




Frequently Asked Questions

OTS PUBLICATION: FAQ • REVISED 08-22-2006 • TRAINING@TOWSON.EDU • OFFICE OF TECHNOLOGY SERVICES

 =Shortcut  =Advice  =Caution

How Do I Check My Mailbox Size?

In Microsoft Outlook 2003

1. Open Outlook and click on the **Tools** menu.
2. Select **Mailbox Cleanup**.
3. Click on **View Mailbox Size**.

In Your Tiger Account

In the upper left hand corner there is a bar and percentage number showing how much space has been used.

Students have a combined storage space of 150 MB. This means the files on their Web disk, Web site, and e-mail can not total more than 150 MB. Also, students are allotted a maximum of 50 MB of storage for their mailbox.

Faculty and Staff are given 100 MB of storage for their mailbox, 1000 MB of personal network space (H:), and 200 MB for use on their Web site.

How Do I Check My IP Address?

1. Click on the **Start** button on the taskbar and select **Run**.
2. Type in "cmd" to bring up the DOS command prompt. In the prompt type in "ipconfig". This will tell you your IP address, domain name, subnet mask, and default gateway.

How Do I Check My Computer Name?

- From the **Start** menu choose **Towson System Information**
or
- Go to **Start > Settings > Control Panel > System > Computer Name or Network Identification** tab.

How Do I Shutdown My Computer?

From the Start Button

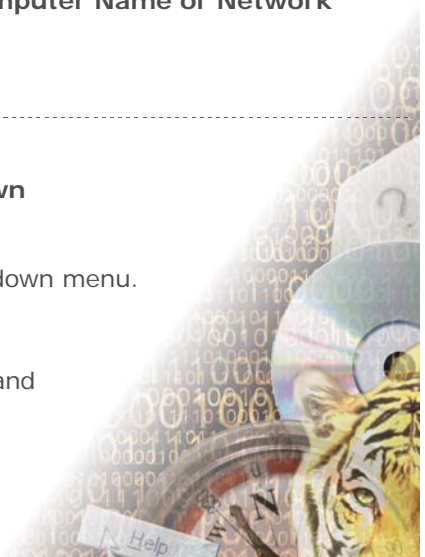
Go to **Start > Shutdown**. In the drop-down menu select **shutdown**

Alt+F4

Hold down the **Alt** key and hit **F4**. Select shutdown from the dropdown menu.

Control+Alt+Delete

Hold down control and alt with your left hand and with your right hand press the delete key. Select the shutdown button and choose shutdown from the dropdown menu.



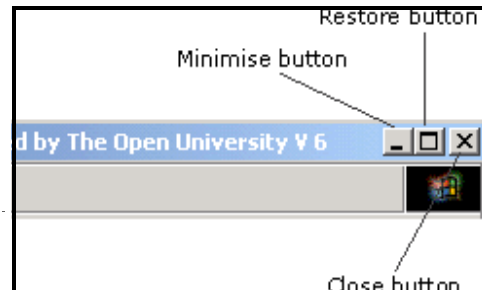
How Do I Reset My Password Online?

Students

1. Open your Web browser and type **http://students.towson.edu** into the address bar.
2. Click on the **Towson Online Services** link.
3. Choose the **Forgot Your Password** link and the **For Students** section.

For Faculty and Staff

1. Open your web browser and type **http://inside.towson.edu** into the address bar.
2. Click on the **Towson Online Services** link.
3. Choose the **Change your password** under the **For Faculty/Staff** section.



How Do I Minimize My Browser?

The top bar has three buttons in the right corner. The first one is the minimize button. It will hide the browser, but not exit from the site. To restore your browser click on the icon located in the windows tool bar next to the start button usually located at the bottom of the screen.

How Do I Close My Browser?

To close the browser simply click the **X** located in the upper right.

What is the Difference Between Log Off, Reboot, and Shutdown?

Logging off exits one users preferences and returns to the windows screen and awaits another user to log on. Logging off does not exit windows.

Rebooting exists windows and restarts your computer. Rebooting restarts windows and reloads your drivers.

Shutting down turns off the computer until it is turned back on. Windows is exited and the computer ceases to run until it is turned back on.

How Do I Log onto the Outlook Web Access?

Open your web browser and type **http://outlook.towson.edu** into the address bar. Click log onto mailbox and type in your username and password. Outlook will then load your mailbox.

How Do I Clear My Cache?

In Internet Explorer

Open **Internet Explorer** and click on **tools** and select **Internet options**. Click the **"Clear History"** and **"Delete Files"** button.

In Netscape Navigator

Open **Netscape Navigator** and click **communicator**. Go to **Tools** and select **History**. Click on **Edit and select tools**. Click the **"Clear History"** button.