

Charles L. Seebeck Computer Center

The University of Alabama provides computing resources for research and instruction through the Seebeck Computer Center, housed in the Gordon Palmer Hall Annex. The computer center is part of the Office of Information Technology, which also includes the Faculty Resource Center and Telecommunications. The computer center staff maintains the campus network backbone, Internet connections, and central academic and administrative servers. Services provided include e-mail, Web hosting, calendaring, administrative business systems, software licensing, training, and personal computing assistance for University of Alabama faculty, staff, and students. For more information on Seebeck Computer Center, visit its Web site at **computercenter.ua.edu**.

Helpdesk

The Seebeck HelpDesk staff can answer technological questions and find solutions to hardware and software problems. Assistance is available by phone (348-2435), by e-mail (Help.Desk@ua.edu), by fax (348-3993), on the HelpDesk Web site (**helpdesk.ua.edu**), and in person at the HelpDesk counter (A-203 Gordon Palmer Hall). Regular hours are from 8:00 a.m. to 4:45 p.m., Monday through Friday; extended hours for telephone support are from 4:45 to 8:00 p.m., Sunday through Thursday, during the fall and spring semesters.

Network Access

The University of Alabama is a full participant in the Internet and a charter member of the Internet2 project, which supplies high-speed network access for research and teaching. For additional information on the Internet2 project, visit the University's Internet2 Web site (**internet2.ua.edu**). The University is also a participant in the Alabama Research and Education Network (AREN), which was established to provide a state network and access to the resources of the Alabama Supercomputer Authority (ASA). For more information about AREN local access and support, visit the Web site for local users (**www.vislab.ua.edu**) or the ASA's Web site (**www.asc.edu**).

E-Mail

All students and many faculty and staff members have e-mail accounts on the central academic server (bama.ua.edu). These accounts support access through POP, IMAP, and a Web interface (**bamamail.ua.edu**). The computer center works with the University's administration in the handling of official student mailings.

ResNet

Seebeck Computer Center supports the campus Residence Hall Network (ResNet). ResNet, which provides direct in-room Internet connections, is available in certain residence halls. Students who sign up for ResNet service pay a startup fee that includes having their computers configured by computer center personnel for network access. In addition, students are charged a per-semester usage fee. For more information on ResNet, including policies, minimum system requirements, and fees, visit its Web site at **ResNet.ua.edu**.

Charles L. Seebeck Computer Center (continued)

UA Dialup Access

Seebeck Computer Center offers free dialup service for Internet access. There are a limited number of connections available and each session can last up to 90 minutes. Faculty, staff, and students who need unlimited access are urged to contact one of the numerous Internet Service Providers with local connections. Information about setting up a computer for dialup access or obtaining dialup service is available from the HelpDesk or the HelpDesk Web site (helpdesk.ua.edu/internet).

Business Machine Services

The office of Business Machine Services (BMS) is the University's onsite computer service and repair agency. Microcomputer service contracts for departments and offices are available at a very reasonable price. For contracting departments, BMS can offer assistance with setups, upgrades, repairs, configurations, peripherals, and general information on all aspects of computer hardware. BMS can also assist with warranty inquiries for Dell, Hewlett Packard, and Apple hardware. For more information, call BMS at 348-7509.

Calendaring

The University's central calendaring application is powered by a Steltor CorporateTime server running on bama.ua.edu. This system is available for use by departments, faculty, staff, and student workers and can be accessed with the Netscape Calendar client or a Web interface. Supported features include inviting other users to meetings, creating groups, managing tasks, and having another user designated to manage your calendar account. For more information, see the calendar section of the HelpDesk Web site (helpdesk.ua.edu/calendar).

Computer Training

Seebeck Computer Center, in conjunction with Human Resource Development, offers computer training on a number of topics. Offerings include self-paced computer-based Microsoft Windows and Office training as well as instructor-led classes in various software products. All classes are taught in the Office of Information Technology training lab, which is equipped with fifteen PCs, two iMacs, and a projector system. Human Resource Development publishes a training schedule each semester both in print and online. For more information, see the training section of the HelpDesk Web site (helpdesk.ua.edu/pcmac/training).

Hardware

Seebeck Computer Center supports and maintains a Sun Enterprise 6000 server system (for academic applications and network services), a Sun Enterprise 4000 server (for library applications), and an IBM 9672-R26 Enterprise Server (for administrative applications), plus a variety of other Windows NT and Unix servers. Some of the support services provided include the campus name server, a news server, a mailing list (LISTSERV) server, Web hosting, e-mail services, and high-speed laser printing. The computer center also provides a small computer lab for student use. It contains nine Dell Optiplex computers, one of which is wheelchair-accessible.