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ANNOUNCING OFFICE 2007 SUPPORT

1 As of June 1, IRM officially began support of Office 2007 and will install it for users who request it. We are also now pleased to be offering training in Office 2007. To sign up for an "Office 2007—New Features" training class, please visit <https://swise.fau.edu/training>.

Until you have had a chance to attend training and request installation of Office 2007 on your computer, we recommend that you download the Microsoft Office Compatibility Pack (see sidebar below). Once you have installed Office 2007 on your computer we recommend that you save your Word, Excel and PowerPoint files in a compatible

format that can be read on machines using older versions of Office (see article below).



3

SAVING COMPATIBLE FILES IN OFFICE 2007

The latest version of Microsoft Office, Office 2007, introduces a new file format that may not work with older versions of Office. For example, older versions of Microsoft Office save Word documents as .doc files. Microsoft Office 2007 saves Word documents as .docx files. Microsoft Office 2000, Office XP and Office 2003 cannot open .docx files without a converter tool from Microsoft.

left corner of the screen), choose "Save as" and choose "Word 97-2003 Document" format. This saves your Word 2007 document not as a .docx file but rather a .doc file that can be opened and read in older versions of Microsoft Word.

sions of Office. When saving an Excel 2007 spreadsheet or PowerPoint 2007 presentation, IRM recommends you click the "Office" button (top left corner of the screen), choose "Save as" and save your spreadsheet or presentation in the old file format.



Until more people upgrade to Office 2007 or download the converter tool, IRM recommends that you not save your Word 2007 documents in Microsoft's new .docx file format. Instead, you should click the "Office" button (top

Excel and PowerPoint 2007 also use new file formats, .xlsx and .pptx, that also cannot be opened in older ver-

To force Office 2007 to always save your new files in the old .doc, .xls or .ppt file formats, click the "Office" button, choose "Options" (bottom right corner of the menu), click "Save" and in the "Save files in this format" pull-down list choose the old file format. You will need to do this in each Office 2007 program.

**Office
Compatibility
Pack**

The Microsoft Office Compatibility Pack for Word, Excel, and PowerPoint 2007 File Formats can be found online at:

www.microsoft.com/downloads/details.aspx?FamilyID=941b3470-3ae9-4aee-8f43-c6bb74cd1466&DisplayLang=en

ONLINE COMPUTING SUPPORT CENTER CHANGES

After working with various groups of users we have redesigned the ticket interface (the series of drop-down menus that you use in order to submit a helpdesk ticket) for the Online Computing Support Center's (www.fau.edu/helpdesk). The goal of this redesign was to make online ticket submission more user-friendly and less cumbersome. We conducted focus group meetings with both users and support staff. Users now have the ability to select their role within the University ("faculty/staff" or "student") in order to see only the support areas that

are relevant to them. Furthermore, users can select whether they are submitting a "request" or a "problem/issue" ticket. We hope that this will help minimize confusion and streamline the ticket submission and resolution process.

Please note that if you have "bookmarked" the previous web site in your web browser you will need to be sure to type in the full web address (www.fau.edu/helpdesk) in order to gain access to the new site.

As a general rule, we suggest that if you need a

password reset, login assistance or basic help using standard applications (such as Microsoft Word or Outlook) you should call the helpdesk (especially if you are experiencing problems outside of regular 8am - 5pm work hours or if the issue is particularly urgent). Otherwise, please try using the above-mentioned online helpdesk where you have the ability to submit tickets yourself that are automatically routed to the appropriate IRM staff. This procedure saves time and has been found to be the most efficient way of getting help as quickly as possible.

ORDERING MICROSOFT OFFICE 2007

For Campus Use:

Microsoft Office 2007 is now part of FAU's Standard Desktop. This means that University-owned computers may be upgraded at no cost. To request installation on your FAU desktop or laptop, please submit a request through the online helpdesk (www.fau.edu/helpdesk). The ticket will be routed to the appropriate consultant who will

contact you to set up an appointment to install the software on your computer.

For Personal Use:

FAU faculty and staff wishing to install Microsoft Office 2007 on home computers (not owned by FAU) may request a "Home Use License" by filling out the Microsoft Software Order form (www.fau.edu/irm/

[desktop/microsoftsoft.php](http://www.fau.edu/irm/desktop/microsoftsoft.php)) and the Home Use License Compliance form (www.fau.edu/irm/desktop/pdf/microsoft_home_use_agreement_0607.pdf). The cost for this license is \$40.00.

Did you know?...

Documentation is now available for users who want to connect their Windows Vista laptops to FAU's wireless network. Visit www.fau.edu/irm/wireless for more information.

TECHNOLOGY TIPS: E-MAIL

Question: I'd like to check my e-mail from home using MyFAU but whenever I log in I don't see any new messages—where are they?

Answer: If you are like many people you probably "log off" of your computer but leave it on when you leave work rather than shutting it down. The problem is that unless you close Outlook it will continue to download your e-mail messages onto your desktop computer and you will not be able to see those messages when you log into MyFAU because they are no longer on the mail server. After you close Outlook, all NEW messages you receive will show up in MyFAU. New e-mail mes-

sages will stay in MyFAU until you either delete them or download them again using Outlook.

Question: What does it mean when I get an e-mail message from Symantec_Mail_Security_at_Seeke r@fau.edu that says "Your message with subject: '_____' could not be delivered to the following recipients: '_____' . Please do not resend your original message. Delivery attempts will continue to be made for four (4) days."?

Answer: Receiving an email from "Symantic_Mail_Security" at FAU means that it could not deliver the email message at that moment due to high volume or other issues

but it will continue trying for 4 more days. If the message does not go through you will receive a message indicating that it failed. Unfortunately, if the message does go through you will not receive anything to confirm that it was successfully sent.



New Desktop Recommendations

IRM has published the new desktop recommendations for both Windows and Mac for the 2007-2008 academic year. This information can be found online at www.fau.edu/irm/desktop/hardware.php

IRM WELCOMES NEW DIRECTORS

We are pleased to announce the hiring of two new directors in IRM.

Alberto Fernandez has joined Broward Computing Services (BCS) as its new director. He comes to us from Lynn University. Ann Edvaldsson, who for the last six months has served as Acting Director of BCS has returned to the Boca Raton campus in a new capacity: Coordinator for Sys-

tems and Application Integration. Ann will be working on various projects requiring collaboration and support across multiple departments.

Kay Recktenwald was recently promoted to Director of University Administration Services (UAS). Kay has been with FAU and UAS since 1999. Her first challenge will be finalizing the transition to the new

Banner student information system this fall.

Welcome Alberto and congratulations to Kay!

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