



**PRINCE MOHAMMED BIN FAHD UNIVERSITY**  
**جامعة الأمير محمد بن فهد**

**IT WELCOME PACKAGE**

**(PMU STUDENTS)**

**IT DEPARTMENT/MIS**

20/01/2009

**Prepared by:** Ms. Nawal Chanane, IT, MIS

**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 students.

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## II. Welcome Statements

### PMU Rector

A warm welcome is extended to all the students attending Prince Mohammad Bin Fahd University. One of the most significant points to remember about PMU is that it will be identified as a leading IT based institution in the region. By investing in your future at PMU you will have the advantage of utilizing advanced learning applications that will propel you to become a leader in the community. Our intent, here at PMU is to encourage students to take responsibility and to contribute through innovative thinking, collective work, reflection and self development.

PMU has provided the environment for success; your role is to make use of this sophisticated technology to the best of your ability. [Rector@pmu.edu.sa](mailto:Rector@pmu.edu.sa)

### IT Department

On behalf of the Information Technology Department (ITD) we welcome you into our network of wealthy technical resources. As a student, you will be using PMU wireless LAN to access your email on the campus, and very soon from the web. Also you are going to use the wireless network to access the internet and even some of the learning resources on our IT infrastructure. PMU have availed a number of computer Labs so you can use it to have those services and many more. PMU vision in regard the IT utilization can be referenced in PMU publication. So once again, welcome to our network. [it@pmu.edu.sa](mailto:it@pmu.edu.sa)

### Student Affairs

The Student Affairs Department welcomes you at PMU.

Our team will be available to assist you in different ways, to make your learning experience at PMU a memorable one.

PMU does not believe that learning is confined to the classroom; therefore the Student Affairs Department is working hard to develop a campus life that allows you to use all the resources available in the academic environment at PMU. The I.T. technology that is represented in this manual represents one of these resources and it is now at your reach. Use it as a reference tool that is designed to facilitate your first contact with the PMU network.

Have an excellent semester, and please refer to our team for any assistance. [Info@pmu.edu.sa](mailto:Info@pmu.edu.sa)

### III. PMU's Vision for Technological 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:

- II. **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.
- III. **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.
- IV. **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.
- V. **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-based 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.
- VI. **Information Technology Infrastructure**: A dedicated team of IT specialists provide network and communications support, hardware maintenance, web design, and help desk services.

In order to provide internet capabilities to all students, the university has recently obtained 6Mb from two technology providers. An upgrade project is in motion to have it upgraded to 12Mb.

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.

## VII. IT Support Services

### Help Desk Contacts

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:

- by phone, at Ext: 9299, if no answer you can leave a message on voice mail
- by email, [it-helpdesk@pmu.edu.sa](mailto:it-helpdesk@pmu.edu.sa)
- or visit the TSC (Technical Support Center)  
available on both campuses (**Male G037** and **Female G032**)

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:**

- 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
- 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**.

## IV. How to Use your Wireless Connection

### *Student Laptop Computer Specifications*

Computer Specification	Minimum Capacity	Recommended Capacity
<b>Processor</b>	Processing Speed Equivalent to 1.6 Giga Hertz or Higher	Processing Speed Equivalent to 2 Giga Hertz or Higher
<b>Operating System</b>	Windows XP with All Service Packs	Windows XP with All Service Packs
<b>Anti-Virus Application</b>	Up-to-Date AntiVirus Application	Up-to-Date AntiVirus Application
<b>Applications</b>	Microsoft Office 2003	Microsoft Office Professional 2003
<b>Memory</b>	256 MB or Higher	512 MB or Higher
<b>Graphics Card</b>	SVGA, 1024 x 768 Resolution or Higher	SXGA, 1024 x 768 Resolution or Higher
<b>Hard Drive</b>	40 GB or Higher	80 GB or Higher
<b>Primary CD/DVD Drive</b>	CD Drive, Floppy Drive	DVD & CD Combo Drive or Higher
<b>Wireless Connectivity</b>	802.11 b/g WLAN	802.11 b/g WLAN
<b>External Ports</b>	Universal Serial Bus (USB) 2.0, headphone-out, microphone-in, parallel, serial, and RJ 45	Universal Serial Bus (USB) 2.0, headphone-out, microphone-in, parallel, serial, and RJ 45
<b>Communications</b>	Integrated 10/100/1000 Base-T Ethernet LAN (RJ-45 connector); High Speed 56k Modem	Integrated 10/100/1000 Base-T Ethernet LAN (RJ-45 connector); High Speed 56k Modem

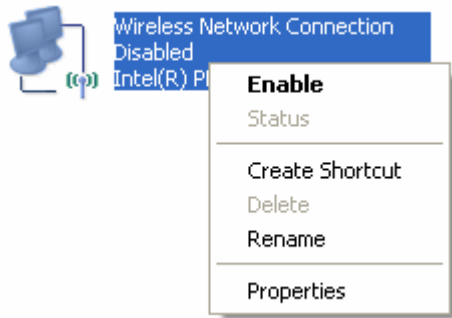
PMU recommends the following additionally for the student to have:

- Printer for Home Usage
- Flash Drive (external storage device)

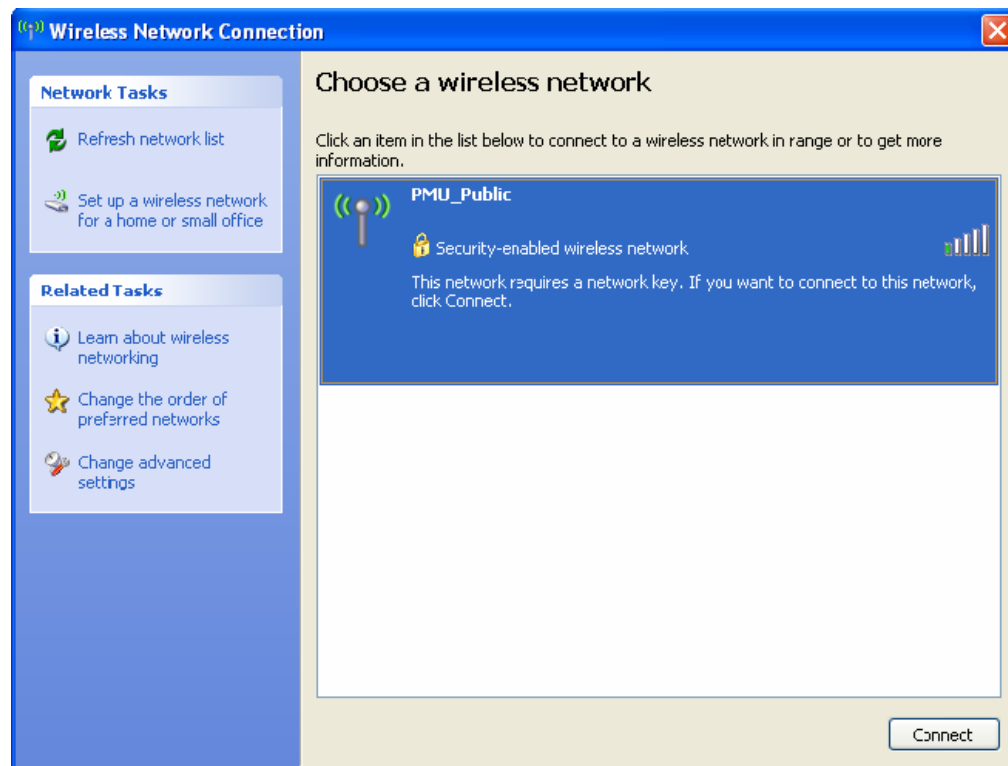
Once you have your laptop, please make sure that the WiFi is ON (some laptops had button to switch or key to press).

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

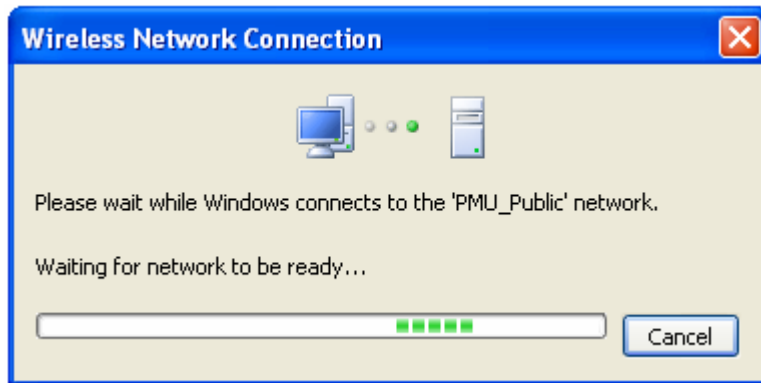
Start > Control Panel > Network Connections > Right click the “Wireless Network Connection” and enable it, if it’s enabled go to the next step.



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



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



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



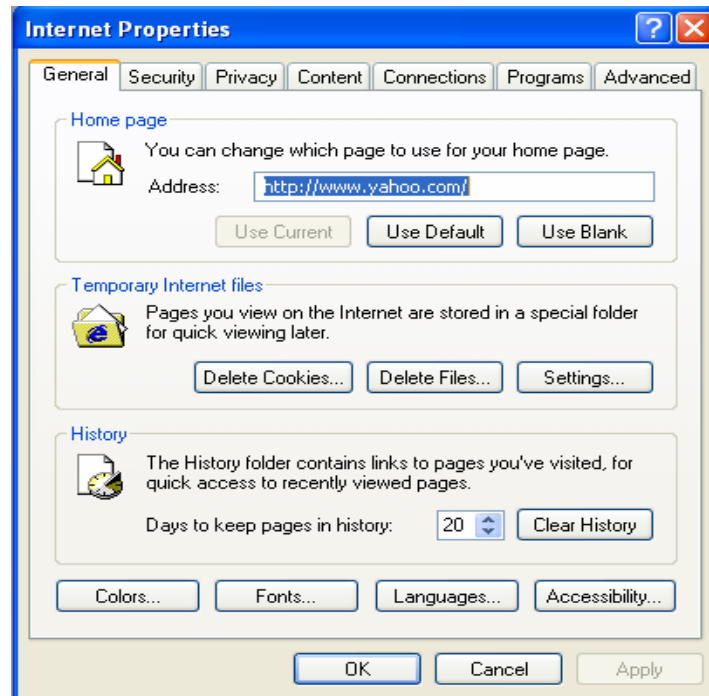
5- A box informs you that “PMU\_Public” is now connected.

## V. How to Setup your Internet Proxy

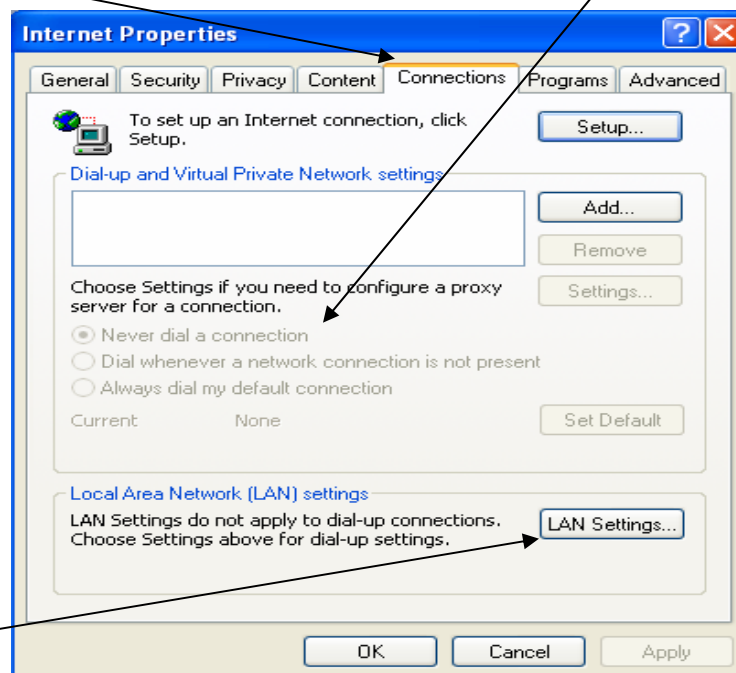
**When on PMU campus, please use PMU Proxy for internet access. You must disable it when you are off campus. So you can use dialup or any other internet access media.**

1. Now we need to configure the Internet Explorer to access PMU resources:

Right click on the internet explorer → select Internet properties

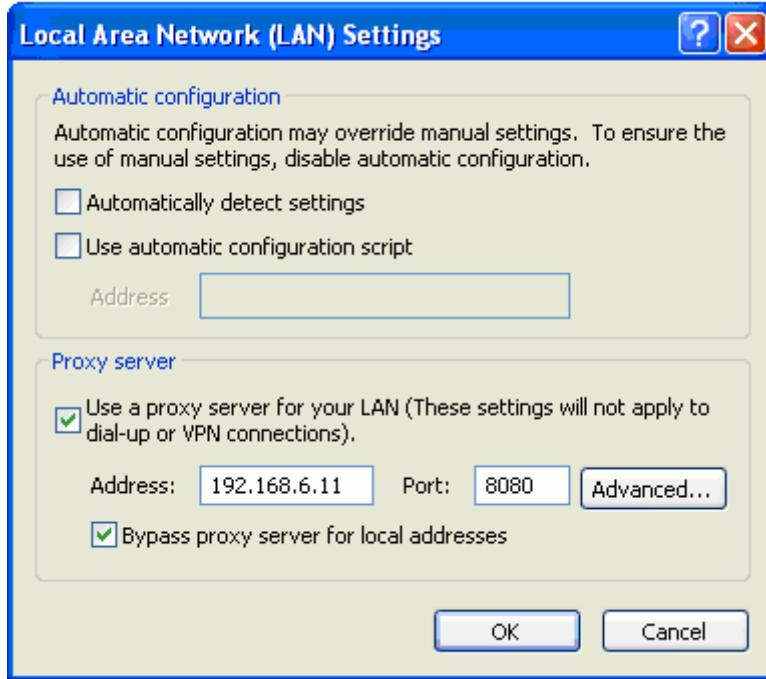


2. Select Connections tab, make sure that you select Never dial a connection



3. Select LAN Settings.

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



## **VI. How to Use Your Outlook**

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

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

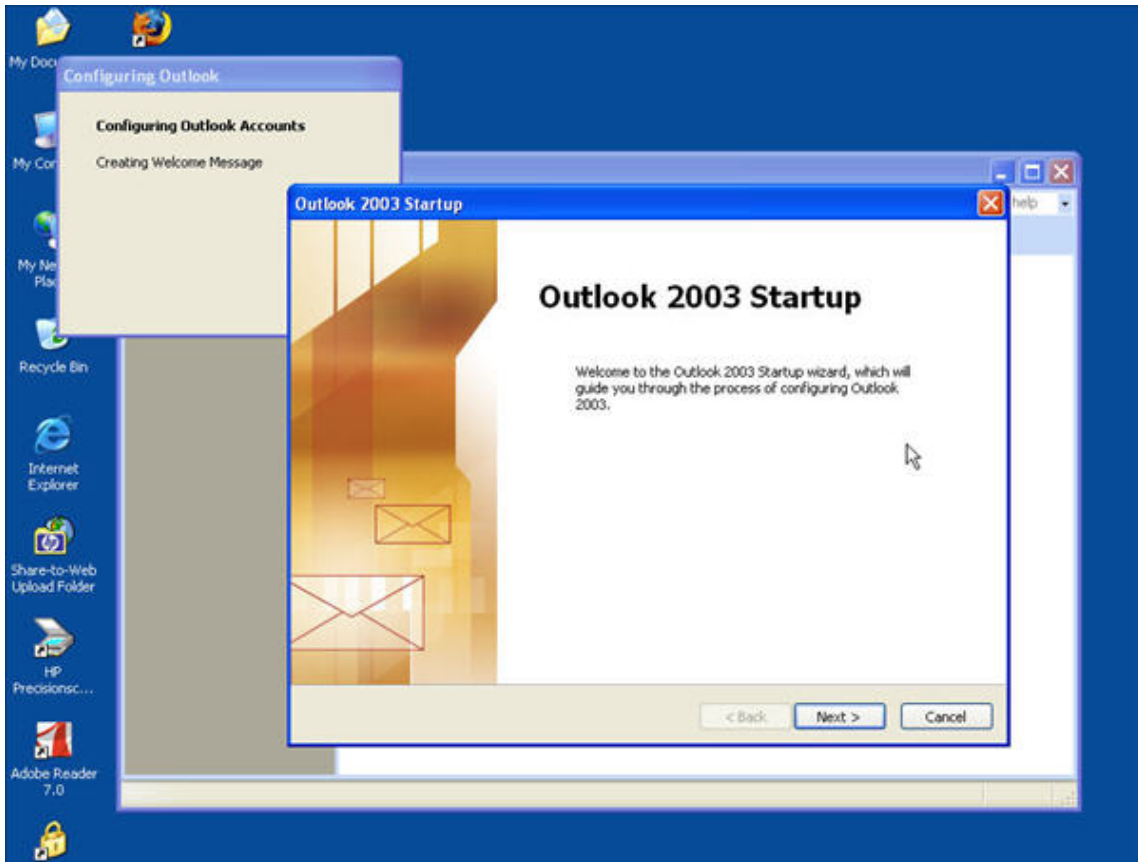
Outlook 2003 helps you organize, find, and view all information all in one place. It is easy to use, and like other programs in the Office suite, provides an integrated approach to the Web. Outlook 2003 offers e-mail and collaboration features when used with Internet-based messaging systems and even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

Please note that PMU applies strict standards in regard to the IT resources utilization. Any misuse of the email service in the form of junk email, or irrelevant subjects to the educational environment that PMU offers, will be considered as a violation that may be subject to disciplinary actions. For any inquiry, please refer to your academic advisor, or visit the relevant section (Computer Use Policy) in the Student Handbook.

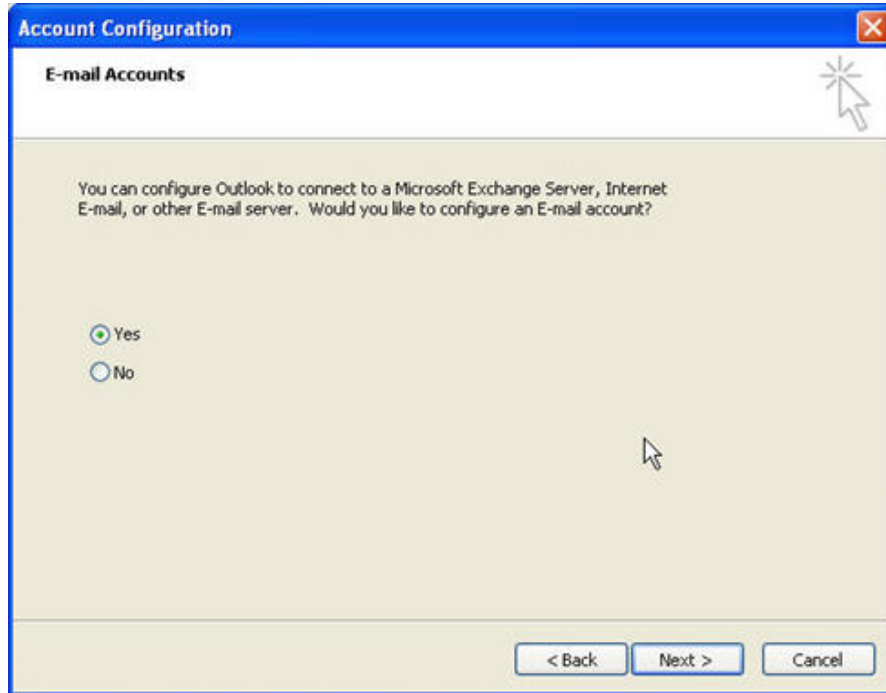
## Configure Your Outlook

When Outlook is run for the first time, you will be prompted to create a Profile. Complete the steps below to configure a new profile:

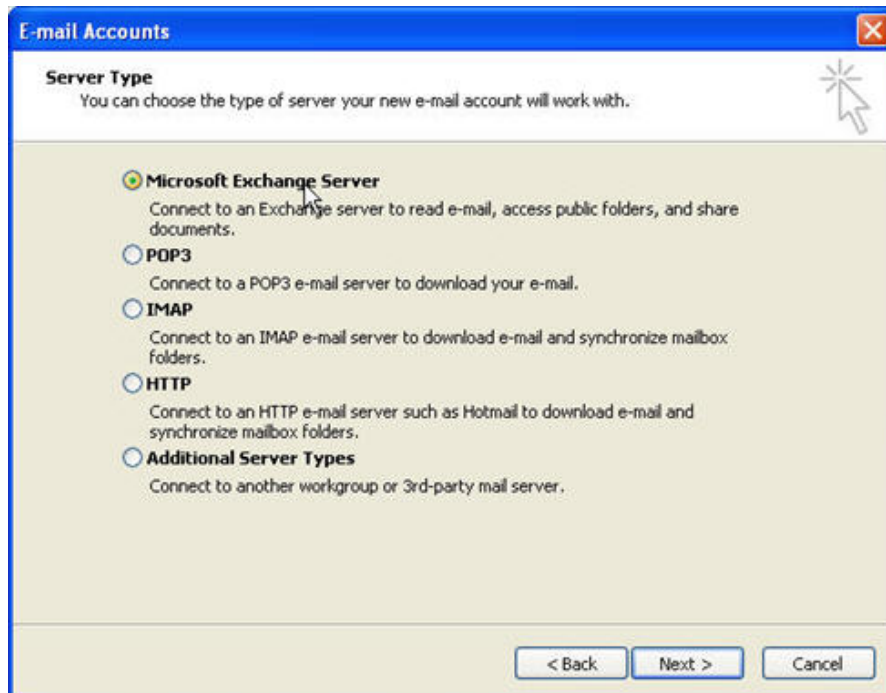
- 1- At the start up screen, click the **Next** button.



- 2- Answer **Yes** to connect to a Microsoft Exchange Server.
- 3- Click the **Next** button.

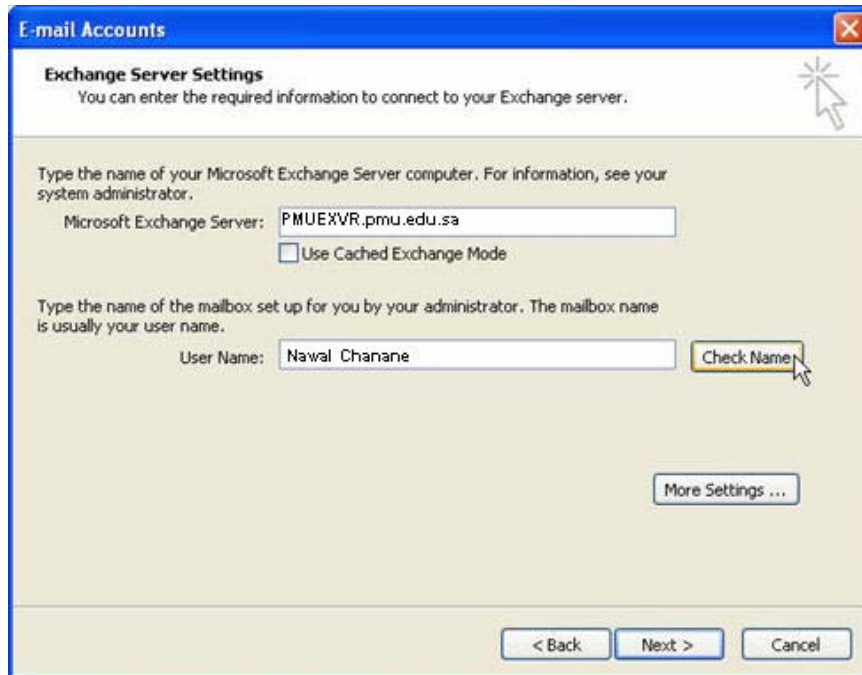


- 4- Select **Microsoft Exchange Server** for the Server Type
- 5- Click the **Next** button.

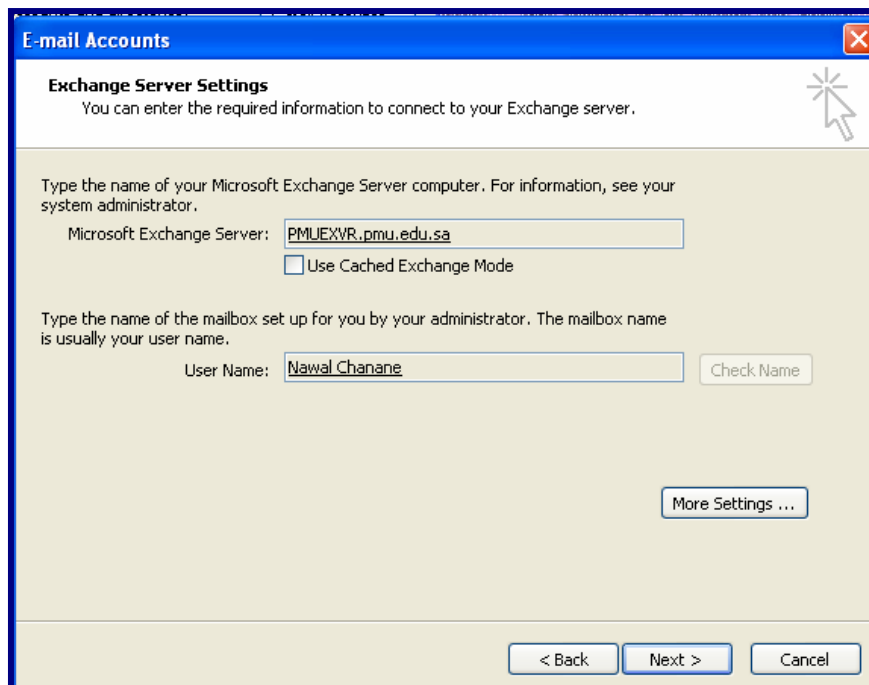


6- Input **pmu.edu** for the Microsoft Exchange Server

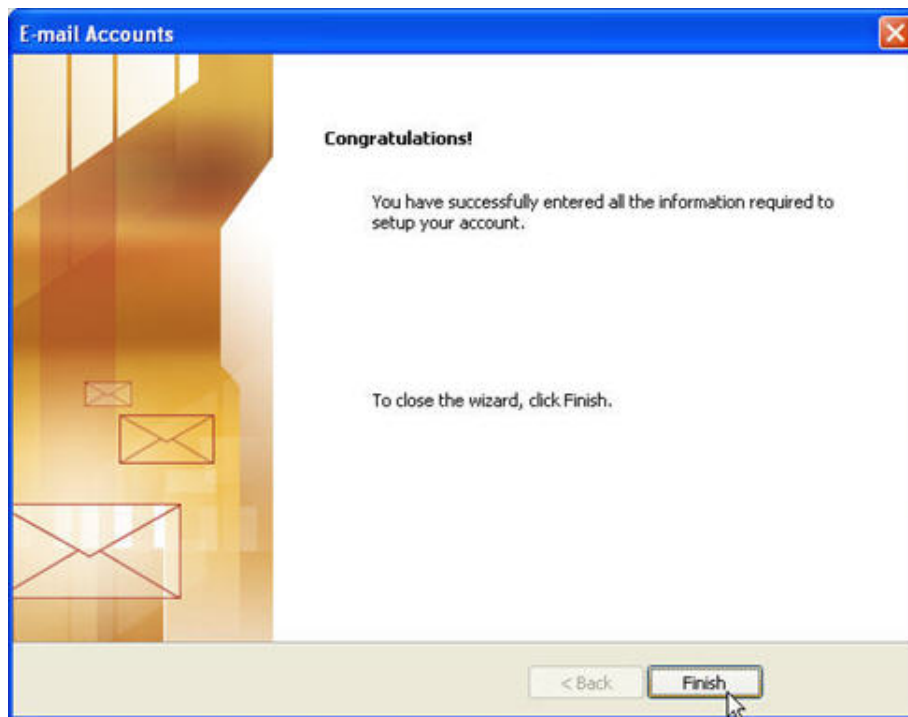
7- Input your TCU account Username.



8- Click the **Check Name** button.



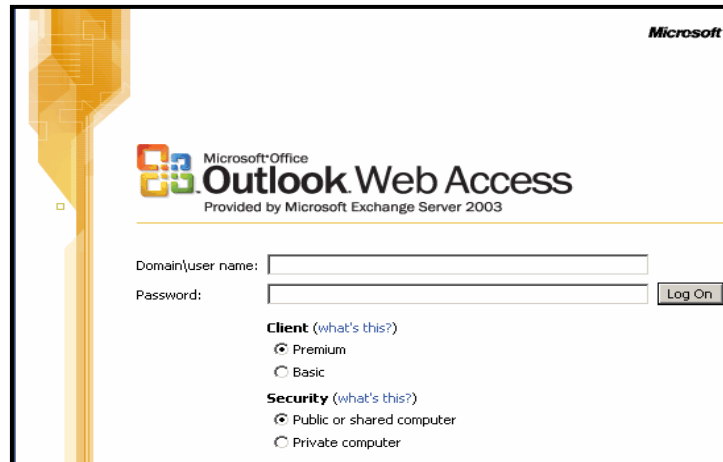
9- Click the **Next** button.



10- Click the **Finish** button and setup is complete!!

## ***LOG ON OUTLOOK (Web Mail)***

1. 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](mailto:200X00XXX@pmu.edu.sa) (your Banner 9 digit ID)

**Password**, enter **your Password**.

*Note: The password is case sensitive (capital letter and small letter)*








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.

## ***INTRODUCTION TO THE TOOL BAR***










Below is a list and explanation of the buttons located on the toolbar at the bottom left corner of Outlook Web. These toolbar buttons can help you easily navigate and perform various tasks in Outlook Web.

### **Outlook Bar** – also known as the Navigation Pane



 <b>Inbox</b>	<b>Inbox</b> – View current messages.
 <b>Calendar</b>	<b>Calendar</b> – The Calendar keeps track of your appointments and meetings.
 <b>Contacts</b>	<b>Contacts</b> – The Contact list stores email and postal addresses of your colleagues, family, and friends.
 <b>Tasks</b>	<b>Tasks</b> – The Tasks list tracks “to do” items that you can create for your own reference or assign to others.
 <b>Public Folders</b>	<b>Public Folders</b> – Public folders can be used to share files or post information on an electronic bulletin board. Examples include departmental areas, campus events, student discussion boards and etc.
 <b>Rules</b>	<b>Rules</b> – Displays the rules you have set on your email.
 <b>Options</b>	<b>Options</b> – Displays the options for Outlook Web 2003.

## General Toolbar Buttons

Your Inbox, Calendar, Contacts, Tasks, and Public Folders have their own toolbars with buttons specific to their function. There are several buttons that provide general functions and are available in more than one location.


	<b>Help icon</b> - displays Help that is specific to the window you're working in.
	<b>New icon</b> - allows you to create a new item, such as an email message, a contact, or a task. The picture next to the New icon varies, depending on the window you're working in, as does the list of options displayed when you click the arrow next to the button.
	<b>Checks the server for new messages icon</b> —checks for new mail and refreshes your browser window.
	Allows you to organize messages and other items in your mailbox. You can move messages from one folder to another, or copy them to a different location.
	<b>Delete icon</b> - moves the selected item—such as a contact, appointment, or message—to the Deleted Items folder. Hold down SHIFT when you click this button to permanently delete the selected items.
	Permanently deletes all items in the Deleted Items folder. You can, however, <u>recover deleted items</u> for a limited time after removing them from Deleted Items.
	<b>Reading Pane icon</b> - allows you to select a <i>Reading Pane</i> , which provides two ways to preview messages without opening them. You can preview messages in the bottom half of the view or side-by-side with the list of messages. You can also turn off the Reading Pane.
	Opens the <b>Find Names</b> dialog box, which allows you to search your organization's global address list or your contacts. You can also address a new message from the <b>Find Names</b> dialog box by selecting a name from the list and clicking <b>Add recipient to...New Message</b> . <i>**Note: You can't use the <b>Find Names</b> dialog box to search for distribution lists in your Contacts folder.</i>
	Allows you to quit Outlook Web Access. This helps prevent others from using the computer to view the contents of your mailbox.

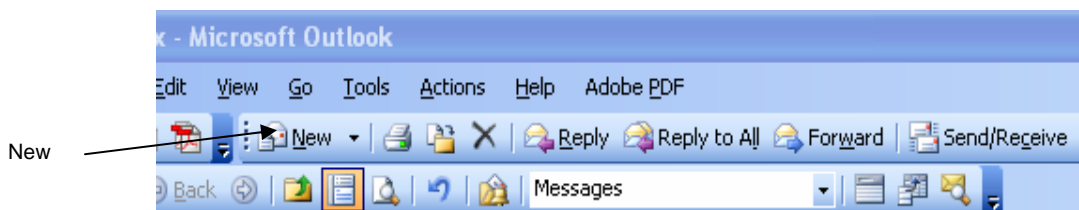
## ***READ A MESSAGE***

1. On the toolbar, click  to open your Inbox.
2. Double-click a message you want to read.
3. The contents of the message will now appear.
4. When finished viewing the message, you may close it by clicking the  button.
5. To view the contents of another message, double-click the message.

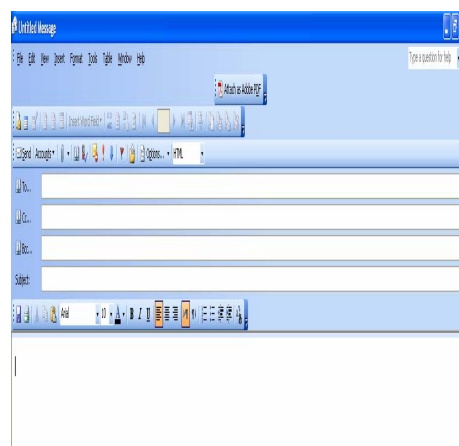
## ***CREATING AND SENDING NEW E-MAIL MESSAGES***

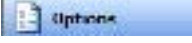
### **To create a new message:**


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

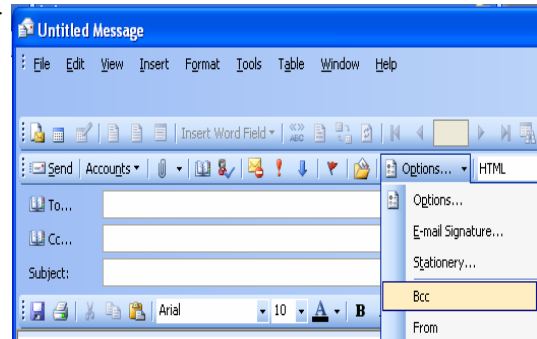


- In the "**To:**" box, either enter the e-mail address of the recipient, or click the “**To**” button to open the Contacts list and select an address of someone previously entered in your contacts list.
- In the "**CC:**" box, enter the e-mail address of someone you wish to send a "**courtesy copy**"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



## ***LOGING OFF FROM THE OUTLOOK WEB***

1. When you finish using Outlook Web, click the  button in the toolbar.
2. Close all browser windows.

## ADDITIONAL FEATURES

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.

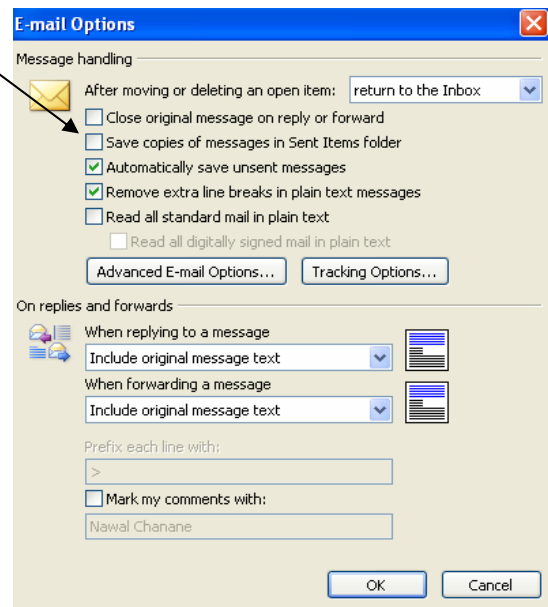


- In the E-Mail Options dialog box, deselect the **Save copies of messages in Sent Items folder** box.
- Click on **OK** to save the changes.

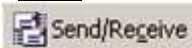
**Note:** The setting will be enforced until the next time you change it.

- **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



on the Standard toolbar.

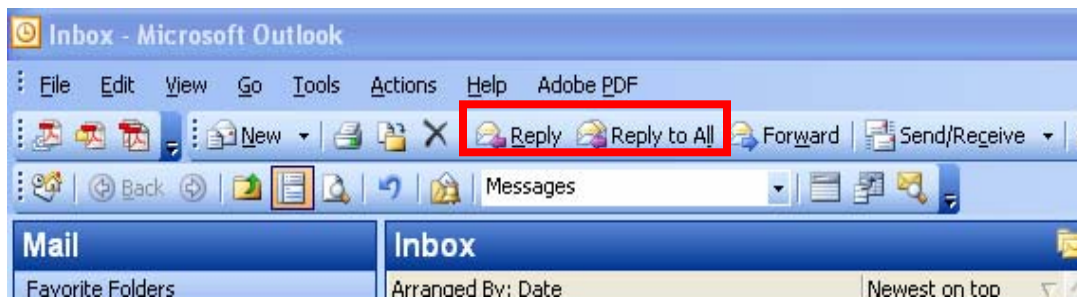
## ***REPLYING TO E-MAIL MESSAGES***

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**”

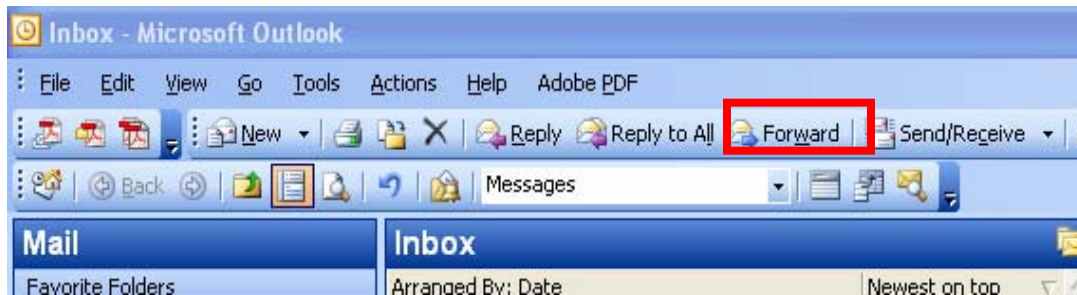
button on the toolbar. Please be careful of this feature as it makes a float of email that may consume computer resources.



## ***FORWARDING AN E-MAIL***

To forward a message to another(s):

- 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.

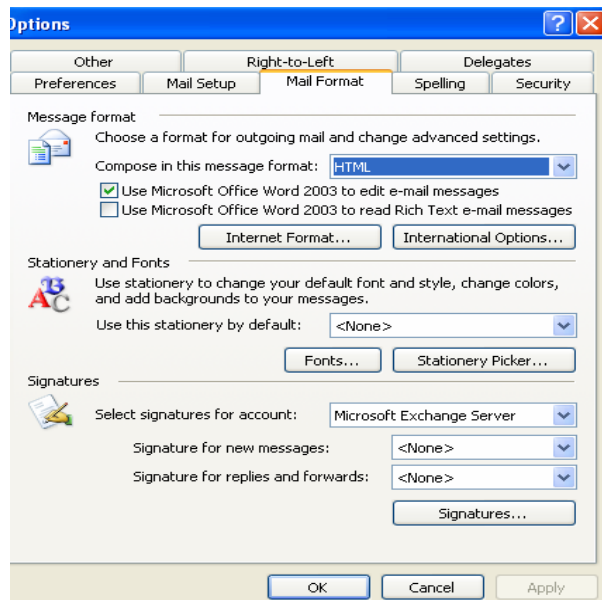
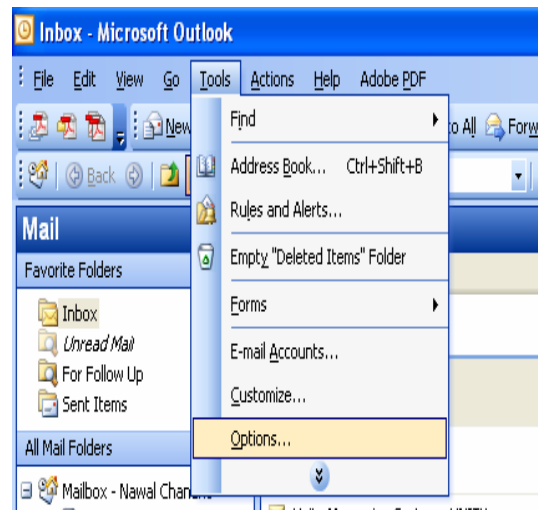


- Enter the e-mail address of the individual you wish to forward the message to in the “**To**” box. If you are forwarding the message to several individuals, separate each e-mail address with a semicolon (;).
- If necessary, enter an additional message at the top of the message window and click the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

## 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.

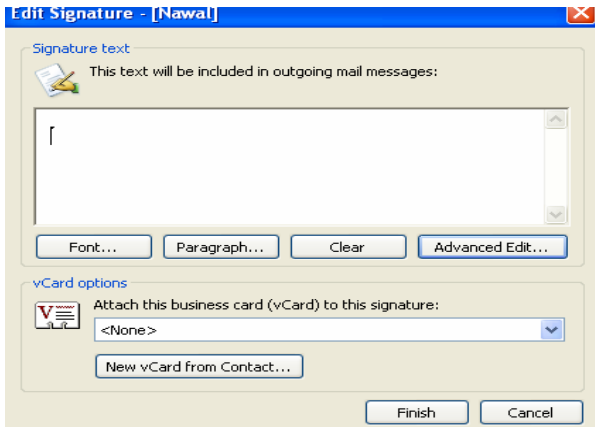
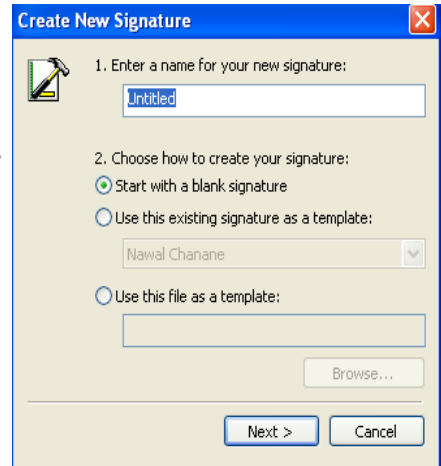


The “**Create New Signature**” dialog box will appear.

- 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.



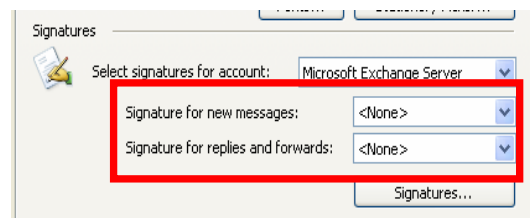
Auto signatures can be applied to new messages and/or all replies and forwards. To specify which options the signature should be applied to:

- 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 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 on **OK**.



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

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



## READING AND SAVING ATTACHMENTS

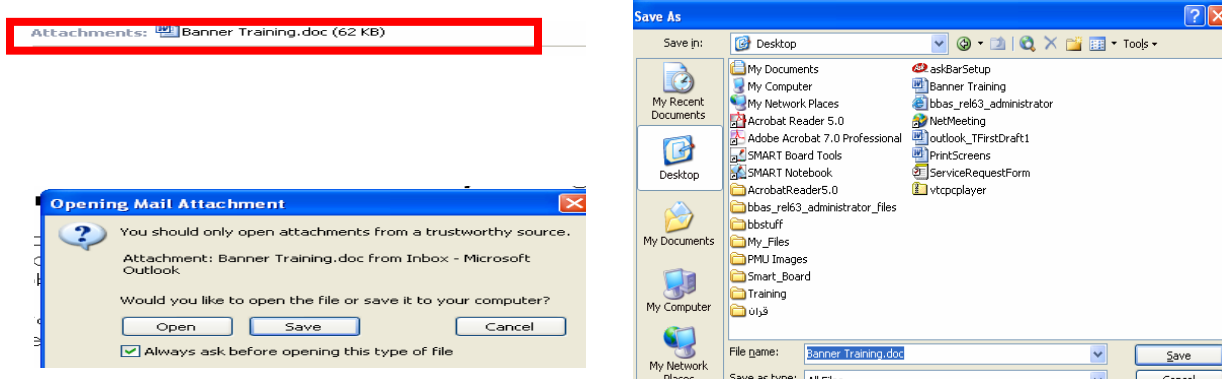
Outlook Web displays a paper clip icon  next to a message that contains an attachment.

**Caution:** *Don't open an attachment unless you trust the content and the person who sent it to you. Attachments are a common method for spreading computer viruses. For this reason, Outlook Web may require you to first save attachments to your computer's hard disk before opening them. This will happen when an attachment contains a file with certain extensions, such as .htm, or xls.*

**Note:** If Outlook cannot find an application on your system that can be used to view the attachment, you will need to save the attachment following step 5. Then manually try opening the saved file in the appropriate program.

To open the attachment:

- Double-click on the attachment.



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:

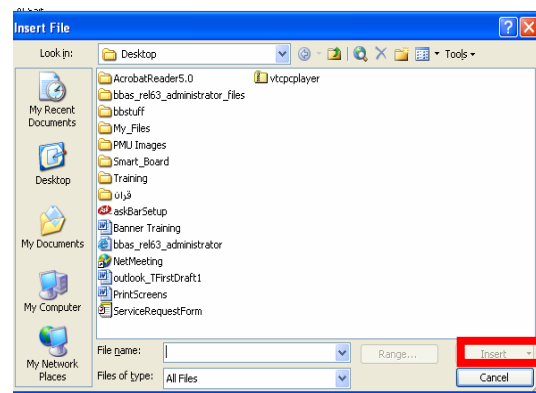
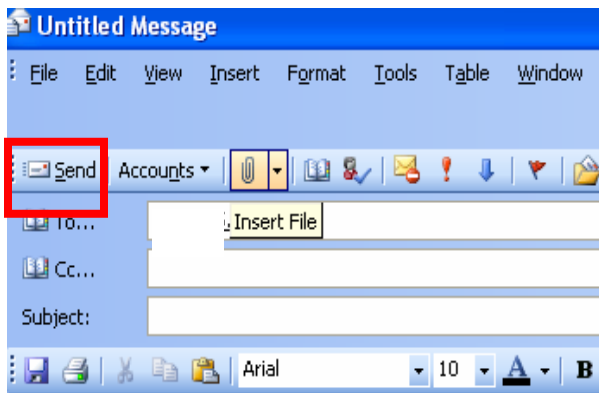
- Right-click on the attachment.
- Select **Save As**.
- Select the destination where you wish to save the file, click on **Save**.

## INSERTING ATTACHMENTS


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

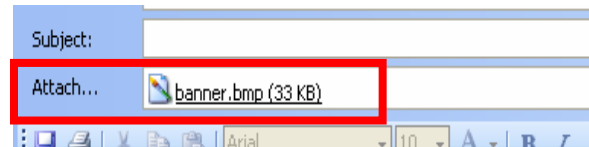
To insert an attachment into a message:

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



### Notes:

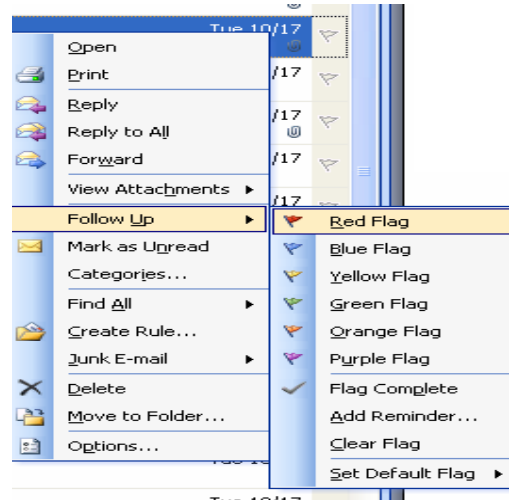
- Icons representing the attachment(s) will be displayed at the bottom of the new message window.
- The file must not be open when you are trying to send it as an attachment.
- When saving files, it is recommended that the filenames be limited to no more than 8 characters in length. In addition, please remember that your colleagues may not use the same version of the software programs that you used to create the file.
- It is imperative that you remember where you have saved your file.
- To remove an attachment from the list, highlight the file and press **delete** on the keyboard.
- Click the  button to send the message.



## 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**.

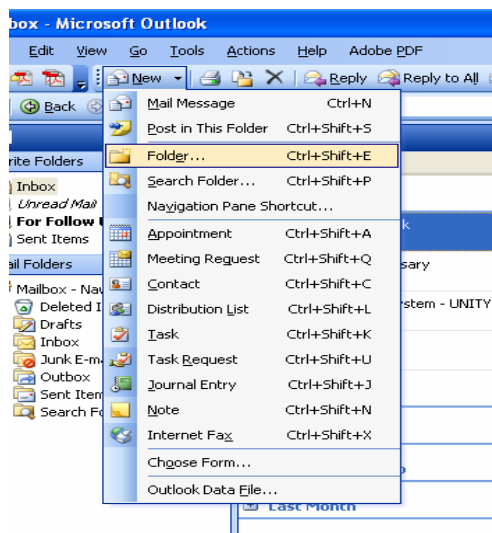
## CREATING NEW FOLDERS AND ORGANIZING YOUR INBOX

### Creating a new folder

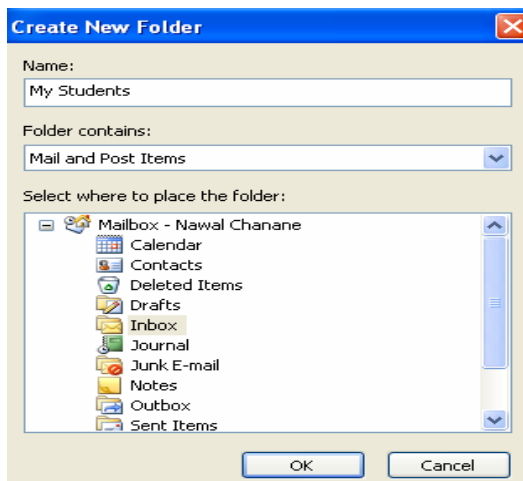
Folders are used within the Folder List to organize and group e-mail messages. Before creating additional folders, consider how you wish to organize your messages. For example, messages could be grouped by topic or by sender.

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.



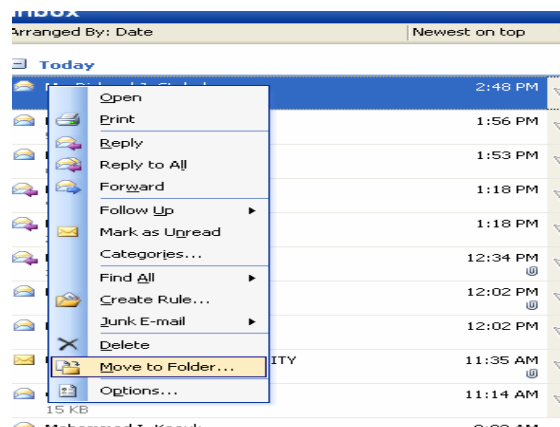
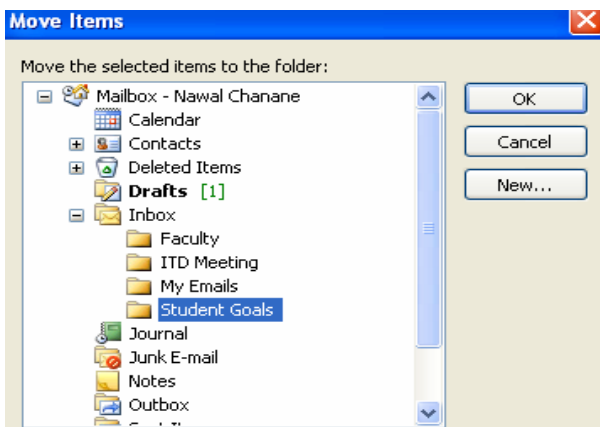
- Click **OK**, the folder should now be listed within the folder list.

## 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**.



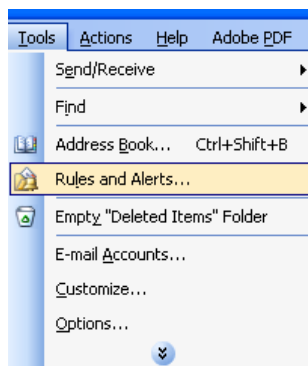
## CREATING RULES AND ALERTS

The Rules and Alerts feature allows users to apply a variety of actions to messages that are triggered by various conditions that messages may meet.

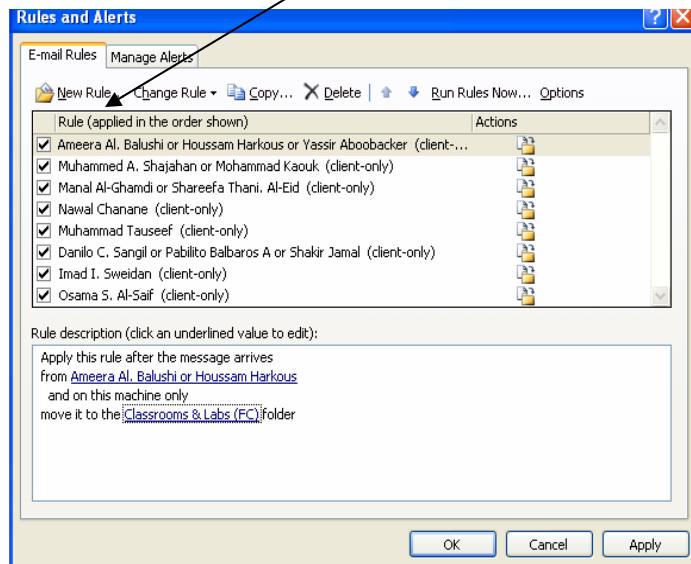
For example, a rule can be created to move messages to a particular folder (the action) when new email arrives from a specified sender (the condition). Many rules only operate when Outlook is running. These are called "client-only" rules. Some rules, that usually involve basic conditions and actions, can be run by the email server and will continue to operate even after Outlook is closed. A message forwarding rule can be set up to operate this way.

To create rules and alerts, do the following:

1. In the Outlook Inbox, click on **Tools \ Rules and Alerts** to display the Rules and Alerts dialog box.

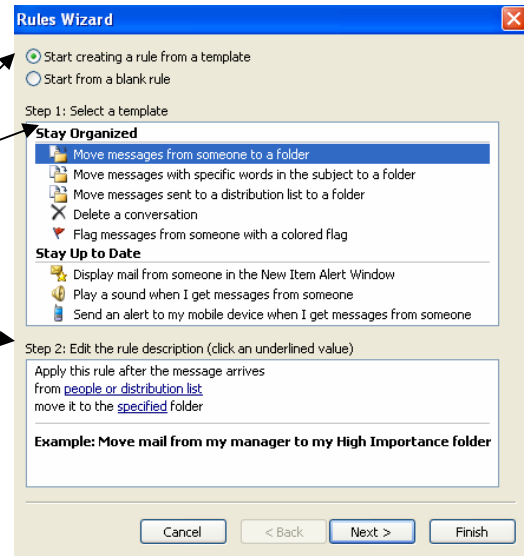


2. In the Rules Wizard dialog box, click on the **New Rule** button to display the first step in the rule creation wizard.

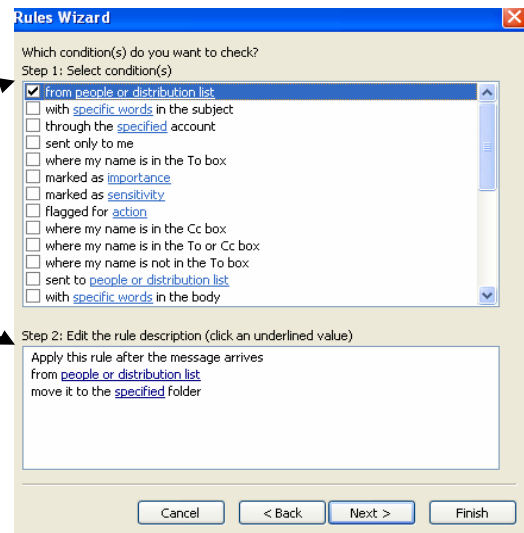


3. Choose the

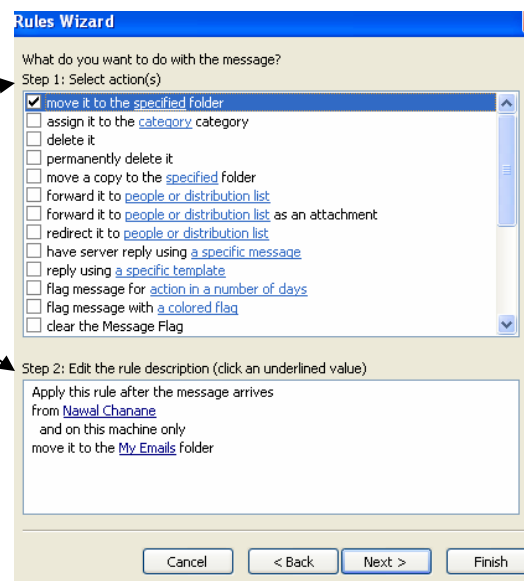
- 1- “Start creating a rule from a template” radio button.
- 2- From the stay organized (Step 1) template select “Move messages from someone to a folder”.
- 3- From Step 2, click the first underlined value and choose the persons name then click on the second underlined value and choose the folder name. Then click **Next**.



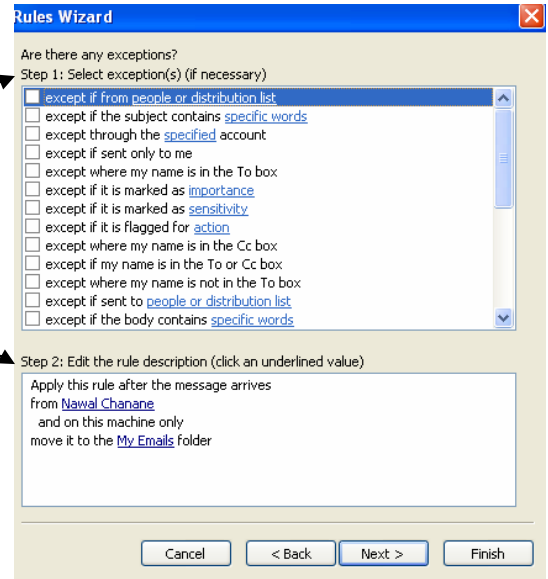
4. Choose the condition from Step 1 then From Step 2, click the first underlined value and choose the persons name then click on the second underlined value and choose the folder name. Then click **Next**.



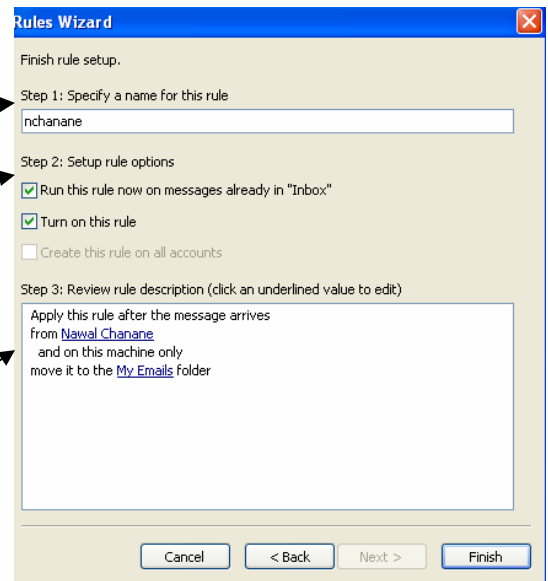
5. Select the action from Step 1 then From Step 2, click the first underlined value and choose the persons name then click on the second underlined value and choose the folder name. Then click **Next**.



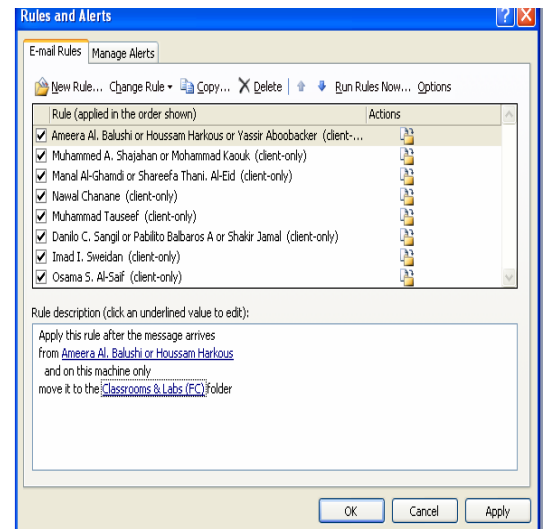
6. If there are any exceptions, select the exception from Step 1, then from Step 2 edit the rule description, click the first underlined value and choose the persons name then click on the second underlined value and choose the folder name. Then click **Next**.



7. To finish rule step
  1. Specify a name for your rule.
  2. Setup the rule options by selecting both options, "Run this rule now on messages already in Inbox" and "Turn on this rule".
  3. Review rule description, if you want to edit, click the first underlined value and choose the persons name then click on the second underlined value and choose the folder name. The click **Finish**.



8. Click **Apply** then **Ok**.



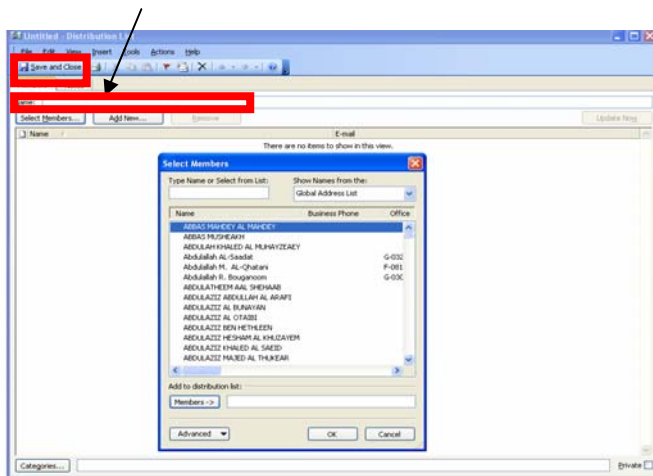
## CREATING GROUP DISTRIBUTION LISTS

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:

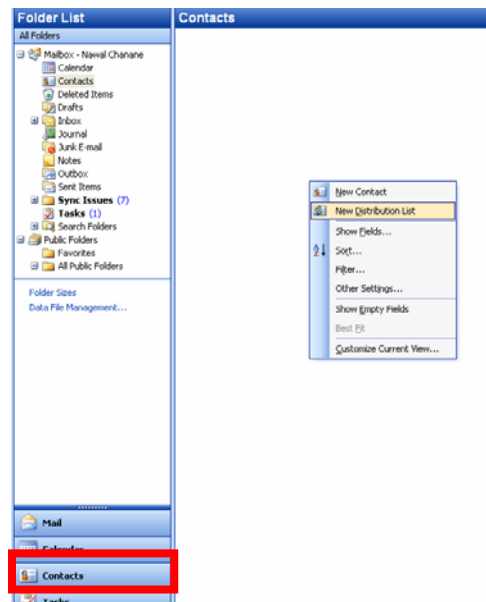
- Click onto the **Contact button**.
- Right click the mouse on the contact space and choose “**New Distributed List**”
- Write the name of the list you want to create

In the input box

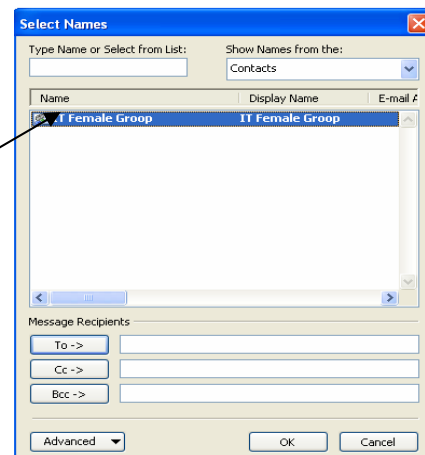


To send a message to the group:

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



- 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.

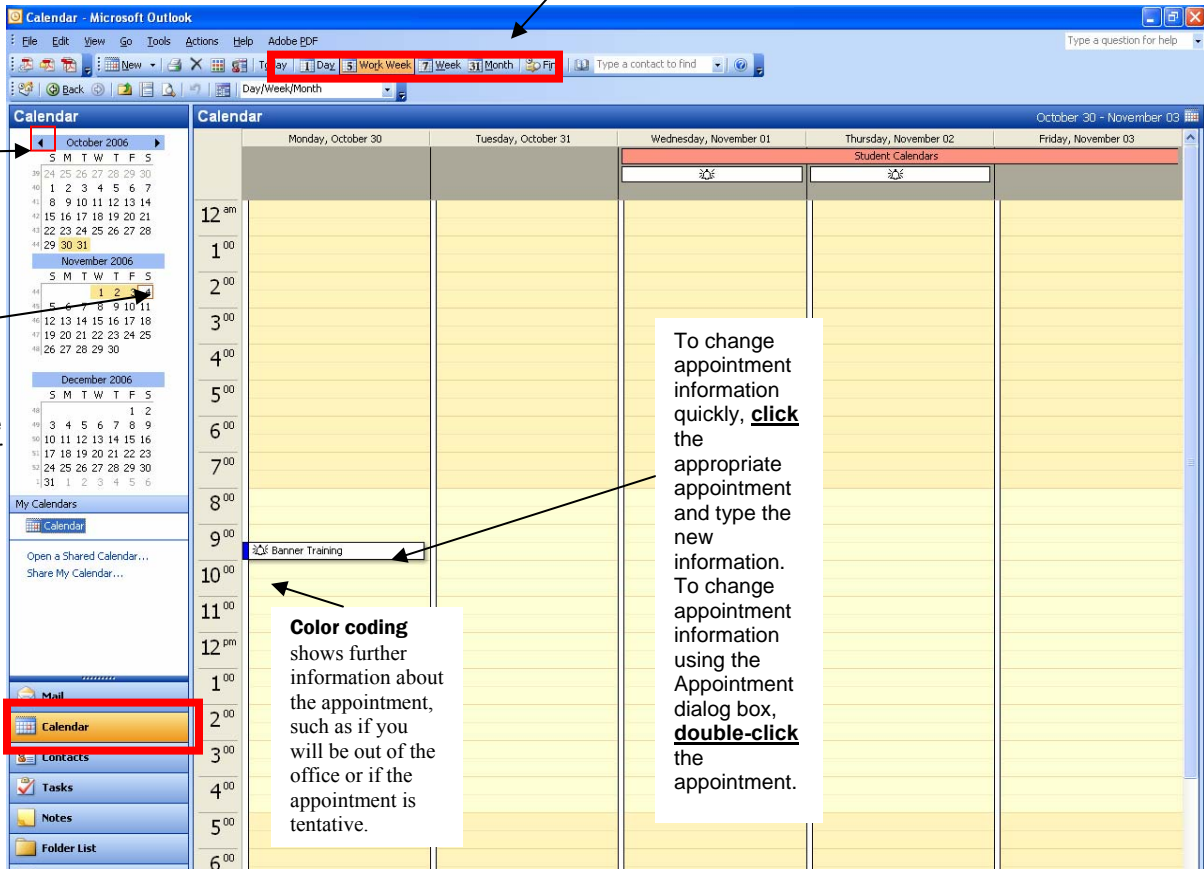


# CALENDAR

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.

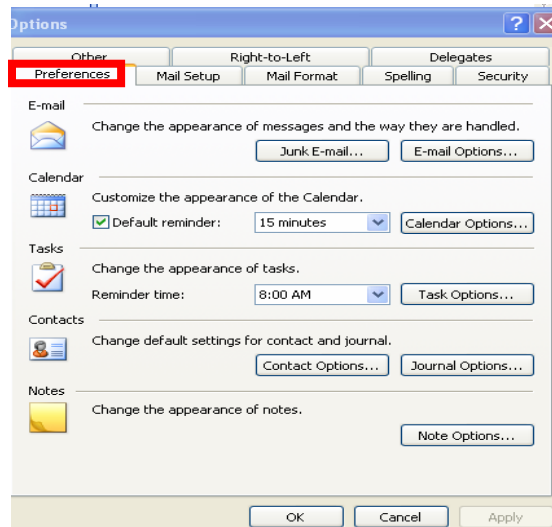
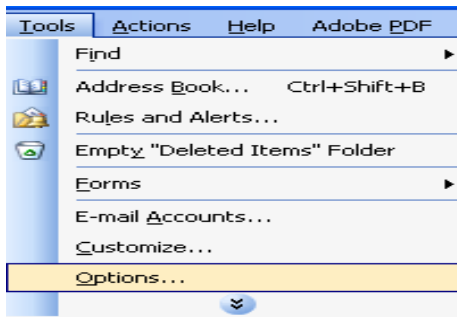


To set calendar preferences:

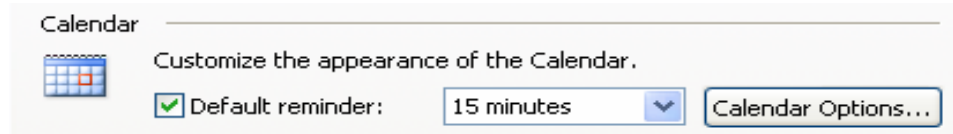
- With the Calendar folder open, on the Tools menu, click **Options**.

The Options dialog box opens.

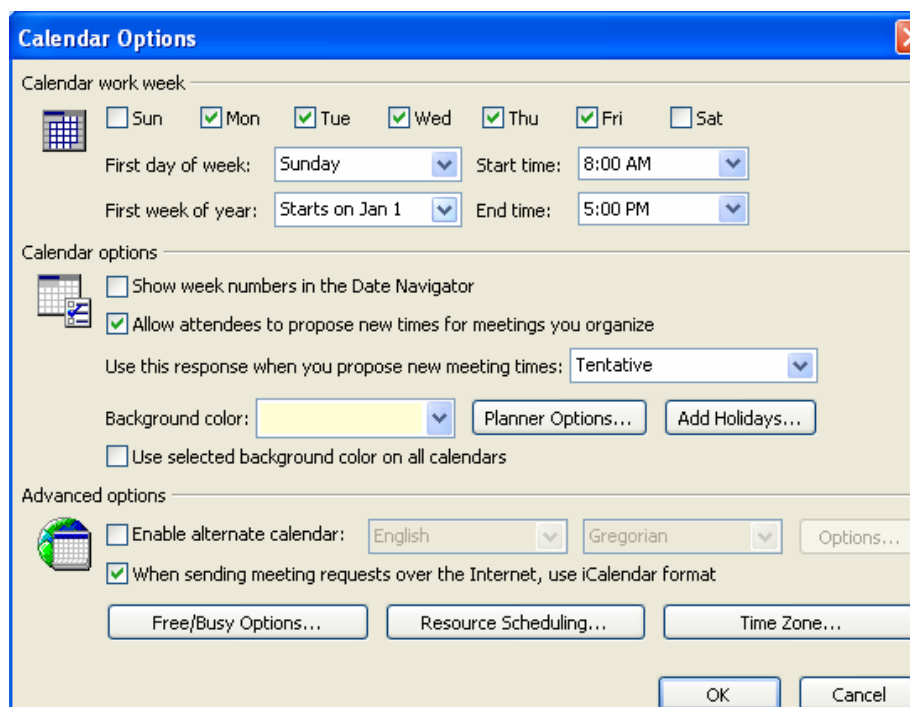
- Click the **Preferences** tab.



- 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).

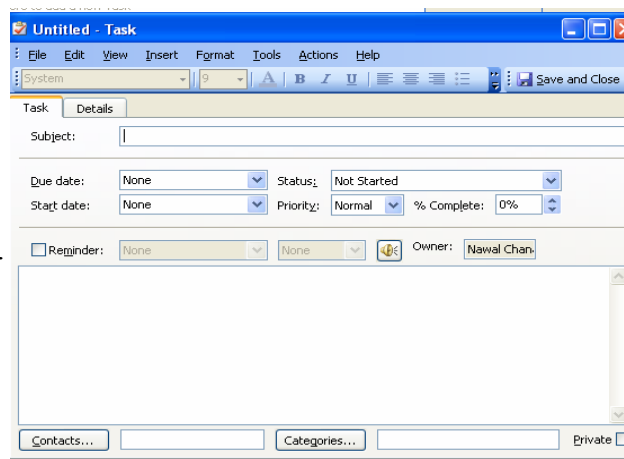
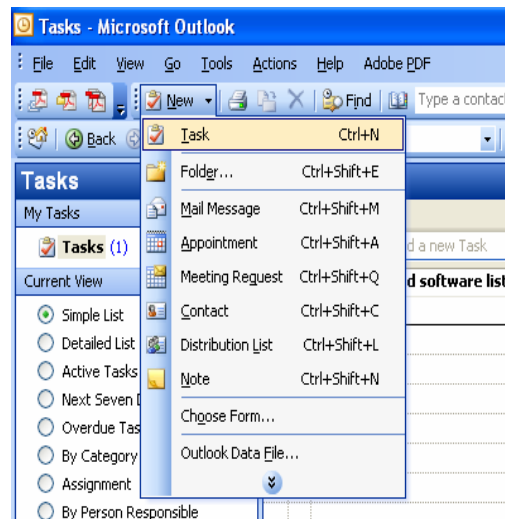
**Note:** You can also select a due date by clicking the arrow next to the box and selecting a date on the mini month calendar.

5. To receive a reminder about this task before the task is due, select **Reminder**.

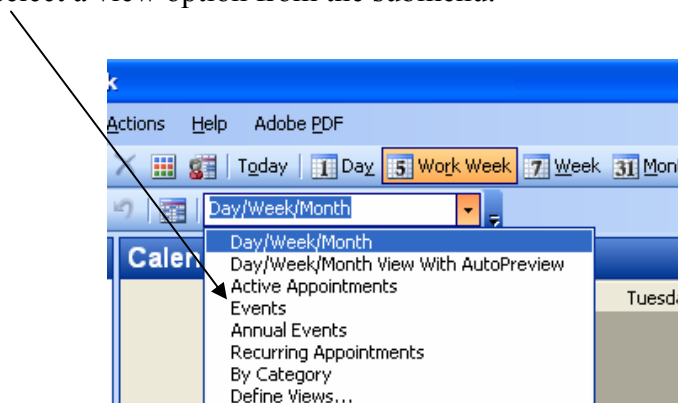
6. Select a **status, priority, and percentage** complete for the task.

7. To **assign** the task to a category, click **Categories** and select a category from the list.

8. **Save** and Close.



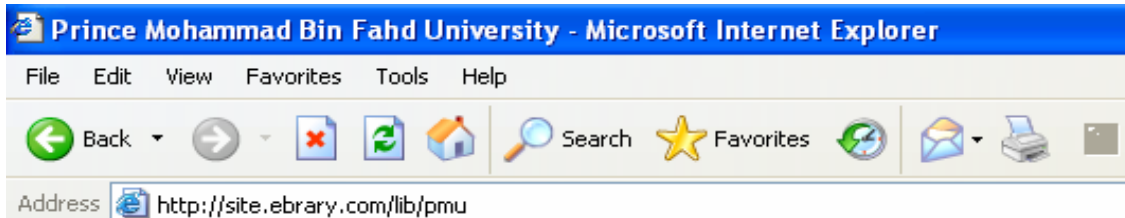
**Note:** You can rearrange the view of the tasks in several ways. To do so, on the **View** menu, point to **Current view** and then select a view option from the submenu.



## VII. How to Access Ebrary

PMU offers a subscription to an online library system called Ebrary.

Write on the Address bar the Ebrary link <http://site.ebrary.com/lib/pmu> then press Enter or Go.



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



Prince Mohammed Bin Fahd University

Home Sign In Help

Search View Bookshelf

Simple Advanced Browse

Search for

Search

Improve search results with Search Tips

English Go

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Your library subscribes to **Academic Complete**, a growing eBook collection that spans all academic subject areas.

Below are 7 easy steps to help you get started. For further training, support, and troubleshooting please see ebrary's [Help Desk](#).

**Getting Started**

To get started, follow the seven easy steps below or visit our [online training site](#).

1. Download the ebrary Reader if it's not already installed on your machine. [Get ebrary Reader](#)

2. Create a Personal Bookshelf to automatically save highlights, notes, and bookmarks. [View Video Clip](#)

3. Conduct a simple or advanced search by key word, full-text, publisher or author. Use Boolean or proximity. [View Simple Search Video Clip](#) [View Advanced Search Video Clip](#)

4. Click on a book jacket to open it. To return to your search results click on the Search Tab. [View Video Clip](#)

5. Navigate to each occurrence of your search term, [View Video Clip](#)

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(Click on any title or jacket to access the eBook. Search the entire collection using the Search Tab on the left.)

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[Computers and Information Technology](#)  
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**Business, Marketing and Economics**

- [Managing Successful IT Outsourcing Relationships](#), Petter Gottschalk (IRM Press, 2005) [View This Title](#)
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- [Advances in Electronic Marketing](#), Irvine Clarke III and Theresa B. Fieherty (Idea Group, Inc., 2005) [View This Title](#)
- [Strategies That Win Sales: Best Practices of the World's Leading Organizations](#), Mark Marone (Dearborn Trade, 2005) [View This Title](#)

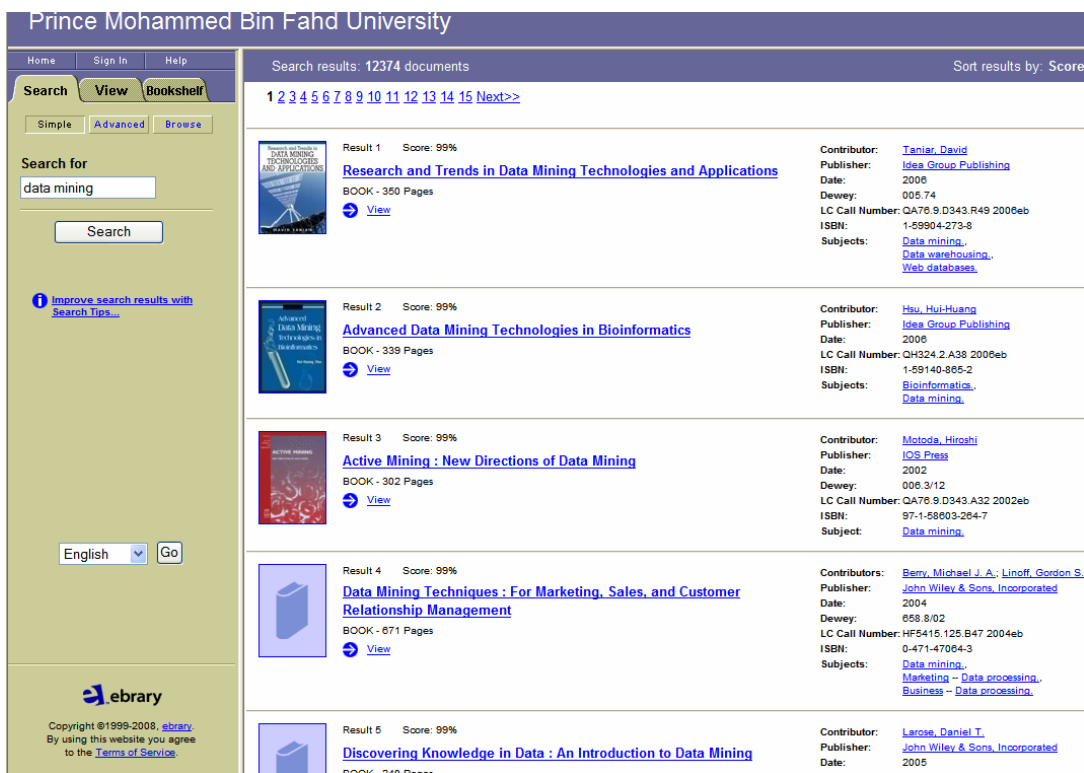
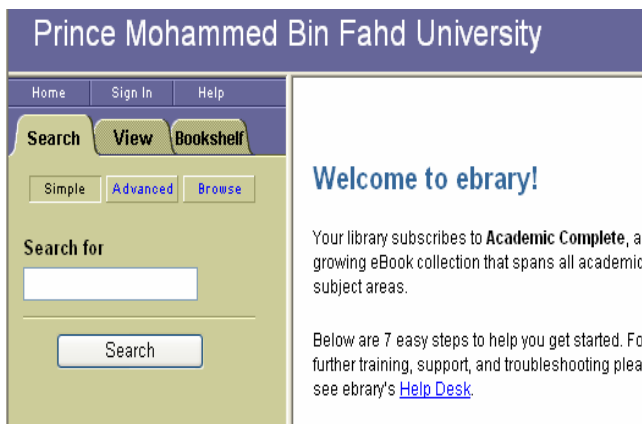
[Return to top](#)

## 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.

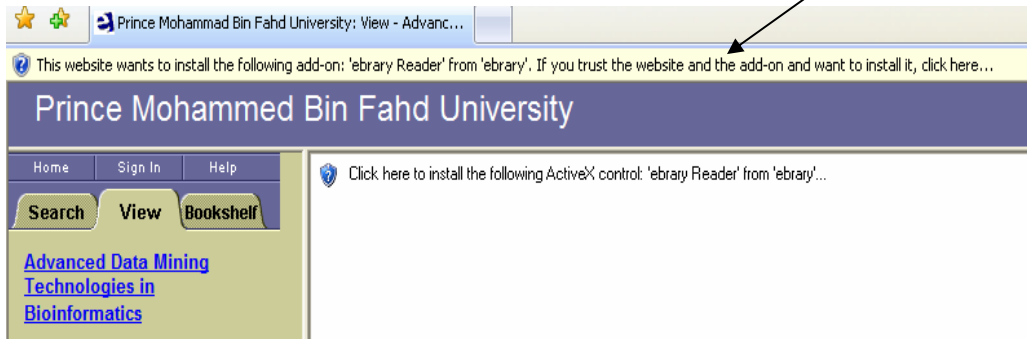
### Example:

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



2. Click on the book title you have selected.

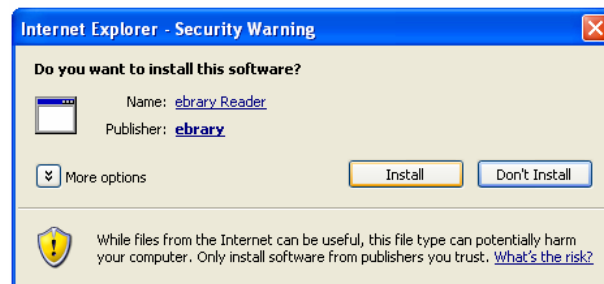
3. If you are accessing the Ebrary for the first time, you will get a yellow message.



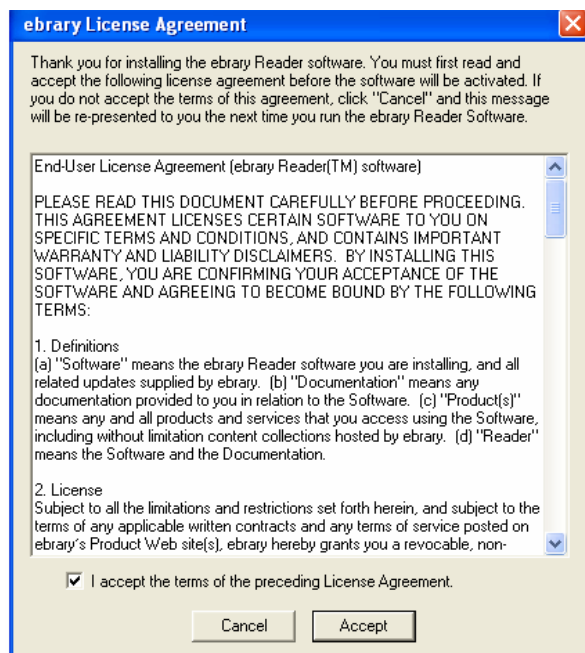
4. Right click on it and choose "Install ActiveX Control".



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

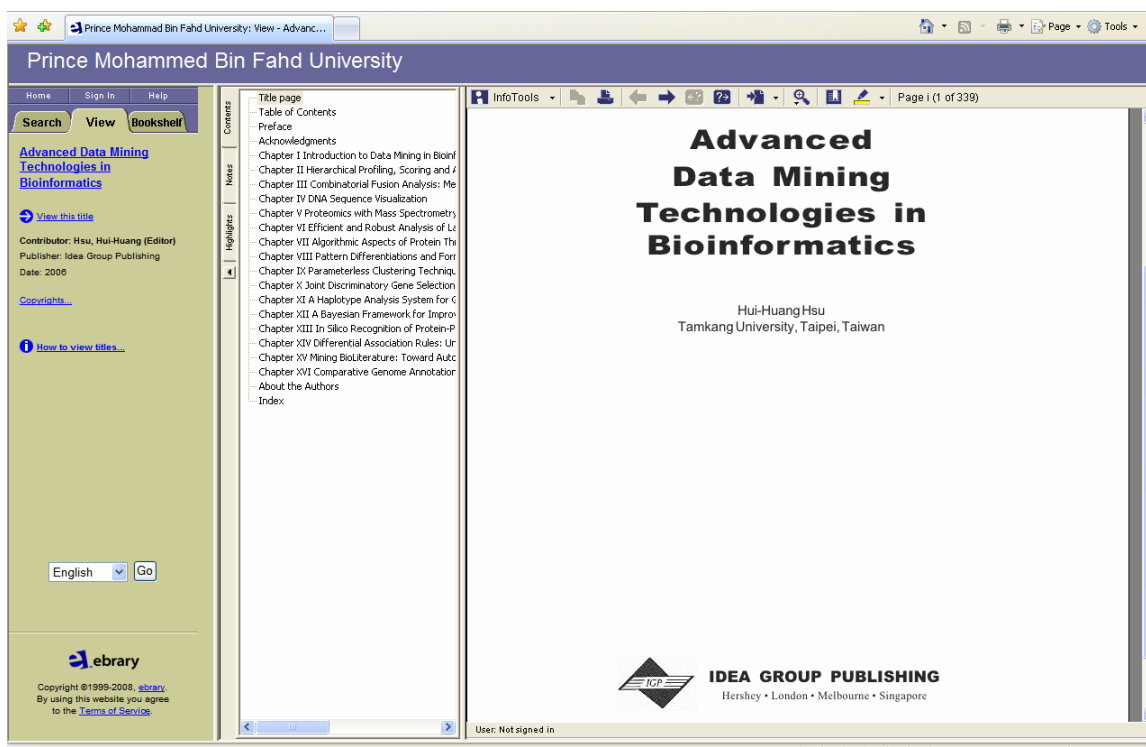


6. Select the option “I accept the terms ...”, and then click **Accept**.

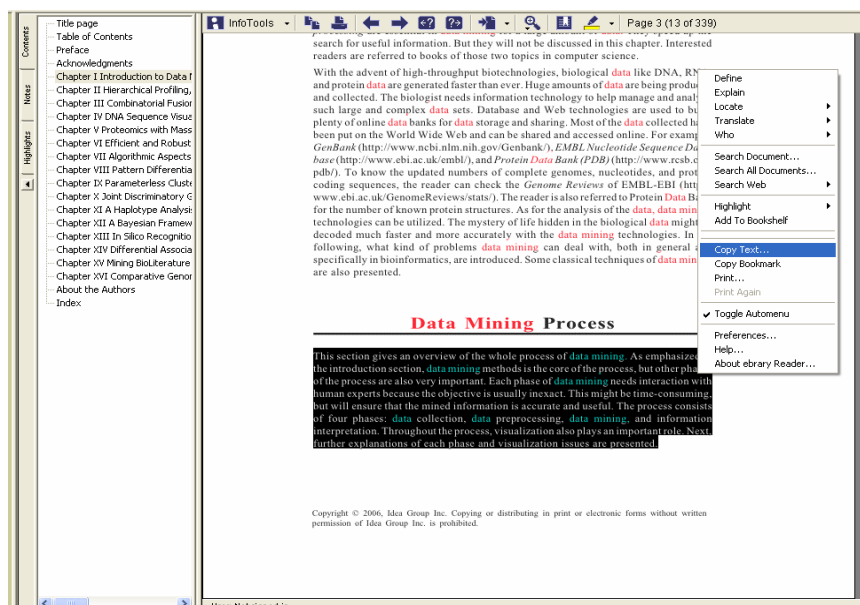


7. Now you can start going through the book you have selected.

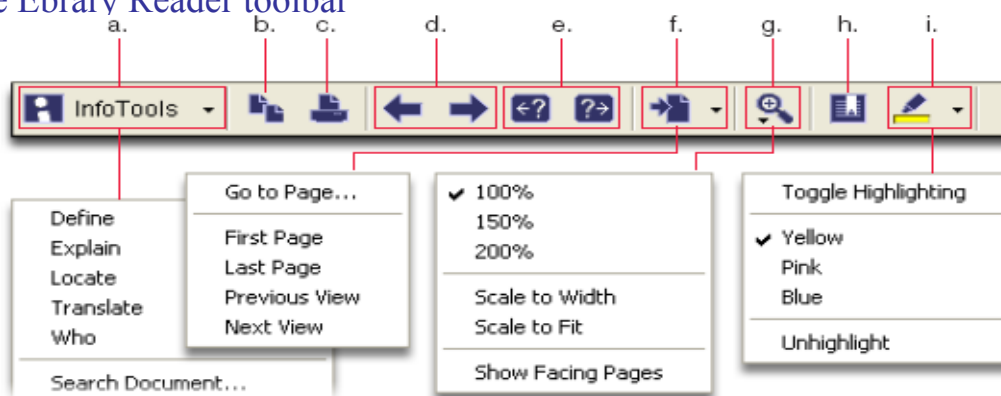
(**Note:** you can select, copy, and print any of the pages you want.)



## 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.

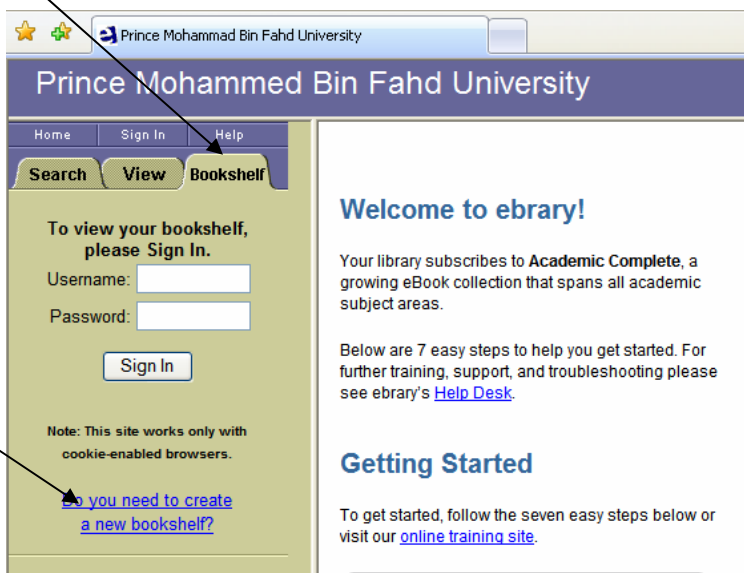
## Creating a Personal Bookshelf

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

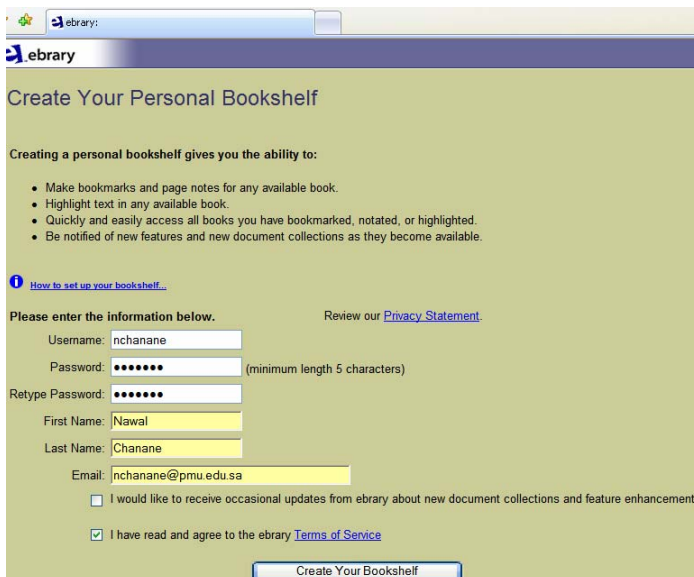
To set up a Bookshelf please follow below steps:

1. Click on the Bookshelf tab.

Choose this link to create a new bookshelf.

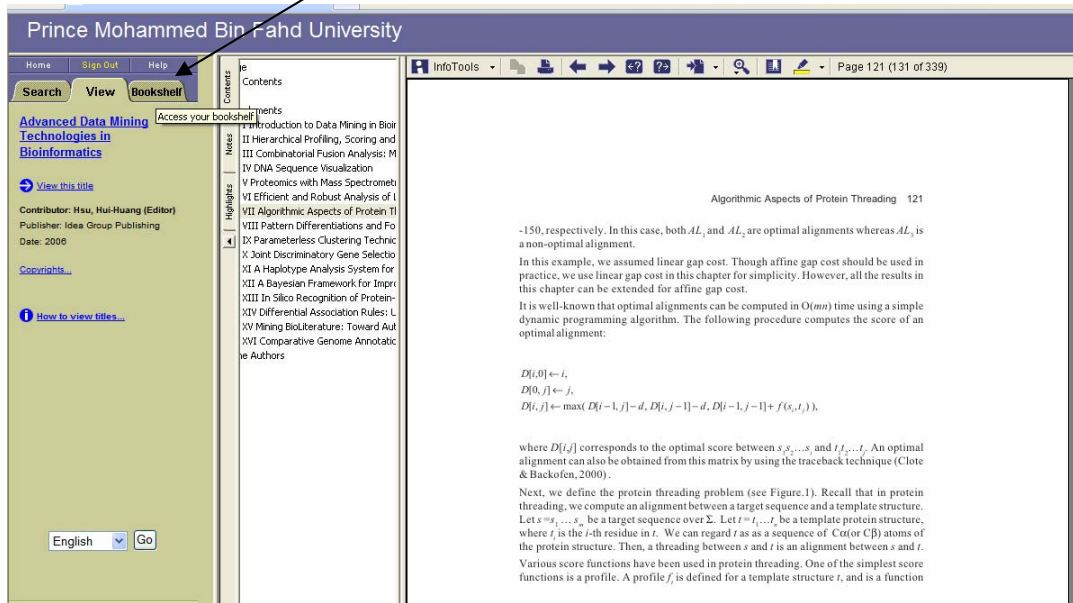


2. Enter the information needed then click on the “Create Your Bookshelf” button.

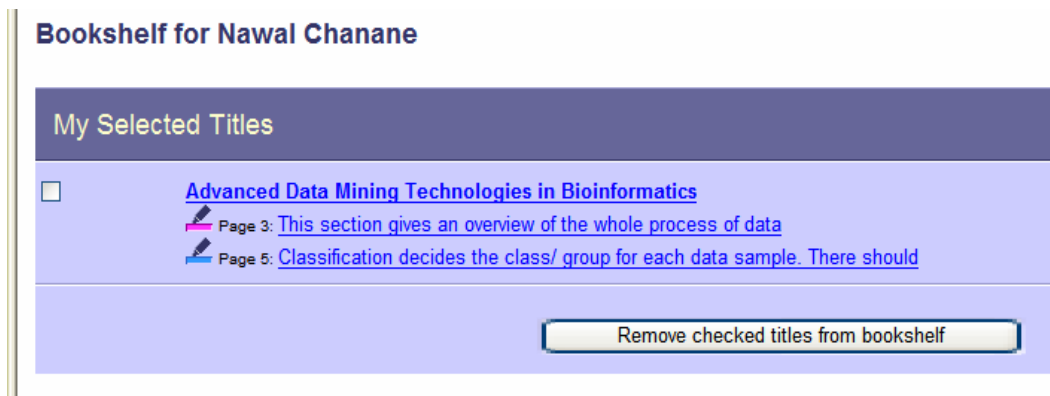




- If you go back now to access your Bookshelf using the tab “Bookshelf”



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



## IX. 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.

### Blackboard Username and Password

For the New First Time Students in PMU, the default Blackboard Username and Password is your (9 digits) Student ID Number.

### How to Login to Blackboard

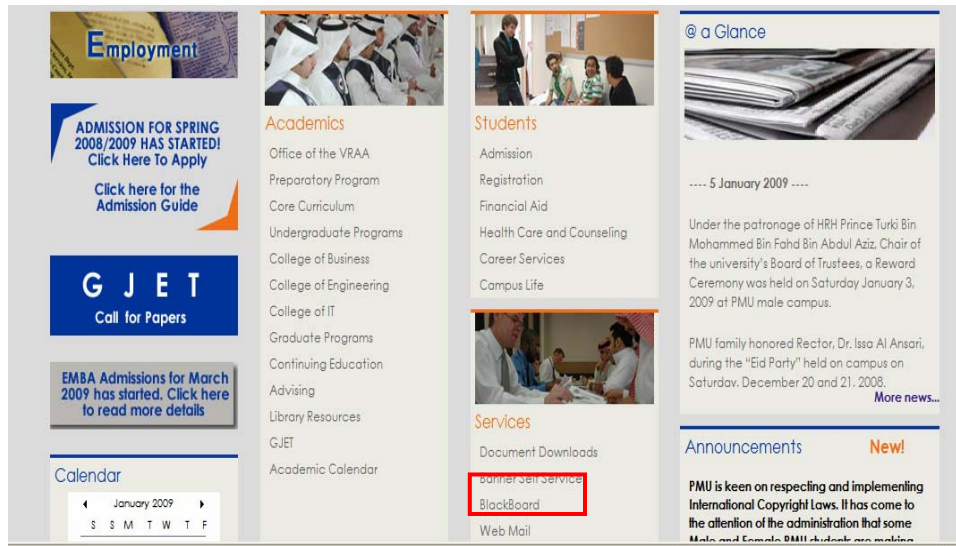


**Step 1.** Click on the Internet Explorer icon to open up your web browser.

**Step 2.** In the Address field, type the PMU Website <http://www.pmu.edu.sa> then press Enter.



The screenshot shows a Microsoft Internet Explorer browser window with the title "PMU : Home page - Microsoft Internet Explorer". The address bar contains "http://www.pmu.edu.sa/". The website content includes the PMU logo, the tagline "MAKING HISTORY BUILDING LEADERS", and a banner for "A NEW DAWN" event. The main content area is divided into several sections: Employment (Admission for Spring 2008/2009), Academics (Office of the VCAA, Core Curriculum, Undergraduate Programs, College of Engineering, College of IT, Graduate Programs, Continuing Education, Advising, Library Resources, GJET, Academic Calendar), Students (Admission, Registration, Financial Aid, Health Care and Counseling, Career Services, Campus Life), and Services (Document Downloads, Banner Self Service, BlackBoard, Web Mail). There is also a "a Glance" section with a date "5 January 2009" and an "Announcements" section with a "New!" notice.

**Step 3. Click the shortcut link. Blackboard**

The screenshot shows the PMU website home page. The layout includes several sections: Employment, Academics, Students, @ a Glance, GJET, EMBA Admissions, Calendar, and Services. The Services section is highlighted with a red box, and the 'Blackboard' link is also highlighted with a red box.

**Employment**

**ADMISSION FOR SPRING 2008/2009 HAS STARTED! Click Here To Apply**  
Click here for the Admission Guide

**GJET**  
Call for Papers

**EMBA Admissions for March 2009 has started. Click here to read more details**

**Calendar**  
January 2009  
S S M T W T F

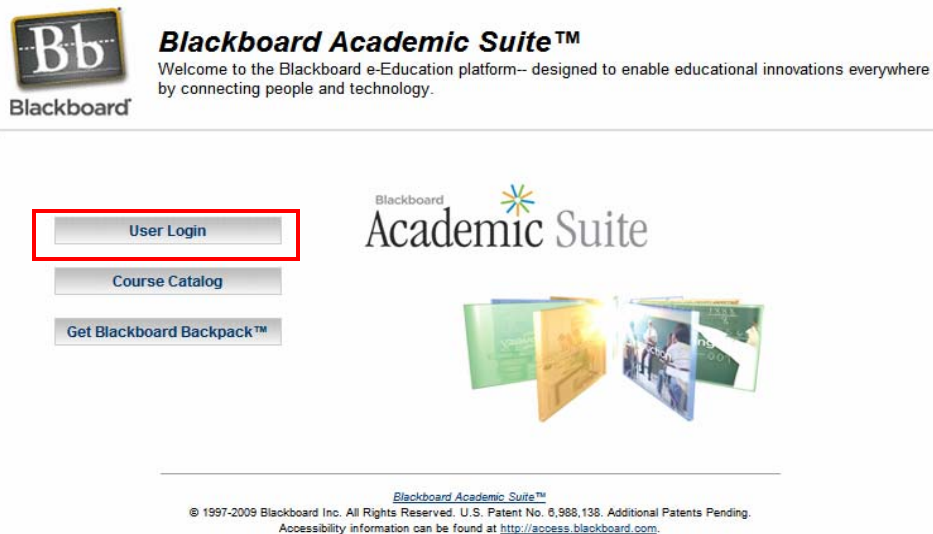
**Academics**  
Office of the VRAA  
Preparatory Program  
Core Curriculum  
Undergraduate Programs  
College of Business  
College of Engineering  
College of IT  
Graduate Programs  
Continuing Education  
Advising  
Library Resources  
GJET  
Academic Calendar

**Students**  
Admission  
Registration  
Financial Aid  
Health Care and Counseling  
Career Services  
Campus Life

**Services**  
Document Downloads  
Banner Self Service  
**BlackBoard**  
Web Mail

**@ a Glance**  
.... 5 January 2009 ....  
Under the patronage of HRH Prince Turki Bin Mohammed Bin Fahd Bin Abdul Aziz, Chair of the university's Board of Trustees, a Reward Ceremony was held on Saturday January 3, 2009 at PMU male campus.  
PMU family honored Rector, Dr. Issa Al Ansari, during the "Eid Party" held on campus on Saturday, December 20 and 21, 2008.  
[More news...](#)

**Announcements** **New!**  
PMU is keen on respecting and implementing International Copyright Laws. It has come to the attention of the administration that some Male and Female PMU students are making

**Step 4. Click the User Login button.**

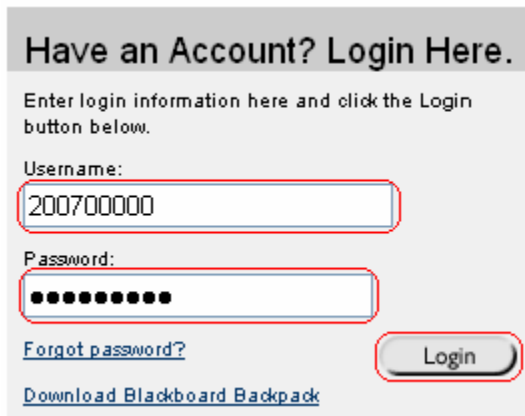
The screenshot shows the Blackboard Academic Suite login page. The 'User Login' button is highlighted with a red box. The page includes the Blackboard logo, the text 'Blackboard Academic Suite™', and a welcome message. Below the login buttons, there is a graphic of three overlapping folders and a copyright notice at the bottom.

**Blackboard**  
**Blackboard Academic Suite™**  
Welcome to the Blackboard e-Education platform-- designed to enable educational innovations everywhere by connecting people and technology.

**User Login**  
**Course Catalog**  
**Get Blackboard Backpack™**

**Blackboard Academic Suite™**  
© 1997-2009 Blackboard Inc. All Rights Reserved. U.S. Patent No. 6,988,138. Additional Patents Pending. Accessibility information can be found at <http://access.blackboard.com>.

**Step 5.** Blackboard Login authentication window will appear. Type your Blackboard **Username**



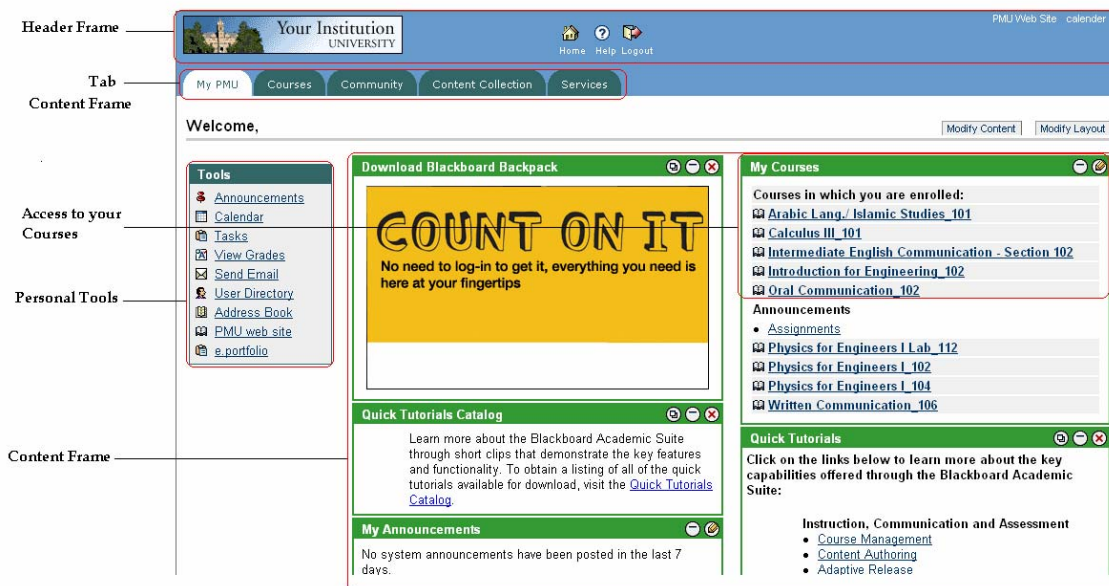
**Step 6.** Type your **Password**

**Step 7.** Then click **Login** button



*Note: If you have problem on Blackboard Username and Password, please visit PMU IT Technical Support Center at your Campus.*

## Blackboard Institution Page



## Header Frame

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The header frame contains navigation buttons that allow the user to access the PMU home page, access the help, and logout.

## Tab

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- **My PMU** - The My PMU tab contains tools and information specific to each user's preference.
- **Courses** - To list all the courses that the students have been enrolled with the Instructor Name.
- **Community** - The community tab lists Organizations specific to each user, the organization catalog for PMU, and the PMU Discussion Boards.
- **Services** - The Services Tab contains links to other institutional offerings outside of the Blackboard Learning System.

## Content Frame

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The content Frame always contains one of the following pages.

- **Tab** - The area that appears on the content frame when a tab is clicked. Tabs hold broad information and allow the user to access the pages containing specific content and features.
- **Page** - A page appears in the content frame when accessed through one of the navigation tools.

## Personal Tools

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### *Announcement*

Displays all of the announcements from the instructor related to courses in which user is participating. Announcements are organized and displayed by:

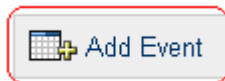
- Current Dates
- Last Seven Days
- Last thirty days
- View all course organization announcements



Use the drop-down arrow to select a view or click on the tabs to view the announcements for a specific period of time.

### *Calendar*

Calendar tool allows you to view events by day, week, month, or year for all the courses in which you are participating; allows you to add personal events, and customize the calendar view.





You can use the button to add an event and add it to the calendar.



You can use the button to view events for a specific date and time. Select a date and time and the Calendar will immediately display events for that time.

## How to create a Personal Calendar Event

**Step 1.** Click the  shortcut.

**Step 2.** Click the  button.

**Step 3.** Type the Event Title in the **Event Name** field

**Step 4.** Type the description for the event in the **Description** field.

**Step 5.** In the Event Time Section, select the Event Date, Event Start Time, and the Event End Time.

**Step 6.** Click the  button.

**Step 7.** Then click  button.

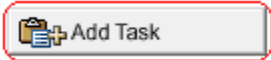


*Note: Only events created by you can be removed. Events created by an Instructor, Leader, or Administrator cannot be changed.*

## Tasks

You can view course-related tasks and add your own personal tasks. You can sort the list of tasks using the drop-down arrow and select the task category. Categories include;

- All Tasks
- My Tasks
- Tasks by Course or organization

You can use the button  to add a task.

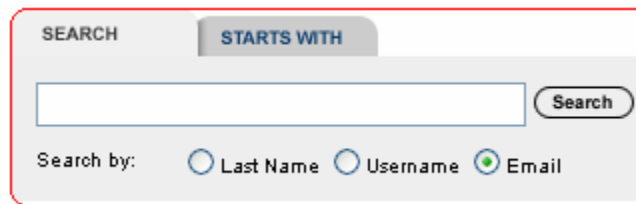
## View Grades

The My Grades page lists each user's courses and organization. Users then select a course or organization to access a grade report.

## User Directory

The user Directory lists users. A search function at the top of the page creates a list of users. Click on a listed user's email address to send an email. (See How to send an E-mail Message section on Page )

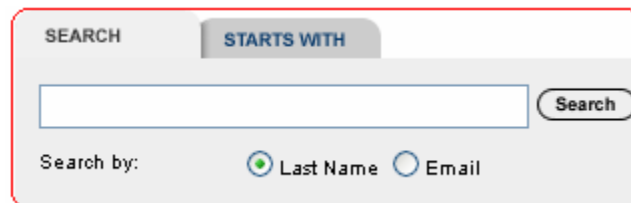
User can search using the different variables selected from the search tabs.

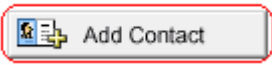


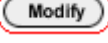
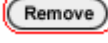
## Address Book

Users can store contact information in the Address Book. The Address Book is empty until the user enters contacts.

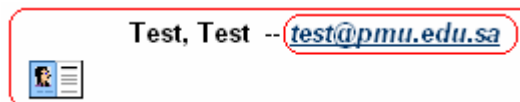
The Address Book contains a search function at the top of the page. User may search using the different variable selected from the search tabs.



Use the  function to add a contact and add it to the address book.

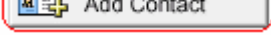
Use the  function to modify the contact or  function to remove the created contact.

To send an email click the email address.



## How to Add a contact to the Address Book

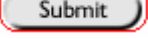
**Step 1.** Click the  shortcut.

**Step 2.** Click the  button.

**Step 3.** Type the First Name on the **First Name** field.

**Step 4.** Type the Last Name on the **Last Name** field.

**Step 5.** Enter additional contact information (**Optional**)

**Step 6.** When you are finished, click the  button.


**Step 7.** Then click  button.

## How to search for a Contact

**Step 1.** Click the  shortcut.

**Step 2.** Type the Last Name of the contact you want to search for in the **Search** field.

**Step 3.** Click the  button.

**Step 4.** When you are finished, click the  button.



*Note: You can search using the other criteria, just select the **User Name** or **E-mail** radio button in the **Search By** Section.*

## ***PMU Website***

Is a shortcut link for PMU Website ([www.pmu.edu.sa](http://www.pmu.edu.sa)).

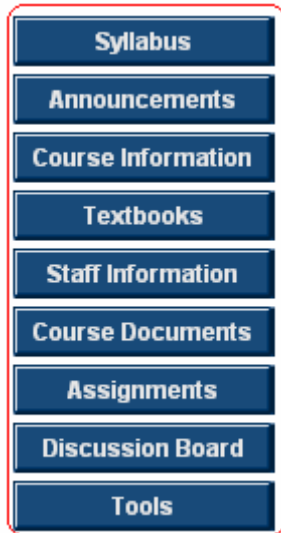
## ***e-Portfolio***

See Tasks section.

## Course Menu

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The Courses Menu appears on the left side of a course and contains links to materials and tools within the course. The Instructor can customize the appearance of the course menu and the content and tools available to users.



### ***Syllabus***

Display syllabus information for the specific course.

### ***Announcements***

Displays all of the announcements from the instructor related to courses in which user is participating.

### ***Course Information***

It displays the descriptive information about the course.

### ***Textbooks***

Display information's about the textbooks for the course.

### ***Staff Information***

Instructor can post information about themselves, teaching assistants, guest's speaker and other course leader.

### ***Course Documents***

Displays the content information about the course (lecture materials, handouts etc..)

### ***Assignments***

Displays a description of and access to a class assignments

### ***Discussion Board***

It is a tool for sharing thoughts and ideas about class materials. It is made up of forums that may appear anywhere in the course.

### ***Tools***

Contains links to course tools (Address Book, Calendar, etc..)


### ***Communication***

The communication area allows access to a collection of tools related to a class communication. Allow users to send email, access discussion boards, Collaboration Tools, User Rosters and User Group Pages.

### ***Course Map***

Is a collapsible tree directory that is used for Navigation within a course.

## How to Logout to Blackboard


To log out of the Blackboard system, on the header frame click the  icon.



**Note:** It is important that you log out when you are finished with your session, so that others cannot gain access to your account information.

## How to change my Password

**Step 1.** Click the  tab.

**Step 2.** On the Course List  click one of your Courses.

**Step 3.** Click the **Tools** button in the Course Menu

**Step 4.** Click the **Personal Information** shortcut.

**Step 5.** Click the **Change Password** shortcut.

**Step 6.** Type the new password in the **Password** field.

**Step 7.** Type the password again in the **Verify Password** field.

**Step 8.** Click the  button and then click .

## Getting Help Using the User Manual


**Step 1.** Click the  tab.


**Step 2.** On the Course List  click

One of your Courses.

**Step 3.** Click the **Tools** button in the Course Menu

**Step 4.** Click the **User Manual** shortcut.

**Step 5.** Click a  book icon in the contents to expand the topic.

**Step 6.** To print the Topic, at the bottom of the page click  button.

For Blackboard assistance, please visit PMU IT Technical Support Center at your Campus or send an e-mail to [ITD-Bb@pmu.edu.sa](mailto:ITD-Bb@pmu.edu.sa)

## X. Student Evaluation (Blackboard Survey)

**Dear Student,**

The links on your Blackboard account, **Announcement** section with the format,

**Ex: PRPL0012 (Instructor Name)**

are the courses evaluation, please try to access each link for the different courses, you are enrolled too this semester, as per the request of your instructor.

The due date to access the links will be mentioned to you in class by your course instructor.

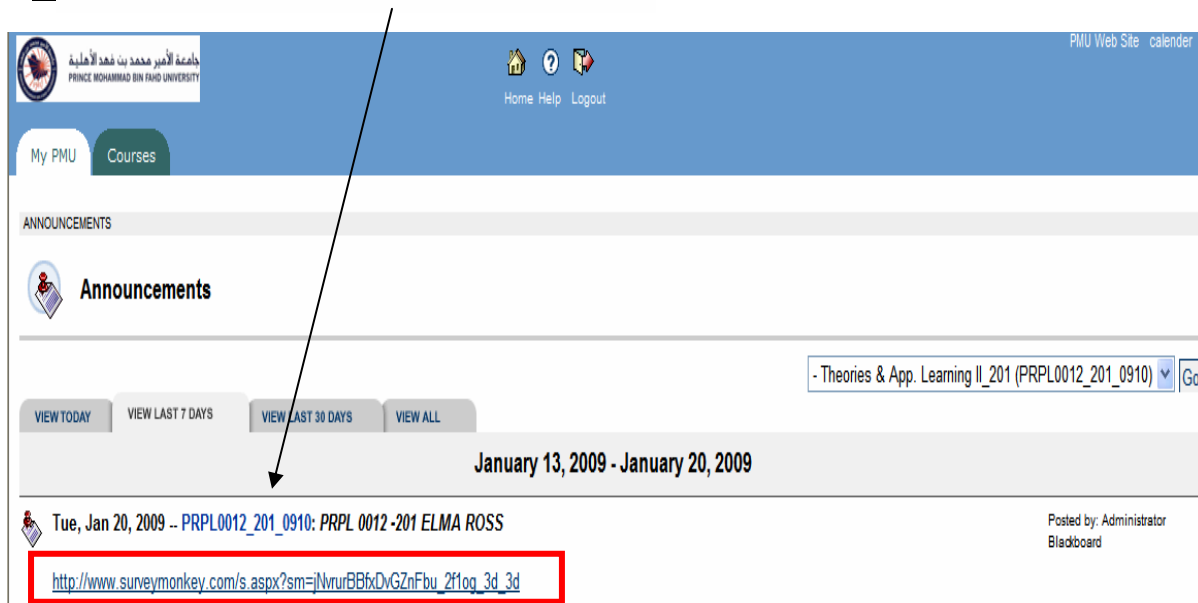
Please follow the below steps to have the evaluation done very smoothly:

1- Click on the link of your particular section

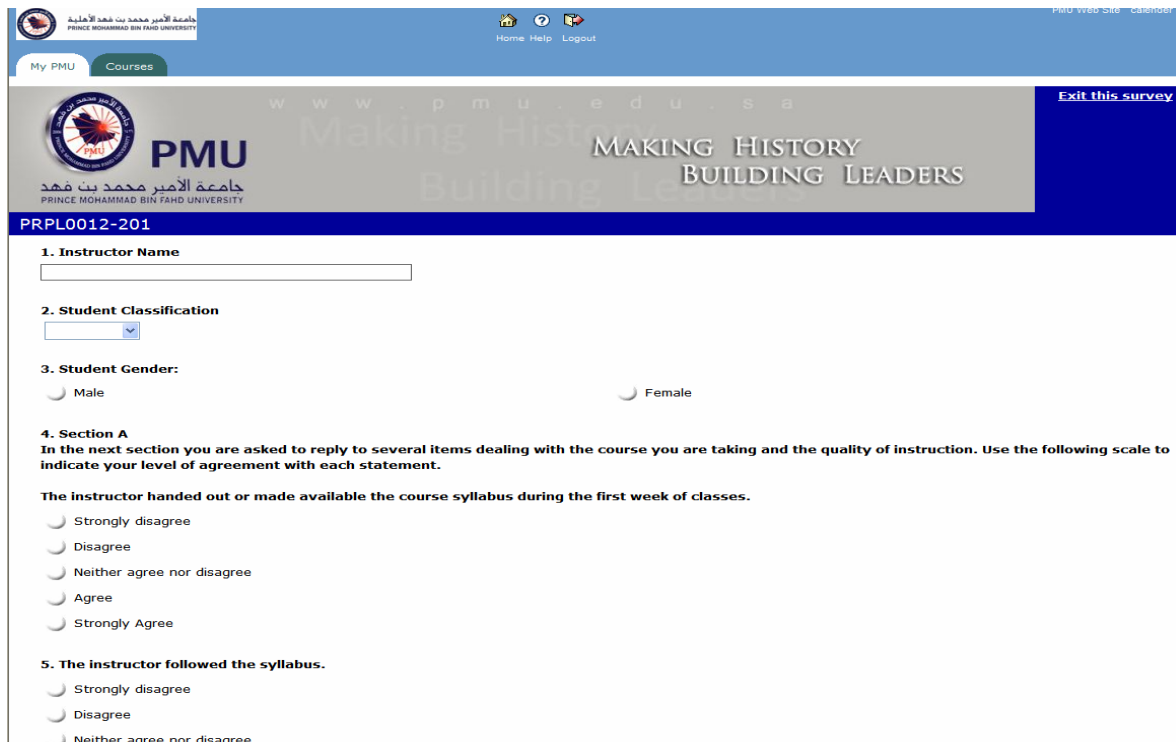
The screenshot displays the Blackboard student interface. At the top, there is a navigation bar with the PMU logo and name in Arabic and English, and links for Home, Help, and Logout. Below this, there are tabs for 'My PMU' and 'Courses'. The main content area is titled 'Welcome, Dear Student' and includes 'Modify Content' and 'Modify Layout' buttons. On the left, there is a 'Tools' sidebar with links for Announcements, Calendar, Tasks, View Grades, User Directory, Address Book, PMU web site, and e.portfolio. The main content area is divided into several sections: 'My Announcements' (with a message that no announcements have been posted in the last 7 days and a list of announcements including 'Theories & App. Learning II 201' and 'PRPL\_0012 -201 ELMA ROSS', where the latter is highlighted with a red box), 'My Calendar' (with a message that no calendar events have been posted in the last 7 days), 'My Courses' (with a list of courses including 'Oral Communication' and 'Theories & App. Learning II\_201', and a sub-section for 'Announcements' listing 'PRPL\_0012 -201 ELMA ROSS'), and 'My Tasks' (with a message that no tasks are due).

- 2- The link will lead you to the Announcement section, click on the evaluation link.

**E:** [http://www.surveymonkey.com/s.aspx?sm=jNvrurBBfxDvGznFbu\\_2f1og\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=jNvrurBBfxDvGznFbu_2f1og_3d_3d)



- 3- Type your **Instructor Name** of the section you are evaluating, and chose **Your Classification** from the drop down menu.
- 4- When you finish answering all questions click **Submit**.



1. Instructor Name

2. Student Classification

3. Student Gender:  
 Male  Female

4. Section A  
 In the next section you are asked to reply to several items dealing with the course you are taking and the quality of instruction. Use the following scale to indicate your level of agreement with each statement.

The instructor handed out or made available the course syllabus during the first week of classes.

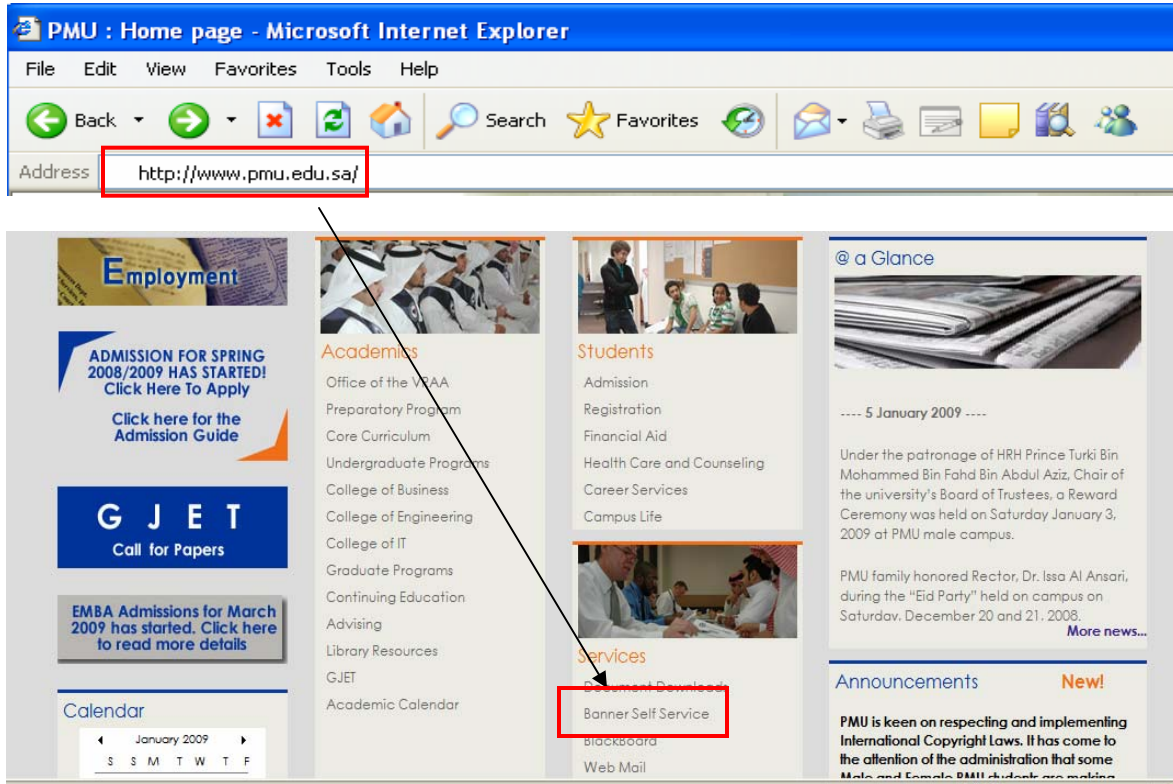
Strongly disagree  
 Disagree  
 Neither agree nor disagree  
 Agree  
 Strongly Agree

5. The instructor followed the syllabus.

Strongly disagree  
 Disagree  
 Neither agree nor disagree

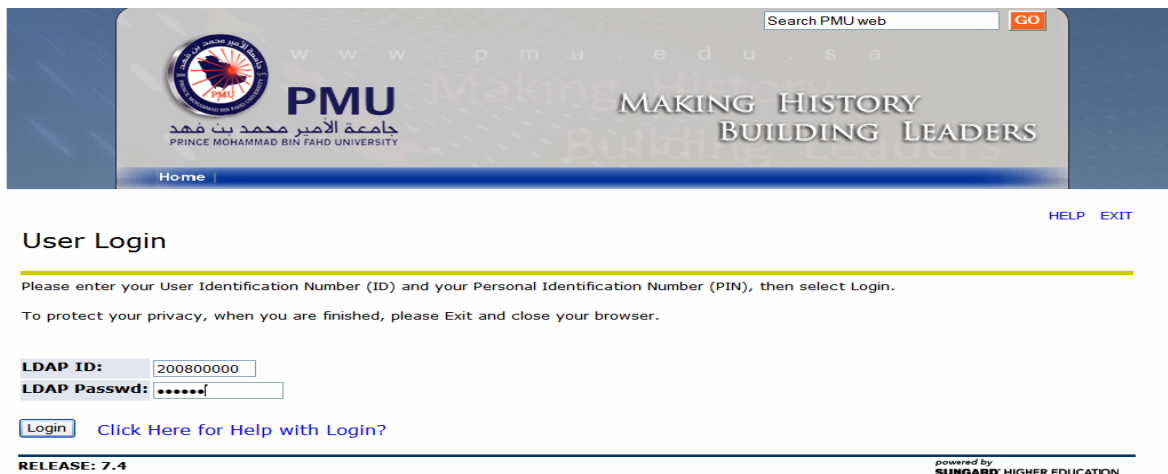
## XI. How to Access Banner Self Service

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



The screenshot shows the PMU website homepage. The address bar contains the URL <http://www.pmu.edu.sa/>. The navigation menu includes sections for Employment, Academics, Students, and Services. The 'Services' section is highlighted with a red box, and the 'Banner Self Service' link is also highlighted with a red box. An arrow points from the address bar to the 'Banner Self Service' link.

Banner Self Service Login Menu will be displayed. You will be prompted to enter your PMU Banner **ID** and **PIN** (Personal Identification Number).

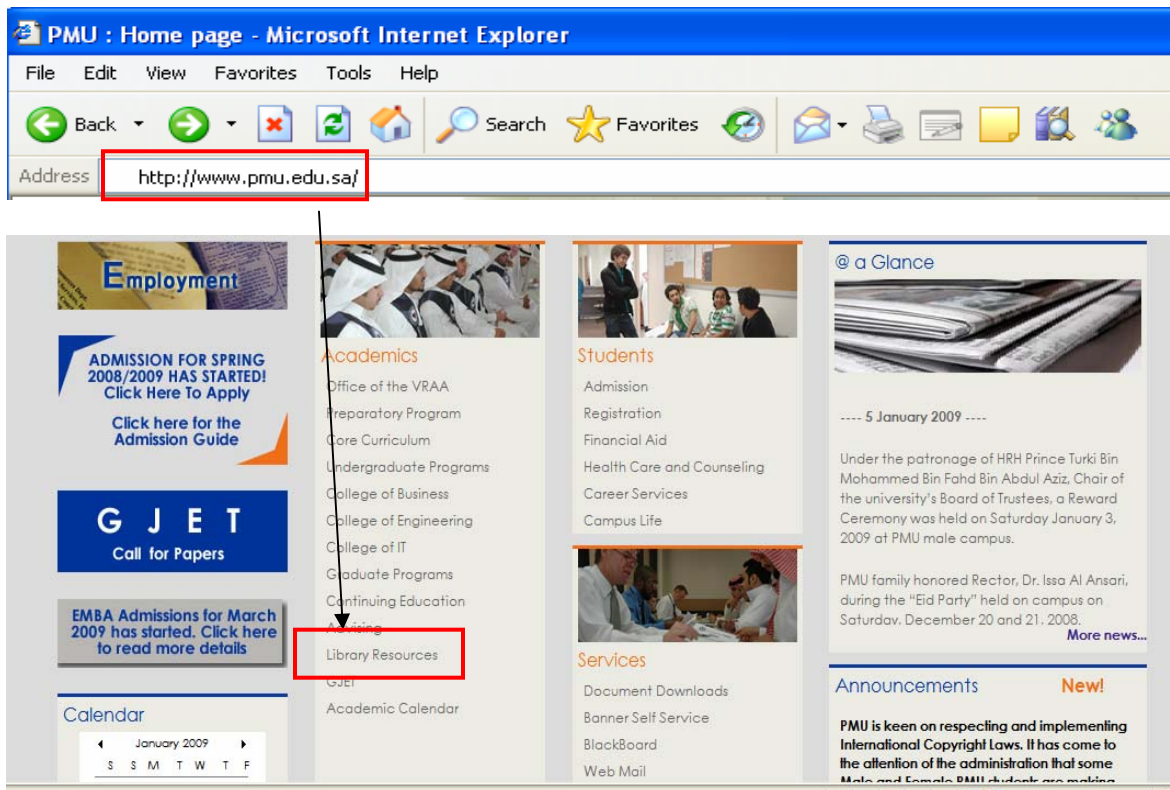


The screenshot shows the PMU Banner Self Service Login page. The page features the PMU logo and the text "MAKING HISTORY BUILDING LEADERS". Below the logo is a search bar and a "GO" button. The main content area is titled "User Login" and contains a form for entering the LDAP ID and LDAP Password. The LDAP ID field contains "200800000" and the LDAP Password field contains "\*\*\*\*\*". There is a "Login" button and a link "Click Here for Help with Login?". The footer includes "RELEASE: 7.4" and "powered by SUNGARD HIGHER EDUCATION".

For more information about Banner Self Service, please refer to **Web On-line Registration Guide** and **Banner Student Registration Quick Guide**.

## XI. Library Management System (LMS) coming soon...

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



جامعة الأمير محمد بن فهد  
PRINCE MOHAMMAD BIN FAHD UNIVERSITY

**PRINCE MOHAMMAD BIN FAHD  
UNIVERSITY**

## Forgot/Lost PIN Form

Student ID Number:			
Student Name:			
College:			
Signature:		Date:	
Submit this form to ITD/MIS – Bring your Student ID			

ITD/MIS Banner Form 10-10 (09/2008) Ver. 1.1



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**PRINCE MOHAMMAD BIN FAHD  
UNIVERSITY**

### Student IT Services Request Form

Student ID Number		_____		
Student Name		_____		
<b>Request</b>				
Banner Pin Code	Wireless Connection	Email Password	Blackboard Password	Create New Blackboard Password
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other Request: _____ _____				
<b>Update Blackboard Account</b>				
Removing Courses:		Adding Courses (Schedule needed):		
1. _____		1. _____		
2. _____		2. _____		
3. _____		3. _____		
Mobile Number (if needed)		_____		
Signature: _____		Date: _____		