To help you use computing and networking services at Penn, Information Systems and Computing (ISC) and University-wide task forces have developed a variety of paper and electronic information resources. Some key documents, together with distribution information, are described below. The list is far from exhaustive. Many other documents have been produced both by ISC and by Schools for their affiliates. They can be found on PennInfo, in the “Computing and Networking” and “Libraries” areas, on School-administered servers, and at computer labs.

If you use any of the documents mentioned here, ISC would appreciate your feedback concerning content, ease of use, ease of obtaining, and anything else concerning documentation you would like to comment on. Please send comments, as well as suggestions for new documents, to document@isc.
### The Penn environment

**Computing at Penn**
A one-page color brochure designed to help you navigate Penn’s dispersed computing environment. It lists phone numbers and e-mail addresses for School and ISC computing/network support services and includes a map of campus computer labs. It points you to additional information on support and training, e-mail services, campus-wide information systems, research computing, instructional computing, and much more.

**Availability.** Printed copies at Book Store near checkout counter, Computing Resource Center, Funderburg Information Center, and other locations not fixed at press time. In late summer, the brochure was sent via intramural mail to faculty and full-time staff and to most graduate students with departmental mailboxes.

**Penn Printout**
The University’s computing newsletter, covering a broad range of computing and networking topics relevant to the Penn community. It appears six times annually—September, October, November, February, March, and April.

**Availability.** Individually labeled printed copies sent to all Penn faculty and full-time staff, and to selected categories of HUP employees, via intramural mail. Bundles distributed to libraries, computer labs, Computer Connection, dormitory and other building lobbies, and many other sites. Available for reading/downloading in plain text from PennInfo (keyword “printout”) and in Adobe Acrobat PDF format from WWW (http://www.upenn.edu/pennprintout) —see page 10 for more information.

**About the Electronic Consultant**
Tip sheet describing the electronic consultant service of the Computing Resource Center.

**Availability:** Available for reading/downloading from WWW (http://www.upenn.edu/crc) and PennInfo (keyword “crc@isc”).

### Antiviral software

**Tip sheets on Disinfectant (Mac)**
About Disinfectant: Anti-virus software for the Macintosh Overview of Disinfectant virus detection software.

**Disinfectant for the Macintosh:** Getting Started Installing and using the most recent version of Disinfectant virus detection software.

**Availability:** Available for reading/downloading from WWW (http://www.upenn.edu/crc) and PennInfo (keyword “disinfectant”). Printed version of “Getting Started” document is available at the CRC, 3732 Locust Walk.

Note: Use the keyword “virus” to get current virus information on PennInfo.

**Tip sheets on Vi-Spy (DOS/Windows)**
About Vi-Spy: Anti-virus software for IBM/Compatible Microcomputers
Overview of Vi-Spy virus detection software.

**Vi-Spy: Installing from DSDD disks**
**Vi-Spy (v. 12.0) First Time Installation Guide**
**Vi-Spy: How to Remove a Boot Sector Virus**

**Availability:** Available for reading/downloading from WWW (http://www.upenn.edu/crc) and PennInfo (keyword “vi-spy”). Printed versions of the last three documents are available at the CRC. Note: Use the keyword “virus” to search for current virus information on PennInfo.

### Communications software

**MicroPhone (Mac) tip sheets**
About MicroPhone: Communications Software for the Macintosh
Overview of MicroPhone communications software.

**MicroPhone: Configuring for Use with PennNet**
Installing and configuring MicroPhone for PennNet dial-in access.

**MicroPhone: Using the Telnet Tool**
Installing and using the Telnet Tool with MicroPhone communications software for Ethernet connectivity.

**Availability.** Available for reading/downloading from WWW (http://www.upenn.edu/crc) and PennInfo (keyword “microphone”). Printed versions of last two documents are available at the CRC.

**MacSLIP tip sheets**
**MacSLIP: Getting Started**
Installing and configuring MacSLIP.

**MacSLIP: Troubleshooting Steps**
Troubleshooting steps to check if MacSLIP doesn’t work or install properly.

**Availability.** Available for reading/downloading from WWW (http://www.upenn.edu/crc) and PennInfo (keyword “macslip”).

**Procomm tip sheets**
**About Procomm: Communications Software for IBM/Compatibles**
Overview of Procomm communications software.

**Procomm for DOS: Getting Started**
Installing and configuring Procomm communications software for PennNet.

**Availability.** Available for reading/downloading from WWW (http://www.upenn.edu/crc) and PennInfo (keyword “procomm”). Printed version of “Getting Started” document is available at the CRC.

(continued on next page)
Electronic mail

How to Get an E-mail Account at Penn
A list of where to get e-mail accounts and e-mail help.
Availability: Available for reading/downloading from PennInfo (keyword “e-mail” then look under “DCCS E-mail Services (Pobox, Dolphin, Relay)”).

All-in-1 tip sheets
All-in-1 Key Equivalents for MicroPhone
All-in-1 EDT Editing Key Equivalents for MicroPhone
All-in-1 Key Equivalents for Procomm
All-in-1 EDT Editing Key Equivalents for Procomm
Availability. Available for reading/downloading from WWW (http://www.upenn.edu/crc) and PennInfo (keyword “all-in-1”).

Elm reference cards
Set of one-page cards covering the following topics:
Getting started/addressing/security
Pico editor and listing of Elm commands
Working with folders and aliases
Sending and receiving MIME attachments
Availability. Printed copies distributed by Schools and ISC to their respective Elm account holders. PostScript files can be downloaded from ftp.upenn.edu/pub/elm/refcards via FTP. If you are printing to a PostScript laser printer from a PC, select files whose name includes “genl-printer”; if you are printing from a Macintosh, select the other alternative.

Guide to Elm at Penn
A small manual providing basic information on preparing, sending, and reading messages. Also covers useful features such as organizing mail, aliases, looking up addresses in the Whois e-mail directory, and uploading and downloading attachments (separate files).
Availability. Printed copies sold at low cost by Wharton Reprographics, 400 SH-DH, and distributed free of charge by some Schools and by ISC to their respective Elm account holders. PostScript files can be downloaded from ftp.upenn.edu/pub/elm/documents via FTP. Excerpts are available on PennInfo (keyword “elm”).

Eudora (Mac) guides
Several versions available. Currently both version 1.3 and 1.4 of Eudora for the Macintosh are supported at Penn. Pending a decision by the Office Automation Task Force on a replacement for Eudora, the Penn-produced documentation for version 1.2 has not been updated, although it remains a useful guide for basic functions. Only vendor-produced documentation is available for versions 1.3 and 1.4.
Availability. Version 1.2 Penn documentation sold at low cost by Wharton Reprographics, 400 SH-DH. Penn and vendor documentation files can be downloaded from ftp.upenn.edu/pub/mac/eudora via FTP. The University documentation is in PostScript format, and the vendor documentation is in Microsoft Word format. A short document entitled “about eudora docs” describes the contents of the documentation files and explains how to download and print them. This document is also posted to PennInfo (keyword “eudora”).

Networking

PennNet Passport
A guide to networking at Penn, describing connection options, hardware and software requirements, on- and off-campus connections, network services such as e-mail and PennInfo, Internet navigation, and navigation tools such as World-Wide Web and Gopher.
Availability. Printed copies sold at low cost by Wharton Reprographics, 400 SH-DH, and at the Book Store. PostScript files can be downloaded from the server ftp.upenn.edu/pub/doc via FTP.

Network IDs and Passwords (PAS)
Questions and answers covering who needs an ID and password, how to get one, and how to select a secure password.
Availability. Available for reading/downloading from PennInfo (keyword “password” then look under “DCCS PennNet Authentication Service (PAS)”).

Tin reference card
Basic instructions for using the Tin newsreader installed on many University e-mail host computers.
Availability. Printed copies distributed by Schools and ISC to Elm account holders. See “Elm reference cards” for information about availability of electronic version.

Using Internet Access Software at Penn
Collections of tip sheets focusing on Macintosh and Windows software for users who have office Ethernet connections or use SLIP via modem to access network services. The tip sheets include how-to instructions for Internet navigation (using World-Wide Web and Gopher clients), downloading from FTP servers and the Penn Library, using news readers, and accessing remote databases via Telnet.
Availability. The Macintosh documents are expected to be ready by early September, and the Windows versions later in the fall. Distribution details had not been finalized at press time; however, the tip sheets will definitely be available from ftp.upenn.edu (check the /docs directory periodically) and probably elsewhere.

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