



GULF COLLEGE

User Hand Book IT Services

**Prepared by:
IT & Support Unit**

INTRODUCTION

IT and Technical support unit staff are responsible for supervising and following up college labs. There are several labs equipped with the latest computers connected to the web and provided with the necessary programmes for the curriculum. The unit supervises these labs, maintains any breakdown that occurs for the PCs, protects the PCs from viruses and protects the local web.

In addition to that, the unit supports other departments with all the necessary equipments for the PCs, printers, downloading and maintenance wherever any breakdown takes place.

The office supports the following:

1. Webs
2. PCs and printers
3. Internet and local web
4. College special programmes
5. Technical and technological support for departments, labs and students.

Due to the outstanding development in the field of communication and information technology, Gulf college has established the IT and technical support unit to enhance this development in scientific and academic fields as a result of the increasing number of students and the expanding technical services as the computerized systems and computer webs as well as the technical support for users and internet services and so on. Thus, the IT unit is considered as the backbone of the college offering services for all the academic and administrative departments.

Facilities

At Gulf College, the Division of Information Technology (IT) maintains several types of facilities which support computing and technology initiatives for faculty, staff, and students. In the newly redesigned IT web site, the Facilities directory includes information on physical buildings, offices, classrooms, or labs. The Facilities directory also includes links to information about the most popular computing equipment and tools (hardware, software licensing, etc.) in use at Gulf College.

Computer Labs and Classrooms

Within IT, the educational technology group supports a number educational classrooms and labs that are enhanced with computers and other information technologies required by faculty and students. More information on the hardware and software available in these facilities can be found at a new web site is under development.

The following table shows the Computer labs, with the available software in each lab.

ab's Software

Operating System

- **Windows XP Prof.**
- **Windows 2000 Prof.**

All PC in the labs uploaded with the following software's:

- **Microsoft Office 2003.**
- **Visual Studio.Net 2003.**
- **Oracle 9i Database.**
- **Smart Draw 7.**
- **Java Creator 3.51.**
- **JDK.**
- **Text Pad.**
- **Macromedia Flash.**
- **Web Matrix.**
- **Dream Weaver MX.**
- **Flash Player.**
- **Adobe Reader.**
- **CISCO Configure Maker.**
- **Win Zip 9.**
- **Node 32 – Antivirus.**
- **Net School.**
- **Visual C++.**
- **Microsoft Front Page 2003.**
- **Lab View 8.0.**

LAB POLICIES

- **Maintain a studious atmosphere.**
- **Food and drinks not allowed.**
- **Clean up your area when you leave.**
- **No background processes without permission.**
- **No remote logins if someone logged on locally.**
- **Email all problems to "IT Support Help Desk ".**
itsupportgco@gulfclegeoman.com

Appropriate Use Policy

IT Department provides computing services, connectivity, and equipment to enhance the learning and administrative environment throughout the campus. These privileges and opportunities can be restricted if abused.

Help Desk

[Help Desk](#) is a real office, staffed with support specialists and located in the "A-Block" Walk-ins are welcome during office hours, but the best way to get help with your computing problems is to create an electronic ticket at email itsupportgco@gulfclegeoman.com or by phone **24600665** Ext. (117).

Violations of Gulf College IT Policy

@ Sharing your accounts or network resources

You should never share your user-id and password with anyone, including your family members, roommates, or friends. Everyone who should have access to computing systems at Rice has an opportunity to get his or her own account. By sharing your password, you are giving others unauthorized access to your personal files, e-mail, etc., and also to other computer resources. Change your password regularly, particularly if you think it has been compromised. Also, do not provide access to Rice network resources to unauthorized persons.

@ Increasing Network Load

Do not unduly increase the network load for non-university related activities, including:

- Spamming or mail bombing (see below).
- Chain e-mail (see below).
- Network games.

Chain E-mail - Chain e-mail of all types, including virus hoaxes, good luck/bad luck messages, and fake fundraisers, unduly strain the computing system and its resources. Don't propagate these. You may want to ask the sender not to send you further chain letters or simply delete and ignore them.

Harassment - Do not use electronic communication to distribute threatening, obscene or discriminatory messages. Repeated and unwanted electronic communication can be considered harassment.

Forgery - Posing as another person or altering your communications to hide your identity is forgery. All electronic communication, including e-mail and newsgroup postings, should have your name and user-id. Even those sent as pranks or jokes are considered forgery.

Spamming - Sending unwanted e-mail messages to a large quantity of recipients slows the network and is not permitted.

Mail Bombing - Flooding a person's mailbox with numerous or large messages with an intent to disrupt his/her normal work is "mail bombing." Not only does this affect the person who is being bombed, but everyone on the network because all activity will be hindered and slowed by the massive amounts of information that needs to be processed.

Commercial Use - College resources are intended to enhance the educational experience. Selling items online, advertising, or using e-mail as solicitation is an improper use of computing resources. Even if you are using your personal computer but are using the network connection in your college room or office, your dialup account, or other College network resources, the usage is prohibited.

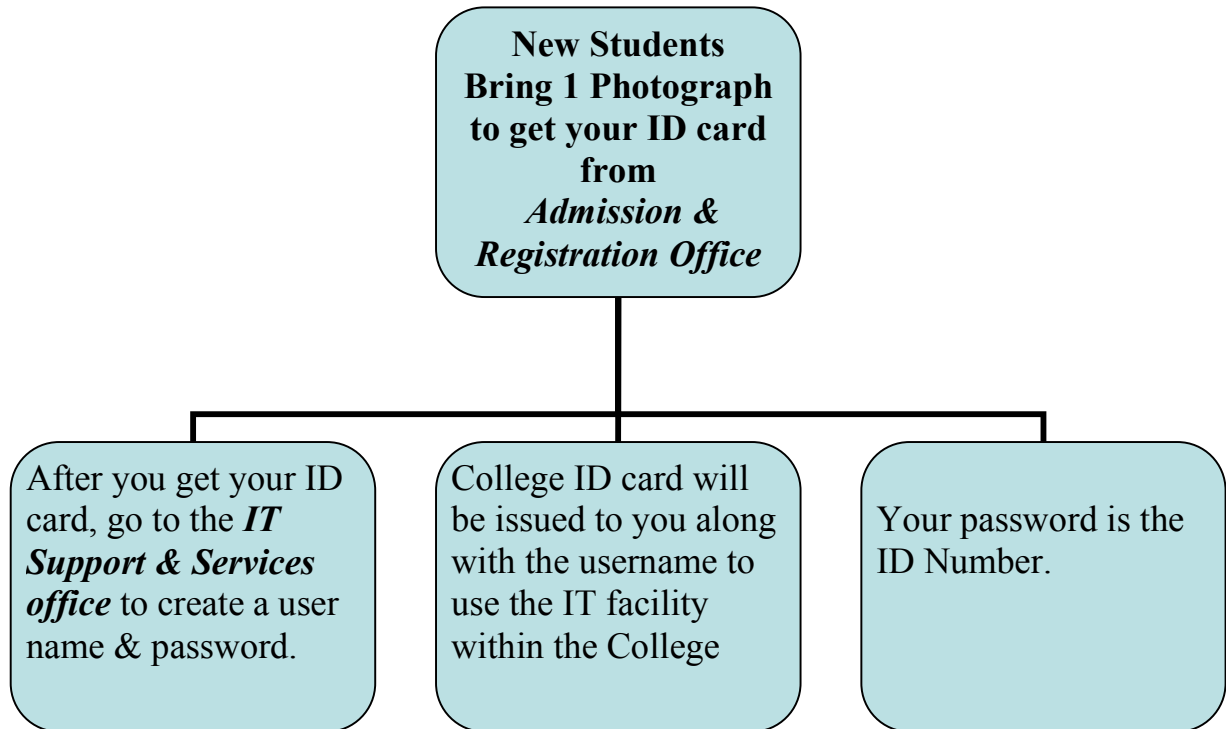
Unauthorized Access - Do not gain unauthorized access to the resources of other institutions, organizations, or individuals or use false or misleading information to gain access to unauthorized resources. Don't alter copy, move, delete software, information, or files (including software, libraries, data, e-mail, etc.) on a network server or the files of other users without permission.

Communicating or Using Personal Information - Do not communicate or use any personal or financial information without permission of its owner including passwords, personal identification numbers, and credit card numbers.

Being Irresponsible - Take reasonable precautions to prevent unauthorized persons from accessing your account or Rice network resources. Do not use a resource in a manner that will adversely affect the work of others intentionally, recklessly, or negligently.

Gulf College Students

The following flow chart shows the procedure to get your GC ID card, user name and password in order to login to any PC in the labs and library.



1- TO LOG ON TO ANY PC AT THE GULF COLLEGE LABS:

Use your user name and password to login to the PC in any Labs and library. If you don't have user name and password, please do not hesitate to contact IT Department & Services to check or to create your user login.

Ex.: **Std. Name: Mahmoud Shawkat Mohammed**
 Std. ID: 8877

User Name	mamohammed
Password	8877
Login on to	GCOLLEGE

2- TO STORE YOUR DATA (Work) IN THE G.C SERVER

Do the following steps:

1. *Open* MY COMPUTER Icon
2. You will find a drive called '*H in GCollege domain*' drive.
3. You can save your work to that drive to keep it in safe.
4. You can also save in '*My Documents*' or on '*Desktop*'.

If you need any further information or help, do not hesitate to contact our IT Support team or you can send a ticket by the following email itsupportgco@gulfcollegeoman.com.

3- College Web Site Services:

Main college web site: <http://www.gulfcollegeoman.com>
IT Support web site: <http://support.gulfcollegeoman.com>
Staffordshire web site: <http://www.staffs.ac.uk/>

4- Email Login:

All students in the college can have an email under college domain.

(userid@gulfcollegeoman.com)

IT department will create new email under Gulf College domain for new students; to use it for your communication between your friends and your Tutors also you will receive an email from Staffordshire to access the **E-LIBRARY**. You can check your email from your desktop icon called "*College Email*" or by the main web mail site (<http://webmail.bravenet.com>).

You can access your email account by following web site:

<https://webmail.bravehost.com>

Your email address will be:

userid@gulfcollegeoman.com

Userid: This will be your college student ID #.

Password: Insert (gc) then your college student ID #.

Ex.: Student Id #: 5005

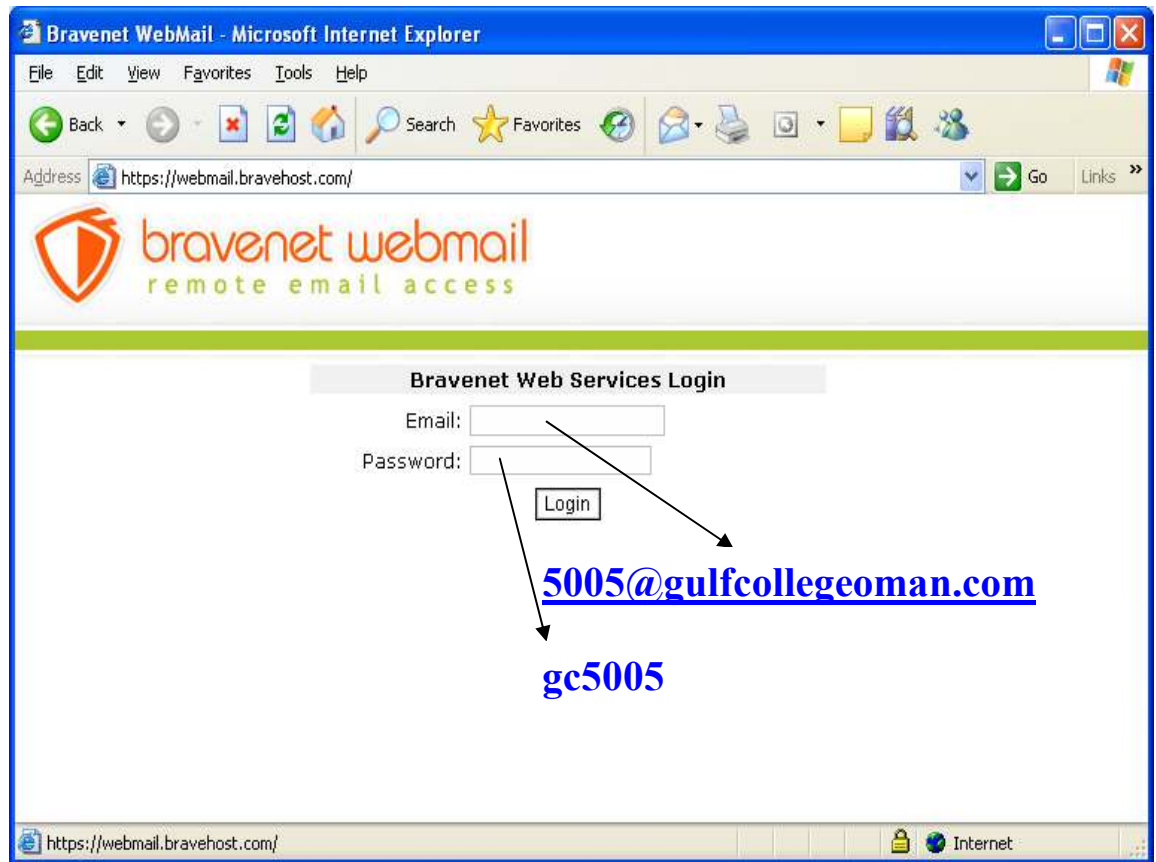
Your Email will be: 5005@gulfcollegeoman.com

Your Password will be: gc5005

You will receive an email from Staffordshire University for your login to online library (Username and password). Please check your mail every day to check for new mail.

If you need any further information or help or change your email password, do not hesitate to contact our IT Support team or you can send a request "Ticket" by our support web site, to send your request <http://support.gulfcollegeoman.com> or to send an email to itsupportgco@gulfcollegeoman.com.

This is the main page for Email Login:



In "Email" box you will insert your email address: 5005@gulfcollegeoman.com then you will insert your password "gc5005".

Online Library

This is the E-Library system, which is connected with Staffordshire University; there are over 45,000 Book, articles and magazines available online, which could be accessed from any where throw internet.

* The below web site for the login page to the e-library from Staffordshire University or you can find the short cut for online library in your desktop:

* The below web site to help you how to use the “ebrary reader”

<http://www.ebrary.com/corp/collateral/flash/QuickStart/>

The E-Library contains two different resources:

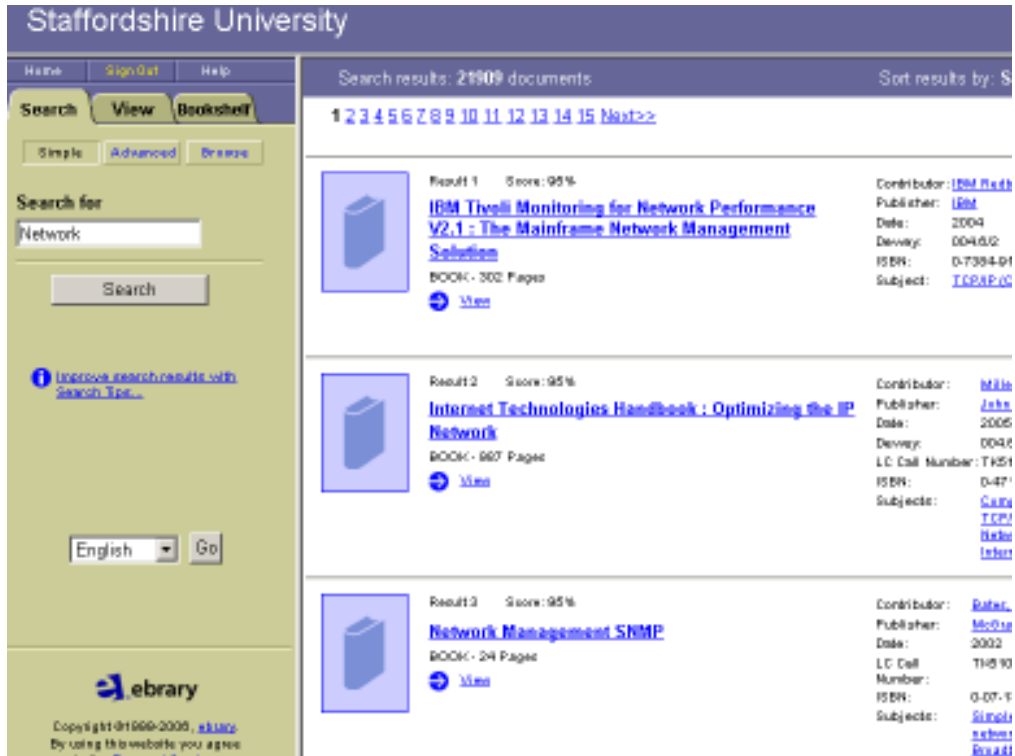
1- E - Books:

The e-book system provides a good reference for the old and the latest books resources. After confirming your authentication, you need to install “ebrary reader”, which is available in the website. This reader is a bit similar to Acrobat reader, and it enables you to navigate the required pages.

There is no way out to save the book resource on a memory, therefore, you need to copy the required materials on a word document, or print them out, if you need to read it at out-campus.

The e-book page enables an advanced search for the needed book by using Author, Title, Subject, or Publisher. Or you just simply use the simple search to explore the required book.

Suppose I need to search for Network book, then I type “Network” in the below left side text field and click (*Search*), then many books will appear on the right side of the frame, as it's illustrated in this image:



2- e - Journals:

This page doesn't require any authentications, simply visit the university web site by the following link <http://metalib.staffs.ac.uk/sfxlcl3/az/default> the following screen appear to you to write the title or subject of any journal then click 'GO' to start searching, or use the (A-Z) search method, as it appears in the web.



Titles Category Locate

0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other

Title: Starts with Contains Exact

GO

Useful Web Sites

Study Skills

<http://www.staffs.ac.uk/uniservices/infoservices/library/learn/skills.php>

Accreditation of Prior Learning and Experiential Learning (APEL) - Student Handbook

http://www.staffs.ac.uk/images/apel_pol_student_hbook_tcm68-12705.pdf

IT and Library (General Enquiries)

<http://www.staffs.ac.uk/contactus/infoservices/>

Note: You can access our web site " www.gulfcollegeoman.com " for more information for our services in the following link 'Existing Students' which includes all services and links.

OTHER SERVICES

I. Printing system

To be eligible to use the printer to print out your documents, you have to be a completely registered student in the Gulf College. The College provides you with a user name and password to enable you of accessing the College computers.

By default, the College enables you to print out a limited amount of papers each semester (200 Page/S). If you wish to print out more documents, then you need to charge your account with the certain amount (**R.O 5.0**) you need. Please visit the College Accounting department for this purpose and then go to IT & service department to add the new amount to enable you to print. There are two large and heavy duty printers available in the College library, to provide you with the printing services; the following steps help you to print out your documents successfully:

1. Log-in to any computer with your own user name, and password.
2. Open your document and run the print order.
3. Configure your print out layout and quantity properly, as this print out order will be deducted from your credit account.
4. Press ok, a pop-up window will appear and ask you to type your password again, this step is essential for your security.
5. Verify your password and press ok.
6. Go to the printer location and collect your print out sheets.
7. Don't forget to log-off your account before you leave your running computer.

2. Photocopying System

A photocopier machine is located in the library, you can ask on duty assistants to help you photocopying your materials. Reasonable charges will be applied based on copies quantity required.

The College is responsible about providing you with the following materials, with no charges.

1. Modules Handbook

2. Lecture notes and any other lecture materials, **for once only**. If you lost these notes or materials, then you need photocopy them based on your account.

On the other hand, you will be charged on photocopying any one of the following:

1. Lost materials, lecture notes, or module handbook.
2. Your research support materials; such as books, magazines references.
3. Your projects and assignments.
4. Any other personal documents.

3. Internet Services

You can use the Internet service in the College Labs available, as well as the library. The College provides you with a full Internet access to all possible sites during the Labs available hours. The labs might be used by tutors for the practical lessons, at this time, you are supposed to leave the computer lab, if the tutor asks for that.

The Labs opening hours are between 08:30 AM – 10:00 PM

Adding to the general lab policies, there are some more rules that you have to commit to, based on the Gulf College Policies and regulations:

1. The College keeps a record of all Internet users, therefore, any **hacking, attacking or violation** over the net will be subjected to the maximum College penalties.
2. It is strictly prohibited to access, view, download or upload any **pornography** materials, as the College regulation deals strictly with this issue.
3. Students are not allowed to give their user name and password to any **intruders**.
4. **Chatting, or playing games** are not allowed during the busy time of students' assignments, or during the increase demand on computers.
5. Internet Download and installation of any software materials are not permitted. If a security attack has occurred by using the administrator authentication; then an investigation will be conducted on the highest level.