

(850) 474-2075

ITS Help Desk - Available 24/7

helpdesk@uwf.edu



Elluminate Live!

Meet with students online



Elluminate Live! is a desktop web conferencing program that allows faculty to meet with students in real-time over the Internet. Elluminate sessions can include audio and video, text messaging, sharing of desktop applications, and an interactive whiteboard. Faculty can engage students via web tours, audience polling, and general question and answer exchanges, with each student participating from his or her own computer. Elluminate is designed to work with all Internet connection speeds from dial-up to broadband. Sessions can also be

recorded and played back later.

The Academic Technology Center (ATC) and ITS are collaborating to offer Elluminate and engage faculty in evaluating and assessing the product's functionality. Faculty who wish to explore Elluminate may contact John Crane in ATC at 473-7239. Those who are interested in learning more about Elluminate can watch the [five minute orientation video](#). Then, click the link below to further explore the tools available to instructors.

Click Here



Learn More

IT Training

April/May Calendar

**Office 2007
Preview What's New!**

Email Management

- **Part 1: Manage Your Email Before it Manages You**
- **Part 2: Advanced Email Management**

Banner Training

- **Banner Basics**
- **PCard Cardholder**
- **PCard Manager (Approver)**
- **Purchase Requisition**
- **Purchase Requisition Approver**

Sign Up Here

*From the Training Reservation Desk in Argus
All classes and times are subject to change*

ITS HELP DESK

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(850) 474-2075
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FULLY STAFFED
Monday - Friday
8:00 am to 5:00 pm

AFTER HOURS

Phone and email support
is available 24 hours
a day, 7 days a week



Video Streaming

Add video content to courses and websites

Supplementary video content can greatly augment students' understanding of concepts presented in an academic or training environment. To assist instructors with making video content more accessible to students, Information Technology Services provides on-demand video streaming services.

Video streaming allows a video to be played directly from the Internet without first downloading the file to your com-

puter. Video streams can be made available through a web link in email, on a web page, in eLearning, and other places on the Internet.

The video streaming server can only stream Windows Media Player files (filenames ending in .wmv). Instructions are available in the IT KnowledgeBase on the IT Help tab in Argus, or though the link below.

Click Here



Learn More

Internet Explorer 7 Security Warnings

Prevent warnings on UWF websites

"This page contains both secure and nonsecure items. Do you want to display nonsecure items?"

Tired of this message? Internet Explorer not only provides more security, but also more security messages. These messages can be helpful when surfing the Internet, but you may wish to prevent them from appearing on UWF websites. Follow the steps below:

1. Go to **Tools** menu and select **Internet Options**.
2. Select the **Security** tab and highlight **Trusted sites** (green checkmark).
3. Click the **Sites** button.
4. In the box labeled **Add this website to the zone**, type ***.uwf.edu**. Then, click **Add**.
5. Make sure the **Require server verification (https:) for all sites in this zone** option is NOT checked
6. Click the **Close**.
7. Click **Custom level...**
8. Under **Settings**, scroll down to the **Miscellaneous** section and find the **Display mixed content** settings.
9. Click the **Enable** option for this setting.
10. Click **OK** twice to close Internet Options.
11. Close all Internet Explorer windows for the settings to take effect.

New Training Workshops

Office 2007 and Email Management

Two new IT workshops are offered this month. Sign up from the training calendar on the front of this newsletter, or from the "Training Reservation Desk" in Argus on the My Office channel.

Office 2007 - Preview What's New!

Join us for a jump start on the essentials of Microsoft Office 2007. Learn the best ways to use the new Ribbon, get a handle on finding popular commands, discover the new keyboard shortcuts, and understand what the new file format does for you.

Email Management - Part 1

Email is an integral part of communications at UWF. As the amount of email we manage increases, it becomes necessary for us to work

smarter to manage our email accounts. This class will teach you all about your UWF email account and how to use it to its fullest. We will also cover proper email etiquette and ways to effectively work with email in a busy office situation.

Email Management - Part 2

Sometimes our inbox becomes like a cluttered desk: we can't find anything we need, but we don't want to throw anything away. This class is designed to help you dig through layers of email and manage large amounts of email effectively. You will learn how to clean your mailbox, organize your inbox, automate repetitive filing tasks, and ways to search through your old email to find what you need.

IT Reminders

Don't Forget

Wireless Wednesdays

Help Desk analysts are making their way from office to office to answer questions about ArgoAir. Information on ArgoAir is also available from the My ArgoNet tab in Argus.

Office 2007

The Help Desk is now installing Office 2007 upon request. The new interface is significantly different than previous versions of Office. Before requesting an upgrade to Office 2007, we highly recommend attending the workshop "Office 2007 - Preview What's New" or reviewing the [online tutorials](#). The Help Desk has received a significant number of requests, so there may be some delay before your request can be filled.

eLearning Course Activation

Faculty can now request activation for summer courses.

Step 1: Set Tech Codes

Tech Codes describe the level of computer usage in a course and are necessary to identify your course as an eLearning course. [Instructions](#)

Step 2: Activate Your Course

Activating a course links the development course with a course section and prepares the course for use by students. Each development course must be activated separately to avoid linking multiple sections into one eLearning course. [Instructions](#)