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WELCOME TO INFORMATION TECHNOLOGY SERVICES

Greetings, and thank you for checking out the Fall 2015 newsletter from Information Technology Services (ITS). It has been an eventful year for ITS as we have undergone a significant reorganization following the departure of our Chief Information Officer as well as the Deputy CIO and the Director of Operations early last year.

The most visible aspect of our new structure is the enhancement of the Help Desk, now known as Technology Support Services, or TSS. We have combined support staff from several areas of ITS to create a “one stop shop” that will serve faculty, staff, and administrative users of institutional technology. Under the management of Tim Gesner, this team is in the process of cross-training one another to provide timely and comprehensive delivery of services to all technology users on our main campus, as well as our regional campuses.

Another visible change has been the establishment of three ITS ‘hubs’ where ITS department units with different missions are housed (see Page 8 for a diagram). The first floor of the Administration Building houses ITS Operations and Administration, including the office of the Executive Director, Administrative Application Services, Web Development Services, and Telecommunications.

In the Willis Center, Enterprise Services staff, including the Director of Enterprise Services, is responsible for Solutions Architecture, Systems and Network Operations, and the University Switchboard.

The Armacost Library is home to Academic Computing and Instructional Technology Services (ACITS), under the Director of ACITS. Also located at this hub are Technology Support Services and Resnet, which provide direct support to faculty, staff and administrators, and students.

ITS also has several important projects under way, including a major upgrade to the campus network and the installation of a new data storage network. Also in the works is the implementation of the Intelligent Learning Platform, an application that integrates Moodle, Ellucian Colleague (our enterprise resource planning tool) and the myRedlands portal. This will allow seamless movement of data across these three systems as well as allow for several new features.

Look for the new ITS web site which will be announced soon. This site will be the repository for information regarding policies, procedures, contact information, and service notifications. We intend for it to be the source for all ITS-related information.

Please contact me with any suggestions or questions you may have concerning ITS. I can be reached at extension 8477 and by e-mail at steve_garcia@redlands.edu.

Steve Garcia
Executive Director

ADVISORY GROUPS HELP SHAPE COMPUTING

In 2014, ITS established the Academic Technology User Group (aTUG), an advisory and consultative group for Academic Computing and Instructional Technology Services. The purpose of the advisory group is to provide a new avenue for communication, partnership, and collaboration with the campus. Membership includes faculty members (recommended by each Dean), students, and members of Information Technology Services. The goal of aTUG is to assist in shaping academic technology services, support, policy, and direction.

ADVISORY GROUPS HELP SHAPE COMPUTING (CONTINUED)

Advisory partnerships with the campus community are a long-standing tradition within ITS.

For the past decade, Administrative Information Services has functioned in partnership with its own advisory group - Administrative Systems User Group (aSUG). Through the alliance with aSUG, Administrative Information Services presents advancements to such systems as Colleague, Resource25, and Business Objects for evaluation and approval.

Each advisory group meets quarterly. For more information on aTUG, contact Shariq Ahmed at extension 8352. For more information on aSUG, contact Steve Garcia at extension 8477.

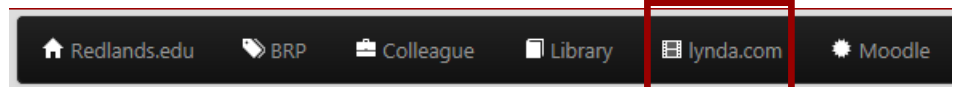
PROFESSIONAL DEVELOPMENT 24 X 7 WITH LYNDA.COM

It was just a year ago when the University of Redlands Staff and Administrator Association (URSAA) came to ITS with an interest in sponsoring Microsoft Excel workshops. From an earlier survey conducted by URSAA regarding campus professional development needs, the overwhelming consensus was that more training was needed for Excel. Using Lynda.com licenses purchased by ITS, URSAA and ITS joined together to begin a pilot program to test the feasibility of using on-line, video-based training as a means of offering professional development opportunities to staff and faculty. As an online platform, Lynda.com is used by individuals to learn technology, business, and creative skills as a way of meeting professional development goals. The Excel training proved successful which prompted the purchase of a campus-wide subscription to Lynda.com; all full-time faculty and staff now have access to this training resource.



Our Lynda.com subscription offers distinct advantages over in-house or contracted trainers: (1) Lynda.com offers 1,000+ video-based training programs covering the latest software, as well as soft skills (public speaking, customer service, time management, etc.), (2) the varying levels of Lynda.com trainings help meet the needs of users with different skill levels, and (3) each training program is divided into reasonable sections of time; this allows users to focus on the specific portions of training needed at any one time.

Full-time faculty and staff access Lynda.com from the myRedlands portal (Lynda.com is a link on the application bar). Full access, including the ability to make use of sample project files, is best on a desktop computer. Video playback via a tablet or phone is also an option.



For more information regarding Lynda.com, contact Catherine Walker at extension 8321.

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R25 TO 25LIVE SOFTWARE MIGRATION PROJECT

In the coming months, Resource 25 (R25), the University's primary event, meeting, and class scheduling software will undergo a major facelift. ITS will be leading an implementation project team to upgrade from the current R25 software to the latest web-based software version called 25Live. The implementation project team will include representatives from Campus Events, Registrar's Office, and other key departments.

Advantages of 25Live include the potential for additional users who will be able to make space requests, the option for having separate, department-managed spaces visible from a central calendar, and enhanced reporting capabilities of space utilization.



The implementation will be completed in two stages. The first stage of the project will include shifting the existing R25 system from a locally-hosted database management system (DBMS) to a software as a service (SaaS) data management model. With SaaS, the scheduling software will be remotely hosted by CollegeNet on their secure servers, instead of on our on-premise university server. Benefits of SaaS include timely software updates, version upgrades on a schedule, and dedicated support. The second stage of the project will involve the migration from R25 to 25Live.

A key part of the 25Live implementation project will be a thorough review of the University's space scheduling policy in conjunction with the upgrade to 25Live.

For more information regarding the 25Live project, contact Gary Gonzales at extension 8307.

INTELLIGENT LEARNING PLATFORM—SYSTEMS INTEGRATION



This past year, ITS introduced the new myRedlands portal utilizing Ellucian's portal product. This year, we will be implementing Ellucian's Intelligent Learning Platform (ILP) module which will further enhance the portal experience for students and faculty.

The ILP module allows for seamless integration of Moodle and Colleague within the myRedlands portal. When accessing the portal, students will be able to view their classes, grades, assignments, and to-do lists. When students click on one of their course links in the My Classes module of the portal, they will be re-directed to their Moodle course content. The My To-Do module will have links directly to Moodle assignments. Using the ILP portal, faculty will be able to see class rosters, access Moodle, and grade their students. The relative content will be dynamic and updated based on the day and time of access.

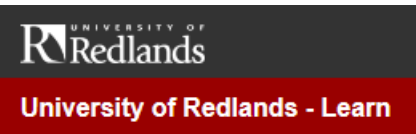
The Intelligent Learning Platform bundles the administrative and academic sides of course management into one efficient presentation, with real-time data synchronization of grades, course sections and content, calendaring, and notifications. Data will flow seamlessly and automatically between Colleague, the MyRedlands portal, and Moodle. This means that ITS will spend less time on manual tasks such as creating course shells and managing enrollments. Faculty will see efficiencies in managing course content and entering final course grades; faculty will be able to enter grades from the portal in just three clicks.



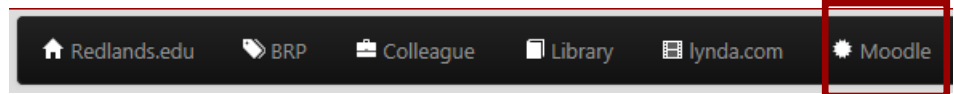
The project is scheduled to kick off in September, 2015 with an expected rollout to the community in late October or early November.

For more information regarding the Intelligent Learning Platform project, contact William Hudson at extension 8392.

NEW VERSION OF MOODLE – LEARN.REDLANDS.EDU



ITS has rolled out an updated version of Moodle to the campus. Moodle is accessed through the myRedlands portal:



This version brings many new features and enhancements to faculty, staff, and students:

- The Armacost Library block has been added to each course site. This block contains contact information, a link to the appropriate library guide, and an option to chat with a librarian.
- An automatic save feature for text input which saves every 60 seconds. If you leave a page accidentally, or lose your connection, this feature records your work and displays it the next time you access that page.
- A single menu of options for adding content and activities.
- The gradebook offers a single-view option so that grades can be entered for just one student or for just one assignment. Also, natural weighting, in the gradebook, simplifies the process of weighting grades with a more user-friendly interface.
- We are experimenting with a new add-on, PoodLL, which is available via the editing toolbar. PoodLL brings audio and video recording functionality directly in Moodle. It can be used by both faculty and students to record short media segments. For longer video segments, we recommend using YouTube as a recording/storage tool.

For mobile users, we recommend accessing Moodle directly at learn.redlands.edu.

Our help site, learn.redlands.edu/support, is available from the user menu, or from a link at the bottom of each Moodle page. The help site features handouts and videos for this new version of Moodle.

For more information regarding Moodle, contact Catherine Walker at extension 8321.

OFF-CAMPUS ACCESS

The on-campus extensions shown in this newsletter can be called from off-campus by dialing 748 and the extension. For those out of the area, note that our area code number is 909.

E-mail is accessible off-campus by logging onto the myRedlands portal (<http://my.redlands.edu>). The link to Outlook WebMail is above the image in the middle of the screen (look for number of unread mail messages). Outlook WebMail can also be accessed directly at <http://mail.redlands.edu>. **Voicemail** can be accessed from off-campus by calling (909) 748-8900. Press the [#] key, enter your mailbox number (your on-campus extension), your password and the [#] key.

MEDIA SERVICES – EQUIPMENT TO LOAN

Media Services, located on the ground floor of the Armacost Library, room 174, offers a variety of equipment for instructional purposes. Equipment can be delivered to the classroom or picked up directly from Media Services. The equipment inventory includes data projectors, laptops, TVs, VCR/DVD players, digital document cameras, web conferencing cameras, portable sound systems, CD players, and video cameras.

So that all equipment requests are handled in a timely and efficient manner, be sure to e-mail mediaservices@redlands.edu or call the department number, extension 8923 or (909) 748-8923 from off-campus. In the request, please specify date(s) needed, class time (e.g. 9:30 am to 10:50 am), specific equipment needed, building and room number, a contact name, and a phone number. A minimum 24-hours advance notice is recommended to ensure equipment availability. Hours of operation are 8:00 am -10:00 pm Monday-Thursday and 8:00 am-5:00 pm on Fridays.



VIDEO CONFERENCING—LET'S CONNECT



Video conferencing continues to gain in popularity at the University of Redlands. In this past year, regional center staff participated remotely in the June 2015 meeting of the University of Redlands Staff and Administrator Association. Video conferencing was used for various faculty meetings with both on-campus and remote participants. This summer, two instructors used video conferencing so that students from San Diego and South Coast Metro could interact virtually.

Our two primary video conferencing applications, Skype and Adobe Connect, enable users to communicate through voice, video, and a shared computer screen. Skype is a free tool, while Adobe Connect requires a paid license. ITS consults with faculty and staff who have a video conferencing need to determine the most appropriate application; additionally, we provide training and support.

On the main campus, there are nine video conference-ready classrooms equipped with a camera, microphones, speakers, and a computer. Hall of Letters 100 and Gregory 161 are the most recent additions. These two rooms are specialized conferencing spaces as they feature two cameras, one facing the audience and one facing the presenter. Using either Skype or Adobe Connect, camera views can be switched during a live meeting. To connect the regional campuses with the main campus and with each other, San Diego and the South Coast Metro regional campuses were outfitted with a multi-camera video conferencing room at each campus this summer. The greater plan is to eventually have at least one video-conferencing room at each of the regional campuses.

The main-campus video conference-ready classrooms are: Duke 109, Fletcher Jones Foundation Computer Center 112, Gregory 161 and 209, Hall of Letters 100 and 209, Hentschke 201, Larsen 227, and North University Hall 112.

Faculty members who would like to schedule a video conference-ready classroom should work with their department's administrative staff to make a room reservation. For technical assistance using a video conference-ready classroom, or for assistance in selecting the best tool to meet your needs, contact Paul Lopez or Eric Chaffin at Extension 8459.

For more information regarding the video conferencing, contact Nicholas Sousa at extension 8434.

TASK FORCE ON ONLINE LEARNING—CALL FOR PROPOSALS

The President's Task Force on Online Learning will soon be sending out a call for proposals for the Faculty Online and Technology-Enhanced Teaching Grants. It will be the third year of funding for faculty technology proposals.

Last year, the Task Force on Online Learning successfully funded nine faculty proposals, all designed to enhance student learning through the innovative use of technology tools. In addition to funding faculty proposals, the Center for Digital Learning (CDL) was established. The CDL, located in room 116 of the Fletcher Jones Foundation Computer Center, features a video recording studio, a video conferencing room, and multiple video editing stations for faculty use.

The Task Force on Online Learning will be seeking faculty proposals for teaching and learning projects which infuse technology. A total amount of \$25,000 has been allocated for the funding of these proposals this year. We encourage faculty to visit <http://www.redlands.edu/cdl> to review the project proposal summaries from those who received funding this past year.

For more information regarding the Task Force on Online Learning's call for proposals, contact Shariq Ahmed at extension 8352.

CALL FOR PROPOSALS

THIRD ANNUAL EMERGING TECHNOLOGIES WORKSHOP

In August, ITS hosted its third annual emerging technologies workshops. Twenty-three faculty members representing College of Arts and Sciences, School of Business, and School of Education attended. The workshop began with a discussion of what works well in the classroom. Faculty members shared strategies and pedagogical ideas on student engagement and the students' comprehension of information. The integration of technology was presented as a means of enhancing the teaching and learning process.



The attendees were introduced to four technologies tools: YouTube for video creation and storage, iMovie for video creation using iPads, Mindomo for concept mapping, and Prezi for presentations. All of these applications are free of charge, though iMovie is specific to Apple devices. Attendees learned how to use a web camera to produce videos using the editing tools available through YouTube. At the end of the day, they each received a web camera to continue creating instructional videos and for video conferencing with colleagues.

Using portions of training courses available on Lynda.com (see Page 2 regarding subscription information) for both iMovie and Prezi, the attendees were able to see how this professional development tool could be used to as a way to introduce new applications to their students.

For more information on using new technologies, contact Catherine Walker at extension 8321, Matt Waters at extension 8699, or Elizabeth Wellins at extension 8025.

CENTER FOR DIGITAL LEARNING – PEDAGOGY, MEDIA DESIGN, AND MORE

The Center for Digital Learning (CDL) is the central location on campus for faculty to receive pedagogical and technical support in the planning and development of effective media-based learning objects for face-to-face, flipped, and online learning. The CDL is located in room 116 of the Fletcher Jones Foundation Computer Center.

With a video recording studio, a video conferencing room, an editing station, and a variety of media equipment for check-out, the CDL is well-appointed to meet faculty needs. The CDL is staffed by Elizabeth Wellins, who is the full-time instructional designer responsible for assisting and supporting faculty. The CDL support site, <http://www.redlands.edu/cdl>, features links to tutorial videos and handouts related to media creation.

This past year, the CDL served as a vital resource for faculty members who had been awarded grants from the Task Force for Digital and Online Learning. As part of the grant process, a high number of videos recordings were created, along with the implementation of various Moodle course re-designs.

For more information regarding the CDL, contact Elizabeth Wellins at extension 8025.



SUSTAINABILITY EFFORTS CONTINUE WITH PRINT QUOTA



As a way to reduce paper and ink waste, as well as to promote efficient use of University resources, the student print quota remains in place for the 2015-2016 academic year.

The student print quota is \$50.00 for the year. In June 2015, students from College of Arts and Sciences, School of Business, and School of Education (on the main campus only) were allotted a portion of that quota in the amount of \$22.50. This covers printing needs from June 2015 to the end of December 2015. Before spring 2015 courses begin, an allocation of \$27.50 will be added to the student printing accounts. This allotment covers printing needs from January 2015 through the end of May 2016.

As students print, they see the balance of their quota reduced based on page size and output type (black and white vs. color) of each print job. If students exceed their print quota, they are still able to print. Negative balances, however, are reported to the Business Office at the end of each semester and students are billed for their overage amount. In the past academic year, very few students exceeded their allotment.

Any paper printouts left behind in the Fletcher Jones Foundation Computer Center are recycled. Paper recycling bins are located throughout the Center, including one in the main lab.

For questions regarding the print quota, contact Iyan Sandri at extension 8965.

ESTABLISHMENT OF TECHNOLOGY SUPPORT SERVICES

The formation of Technology Support Services (TSS), previously known as Help Desk, is one of the more observable changes that has occurred over the past year in ITS. In forming TSS, overall support offerings were reviewed and it was determined that a restructuring was needed in order to improve responsiveness to end-user needs. Prior to forming TSS, Help Desk consisted of just two staff members. In modifying the job roles of others outside of Help Desk, this number has now grown to four, with additional assistance coming from the two Technology Enabled Classrooms support staff. While the staff was once focused on specific aspects of ITS support, the new team is cross training one another so to expand their knowledge and skills.

TSS is part of Enterprise Services, under the leadership of Wes Head, Associate Director, who also has responsibility for Systems and Networking. In reviewing the workflow of support calls, the majority of issues that were escalated beyond TSS often involved either the Systems or the Networking team. Given this typical escalation path, it was most logical to join TSS with the Systems and Networking teams. An added benefit of merging these teams is that the TSS team is now being trained in the basic areas of Systems and Network support. This results in additional efficiencies by not having to escalate calls that, in the past, would have required such action. This both expands the TSS team professionally and greatly improves response time.

For questions regarding TSS, contact Wes Head at extension 8295.

TECHNOLOGY SUPPORT SERVICES

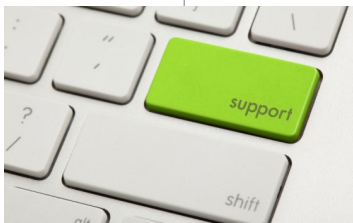
Technology Support Services (TSS) supports faculty and staff with their computing needs including the installation and support of desktop hardware, software, and peripherals on University-assigned computers.

TSS is available Monday – Friday from 8:00 a.m. to 7:00 p.m. Faculty and staff can stop by the TSS office located on the ground floor of Armacost Library, Room 115. TSS can also be contacted by phone at extension 8922 or by e-mail at tech_support@redlands.edu.

For questions regarding TSS, contact Tim Gesner at extension 8334.

RESIDENTIAL NETWORKING

Residential Networking (ResNet) provides technology support to students.



ResNet assists students with connecting computers and devices to the wireless network, access to the myRedlands portal, using gaming devices on the separate game network, getting e-mail on their mobile devices, and any other technology needs.

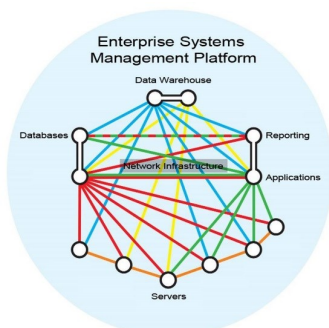
ResNet, located across from TSS, is staffed by Enrique Castaneda, ResNet Manager, and a team of student assistants.

For questions regarding ResNet, contact Enrique Castaneda at extension 8921.

MOVING TOWARD AN ENTERPRISE APPROACH

ITS is working toward creating an Enterprise Systems Management Platform which will significantly improve the management of the University's information technology (IT) systems. This new platform is being designed with the end goal of improving the quality and overall performance of ITS services.

The creation of this platform requires ITS to research, design, architect, and engineer something very new and truly innovative. This platform, once built, will allow ITS to transition from providing "ad hoc" responses to University information technology issues, with results based only on the present situation, to an approach that is more holistic and relational. With the new platform, ITS will be able to see how one system change may affect or impact another, in terms of system resources, as well as personnel.



Representation of a network topological knowledge map

As a foundation for this new platform, ITS will be developing an accurate and automatically-maintained topological knowledge 'map' of our IT platform as a "system of systems." This map will allow us to proactively understand the implications of proposed changes. This map is a crucial element as we move from a system of disparate servers, applications, and data stores into an enterprise-class system.

The ITS Enterprise Architecture and Solutions Team is leading the effort to research, design, and engineer the foundations for this Enterprise Systems Management Platform. This program will evolve over several years as we replace legacy system components and integrate our monitoring and change management operations. Ultimately the new platform will improve data integrity and system efficiency and thus deliver better quality and performance.

For questions about the Enterprise program, contact Chris Kincaid at extension 8309.

DATA NETWORK UPGRADE

This year, ITS will undertake one of its biggest projects to date. All of the University's data network equipment will be replaced or upgraded, including the equipment in the Willis Data Center, the equipment in each building across the main campus, and equipment in each of the regional campuses.

Our computer network plays an essential role in our everyday work. This complex set of computer hardware provides the pathway for our access to key resources such as e-mail, Moodle, and Colleague. The network equipment also provides our connection to Internet resources.

The new network hardware will allow for greater access speed; the bandwidth will increase across the University's main campus from 1 gigabit per second to 10 gigabits per second.

For more information regarding the network upgrade project, contact Terry Reed at extension 8318.



INTERNET CONNECTION UPGRADE AND BACKUP CONNECTION

The University's Internet connection to off-campus resources will soon be upgraded from 800MB to 1GB. The increased bandwidth will allow for the greater integration of emerging technologies into the academic setting such as high definition video streaming, access to digital textbooks and media, online learning and collaboration, "bring your own device" support, videoconferencing, and ability to implement virtual desktop infrastructure (the use of a central server to supply desktop computing access).

This fall, ITS is also installing a new, separate secondary Internet connection which will serve as a back-up connection in the event we lose service to the primary connection. The campus will have access to both Internet connections simultaneously for a combined total bandwidth speed of approximately 1.5GB. This represents a 90% increase in bandwidth over the University's current Internet connection.

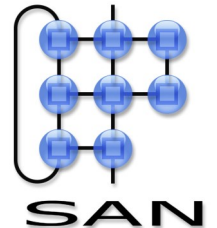
For more information on the Internet upgrade project, contact Terry Reed at extension 8318.

INSTALLATION OF ENTERPRISE-CLASS STORAGE AREA NETWORK

ITS has completed its installation of a new, faster, enterprise-class storage area network (SAN). A SAN represents a specialized set of computer hardware designed to specifically handle computer traffic directed to key resources, such as Moodle and Colleague. The SAN is a component of the campus data network. As information from the data network flows to Moodle or Colleague, the data is managed and protected on the SAN and brought back to the user through the data network.

The installation of this new SAN provides key benefits including improved reliability, extra storage space, and a greater efficiency in how data is stored and accessed. The improved reliability comes as the SAN controls access to a shared pool of "storage" for both Moodle and Colleague. If a failure of computer hardware were to occur, the SAN would redirect access to another portion of the storage pool which has a mirror image of the current data. The SAN automatically manages the rerouted access without any down-time for the end user.

For more information on the SAN project, contact Terry Reed at extension 8318.



PASSWORD CHANGE PROCESS

Every six months, faculty and staff are required to change their University of Redlands passwords. Prior to your password expiring, you will receive an official e-mail notice that directs you to our password change application: <http://www.redlands.edu/passwordmanager>. When changing your password, be sure to also enroll with your three security questions/answers under the Enrollment tab. For faculty and staff assistance, contact Technology Support Services at extension 8922.

MY REDLANDS PORTAL

The myRedlands portal is the site where tools and information come together. Faculty, staff, and students can access the portal automatically after logging onto any campus computer (just start Internet Explorer and go to <http://my.redlands.edu>). On personal computers or devices, the portal can be accessed from the address above using one's Redlands e-mail address and password.

The portal acts as a "dashboard" with key details: your agenda, number of unread e-mail messages, and to-do list which all come from Outlook. The application bar, under the photograph at the top, provides easy access to a variety of sites and tools, including the Library, Moodle, and R25. In the bottom right-hand corner is the connection to WebAdvisor. This is the recommended way for all users to access one's personal information, student record data, and budget information.

CONNECTING TO E-MAIL ON YOUR SMARTPHONE

Shown here are the general steps to configure your smartphone (iPad and Android tablets too) to receive Redlands e-mail. Faculty and staff with smartphone questions should contact Technology Support Services at extension 8922. For students with smartphone questions, it is recommended that they contact ResNet at extension 8921.

Apple:

- From the home screen, tap Settings
- Tap Mail, Contacts, Calendars
- Tap Add Account
- Tap Exchange
- Select Add Account (this step may be skipped)
- Enter your Redlands e-mail address, password, and description
- Tap Next (your device will now authenticate and check incoming server settings)
- Confirm the options (Mail, Contacts, Calendar...) you would like to sync and tap Save
- Press the Home button
- Tap the Mail icon to see your incoming mail

Android

- Tap the Settings icon
- Tap Accounts
- Tap Add Account
- Tap Microsoft Exchange ActiveSync
- Enter your e-mail address and password and click Manual setup
- Enter your Redlands e-mail address, server address (red-exweb.redlands.edu), Domain (admnt\e-mail address)*, username, password, and check the box for Use secure connection (SSL) and tap Next
- On the Activation screen, tap OK
- On the Remote security administration screen, tap OK
- Customize your account options as needed
- Tap Next
- Give your account a name and tap Next
- Tap your Mail icon to see your incoming mail

*admnt is for faculty and staff, while student is used for students

LEADERSHIP AND ORGANIZATIONAL STRUCTURE IN ITS

