

(850) 474-2075

ITS Help Desk - Available 24/7

helpdesk@uwf.edu

New Microsoft Software

Internet Explorer 7, Office 2007, Windows Vista

Mircosoft recently upgraded many of its software programs. Here's when you can expect to see the upgrades at UWF.

Internet Explorer 7 was introduced at the end of last year. ITS chose to postpone its use on campus until the browser could be tested and verified to work with UWF's software programs. Internet Explorer 7 will be released to UWF computers toward the end of February or the begin-

ning of March 2007.

This spring, ITS will begin installing Office 2007 on employee computers upon request. ArgoNet computer labs (SAIL, CyberLounge, and eDesktop) and eClassroom computers will receive Office 2007 before the start of fall semester. This software should also be available for [work-at-home purchase](#) around April. Office 2007 is a significant upgrade to the Office suite. The overall layout of the software has been redesigned to be more intuitive for new users, though it may require some adjustment time for more experienced users. Office

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See Page 2 for...

- New Help Tools
- eDesktop
- Daylight Savings Time

ITS HELP DESK

Available 24/7

(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



IT Training

Feb/Mar Calendar

Banner Training

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

**Exchange Calendar mini-Series:
Tips for Organizing a Meeting
in Outlook**

**Personal Argus Resources for
UWF Employees**

**Protect Your PC:
Spam 101**

[Sign Up Here](#)

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

Academic Prices on Computers and More

UWF Bookstore carries Dell, Apple, and Microsoft

The University of West Florida Bookstore now carries academically priced Dell computers. The computers come in pre-configured bundles with features students appreciate, including a 3-year parts and labor warranty. Dell computers purchased through the UWF Bookstore can be serviced at the UWF ITS Support Center in Bldg 37. The desktop bundle is priced at \$1,009 and laptops range from \$1,369 to \$1,799. For more information, visit www.uwf.bkstr.com.

The Bookstore has also reached an agreement with Apple to sell computers, iPods and peripherals. These items should be available before the end of spring semester.

Academically priced software, including the new Microsoft Office suite, can be purchased in-store or through special order. Licensing agreements can be purchased for department use for Adobe and Microsoft products. For details please call Greg Kirby, Store Manager, at 474-3100.

New Microsoft Software

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2007 tutorials and additional information are available on UWF's [Office 2007 information page](#).

Windows Vista is the next version of the Windows Operating System. Like any new operating system, Vista will need to be tested with UWF's major software programs to ensure that everything will continue to function as expected. In addition, this version of Windows can only be used on computers that meet very strin-

gent hardware requirements. As a result, many businesses and organizations have decided to postpone their use of Vista. UWF will take a similar approach and not begin using Vista at least until the release of service pack 1 (SP1) which will resolve a number of issues associated with the software. Microsoft anticipates SP1 will be released toward the end of 2007. Learn more at UWF's [Windows Vista information page](#).

New Tools for Getting Help

IT Help is more convenient than ever

Online Chat

In addition to phone and email, you can now contact the ITS Help Desk through online chat. Like instant messaging, online chat lets you and the Help Desk quickly exchange information over the Internet. This allows the Help Desk analyst to answer your questions more quickly than over email and makes it easier for the analyst to ask follow-up questions to better understand your problem. Chatting is especially useful for students who are taking online courses or who are located in other states or countries and want to avoid an expensive phone call.

Online Chat can be found on the "IT Help" tab and the "Ask Us" icon in Argus, and from the "Request Help" link in eLearning. Simply enter a description of your problem and start chatting with an analyst.

Online chat is available Monday through Friday from 9AM to 5PM.



Remote Support

Remote support enables Help Desk analysts to view your computer screen from their computer. The analyst can see the problem you are experiencing and even solve the problem for you while you watch on your screen. It is often difficult to explain a computer problem over the phone, but remote support eases this difficulty. No matter where you are, if you have a high speed Internet connection, the ITS Help Desk can connect to your computer to assist you.

The ITS Help Desk has offered this service for a few years, but now for first time, it is available for Macintosh computers. If you would like to receive remote assistance, call the ITS Help Desk.

IT Reminders

Don't Forget

Spam Workshops

Spam 101, the latest workshop in the "Protect Your PC" series is offered this month. Sign up from the link on Page 1.

Daylight Savings Time and Your Calendar

Due to a new energy bill, this year's Daylight Savings Time (DST) will be four weeks longer than in the past. Because many computer software programs were not designed for this change, your computer may not adjust properly for the new DST. This could cause your Outlook/Entourage meetings to be off by one hour during the extended DST period. The most recent information on this issue is posted at <http://uwf.edu/help/hottopic/dst.htm>.

Take Advantage of eDesktop

eDesktop is UWF's new virtual computer lab that makes UWF-owned software available over the Internet. eDesktop contains most of the software available from ArgoNet computer labs including the Microsoft Office suite, Adobe Acrobat Professional, SAS, SPSS, and Dreamweaver. This resource is particularly beneficial to eLearning students who now have access to lab software from any computer with a high-speed Internet connection. eDesktop is located on the new "eD" tab in Argus. To get stated, watch the online demos or read the documentation available on the "eD" tab.

