Information and Digital Technologies
March 25, 2008

IDT Customer Resources Document Index

NOTE: *Original .doc and .pdf files on Elfsong's Documents for User Phillips; Backups are on ARWEN in Info_Sys/InfoSup/Documents area. Customer Access is available through CFM login, Wiki, and Gollum web sites.*

Customer Procedures

Title	Filename and Original File Path	Date	Updater	LOC
IDT Hardware Inventory Application – User Level	userhwmenu Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	3/6/08	Carol Phillips	CFM
IDT Purchasing Application – User Level	userpurchmenu Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/15/08	Carol Phillips	CFM
IDT Service Request Application – User Level	usersrmenu Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	**pending further testing**	**Carol Phillips**	CFM
IDT Software Inventory Application – User Level	userswmenu Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/15/08	Carol Phillips	CFM
Laptop Checkout Instructions	**ltckoutproc** Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	**8/30/01 * needs upd**	**Carol Phillips**	CFM WIKI
Procedures for Use of Tablet PCs in Library Instruction	tabletpcproc Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/08/08	Carol Phillips /Instructio n	CFM WIKI
Public Desk	userpdmenu	2/15/08	Carol	CFM

			Phillips	
database (part of Web Reports App) – User Level	Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST			
Unit Hardware/Software Purchase Request Instructions	**unitpurchproc** Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	**2/05/02 * Chg w/SR web app going live**	**Carol Phillips**	CFM WIKI

Error Messages and Troubleshooting Checklists

Title	Filename and Original File Path	Date	Updater	LOC
Eudora 6.2.4 for Macintosh User Guide Excerpt on Errors	Eudora624err Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	12/13/07	Carol Phillips	CFM WIKI GOL
Eudora 7.1 for Windows User Guide Excerpt on Errors	Eudora71err Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	12/13/07	Carol Phillips	CFM WIKI GOL
System Failure Checklist	syscklist Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Carol Phillips	CFM WIKI
Troubleshooting Wyse 50 Terminals	wyseterm Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Brian Moore	CFM WIKI

Facilities and Software

Title	Filename and Original File Path	Date	Updater	LOC
CLASSROOM FACILITIES:				
LA-76 and 78 Facilities	7678classroom	2/08/08	Carol Phillips	CFM WIKI

	Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST			
Quick Info on Sympodium Monitor ID 250	sympodium250 Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	3/13/07	Instruction	CFM WIKI
LA-4450 FACILITIES: *Will be combined with Presentation Facilities after 4/1/08 due to remodel				
How to Use the Egan White Board	eganboard Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	12/13/07	Carol Phillips	CFM WIKI
How to Use the Mitsubishi LVP-X300 Projection System with Computer Display	La4450projsys Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	12/13/07 ***Will be replaced after 4/1/08 due to remodel**	Carol Phillips	CFM WIKI
How to Use the Panasonic VCR and Sony Video Presentation Stand with the Mitsubishi LVP-X300 Projection System	panasonicsony Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	12/13/07 ***Will be replaced after 4/1/08 due to remodel**	Carol Phillips	CFM WIKI
PRESENTATION FACILITIES:				
Presentation Room Facilities	infodome page - room.shtml##Facilities	10/13/07	Carol Phillips	CFM WIKI
Presentation Room Usage Procedures	infodome page - room.shtml##Procedures	10/13/07	Carol Phillips	CFM WIKI
SOFTWARE: *GOL links are under different heading				
Library–supported Software	libsoft Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST **also in opinfo**	2/18/08	Carol Phillips	CFM WIKI ***GOL**
Library–	basicsw	2/07/08	Carol Phillips	CFM WIKI

supported Software, Basic Usage of	Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST **also in opinfo**				***GOL**
Software Distribution for Work at Home	swdistribute Elfsong Documents/IST Resources /ResourcesCus **also in opinfo**	2/07/08	Carol Phillips	CFM WIKI ***GOL**
Standard Intel Macintosh Image	standintelmacimages Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	3/21/08	Carol Phillips	CFM WIKI
Standard Macintosh Image	standmacimages Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Carol Phillips	CFM WIKI
Standard Windows Image	standwinimages Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Carol Phillips	CFM WIKI

How to .. Steps

Title	Filename and Original File Path	Date	Updater	LOC
DIGITAL SERVICES:				
How to Create a Contact Sheet in Adobe Photoshop CS3	apscs3contactsht Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Carol Phillips	CFM WIKI GOL
How to Edit an Image in Adobe Photoshop CS3	apscs3imageedit Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Carol Phillips	CFM WIKI GOL
How to Edit an Image in Paint Shop Pro 7	psp7imageedit Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Carol Phillips	CFM WIKI GOL

Title	Filename and Original File Path	Date	Updater	LOC
How to Make a CD Copy Using the Mimic CD Burner	mcdburner Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	**9/4/03**		CFM WIKI
How to Scan a Graphic Image using the HP Scanjet 7450C	scanjetgraphic Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Carol Phillips	CFM WIKI

Title	Filename and Original File Path	Date	Updater	LOC
GENERAL:				
Associating File Types with an Application (Mac/Win)	filetypeapp Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	3/10/08	Carol Phillips	CFM WIKI GOL
How to Obtain a Hardware Address (Mac/Win)	hardaddress Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	3/10/08	Carol Phillips	CFM WIKI GOL
How to Use Netstorage	usingnetstorage Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Carol Phillips	CFM WIKI GOL
How to Use the Central Recipient List of Nicknames	cntrlnickname Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Carol Phillips	CFM WIKI
Instructions for Internal Newsletter - Lfolks Blog	bloginstr Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	4/10/06	Carol Phillips	CFM WIKI
Passwords: Policy, Guidelines and How to Change	passwords Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/7/08	Carol Phillips	CFM WIKI GOL
PDF File Creation from MS Office	pdfcreation	3/10/08	Carol Phillips	CFM WIKI

(Mac/Win)	Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST			GOL

Information Guides and Software User Guides

Title	Filename and Original File Path	Date	Updater	LOC
AdAstra Windows Client Basics	adastrabasics Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	3/24/08	Sandy Neer	CFM WIKI GOL
AdAstra Windows Client Choices	adastrachoices Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	3/24/08	Sandy Neer	CFM WIKI GOL
AdAstra Windows Client Extras	adastraextras Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	3/24/08	Sandy Neer	CFM WIKI GOL
Arwen - Current Groups and Logins (fs.lib.aa & adc.lib.aa context)	**arwengrps** Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	***pending info from MF**	Carol Phillips/ Mark Figueroa	**CFM WIKI GOL**
Arwen File Sharing	**arwenfs** Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	***pending info from MF**	Carol Phillips/ Mark Figueroa	**CFM WIKI GOL**
Eudora 6.2.4 User Guide and Quick Reference for Macintosh	Eudora_6.2.4MacUG.pdf EudoraQSG_624.pdf Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	12/13/07	(vendor supplied)	CFM WIKI GOL
Eudora 7.1 User Guide and Quick Reference for Windows	Eudora_7.1WinUCG.pdf EudoraQSG_71.pdf Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	12/13/07	(vendor supplied)	CFM WIKI GOL

Library Mail Lists () and what they are for ()	maillists listsarefor Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	3/12/08 2/21/08 *** needs update**	Sandy Neer	CFM WIKI
Meeting Maker 8.5 Quick Reference Guide	uco.sdsu.edu/85-MMQRC-en.pdf	12/13/07	(vendor supplied)	CFM WIKI GOL
PAC Resources	https://arwen.sdsu.edu/share/ PACSUP/PACLIAISON/PACrsrcs/ PAC.rsrcs.htm	12/04/07	Brian Moore	CFM WIKI
SDSU Student Electronic Mail Options	stdemail Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Sandy Neer	CFM WIKI GOL
SDSU Student Microcomputer and/or Terminal Labs	stdlabs Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Sandy Neer	CFM WIKI GOL
Surflock User Guide	SurflockUG.pdf Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	12/14/07	(vendor supplied)	CFM WIKI
Unit Liaisons	liaisons Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Carol Phillips	CFM WIKI
Vision 6 Getting Started Guide	Vision6GSG.pdf Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	12/14/07	(vendor supplied)	CFM WIKI
Vision 6 User Guide	Vision6UG.pdf Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	12/14/07	(vendor supplied)	CFM WIKI
Wyse 50 Parameters	Wyse50parm Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Brian Moore	CFM WIKI

Title	Filename and Original File Path	Date	Updater	LOC
Wyse 55 Parameters	Wyse55parms Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Brian Moore	CFM WIKI

Tips and Shortcuts

Title	Filename and Original File Path	Date	Updater	LOC
GENERAL:				
Cleaning Tips for Library Computer Workstations and Printers	cleaningtips Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Carol Phillips	CFM WIKI
Hardware Tips for Personal Computer and Printer Failures	pcprinttips Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Carol Phillips	CFM WIKI GOL
MACINTOSH:				
Mac OS X Shortcuts	macXshrtcuts Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Carol Phillips	CFM WIKI GOL
Mac OS X Tips	macXtips Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Carol Phillips	CFM WIKI GOL
MS Office 2004 (Mac) Help	offmachelp Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Carol Phillips	CFM WIKI GOL
WINDOWS:				
Data File Backup Recommendations for Windows Users	backupwin Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Carol Phillips	CFM WIKI GOL
MS Office 2003 Help	offwinhelp	2/07/08	Carol Phillips	CFM WIKI

	Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST			GOL
Windows Logo Key - A Quick Access Point	winlogo Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Carol Phillips	CFM WIKI GOL
WYSE:				
Hardware Tips for Terminal (Wyse 50) Failures	termtips Elfsong - Documents/IST Resources/ResourcesIDTCUST /ORACLE_IDTCUST	2/07/08	Brian Moore	CFM WIKI GOL

Tools

Title	Filename and Original File Path	Date	Updater	LOC
IP/MAC Address Lookup	lfolks.sdsu.edu/cgi-bin/mac.cgi	N/A	Barry Dworak	CFM
Wake on LAN	lfolks.sdsu.edu/tools/wake.shtml	6/25/02	Barry Dworak	CFM