

Student Technology Troubleshooting

DePaul School of Music

CONTENTS

1.	<u>Computer Problems</u>	p.2
2.	<u>Registration and Blackboard Login Problems</u>	p.3
3.	<u>Receiving Email sent to you via Blackboard</u>	p.4
4.	<u>Accessing Online Listening/Viewing Examples</u>	p.5
5.	<u>Technology/Software Training for Students</u>	p.6
6.	<u>Submitting a Ticket through the Technology Contact Center</u>	p.7

1. COMPUTER PROBLEMS

Problems with your home computer:

If you have a technical problem on your own computer, try using a DePaul campus computer at the Student Center, the DePaul library, or any of the DePaul Student Labs before seeking technical assistance. If the problem is found to be specific to your own computer, you must resolve it on your own. Technical assistance at DePaul does not cover privately owned computers.

Problems with a DePaul computer

For problems with School of Music MAC lab computers contact the School's technology coordinator at musictech@depaul.edu (773) 325 4801.

If you have a problem with another university computer, you should notify the DePaul Technology Contact Center (x28765 or Log into <http://campusconnect.depaul.edu> and click on "Technology Contact Center" – bottom-left of the main menu), with a detailed description of your problem. See the last section of this document for full instructions.

2. REGISTRATION AND BLACKBOARD LOGIN PROBLEMS

If you try to register to a class through Campus Connect and get an error, contact Davin Youngs (773) 325 4358 dyoungs@depaul.edu, or the DePaul Technology Contact Center (see the last section of this document for full instructions).

If you are registered and have trouble logging on to Blackboard or if you can log on to Blackboard but do not see a course that the instructor has asked you to access, e-mail blackboard@depaul.edu and provide your name, DePaul user ID, DePaul student ID#, class in question (including course number), and an explanation of the problem. Alternatively, you can contact the DePaul Technology Contact Center (See the last section of this document for full instructions).

3. RECEIVING EMAILS SENT VIA BLACKBOARD

Important!

To make sure you receive communication sent to you via Blackboard you need to do the following:

A) Log on to Campus Connect <https://campusconnect.depaul.edu/>

B) Click on "Demographic Portfolio" under the Main Menu, and select "Email Addresses"

Your current/active address should be listed, designated as "Home" (under Email Type), and have the "Preferred" box next to it checked. If not, do the following:

1) Change the type of the address currently designated as "Home" to something else

2) Click on "Save" and then on "Ok"

3) Click on the "Add an Email Address" button, enter your current/active email address, select "Home" as the email type, and check the "Preferred" box next to it.

4) Click on "Save" and then on "Ok" - Log out of Campus Connect

Your changes will be forwarded to Blackboard by midnight of the day you submit them to Campus Connect. For current quarter changes, you need to submit them by the course drop deadline.

4. ACCESSING ONLINE LISTENING/VIEWING EXAMPLES

A) Listening examples available via the Naxos Music Library

- 1) Access the 'Naxos Music Library' from the DePaul Library website. Go to <http://library.depaul.edu/>, → Journals & Articles → A-Z Database List. Click on the letter N, and locate and click on the Naxos Music Library link. If you are on campus no login information will be required. If you are not on campus, you will be asked to enter your Campus Connect login information.
- 2) Click on the 'Playlist' button on the navigation bar at the top of the page (above the alphabet) and click on the Playlist name indicated by your instructor.
- 3) Select the tracks you want to listen to by clicking on the checkbox to the left of the music example and click on 'PLAY SELECTIONS' located on the lower right side of the page.
To listen, you will need to have the latest Windows Media Player. This player comes with Windows and is available for free for the Mac at <http://www.microsoft.com/mac/products/flip4mac.mspx>
- 4) When finished, **make sure you click on the red LOG OUT button at the top-left of the NAXOS page.**

For best results, MAC users should use Internet Explorer. All Macs at the Music School lab are "Naxos-ready".

B) Listening/Viewing examples digitized and posted for a specific class in Real format.

To listen to any sound example or view any video, click on the name of the desired file (this assumes that the faculty teaching the course(s) in question uses blackboard and has posted online listening examples in appropriate lists). All examples are in Real format. To download Real Player for free go to <http://www.real.com>. All DePaul student lab computers, including the School of Music MAC lab, are configured appropriately. To ensure that all files will play as expected **you are strongly encouraged to use a DePaul computer.**

If you use your home computer, have Real Player 10.5 installed, have the current version of any popular browser, **but still cannot access the files**, make sure your Real Player is configured appropriately by following the steps below:

- 1) Open Real Player
- 2) Go to "Tools" -> "Preferences"
- 3) Click on "Media Types" (under "Content") to the left of the "Preferences" window
- 4) Check the "Manually configure media types..." radio button and click on the "Select..." button

- 5) Scroll down the list that opens to locate the “Other Media” section and check the “Real-Time Streaming Protocol” check-box
- 6) Click on OK under the list and again under the “Preferences” window and restart Real Player

If you use your home computer, have Real Player 11 installed, have the current version of any popular browser, but still cannot listen to the files, try the following fix:

- 1) Open RealPlayer
- 2) Go to "Tools" -> "Preferences" -> "Connection" -> "Network Transports"
- 3) Click the 'Manually Configure Connection Settings' check box
- 4) Click 'RTSP Settings...'
- 5) Uncheck all the boxes except for the bottom one, labeled 'Attempt to use HTTP for all content'
- 6) Click OK, save the settings, and restart Real Player.

If you continue having problems, use a DePaul computer. DePaul does not offer technical support for home and/or dorm computers. If you encounter problems on university computers, follow the instructions in the first section of this document.

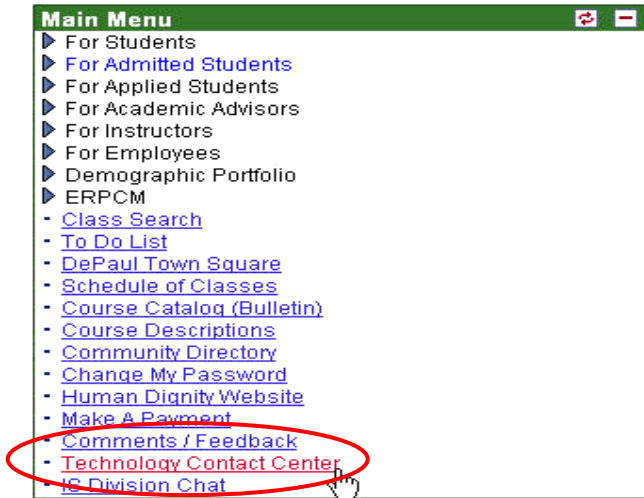
5. TECHNOLOGY/SOFTWARE TRAINING FOR STUDENTS

Instructional Technology Development (ITD) offers FREE Technology Training for DePaul students. Training topics include Blackboard, Microsoft Word, Microsoft Excel, Microsoft Access and Microsoft PowerPoint.

To register for training or to simply learn more about the trainings offered, visit the ITD website at: <http://www.itd.depaul.edu/website/Students/training.asp>

6. ACCESSING THE TECHNOLOGY CONTACT CENTER & SUBMITTING AN ONLINE TICKET (x28765)

a. Login to CampusConnect and in the Main Menu, select Technology Contact Center



b. Click on Request Help – Submit a Case

Technology Contact Center(TCC)

Answers to Frequently Asked Questions(FAQ)

Student FAQ

[How do I change my student email password?](#)

[I cannot delete my student email](#)

[How do I change email address in Blackboard?](#)

[I dropped a class but it still appears on my schedule.](#)

[I received a red error after inserting class number](#)

[Configuring Outlook Express For Student Email](#)

Faculty FAQ

[I am not sure my grades have been submitted.](#)

[I am missing my class/grade roster](#)

[Forwarding Outlook Email](#)

[Configuring Outlook for Condor Email](#)

[How do I make my Blackboard course available?](#)

Staff FAQ

[How do I archive email](#)

[How can I tag a message as spam?](#)

[How do I access Outlook and the network drives from home?](#)

[How do I add a network printer?](#)

[How do I filter spam email in Outlook?](#)

[I cannot proxy into another Outlook email account](#)

Technology Resources:

[Computer Labs - Check Seat Availability - Live](#)

Your Options For Technology Assistance:

Call 312-362-8765 for one-on-one assistance by Phone.

(M-F 8am to 8pm, Sa 10am to 6pm, Sun Noon to 6pm. **The TCC is closed during all university holidays.**)

[Request Help – Submit a Case](#)

- c. Under **Problem Summary**, type **Library-problem**. In the **Category** section, click the drop-down menu and select **ITD**. In the **Problem Details** section, please include a detailed description of the problem: what type of hardware/software is affected and include any troubleshooting that has been done. (Make sure to include a PC number if the machine is in a lab.)

Name: Marlyece Blum

Contact 312/362-6252 [Edit Contact Detail](#)

Problem Description

***Problem Summary (required)**
Library-problem

We can help you more quickly if you provide us with additional information below:

Problem Details
Full description of problem including as many details as possible. Is the problem with the monitor? CPU? Is there a PC number on the monitor (if it's in a lab)?

Case Type
Problem

Category
Applications
Campus Connect
Classroom Issues
Computer Order
Hardware
ITD
Network
Non Technical Question
Operating System

[Edit](#)

- d. In the **Address Detail** section include the location of the equipment. (You can also indicate the PC# here as well, if applicable). If your issue is Blackboard-related, indicate it here as well. If no **Address Detail** section appears, enter this information in the **Problem Details** section.

Where were you when you encountered the problem? [Edit](#)

Address

Detail JTR library 2nd floor lab. You can indicate PC# here as well (if applicable).

Attachments (if any)

- e. Once you have completed all the required information, click **Submit** to save the case.

Problem Description

***Problem Summary (required)**

Library-problem

We can help you more quickly if you provide us with additional information below:

After you submit the case you will receive a message indicating that **Your case was successfully submitted**. Please make note of your ticket number.

Technology Contact Center

Request Help-Submit a Case

[Update this Case](#) [Create Another Case](#)

Your case was successfully submitted. Your case number is 273963.