rhsmith.umd.edu account, you will need to change your forwarding address in Testudo. To do this you will need to log on to Testudo and follow the steps below:

**NOTE:** The Testudo system will only accept updates during the following hours of operation:

- Mon-Fri: 7:30am--11pm
- Sat: 7:30am--11pm
- Sun: 5:30pm--11pm

2. In the Limited Access section, click on the link Change Address / E-mail.
3. A new webpage will appear to explain what will happen next. Read the page and then click on the Submit button at the bottom of the page.
4. The next webpage will ask you to enter your Directory ID and directory password. Enter in the information and click on the appropriate button (depending on whether or not you are in a computer lab).
5. On the next webpage, find the **E-mail Address** setting. Enter the email address where you would like to receive mail in the box.
   - If you want to put your rhsmith.umd.edu email address here, make sure the email address ends with "@rhsmith.umd.edu". For example, if your RHSmith email address username is **john.doe@rhsmith.umd.edu**, you would enter your email address as john.doe@rhsmith.umd.edu
6. To save your changes, scroll down to the bottom of the webpage and click on the **Update Address Information**.
7. Your e-mail address record has now been updated and you can quit Testudo.
Using Online Course Management (Canvas)

Canvas by Instructure

Canvas is the online course management tool used at UMCP. Faculty use Canvas to post course documents (including syllabi), discussion forums, course calendars, homework assignments, and to provide access to other learning tools.

You may access courses in Canvas for one year after the course ends. After that time you will not be able to access material from this site.

How to Access your Canvas Online Courses:

Open your web browser and go to: http://elms.umd.edu/. Use the Login button to enter your University Directory username and password.

Canvas FAQs for Students

Q: What web browser should I use with Canvas?
A: Use any web browser EXCEPT Internet Explorer. Canvas does NOT work consistently in IE.

Q: How do I log into Canvas?
A: Log in at elms.umd.edu with a Directory ID login name (not your ID number). If you need help with a Directory login, call the Div of IT Service Desk at 301-405-1500.

Q: Why don’t I see all of my courses in Canvas?
A: You will only see a course when you look at your "Courses and Groups" after it is published by that faculty member. However if you click "view all courses" in the Courses and Groups menu you can see all courses you are registered for under the “Future Enrollments” section (scroll down). You won’t be able to access those that are grayed out until your faculty publishes the course. You can confirm course registrations in Testudo. 24-48 hours after it shows up in Testudo you will see it in that all courses list in Canvas.

Q: I changed my course schedule. Will Canvas update?
A: Remember that it takes 24-48 hours after an add or drop for it to reflect in the Canvas ELMs, just as it did in Blackboard.

Q: Where can I find more information about Canvas?
A: The "Help" link at the top right of every Canvas window has some excellent searchable support. Additionally, there is a "Student Support" link on the ELMs login page. If you can't find your answers at one of these, or need admin help, please email canvas@rhsmith.umd.edu.

Login to Public Computers in College Park, Baltimore and DC

All students should use their Directory ID to log in to public computers. Depending on the function of the computer the login screen might look slightly different, but the key is to always pick Directory ID or AD when logging in and to use your directory credentials.

SmithApps – Remote access to Course Applications and Research Tools

SmithApps is a Citrix XenApp tool that allows Smith students, faculty, and staff to access applications and files that are normally only available in Van Munching Hall computer labs. These applications are delivered to any computer with Internet access that has the Citrix client installed.

The goal of SmithApps is to provide the Smith community an off-campus solution to access on-campus services and
applications so that the community can do their work, research, and studies anywhere that has Internet access. It also provides Mac users a way to use Windows-only applications (such as Visio or Access) on their Mac.

Behind the scenes, when using SmithApps a server in Van Munching Hall will launch your program and put the display of the running program over the Internet to your local computer. Even though the program is running remotely, you will still be able use local disks and printers.

**Getting Started – Obtaining a Citrix Client**

To access SmithApps, go to [http://smithapps.rhsmith.umd.edu](http://smithapps.rhsmith.umd.edu). If you do not have the Citrix client installed yet, you will see an exclamation mark (!) at the top where it says “Messages”. Just click on the “Message” tab and follow the link to download the client.

**Note:** Some users may already have the Citrix client installed for accessing servers run elsewhere, perhaps by a current or previous employer. There is no need to install a new version of the client – our system should be compatible with most other versions you might have installed, and shouldn’t interfere with any existing configuration.

Once the client is downloaded, double-click on the file to start the installation. The installation is straightforward, and you should accept all default settings by just clicking NEXT and OK until it is finished.

If you have the client installed already and is still prompting you to download the client, it may be that you have a very old version of the Citrix client. You can choose to upgrade the client by clicking Download or just skip the download click the link on the right that says “Already Installed”. An older version may still work with our version of Citrix, but if you are experiencing some problems launching applications, you may want to upgrade the Citrix client.

**Using SmithApps**

You will need to use your Directory ID to log in. Once you are logged in, you will see all the applications you will have access to. There will be a 2nd tab called **Content** that is also available. This tab contains any downloads or external links that may be helpful to you. Just click on the application you want to use to launch it.

The first time you launch an application, it may prompt you about File Security. You would want to checkmark **Do not ask me again for this site** and click **Yes** to give the application access to read/write files onto your local computer. If you clicked **No**, then you will not be able to open files from your local computer to work with nor save your work onto your local computer.

You can work with files that are located on your own computer. For example, you may want to open a Word document file. Go to File > Open and you will see a Windows file explorer window. Click on Computer on the left menu and you will see all the drives on the computer that you are using located on the bottom half of the screen. Just navigate to the location of where your file is located and click **Open**. When you want to save a file, you will do the same.

**Important Warnings about using SmithApps**

Make sure you understand the following warnings. Not understanding them could cause you to lose your work!

- Make sure you are NOT saving your files on the application server and only to your USB or local drive. To ensure the application servers are safe for all users to use and don’t get malware or viruses, all user-created files are purged daily and are not recoverable!

- The Favorite and Libraries section on the left window in the image below will link to your local Documents, Music, etc. **ONLY IF YOU ARE RUNNING WINDOWS.** It will not redirect the folders if you are using a Mac. Be cautious if you are using the links on the side when you are saving a file. Double check to make sure that is correctly showing YOUR computer folder.
Virtual Business Information Center

VBIC is the Virtual Business Information Center, a web site produced by the UM Libraries, the College of Information Studies, and the Smith School. It is available at [http://vbic.umd.edu](http://vbic.umd.edu). It hosts many valuable and technical accounting links, such as tax codes, accounting standards, and government links. You can access many websites for free from VBIC that you would otherwise have to pay for, such as Hoover’s and Dow Jones. Use SmithApps to access VBIC from off-campus; VBIC can be found inside the Citrix portlet.

Note: the Smith IT Office does NOT support VBIC. For help, contact:

- Zaida Diaz Phone: (301) 405 – 9156 Email: zd11@umail.umd.edu
- Lily Griner Phone: (301) 405 – 9278 Email: lg30@umail.umd.edu

EMAIL AND COLLABORATION TOOLS

Smoogle – Smith Collaboration, powered by Google

The Business School gives all our graduate students a Smoogle account. Smoogle is based on Google Apps for Education and comprises of a full suite of mail, calendaring, contacts, instant messaging, document collaboration, websites, groups and other apps. If you’ve ever used Gmail or any of the other Google products, you’ll be right at home, and if you’ve never given them a try, now you can. Your new Smoogle account comes with a generous 30Gb quota for your email as well as your documents stored in Google Drive.

Please visit the Smoogle Learning Center at [http://smoogle.rhsmith.umd.edu/GettingStarted](http://smoogle.rhsmith.umd.edu/GettingStarted) for more information.

Accessing your Smoogle account

You access your Smoogle account using your full Smith email address and a Google password that you set. To set up your Google password use the Password Reset Tool at [http://reset.rhsmith.umd.edu](http://reset.rhsmith.umd.edu). To learn more on setting up your Google password visit this page: [http://smoogle.rhsmith.umd.edu/GooglePassword](http://smoogle.rhsmith.umd.edu/GooglePassword)

Once you have set a Google password you can then login using any standard Google page such as [mail.google.com](http://mail.google.com) or go to [mail.rhsmith.umd.edu](http://mail.rhsmith.umd.edu).

Working with your Smoogle account

If you are new to Google you may want to take a look at the Learning Center we have on the Smoogle website at [http://smoogle.rhsmith.umd.edu](http://smoogle.rhsmith.umd.edu). From the menu on the left you can go to the Your First Days section which will give you a brief overview of some of the things you can do in your new account. You can read the FAQs on how to setup any mobile devices or email clients that you use and under the Learning section, view training videos or get more in-depth help on each of the different Google Apps services.

Your Smoogle account remains active after graduation

Your Smoogle account is yours to keep even after you’ve graduated. You can continue to use it to work and collaborate and share your information as and when you see fit. Please read the Smith FAQs section linked on the Smoogle homepage for more information under the question What happens when I graduate?

Updating your University email forwarding

Ensure that you get all of your campus email (including blackboard messages from your instructors) by setting your campus @umd.edu account to forward to your Smith email address as your E-mail Address as shown here: [http://smoogle.rhsmith.umd.edu/UMDFoward](http://smoogle.rhsmith.umd.edu/UMDFoward)

Forwarding your Smoogle account

Your @rhsmith.umd.edu email address is an official communication mechanism for the Business School. Google
provides the option of directing mail from your Smith-supplied email address to other addresses, but cannot guarantee delivery. Those who choose to forward their Smith addressed email do so at their own risk. You can find instructions for forwarding your Smoogle account here:  

http://smoogle.rhsmith.umd.edu/Forward

MBA Students - Updating your MBA Networth Profile

MBA Students have a profile stored in the MBA Networth site that you should keep updated. Go to the MBA Networth website at http://mbanetwork.rhsmith.umd.edu and click on Student Profiles on the left and login with your University Directory ID and password. This will direct you to your profile where you can click on the Edit Profile button below your name and fill out your personal and work information.

OTHER TECHNICAL RESOURCES

The Netcentricity Research Laboratory

Characterized by global connectivity, real-time collaboration and rapid and continuous information exchange, Netcentricity is a ubiquitous force reshaping every facet of our markets, organizational cultures, and personal lives at the dawn of the twenty-first century.

The Netcentricity Laboratory (Netlab) supports cutting-edge netcentric practices in an integrated environment. The lab comprises the high-tech teaching and research environments of integrated supply chain management/ eCommerce, financial markets, and behavioral aspects to provide a seamless multi-dimensional view of netcentric practices as they impact a myriad of market applications.

Currently Netcentricity Research Laboratory consists of four labs, and each Netlab offers a special suite of applications. For locations, contact information and what is available in each lab please see the following list. Currently, All Netlabs can ONLY be accessed in two ways:

1. By being registered in a course that is being taught in one of the labs
2. By participating in a research project with a professor who will use the netlab.

Netcentric Supply Chain Management Laboratory

Room: VMH 3522

- Oracle E-Business Suite 11i
  - Enterprise resource planning (ERP)
  - Advanced supply chain planning
    - Demand planning
    - Inventory optimization
    - Order promising
    - Supply chain optimization

- CAPS Logistics
  - Supply Chain Designer
  - Supply Chain Coordinator
  - TransPro (transportation management)

- Oracle Business Intelligence
  - OracleAS Discoverer 10g

- SAP
  - SAP Purchasing
  - SAP MRP
  - SAP Foresting
● SAP ERP Game

● Global Supply Chain Game
  ● Simulation on Supply Chain Management

● Community of practice
● Online real-time supply chain management ecourse
● Real-time netcentric portal
  ● Workflow automation
  ● Advanced chain planning and forecasting
  ● Event management
  ● Executive control/key performance indicator

TIBCO ActiveEnterprise middleware

**Netcentric Financial Markets Laboratory**
Room: Research: VMH 1318; Teaching: VMH 3505

● Real time Financial data and news feeds from Thomson Reuters Eikon, ThomsonOne.com, and Bloomberg
● Historical data, analytics and spreadsheet functionality from
  ● Thomson Reuters premium desktop suite Eikon
  ● Bloomberg Professional (VMH 1318 only)
  ● ThomsonOne.com
  ● Thomson Reuters SDC Platinum
  ● Mergent Online and Mergent WebReports
  ● Morningstar Direct and Morningstar EnCorr
  ● IBISWorld
  ● IHS Global Insight
  ● S&P Capital IQ and S&P ExecuComp
  ● Wharton Research Data Service (WRDS)

**Netcentric Behavioral Laboratory**
Room: Research: VMH 3518, VMH3518A)

● MediaLab, an application for developing computer-based experiments and surveys
● Sametime and Quickplace, applications for facilitating virtual team interactions
● Microsoft’s Visual Studio, for developing software applications
● Audio and videotaping capabilities

**Netcentric eMarkets Laboratory**
Room: Research: VMH 3509

**University Office of Information Technology**
The Office of Information Technology (OIT) is responsible for providing technical support for the entire University and focuses attention on services that support the educational mission (teaching and research) of the University.

**OIT Contact info:**
Location: 1400 Computer and Space Sciences building
Phone: (301) 405-1400
Website: [http://www.it.umd.edu/](http://www.it.umd.edu/)
All Computer Labs at College Park
There are also several labs on campus, outside of Van Munching Hall that provide computers for student use. For a complete list, please visit: http://www.oit.umd.edu/wheretogo/

Discounted Computers for UMD students, faculty and staff
The University’s ACT – Academic Computers for Terps – program offers Apple and Dell products at prices below standard discounts, as well as technical support and warranty protection. See http://act.umd.edu/ for more information. There is also a Terrapin Technology Store with display models and select computer related products. For location and hours see http://www.oit.umd.edu/techstore/

Free and Discounted Software to UMD students, faculty and staff
The University offers some free and discounted software to UMD students, faculty and staff. For more information go to: http://www.oit.umd.edu/slic/. Faculty, Staff and Students may also download a selection of software at no cost from http://www.terpware.umd.edu.

Additional Software Training
The University offers a series of non-credit computer training classes to faculty, staff and graduate students who are employed by the College Park administrative, instructional, and research communities. Topics range from introductory through advanced offerings of popular applications like the Microsoft Office Suite, Adobe Acrobat and Photoshop, HTML, Macromedia Dreamweaver and Flash, and more. To view offerings, and register for classes go to http://www.training.umd.edu.

Mail@UMD
To learn more about the campus mail system, visit https://www.it.umd.edu/email/.

POLICIES AND PROCEDURES

COMPUTER LABS in College Park:
The Robert H. Smith School of Business enjoys state of the art technology in our computer labs. In order to bring about long-term success, pleasant appearance and functionality, we appreciate your cooperation on the following;

NO Food or Drink is permitted in the labs. Please discard all food and drinks prior to entering the labs. We will have staff members routinely check labs for food and drinks. Repeating offenses will be taken seriously and will result in the loss of access to the computer labs. Recycle. Please place all unwanted paper in the recycle bins located inside the labs.

Need Assistance, Have Feedback? We want to hear from you, so visit our Smith IT Service Desk or send an email to helpme@rhsmith.umd.edu.

We hope that you will enjoy our facilities. As you interact within these spaces, please let us know how we can improve upon your lab experience.

LAB ETIQUETTE:
Be courteous to fellow students when using the labs. Abusive behavior toward other students or staff may result in revocation of lab privileges.

Study groups may utilize lab resources as long as the conversation and noise level do not disrupt the work environment of other users. If doing so, there is a limit of one computer per person and you must leave all hardware and furniture in its original place.

If you leave your computer unattended, your machine may be forfeited. When leaving the computer lab, save and close all of your work, remove all disks, make sure your area is clean of papers etc, and logout. Note: Make sure your account is completely logged out before leaving.
ABUSE:
Misuse of the systems, excessive “hogging” of the facilities and use of the University’s equipment for non-University related business might all be considered grounds for disciplinary action.

Modification of hardware and software configurations in the lab is strictly prohibited. This includes modification of the settings and configuration of printers and modification of system software. Software license agreements and copyright laws are strictly enforced in the computer labs. Copying licensed software from the lab workstation hard disks or file servers is a violation of federal copyright laws and of University policy.

NOTICES:
The Office of Smith IT reserves the right to post notices in and around the labs. These notices may involve changes to lab hours, lab closures, system outages, or other pertinent information. Changes will be posted with as much advanced notice as possible. Users will be responsible for knowing and adhering to the new information at all times.

SECURITY:
Do NOT allow anyone access to your computer account information. Also, when using email, do not open any suspicious messages, especially those containing attachments and or those from senders whom you do not recognize.

For security purposes, labs may be monitored and taped 24 / 7. If you notice any suspicious people or activity, report it to the Smith IT Service Desk immediately.

DO NOT prop the lab doors open at any time. Labs that require card access are only meant for those authorized to use them. This policy is meant for your safety and the safety of the equipment. Students found in violation may have lab privileges revoked.