

INFORMATION TECHNOLOGY SERVICES **FACULTY & STAFF RESOURCE GUIDE**

VERSION 2.0



Find out how to
keep you and
your devices
connected!

Get around-
the-clock
technology
support!

TABLE OF CONTENTS

NEW EMPLOYEE TECHNOLOGY & ORIENTATION	04
EDUROAM CAMPUS WI-FI NETWORK	05
ASSISTIVE TECHNOLOGY & ACCESSIBILITY CENTER	06
ACADEMIC TECHNOLOGIES & INNOVATION	08
COYOTE ONECARD	09
ITS CONSULTING SERVICES	11
ITS TRAINING SERVICES	11
SELF-SERVICE LABS	12
MYCOYOTE	14
JMP STATISTICAL SOFTWARE	16
ADOBE® CREATIVE CLOUD™	16
SPECIALTY SOFTWARE	17
ESET ANTIVIRUS PROTECTION	18
MICROSOFT OFFICE 365	18
MATHEMATICA	18
CSUSB PRINTERON	20
SNAGIT	21
ZOOM VIDEO CONFERENCING	21
HETS	21
CAMTASIA	23
LYNDA	23
FILESENDER	23
ACTIVE LEARNING SPACES	24
ITS HARDWARE & SOFTWARE SUPPORT	27
ITS LEADERS	29
TECHNOLOGY SUPPORT CENTER	30

For more information about the resources offered in this guide, visit <https://www.csusb.edu/its/resource-guides>

Many of the resources can also be found in your MyCoyote account by visiting my.csusb.edu



@CSUSBSUPPORT

NEW EMPLOYEE TECHNOLOGY ORIENTATION

New Employee Technology and Orientation (NETO) provides new employees an overview of basic MyCoyote Portal features including how to activate your MyCoyote account, use Staff Self-Service features, and more. New employees are also able to complete required NETO courses in the ITS Training Lab located in PL-1104. NETO sessions are available via video conferencing using Zoom (appointment necessary). Additionally, five computer stations are available for faculty, staff, and students for walk-in during business hours.



EDUROAM CAMPUS WI-FI NETWORK

Got Wi-Fi? Connect to eduroam, CSUSB's official Wi-Fi network! Your username is yourcoyoteid@csusb.edu and the password is your CSUSB password. Eduroam will keep you connected throughout the CSUSB campus, and when visiting other eduroam-participating campuses. Find out more about CSUSB's eduroam wireless network by visiting the [ITS website](#).



ASSISTIVE TECHNOLOGY & ACCESSIBILITY CENTER

The Assistive Technology & Accessibility Center (ATAC) is a specialized computer lab that provides and supports a variety of assistive technologies (AT) for faculty, staff, and students. AT is traditionally used by individuals with disabilities to facilitate alternate means of access to information. ATAC also focuses on the field of accessibility, which considers strategies, techniques, and best practices so that individuals with disabilities using AT are properly able to access materials including web, documents, and other forms of digital content. For more information about ATAC services, email ATAC at atac@csusb.edu.

SAN BERNARDINO CAMPUS

Pfau Library, PL-1109

PHONE: 909-537-3472





ACADEMIC TECHNOLOGIES & INNOVATION

ATI fosters innovation in teaching and learning with technology to support faculty teaching needs in a variety of instructional modalities. Our highly qualified and experienced specialists design inclusive, pedagogically sound, and technology-enhanced environments that effectively promote learning and empower faculty and students to achieve their academic goals. Our services include: instructional design, multimedia production, solutions for instructional technology integration, distance learning support, accessibility support, and Blackboard administration. For more information about ATI and our services, visit ati.csusb.edu.

COYOTE ONECARD

The Coyote OneCard is your official employee ID card throughout campus. Come and get your Coyote OneCard at the Technology Support Center located in the Pfau Library, room PL-1108 (San Bernardino Campus) or IW-102 (Palm Desert Campus).

Your OneCard is not just an employee ID; it also functions as a:

- Meal Card – For students, faculty, and staff who are on a meal plan
- Library Card – For use in checking out material from Pfau Library
- Fitness Card – For access to the Rec Sports Center
- Medical Card – For access to Student Health Center services
- Debit/Print Card – Add money using Coyote Cash and your OneCard becomes a purchasing/printing card.





ITS CONSULTING SERVICES

Are you looking to implement new technology in your classroom or office? ITS Consulting Services stands as a hub for faculty and staff members seeking to initiate a new technology project, find out more about the process, and connect with prospective sales reps. In other words, ITS Consulting Services points you in the right direction. A request form for consulting services is located on the ITS Consulting Services webpage. With this form, you can request IT project information, request a new product implementation, and ask general technology-related questions. Learn more about ITS Consulting Services featured in this guide by visiting the [ITS website](#).

ITS TRAINING SERVICES

ITS Training Services offers PeopleSoft (PS) HCM/SA (Human Capital Management & Student Administration), CFS/DW (Consolidated Finance System & Data Warehouse), and general campus software training sessions to faculty and staff. Online, one-on-one, small group, and department-specific classes are available to fit all your needs. Training sessions range from an introductory navigational class to complex process-related classes covering everything necessary to get data in and out of the database. To register for a class, visit the [ITS Training Services website](#). Please contact its Trainingservices@csusb.edu for further assistance.

SELF-SERVICE LABS

SAN BERNARDINO CAMPUS

JOHN M. PFAU LIBRARY, THE CAVE, ROOM PL-1109

24 hours a day, 7 days a week

ATAC LAB, ROOM PL-1109D

Monday through Thursday, 8:00 a.m. - 11:00 p.m.

Friday, 8:00 a.m. - 5:00 p.m.

JACK H. BROWN HALL COMPUTER LAB, JB-123

Monday through Thursday, 8:00 a.m. - 10:00 p.m.

Friday, 8:00 a.m. - 5:00 p.m.

Saturday, 2:00 p.m. - 10:00 p.m.

Sunday, 9:00 a.m. - 5:00 p.m.

TESTING AND TUTORING LAB, UH-351

Monday through Thursday, 8:00 a.m. - 8:00 p.m.

Friday, 8:00 a.m. - 5:00 p.m.

PFAU LIBRARY LAB, PL-1003

Monday through Thursday, 8:00 a.m. - 11:00 p.m.

Friday, 9:00 a.m. - 5:00 p.m.

Saturday, 9:00 a.m. - 2:00 p.m.

Sunday, 1:00 p.m. - 5:00 p.m.

PALM DESERT CAMPUS

RG BUILDING, ROOM RG-215

Monday through Friday, 7:00 a.m. - 10:00 p.m.

HS BUILDING, LIBRARY

Monday through Thursday, 8:00 a.m. - 8:00 p.m.

Friday, 8:00 a.m. - 5:00 p.m.



MYCOYOTE MODULES

MYCOYOTE OFFERS A ONE-STOP SHOP FOR ALL YOUR ACADEMIC NEEDS. TO ACCESS MYCOYOTE AND EXPLORE WHAT IT HAS TO OFFER, GO TO MY.CSUSB.EDU, AND LOGIN USING YOUR COYOTE ID AND PASSWORD. IF YOU NEED ASSISTANCE WITH YOUR LOGIN INFORMATION, CONTACT THE TECHNOLOGY SUPPORT CENTER, AVAILABLE 24/7.

HERE ARE SOME OF THE GREAT FEATURES OFFERED IN THE MYCOYOTE QUICK LAUNCH MODULES:



FACULTY AND STAFF EMAIL

Office 365 includes a suite of tools such as email, OneDrive, and more



BLACKBOARD

Access online materials for your courses



FACULTY CENTER

Manage items such as your class roster, class schedule, and grading



MY ACADEMICS

Student Center, Faculty Center, Advisor Center, and related student, faculty, and staff services



MY EMPLOYMENT

Time and Attendance, Benefits, Paycheck, Travel, Skillsoft, Lynda.com, and more



DEGREE PROGRESS

PAWS, myCAP, Unofficial Transcripts, and Commencement Registration



QUARTER TO SEMESTER CONVERSION

Semesters are coming fall 2020!



MY STATUS

Application Status, Admission Transcript Status, and End Sexual Violence Training Status



ADMINISTRATIVE SYSTEMS

PeopleSoft CS, PeopleSoft HR, CSYOU, CFS, CFS DW, EMS, and more



UNIVERSITY LIFE

Join campus organizations and view campus news



CAMPUS DIRECTORY

Search for faculty and staff contact information



TECHNICAL ASSISTANCE

The Technology Support Center is the one-stop shop for your university technology needs



SOFTWARE

THE TECHNOLOGY SUPPORT CENTER AT CSUSB PROVIDES SOFTWARE FOR FACULTY, STAFF, AND STUDENTS. AVAILABLE SOFTWARE CAN BE FOUND ON THE FACULTY & STAFF SOFTWARE WEBSITE AND THE STUDENT SOFTWARE WEBSITE.

JMP STATISTICAL SOFTWARE

JMP Statistical Software is now available to students, faculty, and staff at CSUSB. JMP statistical discovery software from SAS is the tool of choice for scientists, engineers, and other data explorers in almost every industry and government sector. JMP combines powerful statistics with dynamic graphics, in memory and on the desktop. Interactive and visual, JMP reveals insights that raw tables of numbers or static graphs tend to hide. Visit the software page on the [ITS website](#) to get started with JMP today.

ADOBE® CREATIVE CLOUD™

Faculty, Staff, and Students are able to purchase a license of Adobe® Creative Cloud™ Student and Teacher Edition at a heavily discounted price. An Adobe® Creative Cloud™ Student and Teacher Edition membership gives you access to all the latest and greatest Adobe creative tools, plus online services and other new apps as they're released. Visit the software page on the [ITS website](#) to purchase your copy of Adobe® Creative Cloud™.

SPECIALTY SOFTWARE

Students, faculty, and staff have access to specialty software using campus-owned machines in CSUSB's computer labs.

Available software includes:

- Compustat
- Geographic Information System (GIS)
- Social Sciences Research and Instructional Center (SSRIC)
- Center for Research in Security Prices (CRSP)
- Statistical Analysis System (SAS)
- SPSS
- JMP



ESET ANTIVIRUS PROTECTION

CSUSB faculty and staff can receive a free licensing code and installation of ESET Antivirus Protection on up to three devices, including home computers. With ESET, each device is protected from viruses, spyware, and malware for one year. The software eliminates virtually all threats on your PC or Mac to keep documents and private information safe. Find out how you can start protecting your information with ESET today by visiting the software page on the [ITS website](#).

MICROSOFT OFFICE 365

Have you recently purchased a computer that did not include Microsoft Office? Faculty and staff can download Office 365 ProPlus (programs such as Word, Excel, PowerPoint) for FREE! Office 365 can be installed on up to 5 machines (PC, Mac, or mobile devices). Find out more information about how you can start using Microsoft Office 365 today by visiting the software page on the [ITS website](#).

MATHEMATICA

Wolfram Mathematica provides technical computation and data functions to provide a principal computation environment for educators. Mathematica uses the Wolfram Notebook Interface, which allows you to organize everything you do into flexible documents that include text, runnable code, dynamic graphics, and user interfaces. Get started with Mathematica today by visiting the software page on the [ITS website](#).



CSUSB PRINTERON

Convenient on-campus wireless printing is available for faculty and staff at CSUSB. Instead of logging onto the nearest computer, documents are now ready to print as soon as you walk in the building. Using the PrinterOn mobile app, you can print documents from any of CSUSB's 19 San Bernardino Campus printing stations. Locations include Pfau Library, Jack H. Brown Hall, and University Hall. The PrinterOn app is available in the Apple App Store and Google Play stores. You also have the option to use the PrinterOn website from any device or computer on campus. Find out more information about the PrinterOn services featured in this guide by visiting the [ITS website](#).



SNAGIT

Snagit is the ultimate screen capture tool to save and display images from the web. With Snagit's easy-to-use tools, you can quickly create your own images and videos from the web to write feedback, resolve a problem, or show off something new and interesting. Snagit empowers you to communicate effectively with visuals that add spark and clarity to your ideas on any subject. Find out more information about Snagit by visiting the software page on the [ITS website](#).

ZOOM VIDEO CONFERENCING

Collaborating with students and colleagues is a breeze using Zoom, CSUSB's tool for hosting and attending video conferences. With Zoom, you can host online meetings, conferences and chats, and record meetings to view later. Zoom is compatible with iOS, Mac, Android, and PC. Find out how you can get started with Zoom today by visiting the software page on the [ITS website](#).

HETS

Hispanic Educational Technology Services (HETS) provides users with "The Virtual Plaza," an online resource designed for faculty and administrators. The Virtual Plaza contains resources including professional development workshops, Hispanic educational research, fellowship information, and more. Learn more about the HETS featured in this guide by visiting the [ITS website](#).



CAMTASIA

Camtasia provides educators with the ability to easily create videos that motivate students and enhance learning by allowing you to create and publish course-specific visual presentations that keep students engaged. A software key is required to fully access Camtasia. To obtain a software key, please contact the Technology Support Center. Learn more about the Camtasia video recording and editing software featured in this guide by visiting the software page on the [ITS website](#).

LYNDA

CSUSB faculty and staff can now obtain unlimited access to more than 40,000 instructional videos and informative articles through Lynda.com. Lynda is an online tutorial library that includes up-to-date supplemental tools and techniques in business, digital media, design, development, and more. There are also 3,000+ specialized courses, software tools, and tutorials, including ones for Microsoft Office and Adobe Creative Suite. For more information about Lynda, visit the software page on the [ITS website](#).

FILESENDER

Internet2 Filesender is a valuable tool for faculty and staff who need to send large files through email that exceed the 25 MB/file limitation.

ACTIVE LEARNING SPACES

IDEA LAB & LOUNGE

The IDEA Lab & Lounge is one of the newly created spaces with flexible furniture layout options and the latest AV technologies to promote team-based active learning activities. The IDEA Lab & Lounge contains spaces primarily open to faculty, which are well suited for group work or collaboration. The lounge is designed for both comfort and productivity; it offers a space for trying out new technologies (such as 3D printing and virtual reality) as well as the more traditional presentation-based interactions.

INCUBATOR CLASSROOM

The Incubator Classroom is a state-of-the-art classroom that accommodates up to 36 students, and is equipped with a variety of technologies to support active learning.

Learn more about the Idea Lab and the other technologies featured in this guide by visiting the [ITS website](#).

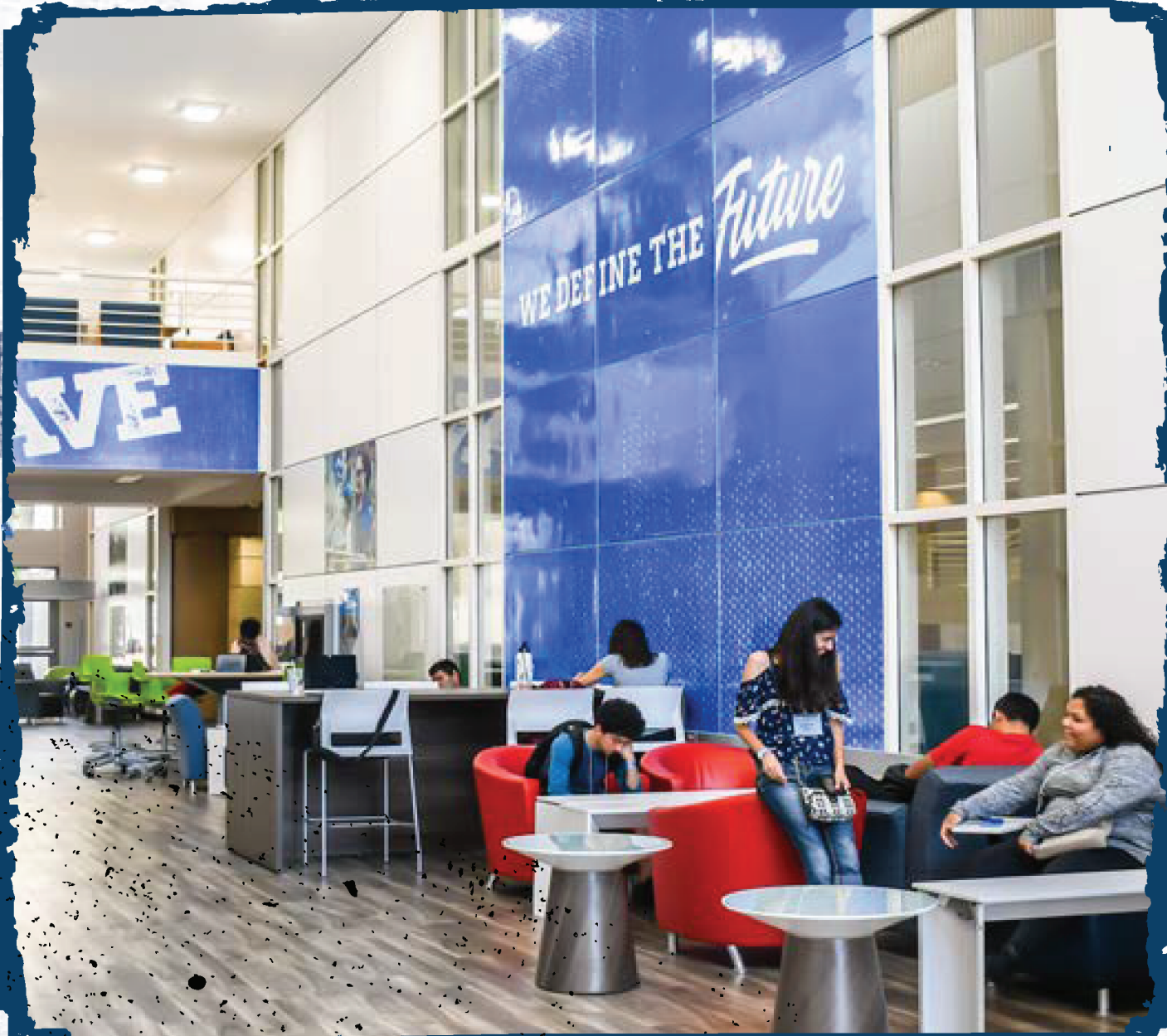
IDEA LAB & LOUNGE

San Bernardino campus
Pfau Library, room PL-003

INCUBATOR CLASSROOM

San Bernardino campus
Pfau Library, room PL-015





ITS HARDWARE & SOFTWARE SUPPORT

Do you need tech support for your personal computer? The Technology Support Center offers limited hardware and software support for a nominal fee. Hardware repairs include hard drive, memory, and keyboard replacements. Software support includes software installation and virus removal. Show the coupon in this guide to get \$5 off.

TECHNOLOGY SUPPORT CENTER

\$5 OFF

HARDWARE & SOFTWARE SUPPORT!

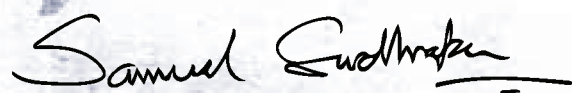
Dear Faculty and Staff,

On behalf of the Division of Information Technology Services, I welcome you to CSUSB. Our mission is to support student, faculty and staff success by providing world class customer service, fostering faculty-led innovation and research, and enhancing operational efficiency through the effective use of information technologies.

Below is the contact information for our department heads, and their areas of responsibility. If you need any assistance at any time with any of our services, please don't hesitate to reach out to any of us.

We wish you all success at CSUSB!

Best Regards,



Sam Sudhakar
Vice President for Information Technology Services & CIO
ssudhakar@csusb.edu
909-537-5100

DEPARTMENT	ADMINISTRATOR
TECHNOLOGY OPERATIONS & CUSTOMER SUPPORT Technology Support Center (TSC) 24 x 7 x 365 Technology support http://support.csusb.edu support@csusb.edu Enterprise and Cloud Services Servers, Software Applications, SOTE, Cloud services, High Performance Computing Telecommunications and Network Services (TNS) Telephone, wired and wireless networks	Mr. Gerard Au, Associate Vice President gau@csusb.edu 909-537-5987 Mr. Jim O'Linger, Director, Technology Support Center and Distributed Technology Services jolinger@csusb.edu 909-537-5470 Mr. Chris Bradney, Assistant Director, Technology Support Center chris.bradney@csusb.edu 909-537-4462
Academic Technologies & Innovation (ATI) Instructional Design, Active Learning Spaces, IDEA Lab, Classroom and Student Engagement Technologies, Faculty Training and Support, Faculty Sandbox, Research Networks, High Performance Computing, Assistive Computing Resource Center (ACRC), and Special Events Telephone, wired and wireless networks Classroom Technology Support and Distance Learning	Dr. Michael Chen, Director daxingchen@csusb.edu 909-537-5069 Dr. Mihaela Popescu, Faculty Director popescum@csusb.edu 909-537-3678
Administrative Computing and Business Intelligence (ACBI) PeopleSoft and Administrative Software Systems, PAWS, Ad Astra, MyCoyote, Advance Web, Technology Workshops and Training Services	Mrs. Lenora Rodgers, Director lenora@csusb.edu 909-537-7264
Web Services Web Development, Mobile and Artificial Intelligence Development	Mr. Michael Casadonte, Web Services Manager mcasadon@csusb.edu (909) 537-5086
Information Security & Emerging Technologies (ISET) Information Security, IDMS, CAS, Emerging Technologies Research and Implementation, Compliance and Accessibility	Dr. Javier Torner, Director jtorner@csusb.edu 909-537-7720
Palm Desert Campus All technology needs at the PDC	Ms. Patricia Weyand, Director, Information Technology Services @ PDC pweyand@csusb.edu 909-537-8159
ITS Budget Analyst ITS Budget, Procurement, HR Liaison, VTI Grants	Ms. Gabby Guzman, Budget Analyst gguzman@csusb.edu 909-537-5081

THE TECHNOLOGY SUPPORT CENTER IS AVAILABLE TO ANSWER QUESTIONS 24/7

The Technology Support Center is the one-stop shop for your university technology needs. Our mission is to provide world-class service to faculty, staff, and students. Our technicians offer phone, email, and remote support for many campus technology issues, including assistance with campus resources such as MyCoyote, Blackboard, CSUSB email, along with many other tools.

IN-PERSON TECHNOLOGY SUPPORT IS AVAILABLE AT THE SAN BERNARDINO CAMPUS:

Monday through Friday, 6:00 a.m. – midnight
Saturday and Sunday, 7:00 a.m. – 7:00 p.m.

ONLINE TECHNOLOGY SUPPORT IS AVAILABLE AROUND THE CLOCK.

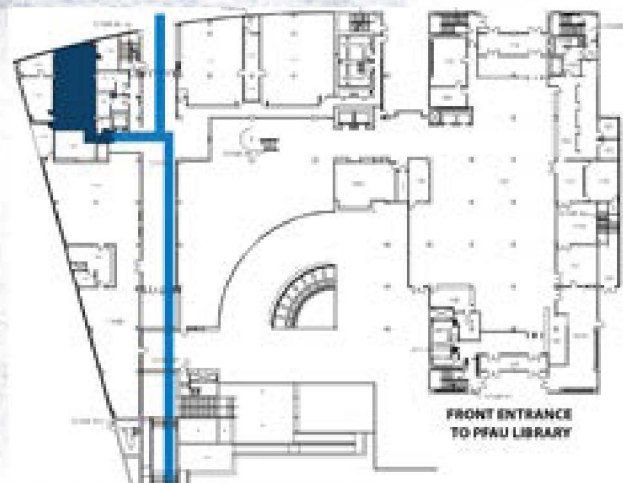
PHONE: 909-537-7677

EMAIL: support@csusb.edu

WEB: support.csusb.edu

BLOG: blogs.csusb.edu/its

LOCATION: PL-1108, San Bernardino Campus



INFORMATION TECHNOLOGY SERVICES

PHONE: 909-537-7677

EMAIL: support@csusb.edu

WEB: <https://support.csusb.edu>

BLOG: blogs.csusb.edu/its

LOCATION: John M. Pfau Library, The Cave, PL-1108



**SCAN THIS QR CODE TO SUBMIT
A SUPPORT TICKET TO THE
TECHNOLOGY SUPPORT CENTER.**