

Startup Guide

Overview:

This document provides startup information to RU faculty, staff and students regarding account information, network access, and e-mail.

Help Desk

(540) 831-7500

Stockton Street Unit #5

<http://www.radford.edu/~helpdesk>

The Computer Help Desk provides a single point of contact for the resolution of computer related problems for Radford University. Telephone and walk-in support are provided during the following:

Hours:

- Monday – Friday, 8:30am – 5:00pm

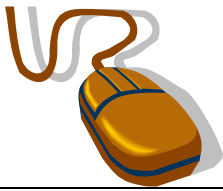
Email and Web Accounts

Accounts are created automatically for all faculty, staff, and registered students. The **same** account name and password grants access to all university resources such as the modem pool, the university network, e-mail, web server space, and library resources.

Username

You will need your username to access your email as well as log into computers across campus. Your email address is username@radford.edu. Once you have your username, you have your email account.

1. New and Old users will need to open any web browser and go to the site <https://www.portal.radford.edu>
2. NEW users must choose the “**Account Activation**” link to active your account. ***NOTE: New users may need to access resources on campus in order to activate your account before dialing in from off campus. General purpose computers are located in the Walker Technology Resource Center in Walker Hall.***
3. Returning students may simply login with their username and password in the appropriate fields.



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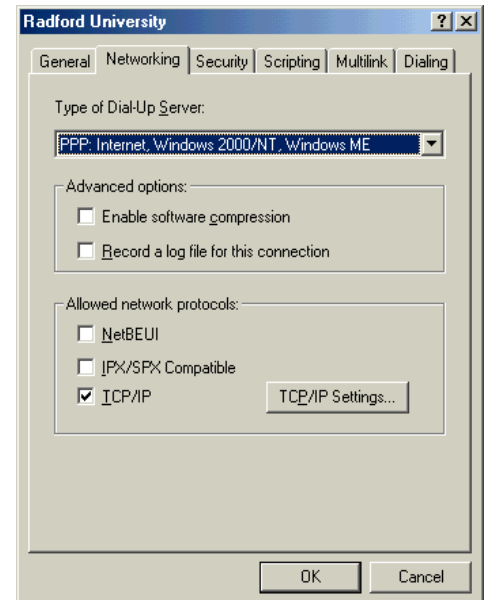
Getting Connected

Modem Pool

Free to all faculty, staff, and students, the University provides high-speed access to the Internet and to Radford University network resources via 56K v.90 modems. To connect to the modem pool from off-campus, a 'Dial-Up Networking' connection is required.

Windows 95/98/Me

1. double click on "My Computer"
2. double click on "Dial Up Networking" – Windows 95/98
3. double click on "Control Panels" –Windows Me
 - a. double click on "Dial Up Networking" – Windows Me
4. double click on "Make New Connection"
5. It will ask you what you want to name the connection...name it "Radford" then click on "Next"
6. It will ask you what modem you would like to user. Your computer should automatically detect your modem so simply click on next.
7. It will ask you for a phone number...you can find the modem phone numbers at the bottom of this page
8. click "Next", click "Finish"
9. now back at the network connection window left click on the Radford dial up icon once to highlight it and in the upper left hand corner of the window click on "File" then choose "Properties" from that list
10. this will bring up a window with a series of tabs at the top...click on "Networking" – Windows Me or "Server Types" – Windows 95/98
11. Make sure that the only box check marked is **TCP/IP**, and that your type of "Dial-Up Server" begins with "PPP Internet Windows..."
12. Click the '**TCP/IP Settings**' button. Verify that it is set to '**Server Assigned IP Address**', '**Server assigned name server addresses**', and that both check boxes are checked. The text box fields on the page should be grayed out. Click on '**OK**' once settings are correct. Click '**OK**' again.
13. now drag the "Radford" connection to the desktop
14. when you double click on the "Radford" shortcut, it will ask you for your **Username** and **Password**



Mac OS

1. click on the "Apple" in the upper left hand corner
2. go to "Control Panels"
3. go to "TCP/IP"
4. make sure you are set up to "Connect via: PPP"
5. make sure that "Configure: Using PPP Server"
6. under "Search Domains" enter "radford.edu"
7. close that window and click "Save" to save changes
8. click on the "Apple" in the upper left hand corner again
9. go to "Control Panels"
10. go to "Remote Access"
11. it will ask you for your **Username** and **Password** and a phone number which you can get at the bottom of this page

Local Access Numbers

Radford	633-1894
Roanoke	857-8923
Pulaski	633-1894

OFF-CAMPUS residents with "831" as a prefix will need to insert a "9," before the **Access Number**

University network

On campus, faculty and staff are connected directly to network resources via Ethernet connections. Connections are provided by Network Services.

All residence hall rooms have two 10Mbps Ethernet network connections for connectivity. Students must purchase and install an Ethernet adapter and cable to make use of these connections. Recommendations for computers and supported Ethernet adapters may be found at <http://www.radford.edu/~helpdesk/recommend.html>