



# **Computing and Network Services FAQ's (Frequently Asked Questions!)**

**Jeff Potocki & C&NS Staff  
Spring '06**

# Introduction

- **Presentation Breakdown**
  - Questions from the Helpdesk
  - Questions submitted from the website
  - Questions you brought with you
- **Explanation of Handouts**
- **C&NS Training Materials**
  - <http://www.fairfield.edu/cnstraining>

# What Program Should I Use for My Project?

- If you are using Tables, use MS Excel and not MS Word.
- If you need a Database, use FileMaker Pro and not MS Access.
- If you need Letters and Labels, use MS Word or FileMaker Pro.
- If you need to create letters or labels for many recipients, use Mail Merge in MS Word.

# **Software Features you should use in Outlook!**

- For managing SPAM, use **rules in MS Outlook or Entourage.**
- If you subscribe to web sites and receive e-mails that are not work related, **use a non-Fairfield e-mail account** (Yahoo or Gmail).
- If you need to make large distribution lists, **use categories** for your contacts in MS Outlook.

# Website Questions

- **How do I create a simple survey.**
  - <http://data.fairfield.edu/surveys>
- **Why do we have to reset our passwords so frequently?**
  - Password tips
- **How do I create a signature in OWA?**
- **How will BlackBoard's merger with WebCT affect our CMS at Fairfield?**
- **Will SCT ever become an in-house operation?**

# What other Programs are out there that will make my job easier?

- WinZip – Shrinks file size and hides file types
- Acrobat Reader – Free, view PDF's
- Adobe Acrobat – Create PDF's
- Adobe Designer – Create customized forms in PDF format

# Computer Tips



- **Lock your computer**
- **Restart your computer on a weekly basis**
- **Backup important documents**
- **Be wary of free internet applications**
- **Manage your e-mail inbox**
- **When in doubt, call C&NS!**
  - **X4069**
  - **[cns@mail.fairfield.edu](mailto:cns@mail.fairfield.edu)**

# Upcoming Training Classes

- FileMaker Pro 8.0
- Microsoft PowerPoint 2003
- Microsoft Word: Mail Merge
- Adobe Acrobat 7.0
  - Adobe Designer
- Microsoft Outlook 2003
- Microsoft Excel 2003
  
- Open for Suggestions!!
- [cnstraining@mail.fairfield.edu](mailto:cnstraining@mail.fairfield.edu)



**C&NS FAQ's**  
**Questions???**  
**and**  
**THANK YOU!!**

