



PRINCE MOHAMMED BIN FAHD UNIVERSITY
جامعة الأمير محمد بن فهد

IT WELCOME PACKAGE

(PMU EMPLOYEE)

IT DEPARTMENT/MIS

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Prepared by: Ms. Nawal Chanane, IT

Reviewed by: Mr. Osama S. AlSaif, CIO

I. Document control

Distribution

This document will be available on the PMU website.

Purpose

This document will be as an IT welcome package for all PMU employees.

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Dear PMU Users ...

We are providing this information to help you get started accessing/using the PMU IT facilities such as Telephone, Data Network, Printers and Computer Systems...In addition ITD offers technical training for PMU employees in any of the following software:

Note: All training sessions (Banner, Blackboard and Classroom Technology) will be announced before each semester by the Professional Development Program.

MS-Outlook	PMU Application for employees to be used for work related communication
MS- Word	PMU Application for word editing
MS-Excel	PMU Application for spreadsheet
MS-PowerPoint	PMU Application for presentations.
Blackboard	PMU Application for E-learning.
Smart board	PMU Application for interactive display.
Banner	PMU Application for SIS, HR, Finance, Financial Aid and Luminous resource management.
TAA	Time Attendance Application for staff only.
LMS	Library Management System for Students, Faculty and staff.
Intranet	Designed to Faculty and staff to access most of internal services quickly.
E-Forum	E-Forum is an online place for PMU Community.

The department will include a new set of applications to the above list. So, if you have any questions or require more information, please email your inquires to;

it-helpdesk@pmu.edu.sa

PMU's Vision for Technology Excellence

The ultimate goal of Prince Mohammad Bin Fahd University is to enable a learning-centered environment that is both effective and rewarding.

In order to accommodate this noteworthy goal, the vision of the university's Information Technology Department is to provide state-of-the-art methodologies and technologies that support the diverse needs of our students, faculty and staff.

The Information Technology Department provides support in the following key areas:

1. **Student Technology**: A variety of technological tools are in the process of being provided to students including email, internet, wireless access, and availability of computer lounges within both the male and female campuses.
2. **Classroom Technology**: Automated learning aids are available in each of PMU's many classrooms and include video conferencing, Interactive Boards, and automated teaching systems supported by advanced learning applications.
3. **Library Information System**: Upon completion of our Learning Resource Center (LRC), an integrated library automation system will be available to students in order to access an extensive library collection.
4. **Management Information System**: Our MIS system enables faculty and staff to provide quality support to students in the areas of registration, finance, human resources, course management and general student information. This world leading application called Banner from SunGard, is being implemented to be an easy web-0based self services. In addition, the course management system is being administered by the world leading Blackboard application which is being used as an educational instrument to have the interaction of the students and the instructors. It is accessible over the LAN and from any internet access point.
5. **Information Technology Infrastructure**: A dedicated team of IT specialists provide network and communications support, hardware maintenance, web design, and help desk services.

This infusion of technology into the university environment enables students to obtain the information they need, when and where they need it, so they can effectively pursue their goals of academic excellence and professional competencies.

In response to PMU's goal, technology has become a critical tool for developing the skills necessary for our students to become future leaders within Saudi Arabia and elsewhere.
















About your Account with ITD

Logon and password	To log on to the system, press [Ctrl][Alt][Delete]. For the User ID, type your first letter of your first name and your last “family” name (all without space). Be sure to use all lowercase letters. The first time you log on to the system, press the Enter key. The system will then ask you to change your password. Your password must be at least eight characters and must include at least one number or special characters in addition to letters Uppercase and Lowercase. Your new password is case-sensitive.
Software Installed on your computer	Standard desktop applications (Microsoft products tool 2007, Antivirus, e-mail, Web browser)
Email	Your email account has been setup using Microsoft Outlook; you can access your email out of the office premises using Internet Explorer by browsing to http://mail.pmu.edu.sa then enter your user name and password
Printer	The default printer(s) installed for your computer is a network printer or a personal printer.
Computer Specifications	Please refer to the IT Helpdesk G037 (Males) and G032 (Females) to get the information about the computer you will be using.
Notebook Specifications	Please refer to the IT Helpdesk G037 (Males) and G032 (Females) to get the information about the computer you will be using.
Technical Support	If you need any further technical support or having IT related issues, you may contact our help desk email it-helpdesk@pmu.edu.sa
Telephone Extension	Your telephone extension is showing on the top of your phone screen.

III. How to Use Your IPT Telephone-Set - Startup Guide

How to use IP telephone 7970



1.		Programmable buttons	Depending on configuration, programmable buttons provide access to: <ul style="list-style-type: none"> • Phone lines (line buttons) • Speed-dial numbers (speed-dial buttons) • Web-based services (for example, a Personal Address Book button) • Phone features (for example, a Privacy button) The buttons illuminate to indicate status: <ul style="list-style-type: none"> Green, steady—Active call on this line (off hook) Green, blinking—Call on hold on this line Amber, steady—Privacy feature enabled Amber, blinking—Incoming call ringing on this line Red—Shared line, currently in use No color—No call activity on this line (on hook) 				
2.		Footstand button	Allows you to adjust the angle of the phone base.				
3.		Display button	Awakens the touchscreen from power-save mode or disables it for cleaning. <table border="1" data-bbox="716 1171 1455 1360"> <tr> <td data-bbox="716 1171 824 1266"></td> <td data-bbox="824 1171 1455 1266">No color—Touchscreen available, ready for input</td> </tr> <tr> <td data-bbox="716 1266 824 1360"></td> <td data-bbox="824 1266 1455 1360">Green flashing—Touch screen disabled Green steady—Touch screen and backlight disabled</td> </tr> </table>		No color—Touchscreen available, ready for input		Green flashing—Touch screen disabled Green steady—Touch screen and backlight disabled
	No color—Touchscreen available, ready for input						
	Green flashing—Touch screen disabled Green steady—Touch screen and backlight disabled						
4.		Messages button	Typically auto-dials your voice message service (varies by service).				
5.		Directories button	Opens/closes the Directories menu. Use it to access call logs and corporate directories.				
6.		Help button	Activates the Help menu.				
7.		Settings button	Opens/closes the Settings menu. Use it to control touchscreen appearance and ring sounds.				
8.		Services button	Opens/closes the Services menu.				
9.		Volume button	Controls the volume and other settings.				
10.		Speaker button	Toggles the speakerphone on or off.				

11.		Mute button	Toggles the Mute feature on or off.
12.		Headset button	Toggles the headset on or off.
13.		Navigation button	Allows you to scroll through menus and highlight items. Use in conjunction with softkeys to activate highlighted items. Also, while the phone is on-hook, press the Navigation button to access phone numbers from your Placed Calls log.
14.		Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
15.		Softkey buttons	Each activates a softkey option (displayed on your touchscreen).
16.		Handset light strip	Indicates an incoming call or new voice message.
17.		Touchscreen	Shows phone features and date, time and caller number.







Icon Reference:

1		Call Forwarding enabled
2		Call on hold
3		Connected call
4		Off-hook
5		On-hook
6		Incoming call
7		Shared line in use
8		Authenticated call
9		Secure call
10		Handset in use
11		Headset in use
12		Speakerphone in use
13		Messages waiting
14		Speed Dial button configured
15		Video enabled
16		Option selected
17		Feature enabled

Telephone-Set - Startup Guide

How to use IP telephone 7911



1.		Phone screen	Displays phone features such as phone number, call status, and softkeys
2.		Cisco Unified IP Phone series	Indicates your Cisco Unified IP Phone series.
3.		Softkeys	Each softkey activates a softkey option displayed on your phone screen
4.		Navigation button	Allows you to scroll through menu items and highlight items. When the phone is on-hook, displays your Speed Dials.
5.		Applications menu button	Displays the Applications menu that provides access to a voice messaging system, phone logs and directories, settings, and services.
6.		Hold button	Places the active call on hold, resumes a call on hold, and switches between an active call and a call on hold.
7.		Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
8.		Volume button	Controls the handset, headset, speaker, and ringer volume.
9.		Handset	Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and stays lit if there is a new voice message (depending on your voice messaging system).

Telephone-Set - Startup Guide








How to use IP telephone 7941



1		Handset light strip	Indicates an incoming call or new voice message.
2		Phone screen	Shows phone features.
3		Cisco Unified IP Phone series	Indicates your Cisco Unified IP Phone series.
4		Programmable buttons	Depending on configuration, programmable buttons provide access to: <ul style="list-style-type: none"> • Phone lines (line buttons) • Speed-dial numbers (speed-dial buttons) • Web-based services (for example, a Personal Address Book button) • Phone features (for example, a Privacy button) The buttons illuminate to indicate status: <ul style="list-style-type: none"> Green, steady—Active call on this line(off hook) Green, blinking—Call on hold on this line Amber, steady—Privacy feature enabled Amber, blinking—Incoming call ringing on this line Red—Shared line, currently in use No color—No call activity on this line (on hook)
5		Foot stand button	Allows you to adjust the angle of the phone base.
6		Directories button	Opens/closes the Directories menu. Use it to access call logs and directories.
7		Help button	Activates the Help menu
8		Settings button	Opens/closes the Settings menu. Use it to control phone screen contrast and ring sounds.
9		Speaker button	Toggles the speakerphone on or off. When the speakerphone is on, the button is lit.
10		Mute button	

Telephone-Set - Startup Guide

How to use IP telephone 7941

10.		Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
11.		Volume button	Controls the handset, headset, and speakerphone volume (off-hook) and the ringer volume (on-hook).
12.		Services button	Opens/closes the Services menu.
13.		Messages button	Auto-dials your voice message service (varies by service).
14.		Navigation button	Allows you to scroll through menus and highlight items. When the phone is on-hook, displays phone numbers from your Placed Calls log.
15.		Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.
16.		Soft key buttons	Each activates a softkey option (displayed on your phone screen).

IV. IT Support Services

The [Help Desk](#) (HD) is the Single Point of Contact for Information Technology. To request IT Services, have the PMU ID No- to contact the Help Desk:

- Any technical problems related to network, Email, Classrooms labs, Printers and Hardware should be addressed to **IT-HELPDESK@PMU.EDU.SA** .
- All technical problems related to Blackboard and Banner queries and problems should be addressed to **ITD-BB** (Blackboard) – **ITD-Banner**(Banner)
- All SMS request should be addressed to **ITD-SMS**.
- All library Management System related problems should be addressed to **ITD-LMS**.
- Part of our new service, all photocopier's problems should be addressed to **IT-HELPDESK@PMU.EDU.SA** .
- All inquires and concerns related to Lecture hall and Auditorium should be addressed to **IT-HELPDESK@PMU.EDU.SA**.
- In addition to the above helpdesk guidelines, please feel free to call PMU **Technical Support Center (TSC)** at ext: **9290** in Male Campus or ext: **9214** in Female campus. Also you could stop by the Technical Support Center in Male campus at Room **G037** next to ATM machine or room **G032** in Female Campus. [The general number for the IT helpdesk is 9299.](#)

The PMU user contacting the HD or TSC must be able to provide:

- Contact person should provide: PMU ID No, Name, Office No, Department
- The location of the equipment
- A detailed description of the problem **if possible write the error message if it exists**
- A detailed description of what has been done to troubleshoot the problem **if the user had tried already.**
- The best time to visit the contact person in his office, in case the problem should be handling in person by our technical team.

The **Help Desk** will ensure that all calls are handled promptly, courteously, and are resolved or routed to the proper resolution path within the time frame established for each type of call or problem.

We can offer technical support for the following:

- Employee Identifications card (classrooms doors access or attendance card reader problems)
- Assistance with software applications
- Computer problems
- Network solutions
 - password guidelines
 - change network password
 - setting up new accounts
- Email solutions (mail tips (MS-outlook), virus-protection information)
- Office moves/relocation (rearranges, adds and changes)
- Telephone operation questions, IP telephony
- Telephone programming requests (add entry to PMU directory, remove one)
- Assistance with new computer (recommendations, specifications, quotes, installations).
- Assistance setting up printers
- Remote access questions
- Classrooms Program / technical problems
- Installation of software, **Ex:** AutoCAD for Interior Design College faculty, C++ and Java for IT College Faculty
- Installation of computer hardware or printers
- Meeting assistance requests
- Outlook Profile

The hours of operation for the [Help Desk](#) are 8:00 a.m. – 4:00 p.m., Saturday through Wednesday.

If you have any questions or concerns, please call [Help Desk](#) Assistance **Ext: 9299**.

V. Use your Outlook

In your web browser, in the Address or Location field, type <http://mail.pmu.edu.sa> and press <Enter>.

2. Click the **Log On** button.
3. Now you will be prompted to login.

For Example: Username, enter 200X00XXX@pmu.edu.sa (your Banner 9 digit ID)

Password, enter your Password.

Notes: - The password is case sensitive (capital letter and small letter)

- You can change your password from Change Password link.

4. Set the **Client Access Level** to your desired level:
 - ◆ Premium client provides all Outlook Web features.
 - ◆ Basic client provides fewer features than premium but offers faster performance.
5. Set the Security Settings:
 - ◆ Select Public or shared computer if you use Outlook Web on a public computer.
 - ◆ Select Private computer if you are the only person who uses this computer or it is a private, residential computer.

6. Click **Log On**.

Note: We recommend that you use Internet Explorer version 6.0 or higher as your web browser, since all features do not work using Netscape, Mozilla, or earlier versions of Internet Explorer.

MICROSOFT OUTLOOK 2003

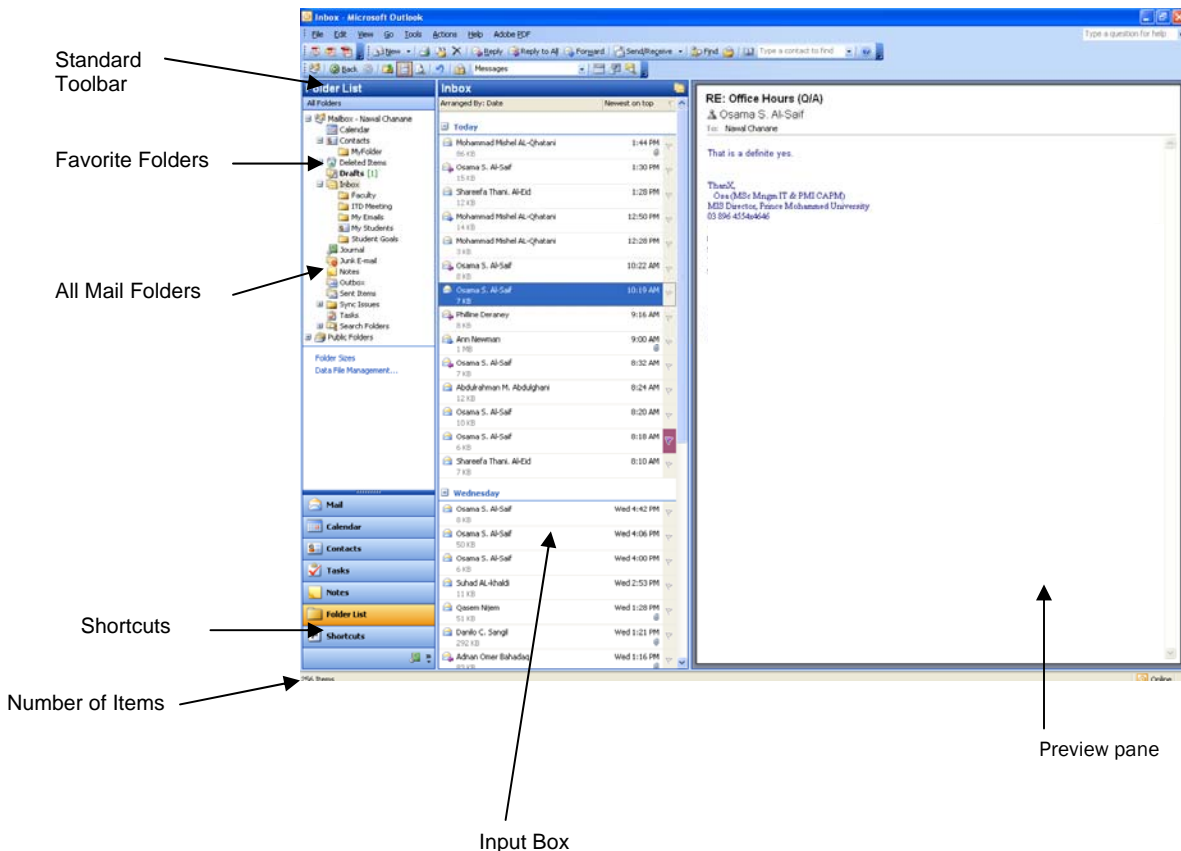
Microsoft Outlook 2003 messaging and collaboration client provides the following capabilities:

- Electronic mail
- Personal calendar and group scheduling
- Contact information and task list

Outlook 2003 helps you organize, find, and view all of this information—all in one place. It is easy to use, and like the other programs in the Office suite, provides an integrated approach to the Web. Outlook 2003 offers e-mail and collaboration features when used with Internet-based messaging systems and even more advanced functionality when used on an intranet with Microsoft Exchange Server.

EXPLORING OUTLOOK 2003

When you open Outlook, you see the Inbox window. From here, you can access and read new e-mail messages, compose new messages, and take advantage of many of the tools that Outlook 2003 offers.



Calendar	Is used to setup appointments, events and meetings.
Contacts	Is used to enter personal information, including e-mail addresses, of your contacts.
Tasks	Is used to create a list of tasks that need to be accomplished
Journal	Is used to log various tasks; for example, each time a document is opened, edited and saved in Word, it can be documented in this view
Notes	Is used to create reminders. They resemble "sticky notes" and can be placed on the desktop of your computer

- **Deleted Items**

Any notes, tasks, calendar items, journals, etc., that are deleted in Outlook will be saved in the Deleted Items folder.

Note: This will only store items that were originally created on the hard drive.

The Deleted Items folder is different than the Recycle Bin on your desktop, but works in a similar way. Until the items are deleted from this folder, they are not permanently deleted from Outlook.

- **Drafts:**

When an e-mail message is saved before sending, it is stored in the Drafts fold until sent.

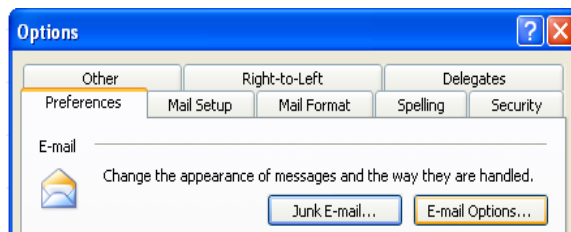
- **Sent Items:**

As the default, e-mail messages are copied to the Sent Items folder after they are sent. This is an excellent way to look back at history and determine if you have sent a message to an individual or not.

If you do not want to generate a copy of all sent messages, do the following:

- Go into the **Tools** menu and click **Options**.
- Select the **Preferences** tab.

Click the **E-Mail Options** button.

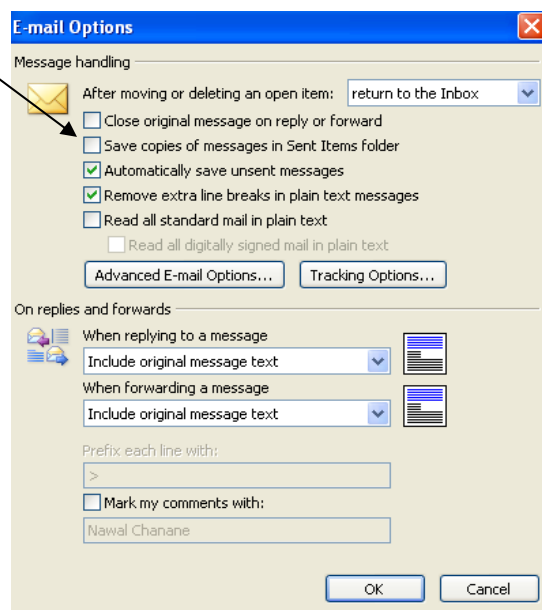


- In the E-Mail Options dialog box, deselect the **Save copies of messages in Sent Items folder** box.
- Click on **OK** to save the changes.

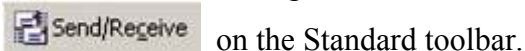
Note: The setting will be enforced until the next time you change it.

• **Outbox:**

When sending a new e-mail message, there are times when the server does not send the message immediately. Until the server picks up the message, it is temporarily stored in the Outbox folder.




Note: To send messages stored in the Outbox folder, click the **Send/Receive** button

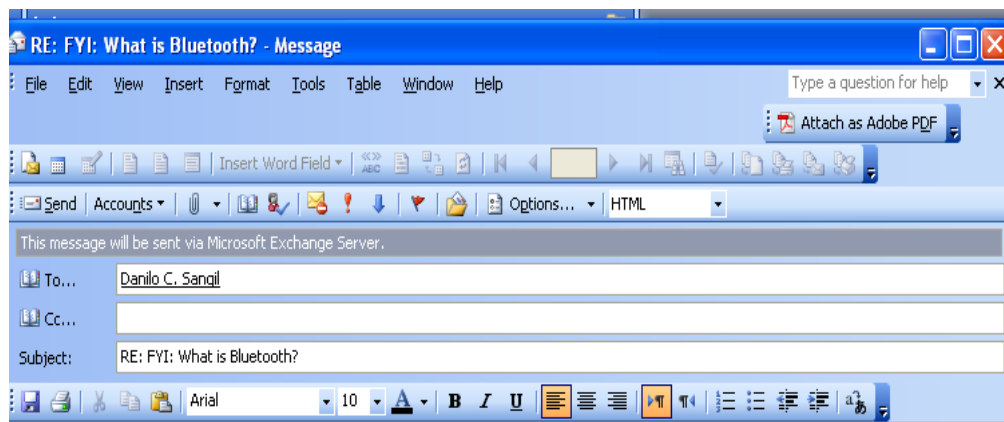
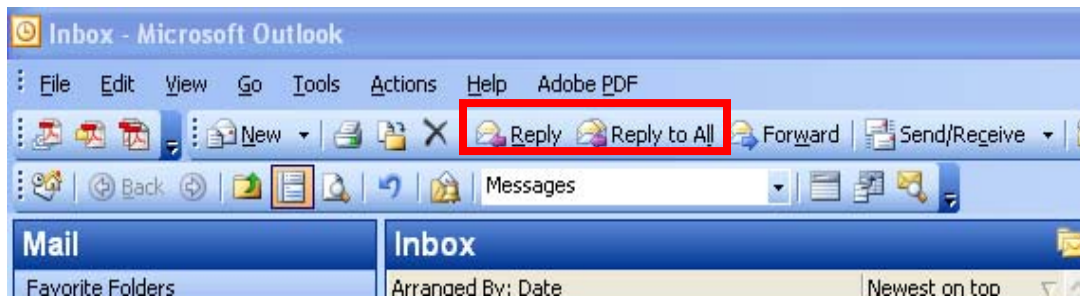


REPLYING TO E-MAIL MESSAGES:

To respond to the sender of a message:

- Open the message you wish to respond to.
- Click the “**Reply**” button. As the default, the original message will appear in the message window, the sender's e-mail address will appear in the “**To:**” box and the subject will appear in the “**Subject**” box.
- Enter your response at the **top** of the message window.
- Click the “**Send**” button to send the message. A purple arrow  will now appear in the envelope icon next to the message.

Note: To respond to **everyone** who received the original message, click the “**Reply to All**” button on the toolbar.



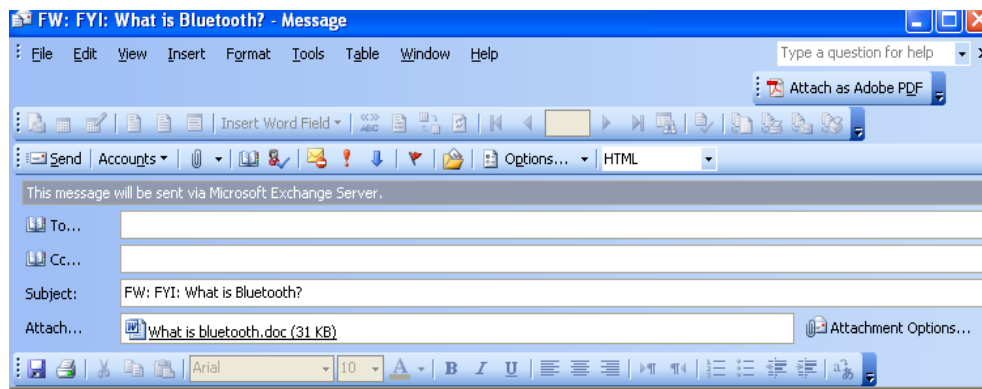
FORWARDING E-MAIL MESSAGES:

To forward a message to another individual:

- Open the message you wish to forward to another individual.
- Click the “**Forward**” button on the toolbar. As the default, the original message will appear in the message window, and the subject will appear in the “**Subject**” box.




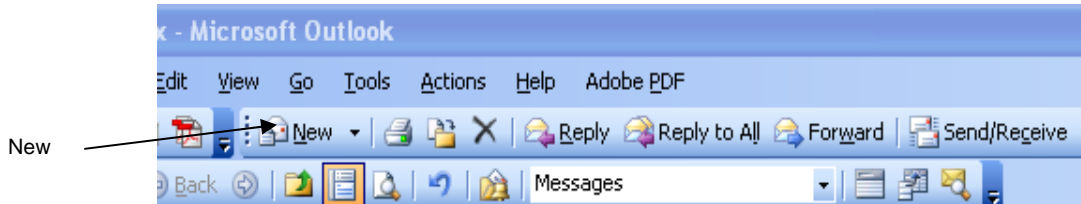
- Enter the e-mail address of the individual you wish to forward the message to in the “**To**” box. If you are forwarding the message to several individuals, separate each e-mail address with a semicolon (;).
- If necessary, enter an additional message at the top of the message window and click the “**Send**” button to forward it. A blue arrow will now appear in the envelope icon next to the message.



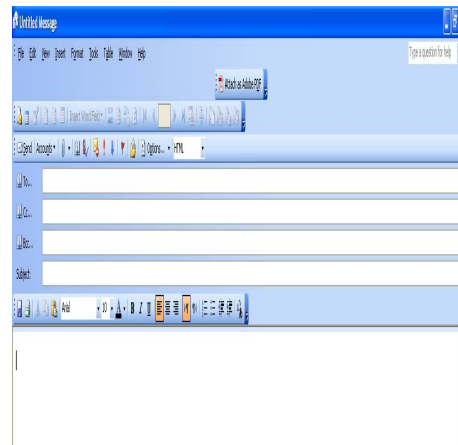
CREATING AND SENDING NEW E-MAIL MESSAGES:

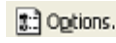
To create a new message:

- From the Inbox folder, click the “**New**”  button to open an "Untitled" message window.

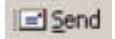


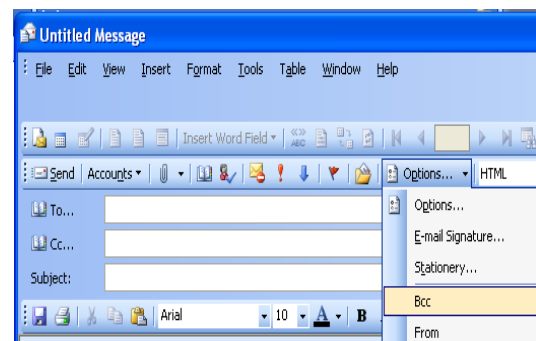
- In the "**To:**" box, either enter the e-mail address of the recipient, or click the “**To**” button to open the Contacts list and select an address of someone previously entered in your contacts list.
- In the "**CC:**" box, enter the e-mail address of someone you wish to send a "**courtesy copy**" to.
- The "**Bcc:**" box is a "**blind courtesy copy.**"



This means no one else receiving the e-mail will know that this person has been copied. If the **Bcc** box is not displayed, go into the **View** menu and select **Bcc Field**. Click the drop-down arrow beside the **Options** button  and select **Bcc**.

- In the "**Subject**" box, enter a subject related to your e-mail message.
- Type your message in the space provided below.
- After creating the message,

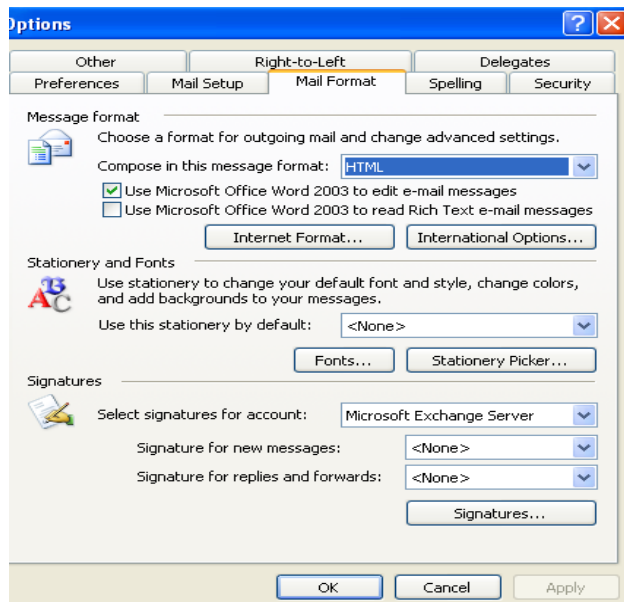
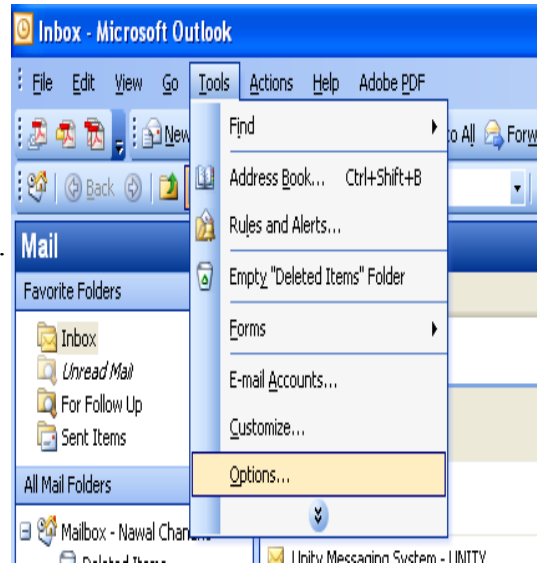
click the “**Send**”  button on the toolbar to send the message.



ADDING AN AUTOSIGNATURE:

To automatically have your signature appear at the bottom of each new message:

- Go to **Tools** and select **Options**.
- Click on the **Mail Format** tab.
- Select the “**Signature**” button.
- Click the “**New**” button to enter a new signature.

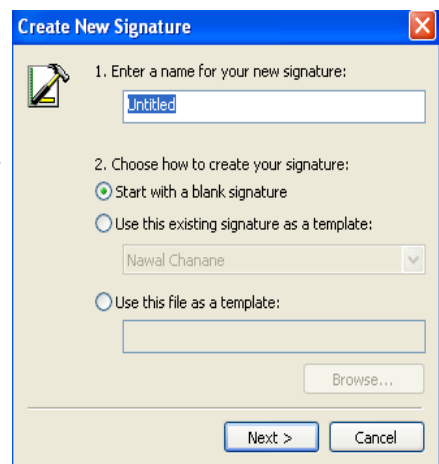


The “**Create New Signature**” dialog box will appear.

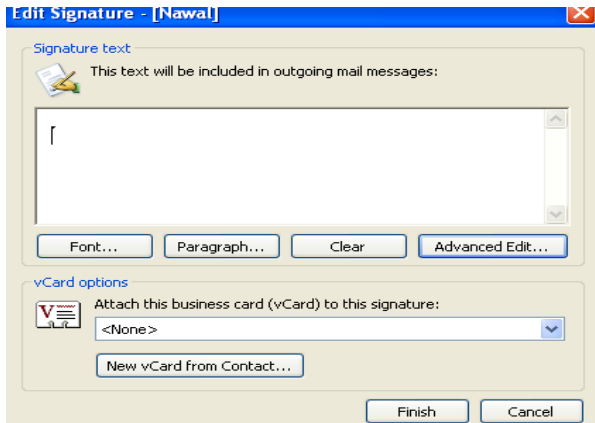
- Enter a name for the signature.

Note: This is **not** how the signature will appear on the messages, but rather a name which identifies the signature.

- Click the “**Next**” button.



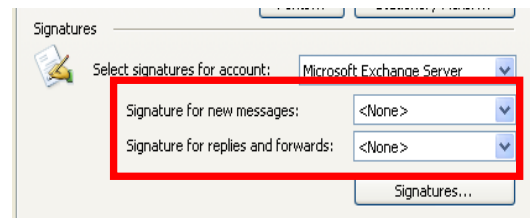
- Enter the signature line the way you want it to appear at the bottom of each message.



select the desired signature. Select **None** if you do not wish to automatically apply a signature.

- Click the drop-down arrow beside **Signature for replies and forwards** and select the desired signature.

- Click **OK**.



- Click the **Finish** button then **OK**

Note: From this point forward, all new messages will automatically contain your signature line at the bottom.


Auto signatures can be applied to new messages and/or all replies and forwards. To specify which options the signature should be applied to:

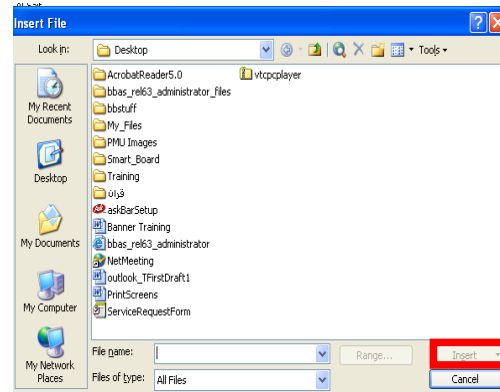
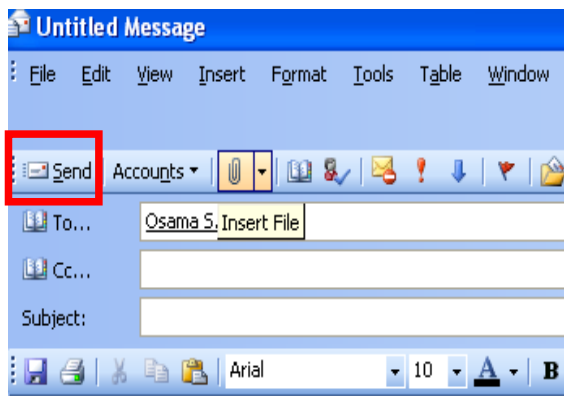
- Go to **Tools** on the menu bar and select **Options**.
- Select the **Mail Format** tab.
- Click the drop-down arrow beside **Signature for new messages** and

INSERTING ATTACHMENTS:

Many times you will need to send files along with an e-mail message. These files are called “**Attachments.**”

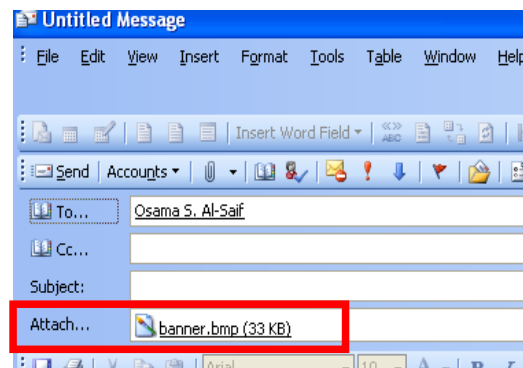
To insert an attachment into a message:

- Click the “**Insert**”  button on the Standard toolbar.
- Browse to locate the file, and click **Insert**.



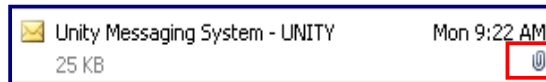
Note: Icons representing the attachment(s) will be displayed at the bottom of the new message window.

- **Send** the message.



READING AND SAVING ATTACHMENTS:

In your Inbox, a paper clip will be displayed next to each message that has an attachment. After opening the message, the attachment will be displayed in the bottom section of the message window as an icon.



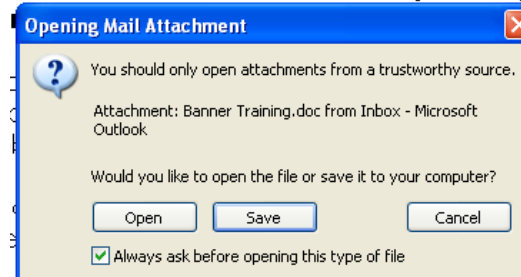
To open the attachment:

- Double-click on the attachment.



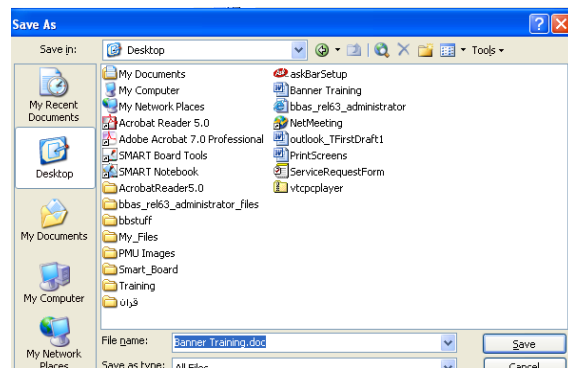
Dear All,

Please find attached Banner Training So Vacation. It is a **five hours a day** training



To save an attachment to your computer:

- Open the attachment.
- Select **Save** button.
- Select the destination where you wish to save the document. Click on **Save**.



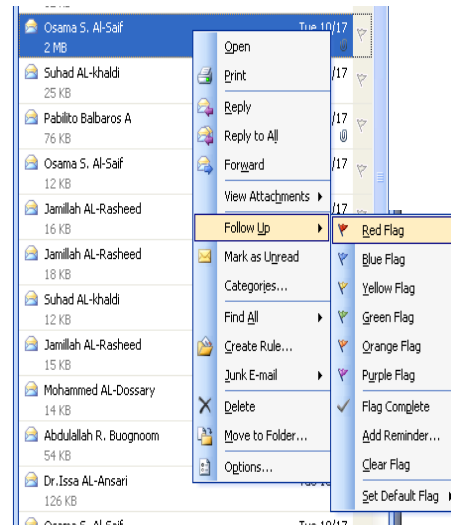
Note: If the attachment is not opened, an alternative way to save the attachment is to:

- Right-click on the attachment.
- Select **Save As**.
- Select the destination where you wish to save the file, click on **Save**.

FLAGGING MESSAGES:

To flag a message for follow-up later, do the following:

- Right-click on the message and select **Flag for follow up** to open the “Flag For Follow Up” dialog box. Click on the drop-down arrow beside “Flag To” to select the appropriate action that should be taken.
- Set a due date by when the message should be responded to.
- Click **OK** to flag the message.
- A red flag will now be displayed next to the message in the list of messages.



To view a list of all flagged messages:

- Select **view** from the menu bar and click on **current view**.
- Select **by follow up flag**. All messages will be organized by the follow up that is required on each message.

Note: To clear the flag after following up on it, right-click the message and select **Clear Flag**

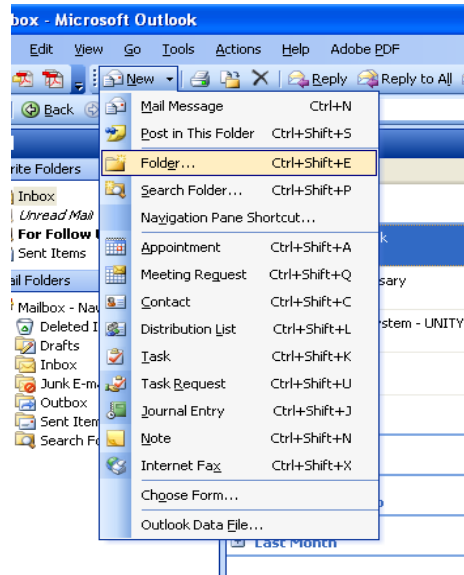
CREATING NEW FOLDERS AND ORGANIZING YOUR INBOX:

Creating a new folder

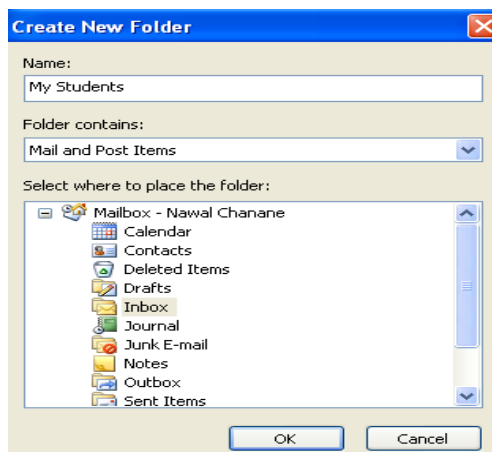
Folders are used within the Folder List to organize and group e-mail messages. Before creating additional folders, consider how you wish to organize your messages. For example, messages could be grouped by topic or by sender.

To create a new folder:

- In the Folder List, select where you wish to create the new folder.
- After selecting the location for your new folder, go to **New** on the standard toolbar and select **Folder**.
- In the Name text box assign the folder a name that has not been previously used.
- In the "Select where to place folder" list, the location you previously selected should be listed.



Note: To change the location, simply select a different location.



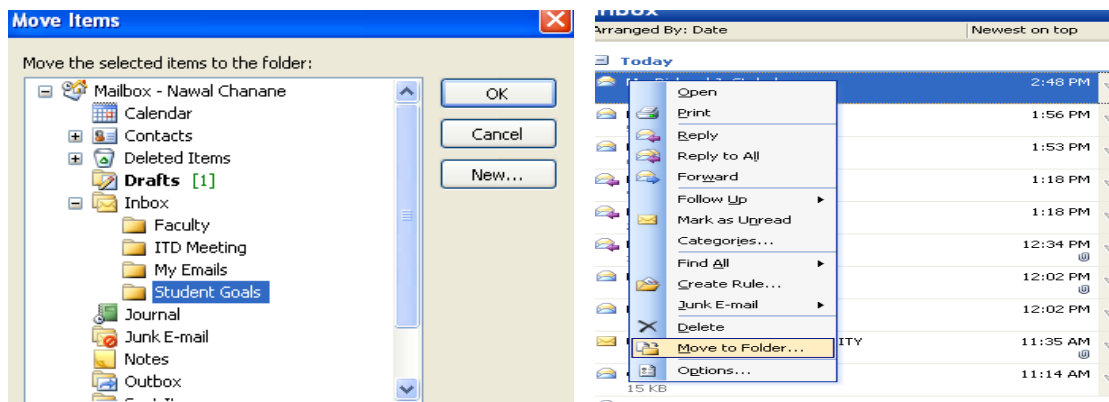
- Click **OK**, the folder should now be within the folder list.

Moving Messages

You will need to organize your inbox by moving messages into the new folders that you have created. By moving messages to folders you created on your hard drive, you will be freeing space on the server.

To move e-mail messages from the in-box to these folders:

- Select the messages you wish to move.
- To select a block of messages, select the first message in the series, hold down the **shift** key on the keyboard and select the last message in the series. A block of messages should be highlighted.
- To select non-adjacent messages, select the first message, hold down the **control** key on the keyboard, and click on additional messages.
- Right click on the selected messages then choose “**Move to Folder**”.
- Click on the appropriate folder then press **OK**.

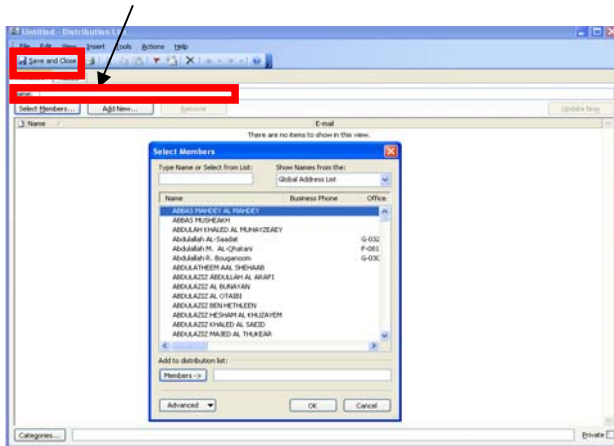
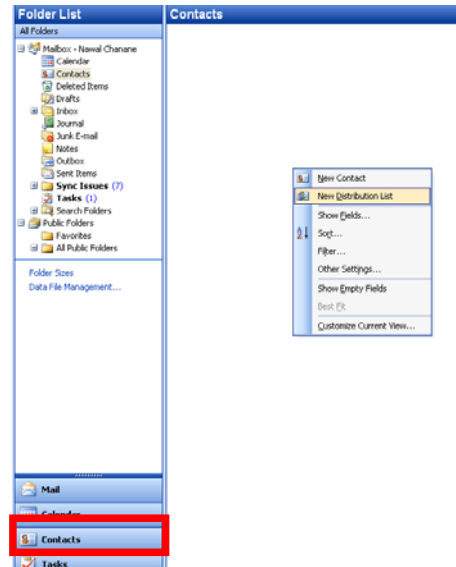


CREATING GROUP DISTRIBUTION LISTS:

Group Distribution Lists can be created to send an e-mail message to a group of people. For example, if you frequently send messages to the IT department, you may want to create a distribution list called “ITD.” The list would contain the names of all members of the IT department.

To create a group, do the following:

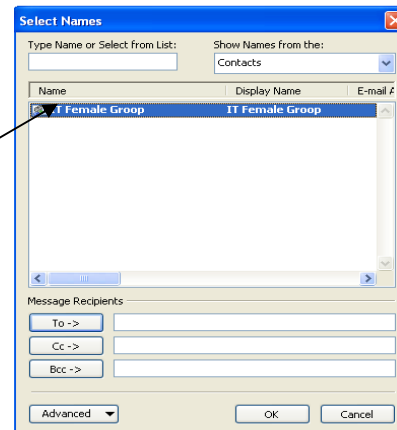
- Click onto the **Contact button**.
- Right click the mouse on the contact space and choose “**New Distributed List**”
- Write the name of the list you want to create
In the input box



- Click the “**Select Member**” button to display the list of current contacts.
- Select the contacts you want to use in your group list, and then click **OK**.
- Click **Save and Close** button to add the Group to Outlook’s Address Book.

To send a message to the group:

- Create a new message and click the **To:** button
- The group will be listed within your contact list.



CALENDAR

Click to view calendar entries for today or a specific day, work week, calendar week, or month.

Click the arrow to show other months.

The current date is marked with a red box. The date shown in the daily planner panel is shaded.

To change appointment information quickly, **click** the appropriate appointment and type the new information. To change appointment information using the Appointment dialog box, **double-click** the appointment.

Color coding shows further information about the appointment, such as if you will be out of the office or if the appointment is tentative.

To set calendar preferences:

- With the Calendar folder open, on the Tools menu, click **Options**.

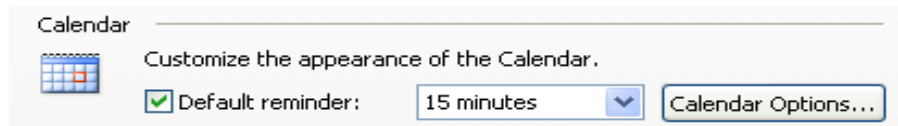
The Options dialog box opens.

- Click the **Preferences** tab.

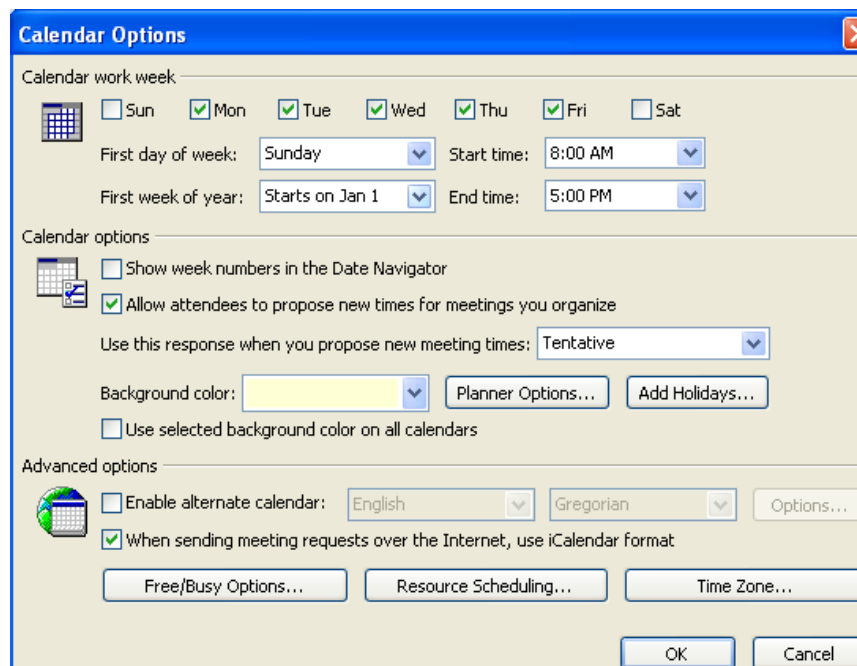
The Tools menu is shown with 'Options...' selected.

The Options dialog box is shown with the 'Preferences' tab selected. The 'Calendar' section is expanded, showing options for default reminders and task reminders.

- Under Calendar, select Default reminder to have Outlook 2003 remind you automatically of all appointments. Then, the drop-down box, select the amount of time before appointments you want to receive the reminder.



- Click Calendar Options. The Calendar Options dialog box opens.



- Select the days of the week you want to show on your calendar.
- Select other options as necessary. To select a time zone, or show more than one time zone at a time, click Time Zone.
- To have Outlook 2003 automatically display holidays for different countries, click Add Holidays.
- If you are responsible for coordinating resources, such as conference rooms, or classrooms, click Resource Scheduling, when you are finished, click **OK**.

ADDING TASKS


A task is a personal or work-related errand you want to track through completion. A task can occur once or repeatedly (a recurring task). A recurring task can repeat at regular intervals or repeat based on the date you mark the task complete.


For example, you might want to send progress reports to your students on the last Friday of every month. You can view tasks in one of two ways:

- Open the Tasks folder.

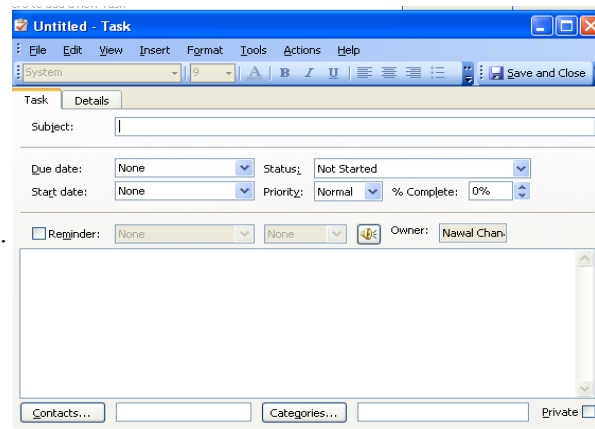
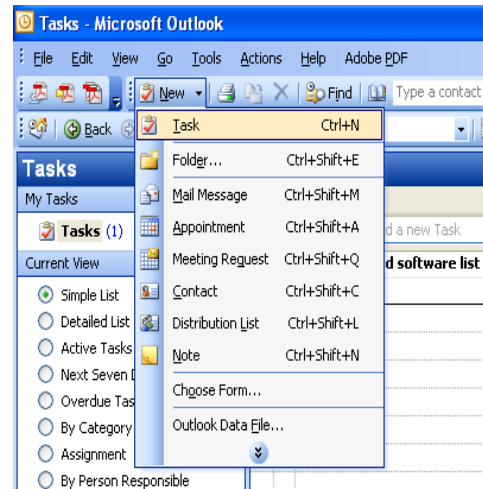
Task symbols				
Accepted task	Completed task	Declined task	High importance task	Low importance task
Recurring task	Task	Task assigned to another person	Task assigned to you	Task has an attachment

To add a task:

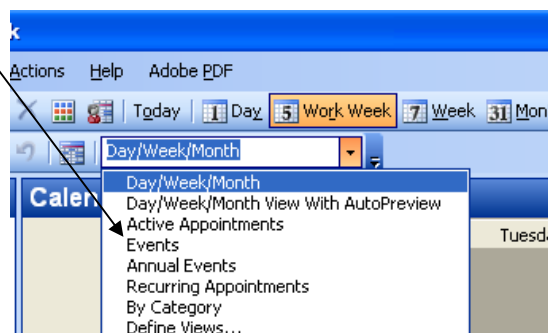
1. Click the Tasks folder to open it or
2. Click **New Task**  the New Task dialog box opens.
3. In the **Subject** box, type a description for the task.
4. In the **Due Date** box, type a due date (optional).

Note: You can also select a due date by clicking  the arrow next to the box and selecting a date on the mini month calendar.

5. To receive a reminder about this task before the task is due, select **Reminder**.
6. Select a **status**, **priority**, and **percentage** complete for the task.
7. To **assign** the task to a category, click **Categories** and select a category from the list.
8. **Save** and Close.



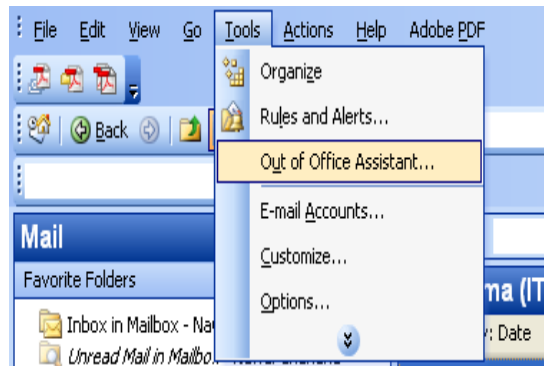
Note: You can rearrange the view of the tasks in several ways. To do so, on the **View** menu, point to Current view and then select a view option from the submenu.



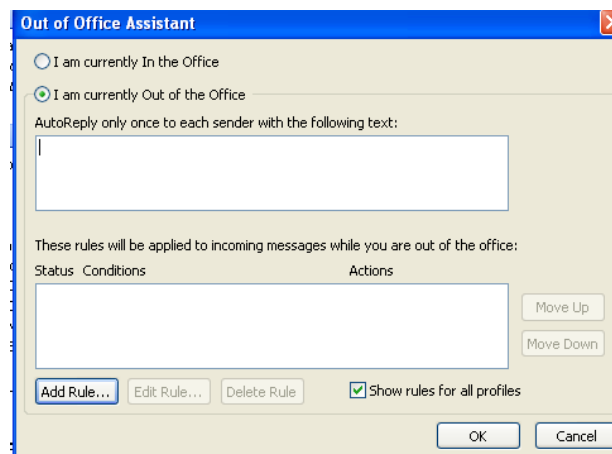
OUT OF OFFICE REPLY

If you would like an autoreply to be sent for emails you receive while you are out of your office, follow these steps:

- 1- Go to **Tools** menu, and then choose **Out of Office Assistant**.
- 2- On top of the window there are two choices:
 - I am currently in the office.
 - I am currently out of the office.

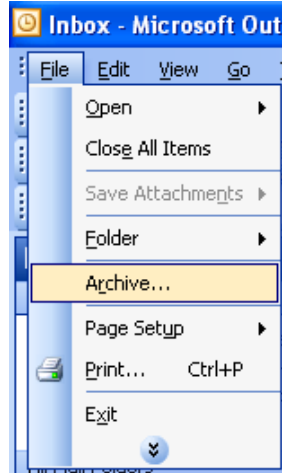


- 3- Choose the second one, and write the Auto Reply you would like. Then click **OK**



EMAIL ARCHIVE

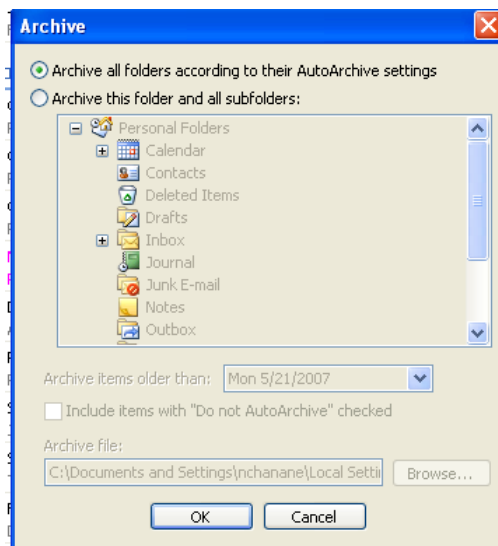
1- From the **File** menu, click on **Archive**.



2- On top of the window there are two choices:

- Archive all folders according to their AutoArchive settings.
- Archive this folder and all subfolders.

3- Choose the first one and then click **OK**.

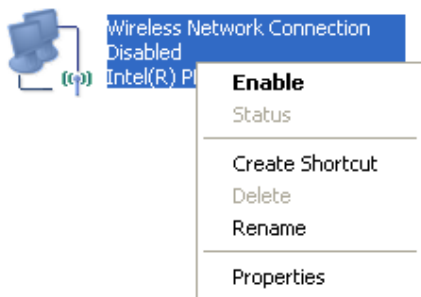


VII.How to Use your Wireless Connection:

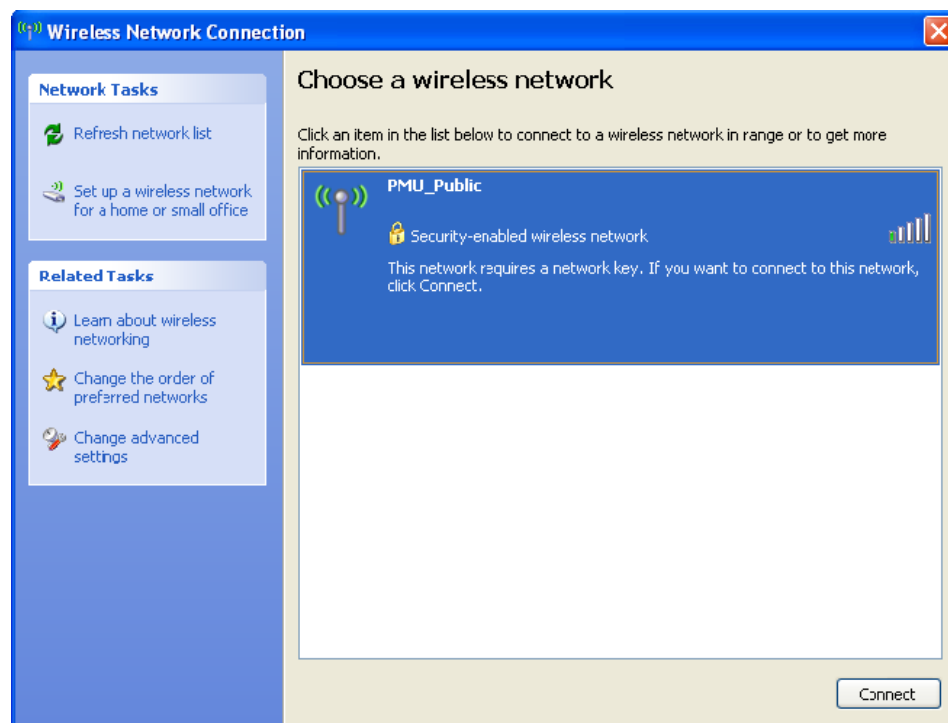
Make sure that the WiFi is ON in your laptop (some laptops had button to switch or key to press)

1- Be sure that the Wireless network is enabled in your notebook:

Start > Control Panel > Network Connections > Right click the “Wireless Network Connection” and enable it, if it’s enabled go to the next step.



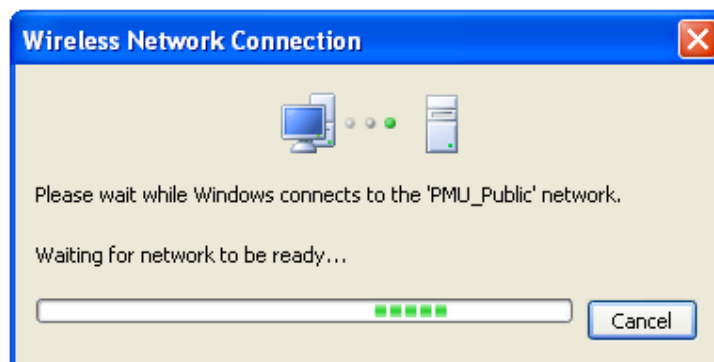
2- Double click the “Wireless Network Connection” you’ll find PMU Public wireless network. Double click the “PMU_Public” to connect.



3- Type “a1b2c3d4e5” for the Network key and in the Confirm network key. Then click Connect.



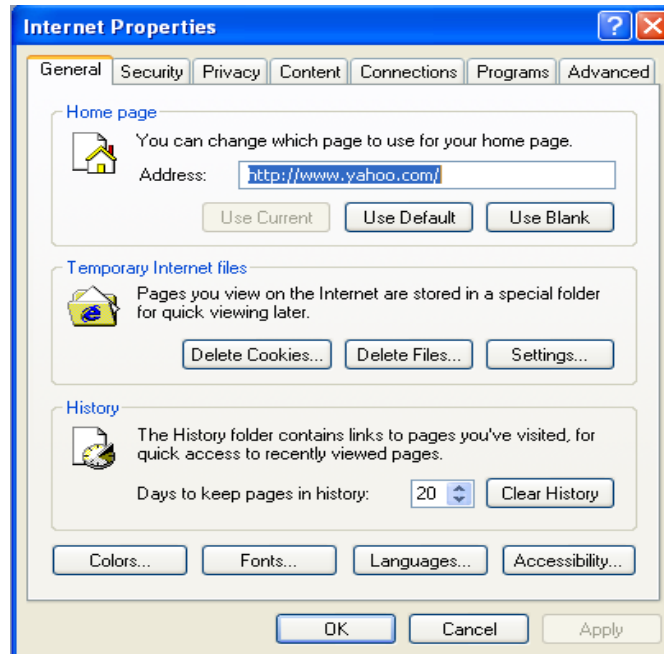
4- You have to wait while it's connecting...



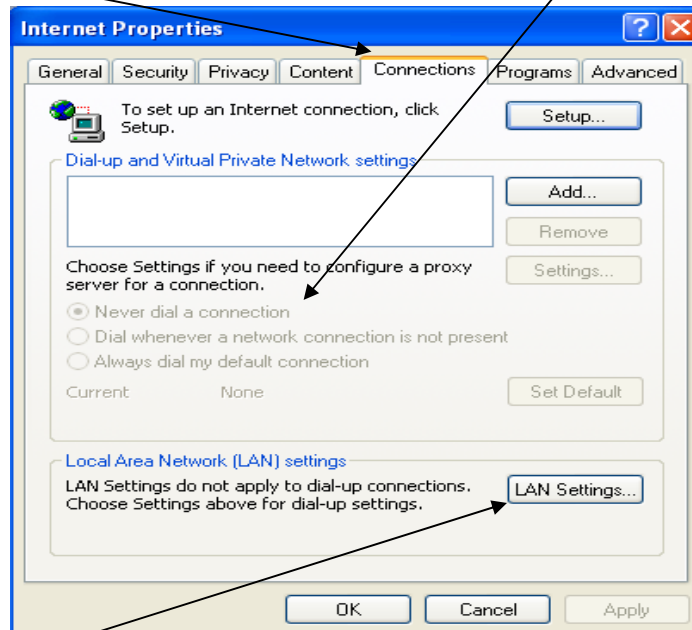
5- Then it will shows to you that PMU_Public are connected.

VIII. How to Setup your Internet Proxy

1. Now we need to configure the Internet Explorer to access to PMU resources:
Right click on the internet explorer → select Internet properties



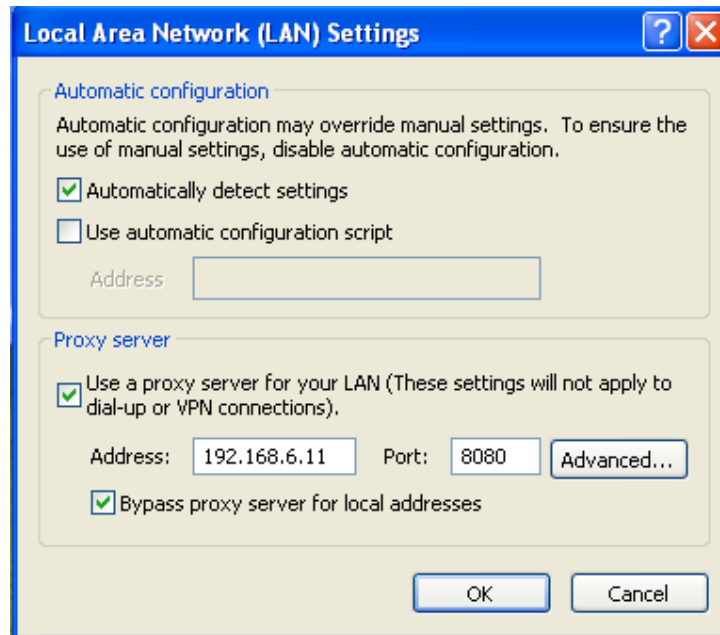
2. Select Connections tab, make sure that you select Never dial a connection



3. Select LAN Settings.

4. Configure the proxy as follow, proxy : 192.168.6.11 port : 8080

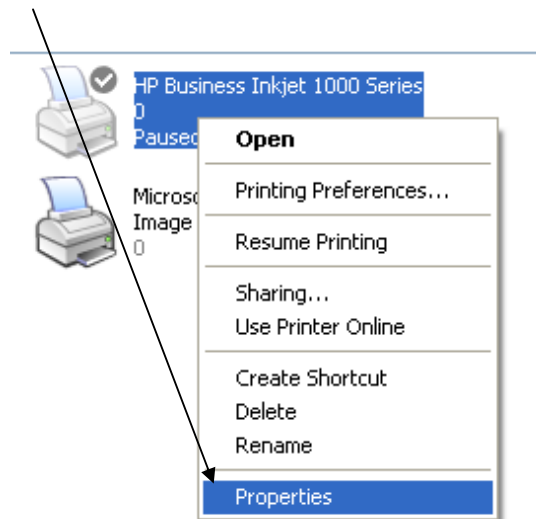
Note: If you are using at home, type the address received from your internet provider.



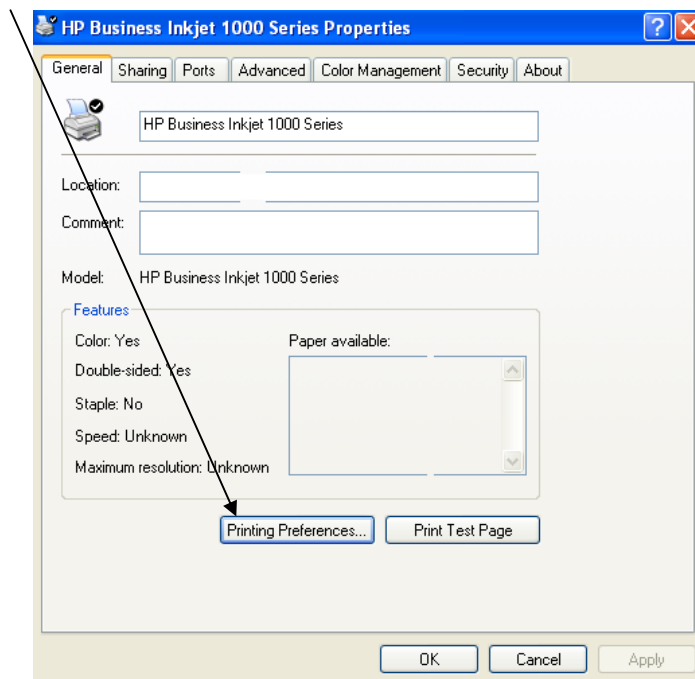
Changing Printing Preferences for Page Order

To change printers from printing the last page first in a multi page document follow the steps below:

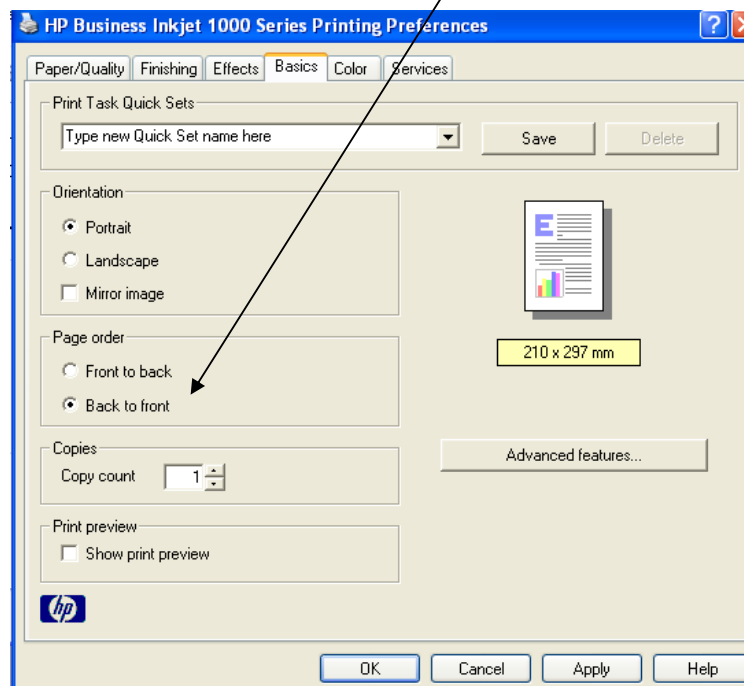
- 1) Go to Start -> Control Panel -> Printers and Faxes then right click on the printer you are using and choose Properties.



- 2) Click on the Printing Preferences button.



3) Choose the Basics Tab and click on Back to Front radio button then press Apply then OK.

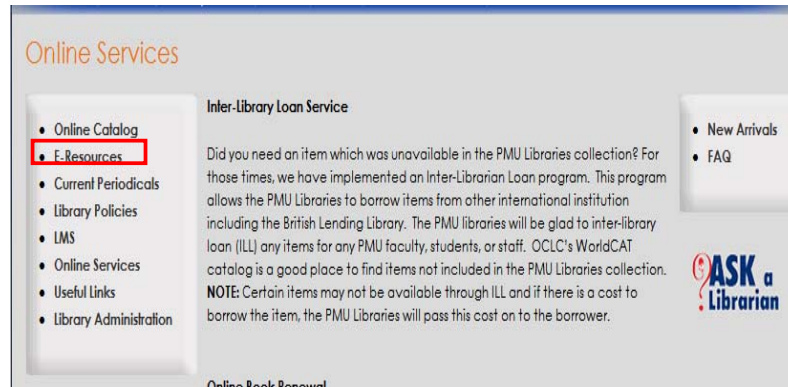


VII. How to Access Ebrary

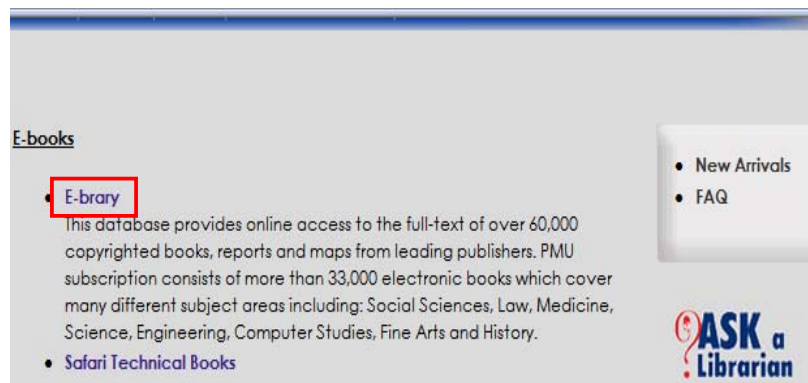
1) Click the link on the website under PMU online services



2) Choose the E-Resources link



4) Click on the E-brary link to access the electronic books.



5) You will get the Site of Ebrary without any need for a username or a password.

Searching Ebrary

1. Choose the search tab to search for books. Then type in a key word for the book you are looking for and click search.

Example:

If you are looking for an IT book, like “Advanced Data Mining”, you can type “**Data Mining**” in the search inbox.

Prince Mohammed Bin Fahd University

Home Sign In Help

Search results: 12374 documents Sort results by: Score

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 Next>>

Search View Bookshelf


Simple Advanced Browse

Search for
data mining

Search


Improve search results with
Search Tips...

English Go

 ebrary


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By using this website you agree
to the [Terms of Service](#).

Result 1 Score: 99%

 [Research and Trends in Data Mining Technologies and Applications](#)
BOOK - 350 Pages
[View](#)


Contributor: [Tanjjar, David](#)
Publisher: [Idea Group Publishing](#)
Date: 2009
Dewey: 005.74
LC Call Number: QA76.9 D343.R49 2009eb
ISBN: 1-59904-273-8
Subjects: [Data mining](#),
[Data warehousing](#),
[Web databases](#)

Result 2 Score: 99%

 [Advanced Data Mining Technologies in Bioinformatics](#)
BOOK - 339 Pages
[View](#)


Contributor: [Hsu, Hui-Huang](#)
Publisher: [Idea Group Publishing](#)
Date: 2008
LC Call Number: QH324.2 A38 2008eb
ISBN: 1-59140-905-2
Subjects: [Bioinformatics](#),
[Data mining](#)

Result 3 Score: 99%

 [Active Mining : New Directions of Data Mining](#)
BOOK - 302 Pages
[View](#)


Contributor: [Motoda, Hiroshi](#)
Publisher: [IOS Press](#)
Date: 2002
Dewey: 008.3/12
LC Call Number: QA76.9 D343.A32 2002eb
ISBN: 97-1-58803-264-7
Subject: [Data mining](#)

Result 4 Score: 99%

 [Data Mining Techniques : For Marketing, Sales, and Customer Relationship Management](#)
BOOK - 671 Pages
[View](#)

Contributors: [Berry, Michael J. A.](#), [Linnoff, Gordon S.](#)
Publisher: [John Wiley & Sons, Incorporated](#)
Date: 2004
Dewey: 658.8/02
LC Call Number: HF6415.125.B47 2004eb
ISBN: 0-471-47064-3
Subjects: [Data mining](#),
[Marketing - Data processing](#),
[Business - Data processing](#)

Result 5 Score: 99%

 [Discovering Knowledge in Data : An Introduction to Data Mining](#)
BOOK - 740 Pages

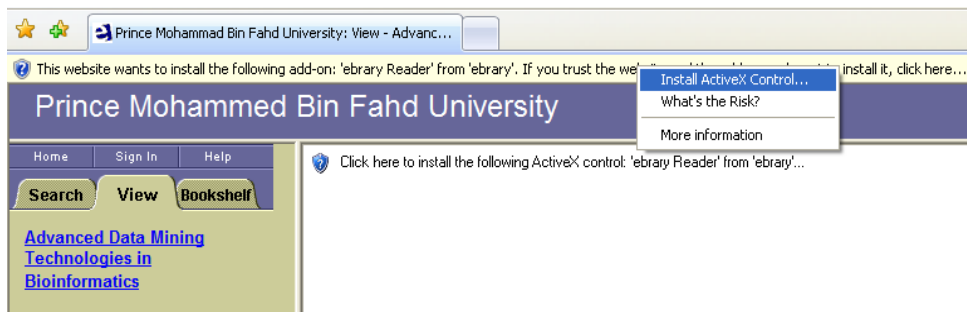
Contributor: [Larose, Daniel T.](#)
Publisher: [John Wiley & Sons, Incorporated](#)
Date: 2005

2. Click on the book title you have selected.

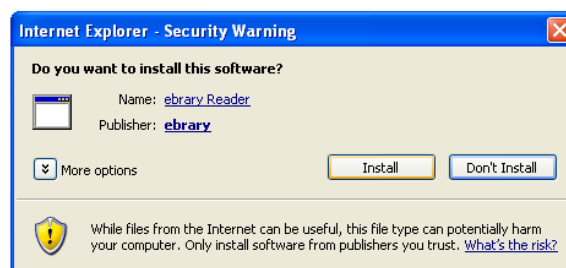
3. If you are accessing the Ebrary for the first time, you will get a yellow message.



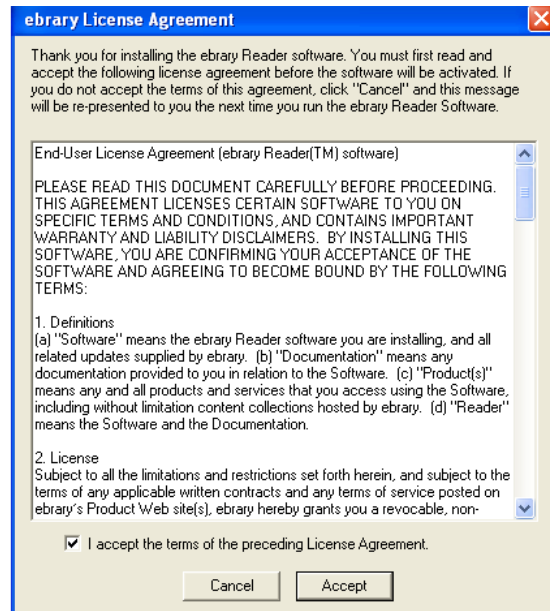
4. Right click on it and choose “Install ActiveX Control”.



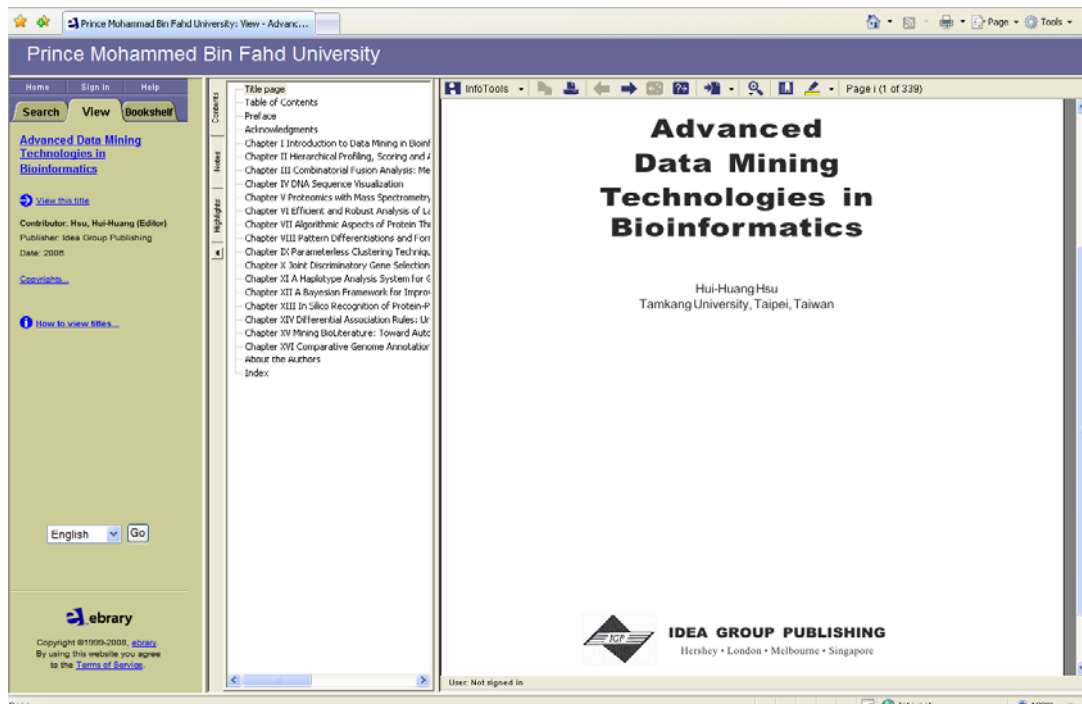
5. It will ask you if you want to install the ebrary reader software, click on **Install**.



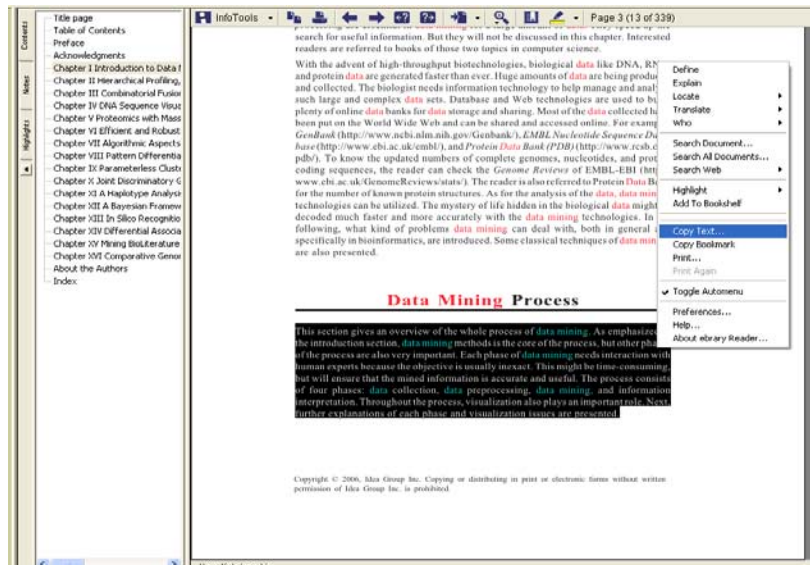
6. Select the option “I accept the terms ...”, and then click **Accept**.



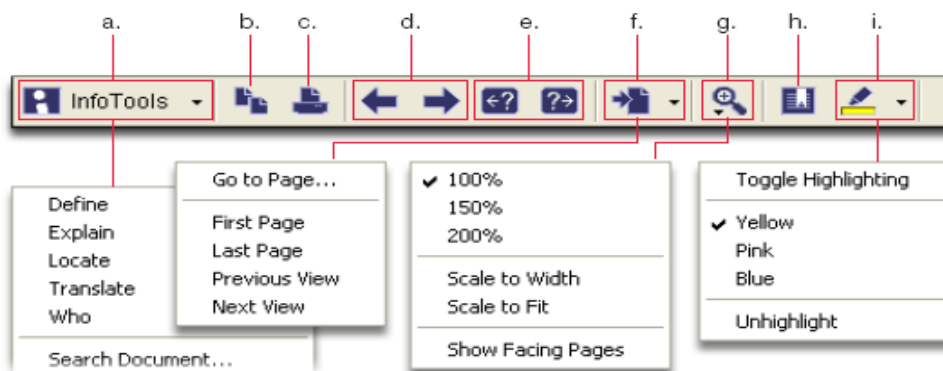
7. Now you can start going through the book you have selected.
(**Note:** you can select, copy, and print any of the pages you want.)



8. Example: To copy a text, select it first then right click on it and choose “**Copy Text**”



Using the Ebrary Reader toolbar



1. Info Tools menu.
2. Copy text with automatic bibliographic citation.
3. Print with automatic bibliographic citation.
4. Go to previous/next page.
5. Go to previous/next page containing search results.
6. Go to page number or viewed pages.
7. Zoom, scale or show facing pages.
8. Add/edit bookmarks.
9. Set highlighting and colors.

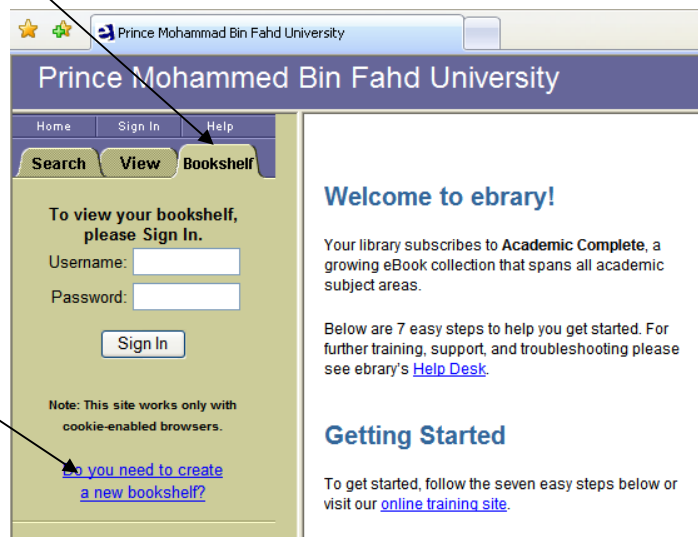
Creating a Personal Bookshelf

Bookshelves allow you to automatically save and manage bookmarks, highlights and annotations as you conduct your research, providing a dynamic archive for future reference.

To set up a Bookshelf please follow below steps:

1. Click on the Bookshelf tab.

Choose this link to create a new bookshelf

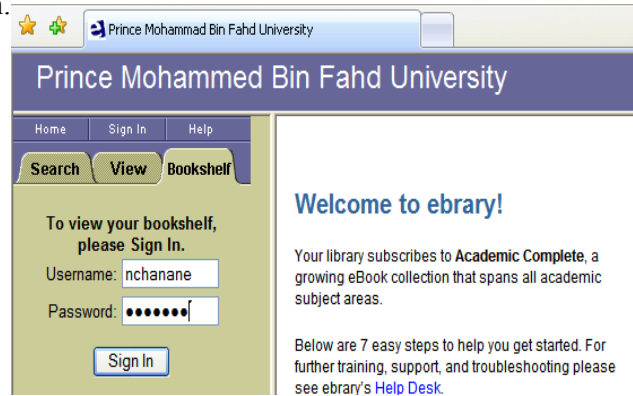


2. Enter the information needed then click on the “Create Your Bookshelf” button.

The screenshot shows the 'Create Your Personal Bookshelf' form. It includes the following fields and options:

- Username:** nchanane
- Password:** (masked with dots) (minimum length 5 characters)
- Retype Password:** (masked with dots)
- First Name:** Nawal
- Last Name:** Chanane
- Email:** nchanane@pmu.edu.sa
- I would like to receive occasional updates from ebrary about new document collections and feature enhancements
- I have read and agree to the ebrary [Terms of Service](#)
- Create Your Bookshelf** button

3. To log in to your Bookshelf type your user name and password for Ebrary, then click on **Sign In** button.



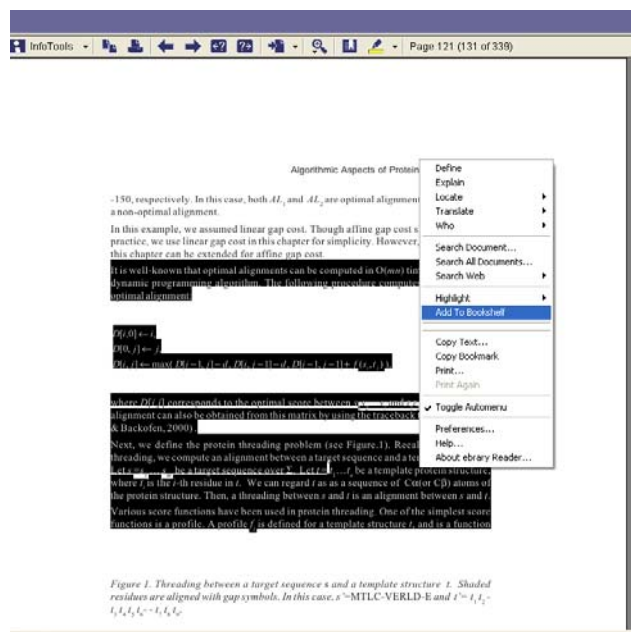
4. Now you are logged on your account, where you can find the selected parts you saved in your Bookshelf.



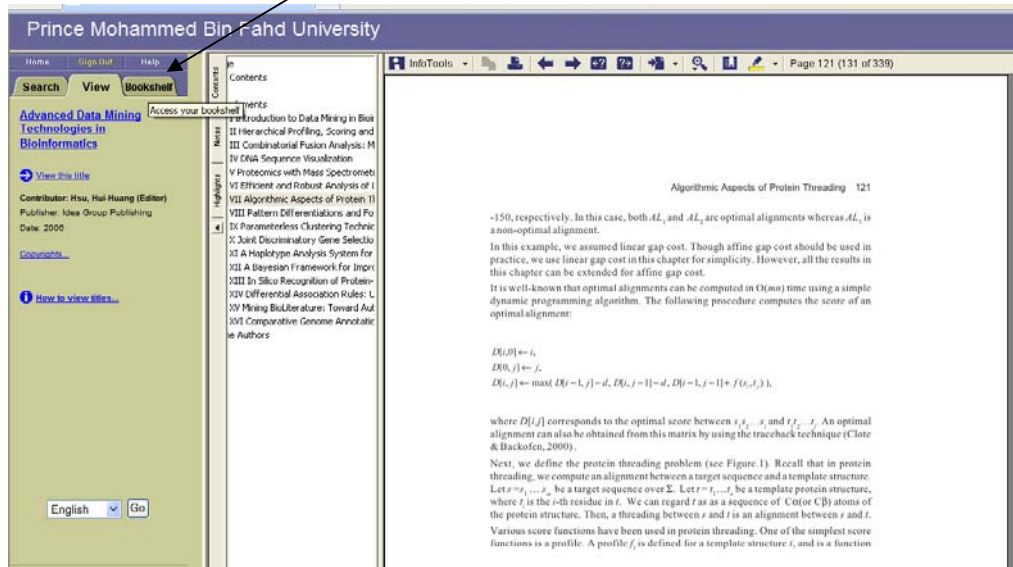
Example:

To save material into your Bookshelf:

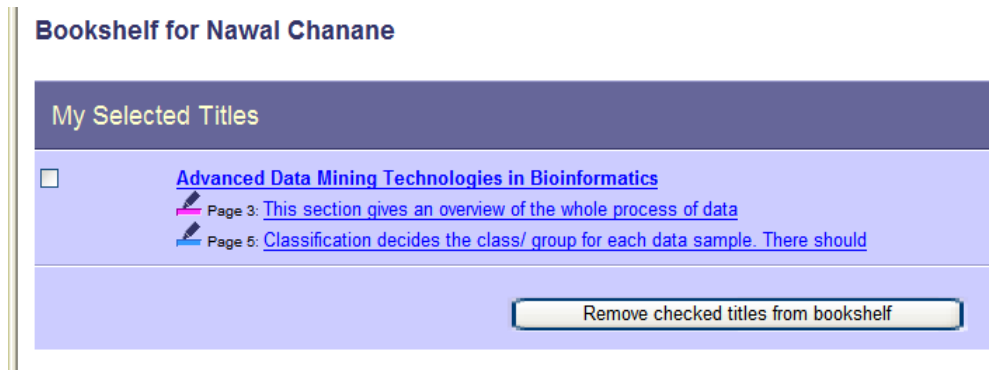
1. Select the paragraph.
2. Right click in the selected area.
3. Choose “Add To Bookshelf”.



- If you go back now to access your Bookshelf using the tab “Bookshelf”



- You can see below the selected parts saved in your account.



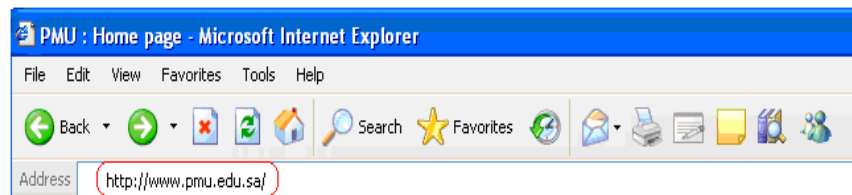
VIII. How to Access Blackboard

What is Blackboard?

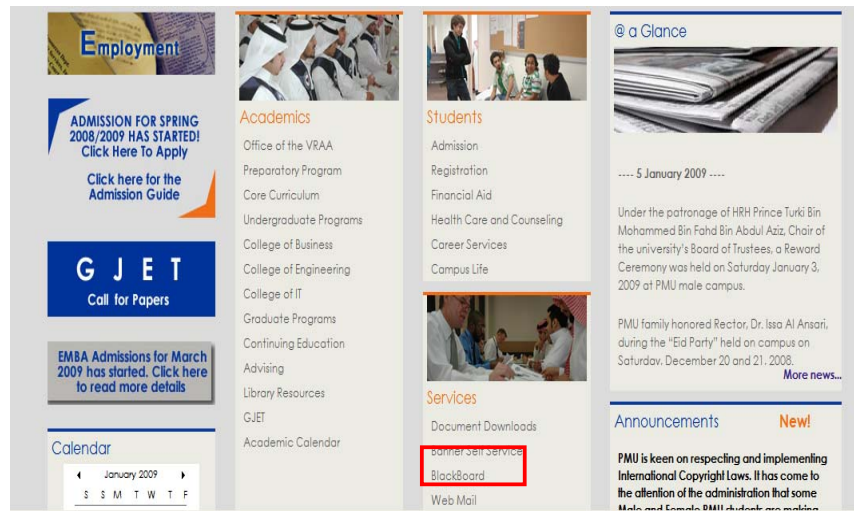
Blackboard is a course management tool for instructors who want to deliver part or all of their course materials and instruction online. It is accessible via any Web browser, Blackboard course sites provide many useful administrative and interactive communication features which allow for file sharing, online assessments, discussion boards and collaborative group work. Please visit this link for online material and demos: <http://www.blackboard.com/quicktutorials/quicktutorials.htm>

How to Login to Blackboard

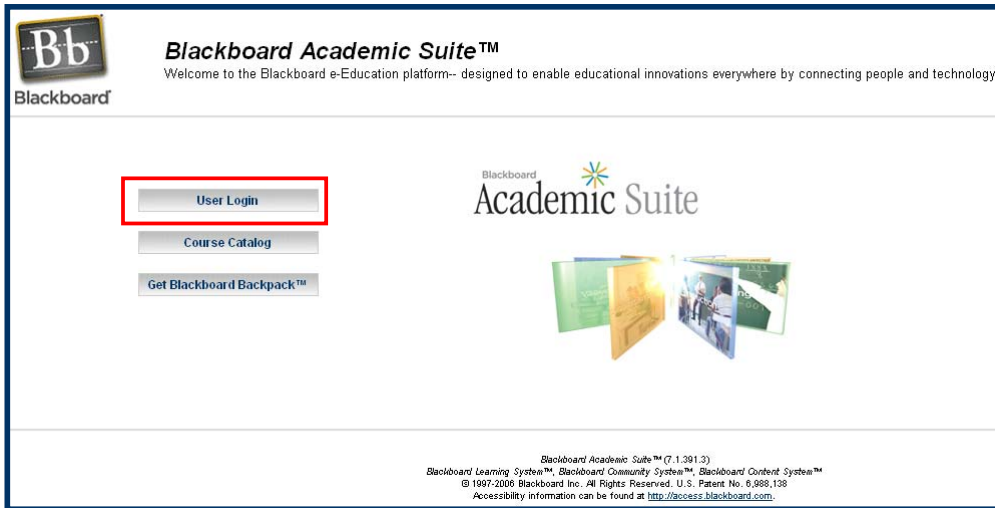
- 1) Click on the Internet Explorer icon to open up your web browser.
- 2) In the address field, type the PMU Website <http://www.pmu.edu.sa> then press Enter or write on the Address bar the Blackboard link <http://bbappsrv.pmu.edu.sa> then press Enter or Go.



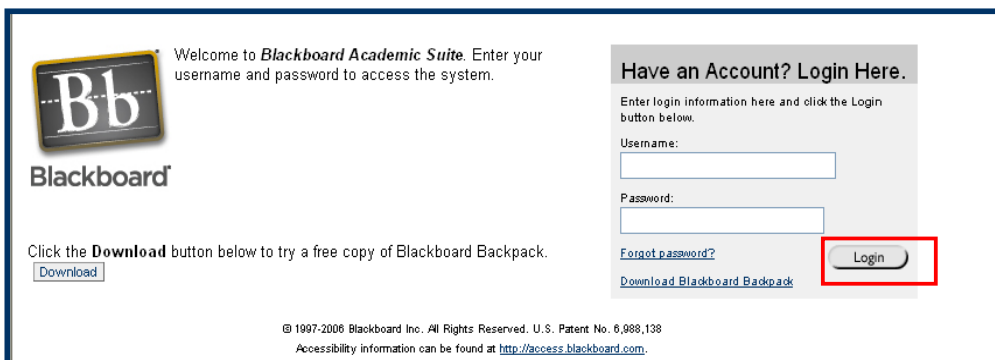
- 3) Click the shortcut link. **Blackboard**



4) When you will get the Site of Blackboard, click on User Login.



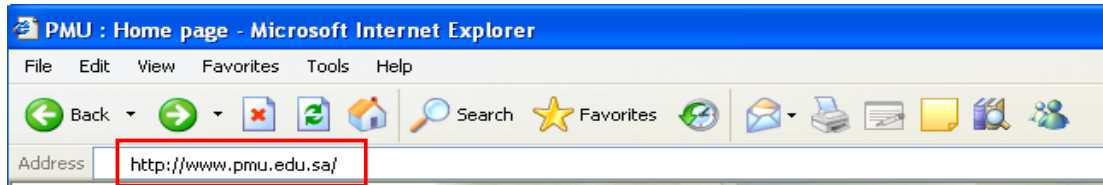
Blackboard Login authentication window will appear. Type your Blackboard **Username** then click login.



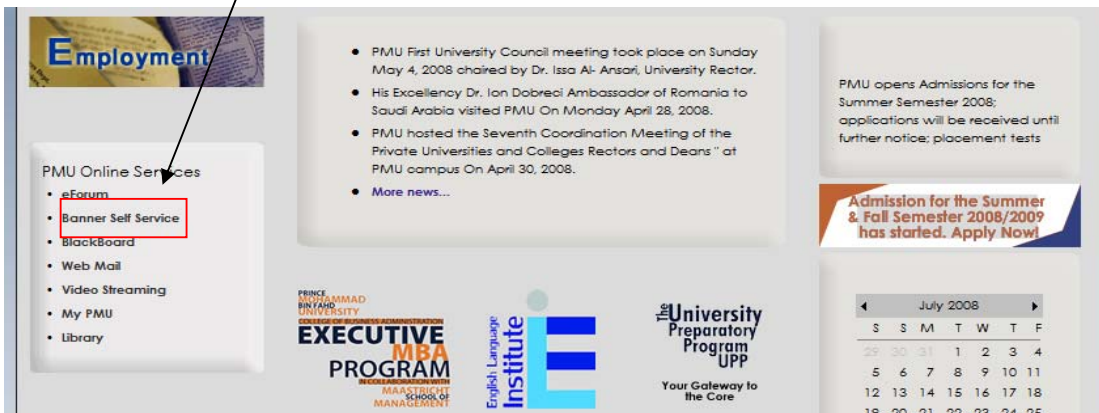
Note: If you don't have a user name and password for Blackboard, please contact the **Blackboard Administrator** at Ex: **9272** or send an email to ITD-bb@pmu.edu.sa

IX. How to Access Banner

Write on the Address bar the Blackboard link <http://www.pmu.edu.sa> then press Enter.



Click the link. **Self Service**



Banner Self Service Login Menu will be displayed.
Now you will be prompted to login.

For Example: Username, enter **nchanane** (your Banner ID number)

Password, enter **hello** (your Banner Password).

Note: - The password is case sensitive (capital letter and small letter are different)

- If you don't have a use name and Password please contact the MIS team.

The screenshot shows the PMU User Login page. At the top, there is a search bar and the PMU logo. The main heading is 'User Login'. Below the heading, there is a form with two input fields: 'LDAP ID:' containing '200800000' and 'LDAP Passwd:' containing '*****'. A 'Login' button is located below the fields. The page also includes a 'Home' link, 'HELP' and 'EXIT' links, and a footer with 'RELEASE: 7.4' and 'powered by SUNGARD HIGHER EDUCATION'.

For more information about Banner Self Service, please refer to **Banner Self Service Faculty and Advisor Guide**.

XI. Library Management System (LMS)

Write on the Address bar the Blackboard link <http://www.pmu.edu.sa> then press Enter.

What's LMS?

Library Management System (LMS)

- Online Catalog
- E-Resources
- Current Periodicals
- Library Policies
- **LMS**
- Online Services
- Useful Links
- Library Administration

The PMU Libraries are the first institution in the Kingdom of Saudi Arabia to implement Sirsi/Dynix 'Complete Solution'.

Sirsi/Dynix Symphony

Sirsi/Dynix Symphony blends the best features of Sirsi/Dynix Unicorn and Sirsi/Dynix Horizon 8.0/ Corinthian to offer the most impressive array of library and consortium management solutions available to the library community. Sirsi/Dynix is the leading American library management system vendor.

RFID System

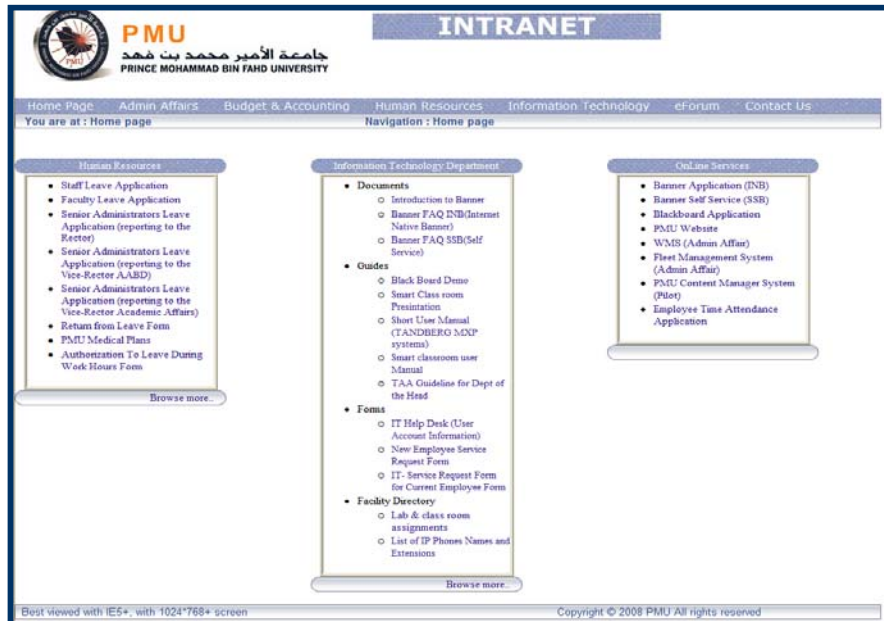
A new generation of 3M's most robust and patron oriented RFID solution, known as OneTag® has been integrated into the Sirsi/Dynix Symphony LMS to create one seamless turn-key 'Complete Solution'. 3M is a leading American company. The 'Complete Solution' included OPACs, Self-Check stations, security devices, an automatic book return, and an inventor control system.

- New Arrivals
- FAQ

Please visit the Library “LRC Building” for more information about using the library services.

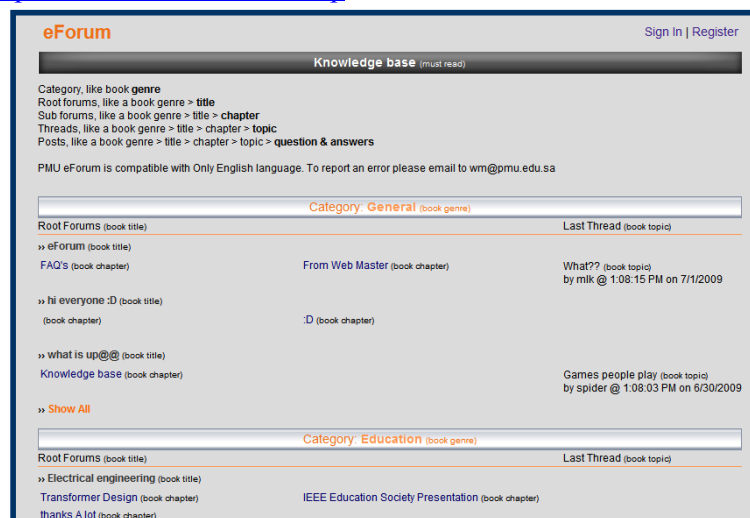
XII. Intranet

The PMU Intranet has been designed to Faculty and staff to access most of internal services quickly (e.g. in-house applications, useful forms, documentation and user guides for all application systems in PMU, etc..). PMU Intranet is a password protected; that only faculty and staff have granted access to PMU internal services. <http://intranet>



XIII. E-Forum

E-Forum is an online place for PMU Community where they can open any discussion forum. On eForum all the discussions are public. PMU Community can talk about courses, games, events, ads, etc. <http://www.pmu.edu.sa/enn/forums.asp>



Technical Advice

From your IT Help Desk

Question: I've occasionally noticed, especially after a weekend or holiday period, that I'm unable to receive emails as my mailbox is full. How can I avoid this from happening?

Background: Each employee and student at PMU has a set amount of storage space allocated on the university's servers for storage of email traffic. As this space is limited, the server automatically downloads incoming emails to your desktop computer for your access. Unfortunately if you turn your desktop computer off, the server is unable to download your incoming email and you can easily exceed your storage limit if you receive large email attachments.

Solution: Never turn your desktop computer off even if leaving the university for an extended period such as a vacation. In case of using a laptop please inform our Helpdesk to extend your storage temporary.

To avoid unauthorized usage of your computer, when you leave the area where your desktop is located you need to "**Lock**" your computer by following the following steps:

1. Simultaneously hold down the <Ctrl> and <Alt> keys and then press the key.
2. Select the "Lock Computer" option.

To "**Unlock**" your desktop:

1. Select Ctrl-Alt-Del again
2. Enter your personal password

If you have any questions, please contact the PMU help desk.



جامعة الأمير محمد بن فهد الأهلية
PRINCE MOHAMMAD BIN FAHD UNIVERSITY



New Employee Service Request Form

Dear New employee, we would like to welcome you TO PMU family, IT Dept. provides the following services:

Services	Staff	Faculty	
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Male <input type="checkbox"/> Female	
Create PMU Badge	PMU	FAC	
E-Mail	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes	
Exchange Group	Arabic <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Arabic <input type="checkbox"/> All Male <input type="checkbox"/> All Female	
Telephone EXT.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes	
Phone Type 7941 for senior	<input type="checkbox"/> 7970 <input type="checkbox"/> 7941 <input type="checkbox"/> 7911	<input type="checkbox"/> 7970 <input type="checkbox"/> 7941 <input type="checkbox"/> 7911	
Printer (Senior Emp. only)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Network printer	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes	
PC Type	<input type="checkbox"/> Desktop <input type="checkbox"/> Notebook <input type="checkbox"/> None	<input type="checkbox"/> Notebook	
Blackboard Access	N/A	<input type="checkbox"/> Yes	
Banner Self Service	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	
Time Attendance Access (Senior N/A)	<input type="checkbox"/> Yes <input type="checkbox"/> No	N/A	
Door Access	Please Specify Rooms	<input type="checkbox"/> Male Campus <input type="checkbox"/> Female Campus	
LMS Library Management System Account	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes	
Specials Request			
Requesting Department Approval			
Department Name	Requester Name	signature	Requester Office Number
ITD Recommendation			
Osama S. Al-Saif (C.I.O.)			
Director For Financial Approval			
	Date	Signature	
Warehouse Material Dispatch (If Applicable)			
	Date	Signature	

Prepared by Omar M. Ghuweir & Mohammed Sajid Ansari
Reviewed & Approved By Osama S. Al-Saif

For further information please send to helpdesk to IT-helpdesk@pmu.edu.sa
Extension Telephone 9299



جامعة الأمير محمد بن فهد الأهلية
PRINCE MOHAMMAD BIN FAHD UNIVERSITY



Service Request Form for Current Employee

EMPLOYEE INFORMATION	
Name:	Office No.:
Position:	PMU ID Number:
Department:	Manager:

Requested Service Type	نوعية الخدمة المطلوبة
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Change The PMU Card ID <input type="checkbox"/>	Relocation Office <input type="checkbox"/>	Access To Network Printer <input type="checkbox"/>
Switch to Desktop <input type="checkbox"/>	Lost PMU ID Card <input type="checkbox"/>	Specify:
Re-image the HDD <input type="checkbox"/>	Change Phone Type:	Software Download <input type="checkbox"/>
Switch To Laptop <input type="checkbox"/>	7970 <input type="checkbox"/> 7941 <input type="checkbox"/> 7911 <input type="checkbox"/>	Add to Exchange (E-Mail List) Group <input type="checkbox"/>
Local printer <input type="checkbox"/>	Back up of E-Mail Data <input type="checkbox"/>	Specify:

Additional Request

Requesting Department Approval	
Department Head Name & Signature	Women's Campus Director Approval # Needed
ITD Recommendation	
Osama S. Al-Saif (C.I.O.)	Women's Campus IT Manager # Needed
Vice Rector Admin Affairs Approval (For New Hardware/Software Request only)	
Dr. Mashary Al-Naim	Date Signature
Admin Affair Approval	
Storekeeper	Date Signature Women's Campus Admin Affair Manager # Needed
Device Brand Computer <input type="checkbox"/> Laptop <input type="checkbox"/> IP phone <input type="checkbox"/> Printer <input type="checkbox"/>	Serial Number

Prepared by Omar M. Ghuweir
 Previewed & Approved By Osama S. Al-Saif
 For further information please send an E-Mail to IT-helpdesk@pmu.edu.sa
 Or Call Ext. 9299

Form: ITD-04 (08/2008) Ver. 1.0