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## If Things Go Wrong...

### If an application hangs up or stops responding

You'll need to use the Windows Task Manager:

1. Click *Ctrl + Alt + Delete*
2. Select *Task Manager*
3. Highlight the application
4. Click *End Task*

### If there are problems with the network

Unlike ClinLAN, most LYNX applications are installed locally to the workstation; therefore, if the LYNX network is "down" you will still be able to use your applications. You may, however, need to save your files to the C: drive (i.e., your workstation's hard drive) during the downtime. When the problem is resolved, you should move these files to the I: drive.

### Can I "verify" an application gone awry?

Yes, go to the **Start** menu at the bottom left and select *LYNX Application Verify* (or, if you change to the XP interface, **Start** to *All Programs*, then to *LYNX Application Verify*). Find your application and double-click. Follow the on-screen instructions, if there are any.

In this folder, you will also find an all applications option. Please be aware that it can take at least 30 minutes to verify all applications –and- the process can delete valuable troubleshooting information. Do not launch this option unless instructed by CCIT staff or your ITC.

### When you call the CCIT Support Desk...

Whenever possible, supply your machine's IP address. To get this, select the "I" icon at the bottom right of your workstation or go to <http://www.musc.edu/ccit/lynx>. You will be able to see your IP address via this page; it reads "128.23." followed by two additional numbers.

## Training

If you're interested in LYNX training, go to the on-line training registration site at: <http://training.musc.edu>. You **MUST** register before attending; without registrants, the published class will be cancelled.

If you want to learn the new Microsoft Office XP applications (or Office 97 or Office 2000), you can get to that on-line, too, at MUSC's OnLine Anywhere site: <http://ola.musc.edu>.

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This handout is designed to get you going with your new LYNX workstation. If you have any questions about the system and its use, please do not hesitate to contact the OCIO-IS Support Desk at extension 2-9700.

## Logging In

1. Hold down *Ctrl + Alt*, then press the *Delete* key
2. In the first box, enter your ClinLAN (now LYNX) username and, in the second, your LYNX password (same as ClinLAN).
3. In the third box, verify that the domain is "CLINLAN". If it isn't, click on the pull-down menu/down arrow. You should see "CLINLAN" and "L-xxxxx (this computer)". Highlight "CLINLAN" to select it.
4. Click *OK* to log in.

## Finding Applications

LYNX applications can be found in one of three places:

1. Directly on the desktop
2. Select **Start** at the bottom left and go up to *LYNX Applications*
3. For non-standard, licensed applications, select **Start** and go up to *Programs*

## Requesting Applications

If you discover you need an application, please contact the CCIT Support Desk at 2-9700 or your departmental IT support representative (ITC). If it is an application managed through the LYNX service and does not require management approval, the Support Desk or your ITC can do it for you. You'll need to supply the "hostname" of your computer. To find this:

1. Right-click on **My Computer**
2. Select *Properties*
3. Click on *Computer Name*
4. The machine name is the "Full Computer Name". It will start "L", followed by a dash and five digits.

If the application does require your manager's approval, complete the "[Non-Standard Application](#)" form found at the LYNX web support site – <http://www.musc.edu/ccit/lynx>

## Installing Applications

Generally, you should be able to install additional applications to your LYNX workstation without additional help. However, if you find that the application needs to change the workstation's settings (the installation procedure will give you an error), please contact the CCIT Support Desk at 2-9700 or your ITC.

If you call the Support Desk, please supply your IP address. To get this, select the "I" icon at the bottom right of your workstation or go to <http://www.musc.edu/ccit/lynx>. Your IP address will read "128.23." followed by two additional numbers. The Support Desk will initiate a remote session and assist you with the installation.

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## Mapping a Network Drive

In LYNX, only a handful of drives are mapped (e.g., I:, N:). If you don't see a mapping you used to have, don't panic. Ask yourself, "Was it for an application, like Nurse Intensity?" or for another system, such as Homeroom or a departmental server (e.g., Pediatrics and Pathology host some). If it was for an application, LYNX will manage that mapping only when you need it. If you need to connect to Homeroom or another system, however, you'll need to "map a drive":

1. On the desktop, right click **My Computer** and select *Map Network Drive*.
2. In the **Drive:** drop down list, select a drive letter that is not in use.
3. In the **Folder:** drop down list, browse to the desired network folder.
4. Click *Finish*

## Printing

There are two ways in which a printer could be configured:

- *Local*, which means it's physically attached to the workstation
- *IP-based*, which means the printer is on the network and can be used by others

You can easily configure a local printer; IP-based is best handled by CCIT.

## Connecting to a Local Printer

1. From **Start** (at the bottom left of the screen), select *Printers and Faxes*.
2. Double click *Add a Printer* –or– From the **Common Tasks** area, under **printer tasks**, click *Add a Printer*.
3. Click *Next*.
4. Place a check in the box before "Automatically detect and install my Plug and Play printer".
5. Click *Next*.
6. Follow the on-screen instructions

## Connecting to a Network Printer

As noted above, this is best handled by the CCIT Support Desk. Nevertheless, when you call for assistance, first look at the printer you want to use. Many will have a blue and white sticker on it giving you the hostname of the printer; the CCIT Support Desk will need that information to help you connect to the printer.

## Saving Files

The **My Documents** folder points to your I: drive; that is, the drive to which you stored your data files in ClinLAN. It is strongly recommended you do not save files to your local drive (i.e., C: drive) unless there is an emergency, such as a network problem.

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## Quick Launch

The Quick Launch menu is no longer displayed by default. To display it:

1. Right-click on the **Start** menu.
2. Select *Properties* from the popup list; this will open the "Taskbar and Start Menu Properties" dialogue box.
3. Click the *Taskbar* tab.
4. In the **Taskbar** appearance section (near the top), select *Show Quick Launch*.
5. Click *Apply* in the lower right corner.
6. Click *OK* to exit.

## Changing Your Password

**If you change your LYNX password, be aware you are also changing your WebApps password.**

1. Close or minimize any programs that are running.
2. Press *Ctrl + Alt + Delete*; the **Windows Security** dialog box will appear.
3. Click *Change Password* to bring up the **Change Password** dialog box.
4. In the **Old Password** dialog box, type your current password.
5. In the **New Password** dialog box, type your desired new password.
6. In the **Confirm New Password** dialog box, type your new password again.
7. Click *OK*. Your password has been changed.

### Guidelines for Secure Passwords:

- minimum of six (6) characters.
- should contain both letters and numbers
- many passwords are case sensitive, so you can try mixing upper- and lowercase letters to complicate an easy word

## ScreenSaver Settings

After 15 minutes of no keyboard or mouse activity, your LYNX machine will lock, showing only a screensaver. You **MUST** use your LYNX password in order to unlock the workstation. If you share this machine with others, please **log out** before you walk away from the workstation.

## Logging Off

To comply with all [patient confidentiality](#) and [computer use policies](#), you **must** log off of your machine when you leave.

In addition, LYNX PCs are scheduled to perform a machine connect each night to verify your PC's installation. Therefore, it is essential **you do not Shut Down your PC at the end of the day!** Instead:

1. From the **Start** menu, select *Shut Down*
2. Then, select *Restart*
3. Click *OK*
4. When completed, the machine will be back at the login prompt. You can leave it at this state.