

Emily Carr University

ITS Digital Resources Guide

ITS (Information Technology Services) oversees all ECU *computer digital resources* in support of courses originating from all ECU areas of study. The following guide contains valuable information for using these resources. Additional information can also be found at www.ecuad.ca/its

09/09



Technical Assistants (TA)

Technical Assistants are available to assist you with technical problems. Curriculum and software questions should be directed to your instructor.

Mac Techs:

Jim Oaten & Nancy Klassen Room 203e, Cliff Veley Room 207:

- Mon–Wed.8:00 am - 10:00 pm
- Thur.-Fri.8:00 am - 4:00 pm
- Saturday & Sunday 9:00 am - 5:00 pm



Access Policy

Only qualified students may access the digital studios. In general, you should take a digital studio course or have an orientation with a TA in order to qualify for access.

Students may access additional computer time outside of classes. You may not access computers during other scheduled classes. Class schedules are posted in room 203 and available on the ITS webpage: www.ecuad.ca/its

Computer stations may be reserved using a booking system found at: www.ecuad.ca/its.

Your computer access ends on the last day of each semester or the last day of your last scheduled computer class, unless otherwise posted. Card Readers are deactivated at that time.

You should familiarize yourself with ECUAD's Code of Conduct for Use of Technology Facilities and Services at: www.ecuad.ca/student-services/policies



Security

To ensure the security and safety of the students, staff and equipment, the entrance to digital studios are controlled by Card Readers. You must use your ECU Student card or ECU Continuing Studies card to access these areas. You will be issued a card at the beginning of the semester or at your first Continuing Studies class. Keep this card with you. **Should you forget your card you will need to contact security for access.** Do not open Card Reader doors to someone you do not know. Do not prop open Card Reader doors.



Restricted Activities

- **Food and beverages** are not permitted in any Digital Studio, or near any computer.
- Removal of equipment, chairs, and furniture from the Digital Studios is not permitted.
- **Removal or attachment of any type of computer equipment, laptop or peripheral, to the studio computer workstations or network connectors is not permitted.** You may only use, where installed, 'Patch Panels' for connecting USB or Firewire devices.
- The installation or copying of software to or from the computer workstations is not permitted.
- Broadcasting of audio/music recordings or radio is not permitted. Personal listening must be confined to headphones.
- Garbage, personal items, and other debris must be removed from the Digital Studios. Please see reception or the TA if you may have left something behind.
- Each room has a reference binder that contains useful documents or handouts for using the various hardware and software found in the room. These binders must not be removed from the Digital Studios for any reason.
- Software reference material is generally available within application's help menu or on the internet.
- Please do not leave the computer unattended for extended periods of time. Computers left vacant for more than 30 minutes are considered available, regardless of prebooking.



Network

All computer workstations are networked to facilitate printing, file storage, and access to remote computing resources (file servers and internet services). However the computers are generally not configured to allow for file sharing between stations.

You will be instructed in the procedure for accessing the network.

You should logout from the network, if you are logged in, before leaving the classroom. Select "Log out" or "Restart" from the "Apple" menu.



Printing

ECU uses Cash Cards for printing, referred to as Print Cards. Print Cards are plastic cards with a magnetic strip on one side and ECU's logo on the other. Print Cards are needed to pay for computer printing and are purchased for **\$1** from the vending machine located just outside the cafeteria. If you purchased your card for **\$1**, the card has no cash value. You will need to add cash value to the card before printing. Please refer to the instructions located at the vending machine for adding more cash value to the card. When you leave ECU, you can return your card to accounting and your **\$1** will be refunded. If you are a CS student you will receive a Print Card with a value of **\$10** from your instructor at the beginning of your first class.

ECU is not responsible for lost or damaged cards!

There are five printers located in room 203 in the North Building:

- 203BWLetter (black and white, letter) **.05¢/copy**
- 203BWTabloid (black and white, letter) **.15¢/copy**
- 203ColourLetter (colour, letter) **.60¢/copy**
- 203ColourTabloid (colour, letter, legal, tabloid*) **\$1.20/copy**
- 203InkjetTabloid (colour, tabloid) **\$3.00/copy**

There are three printers in room 156 in the North Building for use only by Visual Arts students:

- 156 LaserCeramic (black and white, letter) **\$1.00/copy**
- 156BWLaser (black and white, letter) **.05¢/copy**
- 156 InkjetTrans (colour transparencies, large-format) **\$4.00/copy**

There are four printers located in room 339 in the South Building:

- 339BWLetter (black and white, letter) **.05¢/copy**
- 339BWTabloid (black and white, tabloid) **.15¢/copy**
- 339ColourLetter (colour, letter) **.60¢/copy**
- 339ColourTabloid (colour, letter legal tabloid*) **\$1.20/copy**

TAs can provide you with additional information to help you correctly set parameters for printing and direct you to the printer locations.

* *Tabloid size is 11x17 inches*

It is your responsibility to choose the correct printer and page size. ECU will not issue any refunds for incorrect printer selections.

After pressing the "Print" button at the computer, make your way to a Print Release Station. Insert your print card into the Card Reader (always insert the card with the ECU logo up). The screen on the Print Release Station will show a list of print jobs. Click in the checkbox beside the print jobs that belongs to you and then click on the 'Print' button. You can recognize print jobs by their file names. A summary box will appear showing how much your print job(s) will cost. If you want to continue, click on the "Print" button. If you decide you do not want the print job to be printed, click on the "Eject" button and your card will be ejected from the Reader. Do not delete jobs that do not belong to you. Print jobs will only stay held in the Print Release Station for 30 min., then they are automatically deleted. When your card is in the Card Reader, it displays how much cash value your card has.

Don't forget your card at the Release Station!



Important

Starting a computer session:

- If the computer is already on, then select "Restart" from the "Apple" menu.
- If the computer is off, use the power button {⏻} on the front or side of the computer to turn it on.

It is NOT RECOMMENDED to use any computer without restarting it first. Select the "Restart" command from the "Apple" menu.

It is your responsibility to correctly choose the printer you want to use. Double check your settings in the Printer setup and in the Page Setup of the Application, to help ensure an expected print. Also double check the cost at the Release Station or you could print a page of black and white text to a colour printer resulting in your card being charged up to **\$3.00** for the print.

Should you have any problems with a Print Card, a Release Station or printing, see the Technical Assistant and the problem will be resolved as soon as possible.

Be sure to check for further information, or any updated information, on the 'Computer Info Area' in or near the Digital Studios.

NOTE:

You are not permitted to manually feed or place in the printer trays, paper, or any other media, in any of the printers!

If you are a Continuing Studies student, please deposit your Print Card in the metal box marked Print Card Returns, located in Room 203 before you leave at the end of your last class.

Check for additional information at: www.ecuad.ca/its