Services

Information on the services that IT Services hosts and offers to faculty, staff, and students.

- Micro Focus Filr
- Purchasing Software
- Spyware & Malware
- Virtru

Micro Focus Filr

Micro Focus Filr is a service offered by MLC IT Services to give students, faculty, and staff access to their files stored on the campus file servers wherever they are ... on (almost) whatever device they want!

The Basics

You'll need to know what your MLC Account login credentials are, so have those handy. When you are ready, then do the following:

- visit http://filr.mlc-wels.edu in your browser
- provide your MLC Account username and password when prompted

That's it! You are now logged into MLC's Filr instance and can take a look around. Here is a brief look at what you have access to:

My Files

This is a look at your personal files stored on campus. You can find `WINDATA`, which is also know as the *I: drive*, where you have been storing things when logged into the campus network. You can also create folders and add new files as well. Click around into folders, on files, download files, view information, and much more!

Shared with Me

Sharing is one feature of Filr, so you can share files with those a part of the campus family. This is where you will find the files that have been shared with you from other people.

Share by Me

Here you can find all of the files you have shared with me. Check to see who you have shared them with, what their status is, and share new files as well.

Net Folders

Here are the folders usually found in the `Groups` folder, or the *G: drive*. These folders are shared with many individuals and need to be explicitly setup but IT Services. If you feel you are missing access to key folders and files here, please contact IT Services so that they can look into it.

Filr Applications

Filr is not just a website, it is also a number of applications available on a number of computing platforms to give you access to your files from a number of devices.

Desktop Applications

Filr is available for Microsoft Windows and Apple OS X. This application provides access directly from your computer wherever you have an internet connection. You are then able to download those files explicitly, or access them only the you need them.

To install the application, do this:

- log into the Filr website (see above)
- click on your name in the upper-right of the page
- click on Download Filr Desktop App
- choose your platform, download, and install

That's it. Follow the instructions from there. The one piece of information you will need is the site URL:

- https://filr.mlc-wels.edu

Otherwise, it is pretty straight forward.

Password Changes

When your MLC Account's password is changed, you also need to change the password for Filr or else it will not work properly. Often this will mean that all of your files will not show up and that files will not be synchronized back to the server or changes moved either. Here are some basic steps to change your password on the desktop applications:

1. Right-click on the Filr icon in the status bar
2. Click on Logout

3. Right-click on the Filr icon in the status bar
4. Click on Login
5. Enter the new password when prompted

You will need to be connected to the internet for this to work properly. If you continue to run into issues, please contact IT Services.

Mobile Applications

You can find the Filr app on your mobile app stores for iOS, Android, and Windows Phone. Visit those app stores and search for Filr to download and install.

he one piece of information you will need is the site URL:

- https://filr.mlc-wels.edu

If you have any questions, please contact IT Services.

Frequently Asked Questions

Should I use my Microsoft Access database with Filr?

We utilize Microsoft Access at MLC to view, modify, and work with the data stored in CWDB. These databases can often be found within the Filr folder on your machine. However, here is a word of warning:

DO NOT USE MICROSOFT ACCESS DATABASES FROM YOUR FILR FOLDER

That's a simple warning. Access files do not work well with synchronization engines (like Google Docs, Micro Focus Filr, Microsoft OneDrive, etc.) unless you are extremely careful. If you share a database with someone else, it can cause even more problems.

Often, these issues will show up as copies of the Access files in the same folder (sometimes 10s of copies). This should not cause issues with the correct file, but it will use of valuable space on the file servers.

If you have a need to use Microsoft Access files, please contact IT Services so that they can help you.

Purchasing Software

Instructions

Students, faculty and staff at Martin Luther College have the opportunity to purchase software at discounted rates. To do so, follow these instructions:

- Visit http://portal.mlc-wels.edu and login with your MLC Account
- Click on `Tools > Purchase Software`
- Purchase software from the 3rd party site

You will be logged into your account and can purchase any of the available software titles from that page. **This no longer includes, most importantly, Microsoft Office**.

Frequently Asked Questions

What's the catch?

There are a few things you need to keep in mind:

- You need to save the installer you download for your software
- You need to keep a record of any product keys you are given

After a given number of days, you will no longer have access to the download of the installer or your product key. If you lose either, you will need to purchase the software again. IT Services does not and cannot keep a record of that information for you.

Do I get to keep the software?

As long as you keep the download and product key you can keep the software. As stated above, if you lose either you will need to purchase the software again.

What happens when I leave school and I have questions?

If you have the need, and you are no longer a student here at MLC, you will need to contact their customer service directly.

Spyware & Malware

Malware is the single largest source of problems for students (and faculty!) who bring their machines to us for repair.

Spyware, rootkits, and trojans are waiting to infect your system. While you can never completely protect yourself, we strongly encourage preventative maintenance. Using these utilities regularly will go a long way towards keeping your system clean.

Also, please check for updates to your operating system and any software you have on your machine. Quite often, those updates plug security holes which spyware and malware can exploit in order to infect your machine.

If you notice strange behavior, don't be afraid to ask for help. Generally, the longer you wait, the more difficult malware is to remove.

Pay Utilities

- VIPRE Antivirus from GFI Software
- Norton from Symantec
- Malwarebytes from Malwarebytes

Free Utilities

Modern versions of Windows (including Windows 10) has built-in anti-spyware and anti-malware protection which is often more than appropriate for student and home usage. Otherwise,

Malwarebytes is free to use for scanning and fixing.

Virtru

Virtru is the service that our campus uses for encrypted email and secure file request and transfer. This page collects a variety of resources meant to help you work with and use Virtru for your secure email and file needs.

How to Request Access

If you feel that you need access to Virtru's features, or just have some questions about the service, please submit a request to IT Services so that a staff member can reach out and initiate the discussion with you.

New licenses do incur additional yearly costs for the campus.

Support Resources

For any of your Virtru question, you can always visit the Virtru Support Center.

Email Encryption in Gmail

Here are some resources to help you get started with email encryption in Gmail:

- Getting Started with Virtru for Gmail
- How to Use Virtru for Gmail (video)
- Virtru Academy Live: Making the Most Out of Virtru for Gmail (video; more advanced topics)

Secure Share (Secure Files)

Here are some resources to help you get started with Secure Share:

- How it Works: Virtru Secure Share (video)
- Virtru Academy Live Secure Share (video; more advanced topics)
- Share Files (Outbound) via Secure Share

- Requesting Files via Secure Share
- Share a Virtru Secured File without Virtru Installed
- View a Secure File Shared with You via Virtru Secure Share