

Certificate Tech Support

Please see <https://tcom.web.unc.edu/faq> for more frequently asked questions.

Help

In-house support: how to contact us

In-house we can answer specific questions about how to use various technologies and troubleshoot most of your questions. If your issue is course-specific, please post your question to the technical help discussion forum in the respective course. That will send an email to Maggie Hutaff because she is watching those forums. You can also reach her at hutaff@unc.edu or 919-843-9471.

University help: help.unc.edu

There are situations that require help from central ITS. If you contact us with a request we can't handle, we'll ask you to submit a help ticket. You can do that at <http://help.unc.edu> by clicking "Request IT Support." You will need your onyen and password to submit an online help ticket. You can also contact them by phone at 919-962-HELP(4357). You will need to have your PID handy when calling ITS. They will ask for it before assisting you. When you do have to submit a help ticket, we ask that you forward the confirmation email to us. That allows us to track the issue.

Library help

The school has an in-house library complete with library directory, Stephanie Willen Brown. She is available to answer questions via email at swbrown@unc.edu or via chat by clicking the "JOMCParkLib" button at <http://parklibrary.jomc.unc.edu>. The central library also has help available at <http://library.unc.edu/ask>.

Courses & Communication | See the Sakai guide for more details.

How do I access my course material?

You can access your courses in Sakai at sakai.unc.edu using your Onyen and password.

When can I access course material?

Your classes will not show up as tabs in Sakai until the first day of classes each semester.

Course announcements

Your instructor will communicate with the class via Sakai announcements. These announcements are generally important and will be pushed out through your university email.

Where do I get university email?

Students access email with their Onyen and password at <http://heelmail.unc.edu>. For more information visit the central ITS support page at <http://help.unc.edu/heelmail-faq>. If you do not want to use your UNC email address (YourOnyen@live.unc.edu), set up email forwarding through your HeelMail account:

1. Go to **Options > Account > Connected Accounts**.
2. Under **Forwarding**, enter the email address of the account you want all email to be forwarded to.
3. If you want to keep copies of messages that are sent to your account, select **Keep a copy of forwarded messages in Outlook Web App**.
4. Click **Save** to save your changes and start forwarding all incoming messages to another account.

Make sure you periodically check your UNC HeelMail, because forwarding can sporadically fail.

POSSIBLE PROBLEM: Your password expires between semesters.

SOLUTION: Set up challenge-response questions at https://onyen.unc.edu/cgi-bin/unc_id/chpwqa.pl. It is EXTREMELY onerous for online students to reset their password if they do not have this challenge-response question set. Resetting without it requires two forms of ID and faxing information. I know you won't forget your password or let it expire ;) but please do this easy step in case.

Course discussion

Each course contains online, asynchronous discussion. Each instructor will provide discussion guidelines for his or her course. We suggest you begin participating the weekly discussion early. Waiting until late in the discussion can be overwhelming. You will likely find that all of the points you'd like to raise have already been covered.

Technical specifications

Internet

The only hard, specific technical requirement we have is that you have access to a high-speed Internet connection where you plan to complete your coursework throughout each 15-week semester.

Browsers: Firefox is preferred

Browsers change frequently and each has settings and configurations that can affect your experience using the Web. UNC and Sakai Support recommend using [Mozilla Firefox](#). A screen resolution of 1024 by 768 or higher is recommended for best viewing purposes. If you experience problems with a particular browser, please switch to a different browser while we attempt to troubleshoot your issue.

You need the most updated versions of [flash player](#) and [Java](#) running on your machine. Please enable Java, cookies and pop-ups for sakai.unc.edu. Sakai will only function properly if cookies are enabled. You also need [Adobe Acrobat Reader](#) to access course files. On Firefox, you can check to see if your plug-ins are updated at <http://www.mozilla.com/en-US/plugincheck/>.

While they are NOT recommended, other browsers (Chrome, Safari, Internet Explorer) can be used to access Sakai. If you are experiencing problems, switch to a different browser, preferably Firefox.

Proxy server: accessing university resources

Your courses may provide links to UNC resources including journal articles. In order to authenticate your machine, you'll need to add <http://libproxy.lib.unc.edu/login?url=> to the front of the URL. You will still need to enter your onyen and password to complete authentication. Most of the links will already include this proxy prefix, but it's good to know.

Computer

One issue with doing so much work on your computer is that it can, at times, betray you. There are a few strategies to avoid losing your work, and your mind, if your computer fails. 1. Periodically after huge bouts of progress, email the document to yourself or upload it to the cloud (e.g. Dropbox). 2. Do your work in an online processor (e.g. Google Docs). This is also VERY helpful for group work. You can share the document and edit collaboratively. In general, the operating system (PC, Macintosh, etc.) your computer uses, as well as what version of that operating system is installed, is not important, but you need to have a computer with enough RAM to run several programs at once.

Webcam & Microphone

We strongly suggest you get these if they are not built into your computer. These may be used for various course assignments. You may use them for VoiceThread and videoconferencing (Google+ Hangouts, Skype etc.) with classmates and instructors.

Tablets (e.g. iPad)

You may choose to work on your class from an iPad or comparable tablet. Tablets are best used for reading PDFs and other materials, and offer a welcomed break from reading in large amounts at your computer. Sakai functions much the same as it does in a browser, but we do not suggest using tablets for extensive coursework or discussion posting.

Smartphones

We do not suggest using smartphones for accessing Sakai or completing coursework.

Cloud Applications & Tech-savvy tools

web.unc.edu

JOMC 711 requires each student to create a blog where assignments must be posted. The good news is that UNC makes it very easy to create and customize a Wordpress blog or website. You can create sites at web.unc.edu. The URL isn't easy to change so pick thoughtfully. The URL will be XXXXX.web.unc.edu. There is no limit to the number of sites you can have. Get started: <http://web.unc.edu/getting-started/>.

VoiceThread

Your courses may ask you to use VoiceThread. Please see the Using VoiceThread document linked at the [Certificate Student Website](#). Best practice is to access VoiceThread via voicethread.unc.edu.

POSSIBLE PROBLEM: One known issue with VoiceThread has to do with lost "tokens." The site will lock you out if you do not first sign in through voicethread.unc.edu.

SOLUTION: Close the VoiceThread windows/tabs and [clear your browser cache/cookies](#) or open VoiceThread in another browser application.

Screencasting: A screencast is a digital recording of your computer screen, or, in other words, a video screen shot. Screencasts are very helpful in demonstrating a task, tool, solution to a problem, etc. [Screencast-o-matic](#) and [Jing](#) are simple, free applications that allow you to take a picture or short video of what you see on your screen, narrate it, then share that content instantly.

All Things Google: Google offers many useful tools for managing coursework and teamwork.

- Google Hangouts and Google Plus for meeting online when working in teams.
- Google Drive (aka Google Docs) for hosting and sharing files. Also good for collaborative writing.
- Google Calendar for reminders and sharing schedules and events.

Dropbox/Cloud storage: Dropbox (<https://www.dropbox.com>) lets you host and share your files easily. It allows you to access your files anywhere and is great for transferring large files between parties. Other cloud storage services: [ADrive.com](#), [Box](#)

Evernote & Skitch

Evernote (<https://evernote.com>) helps you save things—notes, web clips, files, URLs and images. It is a good place to collect and organize data and imagery and its uses are far-reaching—from bibliography-building to keeping track of lists and to-dos. It can also be very helpful for making PDFs searchable. Skitch (<http://evernote.com/skitch>) is an annotation app that helps you capture, edit and markup screenshots and images with shapes and comments.

General tech notes

1. **Beware of the evil timeout.** When composing a lengthy reply in Sakai, do it in Notepad, TextEdit, or Word. Otherwise, you may lose it because Sakai times out.

2. **No spaces in file names.** It is a best practice not to upload documents or images to the Web with a space or a %20 in the file name, as do not load consistently.
3. **Screenshots.**
On a Mac
 - Command-Shift-3: Captures the entire screen and saves it as a file on the desktop
 - Command-Shift-4, then select an area: Captures an area and saves it as a file on the desktop
 - Command-Shift-4, then space, then click a window: Captures a window and saves it as a file on the desktopOn a PC
 - Print Screen: Clicking “print screen” will copy a screenshot of your full desktop to the clipboard. You can then paste it into an image program like MS paint or Adobe Photoshop. Both programs contain tools to annotate the screenshot.
 - To capture web screenshots, there are various browser add-ons. For Firefox add-ons visit: <https://addons.mozilla.org>. We recommend Screengrab, Pixlr Grabber or Screenshot Pimp. You can also use a stand-alone program like Skitch.
4. **Images.** It is good practice not to upload images more than 800 pixels wide. You can resize images in Photoshop or you can use <http://www.picsize.com> or <http://www.resizemyimage.com>.
5. **Find it.** Click Command (or Control) + F to search a webpage/document/PDF for a word or phrase. More keyboard shortcuts: [PC](#), [Mac](#), [PC to Mac](#).
6. **Have a file that you can't open?** [Look here](#) to see what types of applications can open the file.

Online resources

Certificate Students Website <https://tcom.web.unc.edu>

This website is a hub for your Certificate resources. You will find links to J-School and UNC resources as well as the Student Handbook and technology handouts (including this one!)/user guides. You must log in with your onyen and password to access the site.

LinkedIn - UNC JOMC Technology and Communication group

We've created a LinkedIn group for Technology and Communication students, both certificate and master's. We post job openings and career resources from the School's career services director. We encourage everyone—faculty, students and alumni—to post jobs in communications and new media. Post a job by clicking “Jobs” from the menu bar, then clicking “Post a job discussion”. We hope you will use the group for networking and career discussions.