

Network Services

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Windows 10 Upgrade Information

On July 29, 2015 Microsoft released the latest version of their main desktop operating system, Windows 10. This upgrade is being presented to customers as a free upgrade for Windows 7, 8, and 8.1 users. However, at this time, **it is NOT recommended to accept this upgrade for school-owned computers.**

Current Issues

Here are the lists of current issues we know of in regards to Windows 10 and services offered by MLC Network Services:

1. **Novell Client 2 SP4 for Windows (IR1) has been released and is the first version compatible with Windows 10.** Our current Novell network requires you to uninstall the current Novell Client and install the latest version (AT LEAST Novell Client 2 SP4). Even after doing this, you will see a red X on top of each mapped drive. Novell is aware of this issue and will release a fix as soon as they can.
2. **Novell Client 2 SP4 for Windows (IR1) has been released and is the first version compatible with Windows 10.** If your computer falls asleep, sometimes it will not allow you back into your user account (it will just sit there and spin with the new, pretty cursor).
3. **Newest iPrint update fixes this issue as of 2015-10-01!** Our printing service is not currently compatible with Windows 10. You will need an updated version of the iPrint Client before you can print using Windows 10.
4. We are investigating issues with our currently-offered antimalware/antispysware package from Microsoft.
5. We do not know what incompatibilities there might be with Smart Notebook or other corresponding software.

We are planning on migrating to Windows 10 as soon as we have our heads around the issues listed above (along with some more that are specific to deployment and management).

If you have upgraded to Windows 10 and are having issues, [please contact our office](#) so that we can try and help you as soon as possible.

Workarounds

2018 WELS MN District Convention Tech Information

These instructions will help you use the technology services available on campus during the 2018 WELS Minnesota District Convention being held at Martin Luther College in New Ulm, MN from June 12-14, 2018.

Guest Wireless Access

Guest wireless access is available in all public areas, including the gymnasium, classroom buildings, and dorm lobbies (but not dorm rooms even though we are working on this deployment right now). To connect, you will want to follow these steps:

- Choose the `MLC Guest WLAN` as the wireless network for your device.
- Open a web browser (if your device has not already) and attempt to navigate to a site.
- You should be taken to MLC's registration server (lovingly called *Reggie*). Scroll to the bottom and accept the acceptable use policy.
- Choose *Guest User* and use `sprinter` (all lowercase) as the passcode when prompted. Please also include your full name where prompted. Continue forward.

You should now have access to the MLC Guest WLAN for the next 24 hours. If you have an active MLC Account, please use that login option instead to received 7 days of access.

Guest Network Access in Dorms

For those staying in the dorms, you can also have guest network access while on campus. Follow these steps to register your device while plugged into one of the wired Ethernet jacks in your dorm room:

- Connect your device to one of the wired Ethernet jacks provided in your room. You might need to hunt for it, and you will need a Ethernet cable (which can be purchased from Walmart if you do not have one).
- Open a web browser (if your device has not already) and attempt to navigate to a site.
- You should be taken to MLC's registration server (lovingly called *Reggie*). Scroll to the bottom and accept the acceptable use policy.

- Choose *Guest User* and use (all lowercase) as the passcode when prompted. Please also include your full name where prompted. Continue forward.

You will need to be patient as the network switches might need to switch you to the proper network in order to do this. **If you are having some issues, please restart your machine and attempt to register again.**

Contact Network Services

If you are having issues, please contact MLC Network Services at (507) 233-9100, visit us on the 2nd floor of the WCC, or email us at support@mlc-wels.edu.

Getting Started

As a student, you will have access to private web pages on the [MLC Portal](#) through your personal MLC Account login. Throughout your enrollment as a student at MLC you will use the Portal to view grades and transcripts, as well as many other functions that will be necessary for you as a student.

Please treat your Portal password as a valuable resource. Do not share it with anyone, as it gives access to your private records. No one at MLC will ever ask for your password, so if you get email requests or requests by any other means for your password, do not supply it. This is a phishing attempt by someone to gain access to your account. You should NEVER supply your password to ANYONE, EVER! Legitimate entities do not request passwords.

Your MLC Account

Your [MLC Account](#) is used for many web properties at Martin Luther College including [Portal](#) and [Moodle](#). Follow the instructions below to get logged in and setup.

Initial MLC Account Credentials

You should have received an email upon creation of your MLC Account. Follow the instructions in that email to retrieve your MLC Account username and set your password. If you run into issues or did not receive the setup email, please [contact Network Services](#).

I Have Forgotten My Username and/or Password

If you have a current MLC Account but do not know your username and password, you will need to have access to the personal email address you supplied when you applied to Martin Luther College. With that account, you can visit <https://sspr.mlc-wels.edu> and use that email to retrieve your username and reset your password.

You can attempt the retrieval/reset multiple times using different email addresses.

If you continue to have issues, please [contact Network Services](#).

Logging into your MLC Account

You will need to visit the MLC Portal at <http://portal.mlc-wels.edu> to login. You will need to click the *Login* link/button found near the upper-right portion of the page under the main navigation area. You can input your credentials on the resulting login page.

Once you have successfully logged in, you may be required to change your password. Your new password will need to have as a minimum 8 characters. You should get in the habit of creating strong passwords that include a combination of upper case, lower case, numbers, and symbols.

You will also be required to read and agree to the [MLC Acceptable Use Policy](#) the first time you log in.

If you are having troubles logging in the first time, please [contact Network Services](#) to receive help.

Your MLC G Suite Account

Initial MLC G Suite Account Credentials

Your MLC G Suite Account password is different than your MLC Account password. To retrieve your initial credentials, follow these steps:

1. Log in on the MLC Portal at <http://portal.mlc-wels.edu>
2. Navigate to **Directory > By Person** using the top navigation bar
3. Click on the **Me** tab to view your directory entry
4. Take note of your Campus E-mail address (that will be the username for your MLC G Suite Account)
5. Click on the key to display your initial password, write it down

You should now have your MLC G Suite Account username and password.

Logging into your MLC G Suite Account

MLC has created **G Suite** accounts for all students, which included Gmail accounts. Your MLC G Suite Account username is formed with your MLC Account username followed by @mlc-wels.edu, (i.e. smithjr@mlc-wels.edu). This MLC G Suite Account username will also serve as your MLC campus email address.

Note: Before you begin, it is recommended to log out of any other Gmail accounts on your computer.

To access your MLC G Suite Account (specifically Gmail), follow these instructions:

1. Navigate to <http://mail.mlc-wels.edu> or <http://gmail.com> either directly or by using one of the many **Webmail** links found on various MLC web properties.
2. A screen requesting your MLC G Suite Account username should appear. Provide the MLC email address you wrote and then click . Next enter the password you recorded from above and click again.
3. Follow the instructions provided by Google for setting up your account (changing the password, accepting the terms, etc.).
4. You should be good to go! Please not your new MLC G Suite Account password that you just set for future use.

While it is possible to use a different email account for your online course work than your MLC Gmail account, **it is strongly recommended that you use your MLC G Suite Account** since it is a “G Suite for Education” account which allows you to make use of Google Drive (including Google Docs, Sheets, Slides, Forms, etc.) which might be needed for work in some courses. Also, some MLC instructors and administrative personnel will only contact you via your MLC email address and the default email address in your Moodle profile is automatically set to your MLC email address.

If you are insistent on using your traditional email address for your online coursework, instead of your new MLC Gmail address, then please setup your MLC Gmail account so it will automatically forward any messages sent to it on to your traditional email address. [Please follow these instructions from Google to setup your forward address.](#)

If you are having issues logging into your MLC G Suite Account, please [contact Network Services](#) for assistance.

Your MLC Accounts

When you are at MLC you have a couple of different accounts:

- MLC Account
- MLC G Suite Account

If this is your first time accessing these accounts, please read the [MLC Accounts Getting Started Guide](#).

MLC Account

Your MLC Account is also sometimes called one of the following:

- Portal Account
- Moodle Account
- Novell Account
- eDirectory Account

Your MLC Account is the main account that protects much of your data and information. This password will change periodically and you will be prompted to do so when logging into Portal, Moodle, or the Novell network on campus.

What You Can Access

- [Portal](#)
- [Moodle](#)
- [Library Databases](#)

Frequently Asked Questions

I have changed my name but my MLC Account username matches my former name. What can I do?

At this time our policy is not to change usernames. We can update your last name in our directory server and within Moodle, but you will need to [file a support request](#).

Please state what your former name was, what your current name is, and the best way to let you know when the work is done.

MLC G Suite Account

Your MLC G Suite Account gives you access to all of the services offered from our G Suite for Education subscription. This includes, but is not limited to:

- Gmail
- Google Calendar
- Google Sites
- YouTube
- Google Plus
- Google Classroom
- Google Groups

Your MLC G Suite Account will always end with `@mlc-wels.edu` and should not be confused with any other personal or professional Google accounts you might have access to. :)

Password Help

Please visit the [Your Passwords](#) article for information on how to change or recover your MLC Account and/or MLC G Suite Account passwords.

Your Passwords

At MLC you have two primary accounts to keep track of: your MLC Account and your MLC G Suite Account. This page will outline some information on passwords for those two accounts.

MLC Account

We have recently rolled-out the ability for students, faculty, and staff to request a password reset without the need to contact Network Services directly. Here is how you can do it:

Change Your Password

1. visit the [MLC Self Service Password Reset](#) site
2. enter your current MLC Account username and password
3. click
4. on the next page, click on
5. follow the instructions to create your new password and then click near the bottom of the page
6. wait for the system to complete the password change and then you are ready to go

Reset Forgotten Password

1. visit the [MLC Self Service Password Reset](#) site
2. click on
3. enter your personal email address and click
4. an email will be sent to your personal email address (usually the email address you supplied to us when you applied)
5. check your personal email address and either click on the link in the email or copy-and-paste the resulting code into the text field on the forgotten password site and click
6. follow the instructions to create your new password and then click near the bottom of the page
7. wait for the system to complete the password change and then you are ready to go

Find My Username

Because you need your MLC Username in order to reset a forgotten password, we have also supplied the ability to find out your MLC username as well.

1. visit the [MLC Self Service Password Reset](#) site
2. click on
3. enter your personal email address and click
4. the resulting page will give you your MLC username and an email will also be sent to your personal email address

As a tip, if it is not finding your username, attempt to enter your maiden name if you have married since you last attended Martin Luther College.

Updating Recovery Email and/or Last Name

If you need to update information about yourself including your personal email address and/or your name, please submit an update to your personal by the [Information Verification](#) page on Portal. Once your request has been approved, your changes will make their way to the appropriate system.

Your personal email address is used for account information retrieval, so supplying us with an email address you will maintain access to regardless of where you are currently living or serving. Also, if possible, avoid using Yahoo or AOL accounts as they seem to have the most trouble consistently receiving emails from third party systems like our own.

Periodically Changing Your Password

Every 6 months you will be prompted to change your password. Please do so or you could be locked out of your account and need to request a password reset (following the instructions above) in order to gain access to your account again.

MLC G Suite Account

MLC offers each member of the campus family a [G Suite for Education](#) account to have and use. These accounts are provided by Google and currently have their own password functionality attached to them separate from your MLC Account.

If you have issues accessing your account, please use [Google's own recovery site](#) to attempt to recover your username and/or password. You can also find more documentation on Google's support site under the article titled [*Change or reset your Google Account password*](#).

You will not be prompted to change your password unless we have reason to believe that your account has been compromised.

If you are still having issues, please [file a support request with Network Services](#).

Mobile Phones

Information about school-owned mobile phones will be added to this area.

Adding Languages & Keyboards

Our campus utilizes a number of extra language keyboards for various classes. Below you will find instructions on how to add additional language keyboards to your computer.

Windows 8/8.1

Adding

- on the Start Screen, click the hourglass icon to bring up the Windows Search box
- type “language” in the search box and then click on **Add a language to this device**
- click **Add a language** and then choose the language you desire from the resulting list
- you will now be back at the *Time and language* screen, click on the new language and then *Options*
- from here you can add additional keyboards for this language if desired

Using

- on the Start Screen, click the hourglass icon to bring up the Windows Search box
- type “language” in the search box and then click on **Switch input language**
- in the lower part of the resulting area, you will see the *Keyboard* option ... click that
- you can now choose from any of the installed keyboards

Windows 7

Adding

- click the *Start* button
- click *Control Panel*
- click on *Clock, Language, and Region*
- click the *Change keyboard or other input methods* link
- in the resulting window, click on *Change keyboards...*
- in the next window click *Add...*
- click the + next to language you want and then again next to *Keyboard*
- check the box next to the keyboard you wish to install and then click *OK, OK, OK* (to close all of the windows)

Using

- you should now see the language button in your task bar on the bottom of the screen (will probably say EN right now), you can click this to change your language and keyboard

OS X

Adding

- open *System Prefereces*
- select *Language & Region*
- select *Keyboard Preferences...*
- click the + near the lower-left of the screen
- choose the language you desire from the list and then the keyboard type you wish to add

Using

- you should see a flag on the toolbar at the top of your screen, click it
- choose the language/keyboard you wish to use

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

- [Microsoft Security Essentials](#) from Microsoft - **RECOMMENDED for Windows 7**
- [Malwarebytes](#) from Malwarebytes (scanning and fixing is free)

Filr

[Micro Focus Filr](#) is a service offered by MLC Network 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!

Here are some other resources about Filr to look at:

- [Microsoft Access Databases and Filr](#)

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 known 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 Network Services. If you feel you are missing access to key folders and files here, please [contact Network 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 Network 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 Network Services](#).

Fall 2017 Filr and Microsoft Word 2016 Bug on Windows with Fall Creators Update

Fall 2017 has brought another bug, this one much narrower in scope than the bug this past summer. **This only affects Windows 10 devices with the Fall Creators Update and saving from Microsoft Word 2016.**

[You can keep up with their work by visiting this TID from Micro Focus.](#)

This bug can manifest in a number of ways:

- Create a new document in Word 2016 and then attempt to save into any folder within Filr results in a 0K document which cannot be opened and will “bluescreen” your device, resulting in an unintended restart of your device.
- Attempting to save any changes to a document open in Word 2016 the changes not being saved and the same “bluescreen” and restart as above..

There are possibly other conditions, but these are the two commonly affecting users. Documents currently inside of Filr are able to be opened safely, and you can open, change, and save using other applications on your device (has been tested with Excel, PowerPoint, and Notepad successfully). You also need to have the Fall Creators Update installed.

Workarounds

Workarounds for this issue include the following:

- Save a new document, or the *Save as ...* document copy, to your Desktop, close Word 2016, then copy-and-paste the document from your Desktop to the appropriate folder in Filr.
- Open a document in Word 2016, make your changes, *Save as ...* to the Desktop and then copy-and-paste the document from your Desktop to the appropriate folder in Filr.
- Have Network Services install the Open Enterprise Server Client on your machine so that you can log into the OES file servers (will only work when on campus and connected to the physical network or the MLC Academic WLAN).
- Do not complete the Fall Creators Update until a fix is found.

You can watch a short video on the issue along with the first workaround on YouTube.

After the document has been moved to the appropriate folder within Filr, it will synchronize as normal. You can also download, open, modify, and then upload the changed file to the [Filr website](#) similar as you would work with a Word document in Google Drive.

Student Resources - Overview

The Network Services staff welcomes your questions. We are here to help. You can find out the best way to get in touch by [contacting Network Services](#).

- All students have computer network accounts.
- A student account provides access to email, word processing, spreadsheet & database functions, library catalog, other utilities and Internet access.
- Security on the network is important. You will be required to change your password every few months. You will not be allowed to reuse passwords. Do not give your password to anyone else. You should immediately notify Network Services if you have reason to believe that someone has obtained unauthorized access to your account. If you forget your password, come to Network Services. You will be required to have picture ID to have your password changed. Your username and password is you. You will be held liable for anything done under your username.
- Each student has 250 megabytes (MB) of disk storage on the network. When you reach your limit some applications will not run. In this circumstance you will be advised to delete files to make space.
- Printing to network printers is metered at a cost of \$0.05 per page. Each student is given a credit of \$12.50 (250 pages) at the beginning of each semester. If you need additional printing, you may make a deposit for print credit at the Network Services Office (WCC 293) during business hours. Unused print credit will not be refunded in cash except for those who have made cash deposits. To check on your print credit status, login with our Portal username and password at <http://papercut.mlc-wels.edu>.
- Note that electronic mail (email) is not guaranteed to be private. Network Services will not intentionally inspect the contents of email or disclose the contents to anyone other than the sender or the intended recipient, unless required by law, the policies of MLC, or to maintain the functioning of the MLC network. MLC Network Services reserves the right to cooperate fully with MLC administration, local, state, and federal officials in any investigation relating to email on the MLC network or owned accounts.
- Usage of college owned software is metered and logged as a part of our agreements with the software manufacturers. Internet traffic is monitored and logged. Anyone using this system expressly consents to such monitoring.

More Resources

- [Student-Owned Devices Policy](#)
- [Dorm Networking](#)
- [XFINITY on Campus](#)
- [Purchasing Software](#)

MLC Student-Owned Devices Policy

Students at MLC are expected to have a student-owned computing device available for use in class. It is up to the individual instructor as to how devices will be used in their classrooms. Not every instructor will use the devices on a daily basis, but only when it enhances the learning experience in some way.

Functionality of Devices

The goal of any device is to be usable in a variety of contexts. Because of this it is recommended to purchase a device that is durable and has a long battery life. It will need to handle the rigors of student life on campus. It is wise to discuss the specifications of any device under consideration with the chosen vendor, who will help in the difficult balance between cost, efficiency, and robustness (i.e. consider specifications as well as cost when purchasing).

The main use of devices in class often centers around the use of word processing, spreadsheet, and presentation tools, along with a web browser (the learning management system on campus is accessed through a web browser). Access to a modern web browser is a requirement.

Please note: *Google Apps for Education* is web-based and is free to all instructors and students at MLC. It includes word processing, spreadsheet, and presentation tools. In addition, recent versions of *Microsoft Office* are available through MLC Network Services for both Microsoft Windows and Apple OS X computers at a greatly reduced price.

Recommended Devices

MLC does not publish a recommended device list for students to choose from, but we do list some recommended minimum specifications to enable students to make an informed decision around which device(s) to purchase. You are free to choose the specific model/brand you desire along with insurance and/or service agreements through your vendor.

Laptops/Notebooks/Convertibles

In general, laptops/notebooks are the most commonly purchased device for use in the classroom. There are a number of different brands/manufacturers to choose from with a variety of price-points. Laptops in general are larger, heavier, and have a shorter battery life than some other devices, such as tablets, but balance that with built-in keyboards, optional touch screens, higher performance, and ability to run some legacy software.

Specifications to Look At

- Modern Operating System
 - Microsoft Windows 10 or later
 - Apple OS X 10.13 *High Sierra* or later
 - Google Chromebook
 - Various Linux Distributions (Ubuntu, Fedora, openSUSE, etc.)
- 4 GB RAM (memory) or greater
- 128 GB hard drive (HDD or SSD) or greater (not applicable to Chromebooks)
- Webcam and Microphone
- 6 hours of battery life or greater

Tablets

Tablets are usually smaller, less powerful, simpler devices than laptops/notebooks. Often they have better battery life to go along with being easier to slip into your bag to take to class. While often considered secondary devices to a desktop or laptop in your room, they are becoming more and more capable as time goes on, but be aware of the limitations of using these devices. There are some educational programs and other tools that will not run on tablets.

Specifications to Look At

Specifications are hard to quantify when it comes to tablet devices. The main thing to keep in mind is to purchase newer devices that are loaded with a recent version of the tablet's operating system.

As of May 2016, these are the most recent versions of common operating systems:

- Apple iOS 12 or later
- Google Android 6.0 or later
- Windows 10 or later

Desktops

More common years ago, some students still use desktops in their dorm room and have a separate device to take to class when needed.

Specifications to Look At

- Modern Operating System
 - Microsoft Windows 10 or later
 - Apple OS X 10.13 *High Sierra* or later
 - Google Chromebox
 - Various Linux Distributions (Ubuntu, Fedora, openSUSE, etc.)
- 4 GB RAM (memory) or greater
- 128 GB hard drive (HDD or SSD) or greater (not applicable to Chromebooks)
- Webcam and Microphone

FAQs

1. **Do I need to load any software on my device prior to coming to MLC?** Many devices come with a lot of preloaded software when purchased. Additional software may be needed depending on the activities the student chooses to engage in. Many free software alternatives, such as Google Apps, are available and students are encouraged to make use of them. Instructors will inform students of any specific apps that are required for their classes. Also, each student is required to carry security software to detect, prevent, and mitigate viruses, malware, spyware, and other nefarious software. What program to specifically install is up to the student, but there are free offerings available from many vendors.
2. **Is it essential that I have Microsoft Office software (Word, PowerPoint, Excel) on my device?** While having these programs on your device might be beneficial due to their greater functionality compared to some free alternatives, they are not required. All devices need to be able to access and work with word processing, presentation, and spreadsheet files. The specific program you use is up to you.
3. **If I wish to have Microsoft Office software available on my device, should I purchase this before or after coming to MLC?** If the software is not included with the purchase of your device, it is suggested that you purchase the software after coming to MLC since it is available at a much lower cost to students through MLC. Further information is available on the [MLC Network Services website](#).
4. **What should I do if there is a problem with my device while at MLC?** You are welcome to [check with Network Services](#) for direction.
5. **What responsibility will MLC take if my device is stolen and/or broken at MLC?** The student is responsible for the maintenance, repair, and security of his/her own device. MLC carries no insurance on the personal belongings of students.
6. **May the students use 3G/4G/LTE as well as WiFi?** Yes, students may use their own data plans. There is no guarantee provided as to the signal strength of cellular providers on campus. MLC also has available to students a wireless network, which is safe and monitored.

Blackbaud Tips

Workstation repeatedly wants to update after the update has been applied.

Open file explorer and navigate to to *C:\Users\MLC\AppData\Local\VirtualStore\Program Files (x86)\Blackbaud* and **delete** the Blackbaud folder.

Copyright Infringement

As required by law, Martin Luther College (MLC) is notifying all students of the copyright law concerning music and video. Please read the following.

Sharing Music and Videos

In simple terms, possession of a song or movie that you have not paid for is illegal. You should not share or accept copies of music or videos with another individual. Copying a CD or DVD or creating a digital copy (MP3, MPEG-1, MPEG-2, etc.) and sharing it with anyone is a violation of copyright law. Many peer-to-peer (P2P) programs like Bit Torrent, LimeWire, Ares, and KaZaA allow computers to share files, including music and video, with no regard to restrictions placed on the material by the copyright owners. Most commercially produced music and videos are copyright protected and cannot be freely shared. This is the law. You should be aware that P2P networks are monitored by the Recording Industry Association of America and actions have been taken, both civically and legally against those found to be in violation. MLC is required to provide the names of those who have violated copyrights if notified. Keep in mind that ALL internet traffic is logged and can be traced to an individual IP address.

Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or “statutory” damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For “willful” infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys’ fees. For details, see Title 17, United States Code, Sections 504,

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense.

For more information, please see the Web site of the U.S. Copyright Office at <http://copyright.gov>, especially their FAQ's at <http://copyright.gov/help/faq>.

Legal Sources of Online Content

Not all free sources of content are illegal. Some sites provide content at no charge; they are funded by advertising or represent artist who want their material distributed for free, or for other reasons. The link following has many sites, maintained by EDUCAUSE, that offer legal downloads, both free and at a cost: <http://educause.edu/legalcontent>.

Acceptable Use Policy

This Acceptable Use Policy (AUP) document, including the following list of Prohibited Activities, is an integral part of your access to the network at Martin Luther College. If you engage in any of the activities prohibited by this AUP document Martin Luther College may suspend or terminate your account.

Martin Luther College's Acceptable Use Policy for Network Services is designed to help protect Martin Luther College, Martin Luther College's network users and the Internet community in general from irresponsible or, in some cases, illegal activities. The AUP is a non-exclusive list of the actions prohibited by Martin Luther College. Martin Luther College reserves the right to modify the Policy at any time, effective upon posting here.

Prohibited Uses of Martin Luther College Systems and Services

1. Transmission, distribution or storage of any material in violation of any applicable law or regulation is prohibited. Copying, storing, and/or distributing copyrighted materials without appropriate authorization. Unauthorized copying may constitute plagiarism or theft. While music and video “sharing” programs make copyrighted material available (see legal alternatives below), it is still illegal to copy, store and distribute copyrighted materials without authorization.(see summary of civil and criminal penalties below) This includes, without limitation, material protected by copyright, trademark, trade secret or other intellectual property right used without proper authorization, and material that is obscene, defamatory, constitutes an illegal threat, or violates export control laws.
2. Advertising, transmitting, or otherwise making available any software, program, product, or service that is designed to violate this AUP which includes, but is not limited to, the facilitation of the means to send Unsolicited Bulk Email, initiation of pingging, flooding, mail-bombing, denial of service attacks, causing congestion on the network by activities such as propagating “chain letters”, “broadcasting” messages to groups or individuals, introducing any computer viruses, worms, Trojan Horses, spy ware, and playing of interactive network multi-user games.
3. Unauthorized attempts by a user to gain access to any account or computer resource not belonging to that user (e.g., “cracking”).
4. Sharing login information and passwords with others. Be careful about making personal information about yourself and others available on the internet.
5. Unauthorized access, alteration, destruction, or any attempt thereof, of any information of any Martin Luther College end-users by any means or device.

6. Using Martin Luther College's services to interfere with the use of the Martin Luther College network authorized users.
7. Using the network for any purpose which violates federal/state laws.
8. Using the network for commercial purposes.
9. Misrepresenting your identity in the use of the network.
10. Using an IP address not assigned to you.
11. Sending or storing patently harassing, intimidating, abusive, or sexually explicit material.
12. Intercepting or altering network packets or data transmissions.

Unacceptable uses of the network may result in reprimand, loss of Internet access, loss of your network account, or other disciplinary actions. In cases where unacceptable use severely impacts performance or security, Network Services will immediately suspend an individual's access privileges to maintain reasonable service for the rest of the network. This policy is subject to amendment.

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