

INFORMATION TECHNOLOGY SERVICES STUDENT RESOURCE GUIDE

VERSION 2.0



Access up to
\$1,000 in FREE
software!

Find out how to
keep you and
your devices
connected!

Get around-
the-clock
technology
support!

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

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



@CSUSBSUPPORT



Dear Student,

Welcome to Cal State San Bernardino! We are glad you are here. We want to make sure that your time here at the university will transform you and allow you to achieve your dreams. Information Technology Services (ITS) stands by you, ready to provide you with the best of class technology infrastructure, software, and services that will help you succeed. Please look through the resource guide and get to know all the services and software we offer to our students and take advantage of them.

The San Bernardino campus Technology Support Center, located on the first floor of the Pfau Library Wedge, is here to support you 24x7x365. ITS Training Services is in the same location and is ready to provide training on a variety of technological resources available on and off campus.

If you have any suggestions on software, services, or infrastructure we can provide you, please don't hesitate to let us know.

Please visit its.csusb.edu if you want to find out more about our services. If you need support, please visit support.csusb.edu.

Once again, welcome to Cal State San Bernardino and best wishes!

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

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.

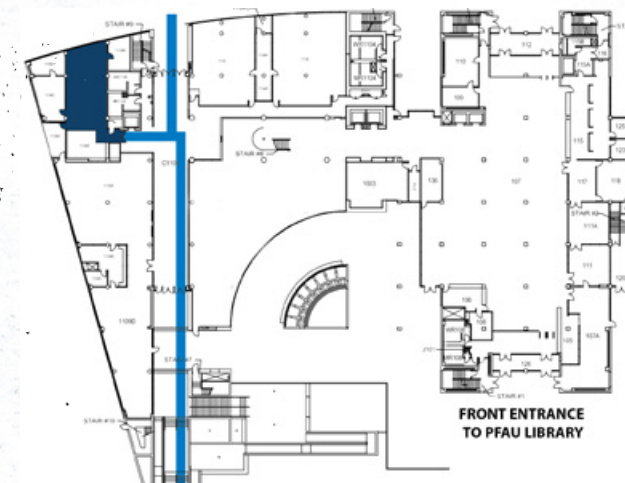
PHONE: 909-537-7677

EMAIL: support@csusb.edu

WEB: support.csusb.edu

BLOG: blogs.csusb.edu/its

LOCATION: The Wedge, PL-1108, San Bernardino Campus



**TECHNOLOGY
SUPPORT
CENTER**

ASSISTIVE TECHNOLOGY & ACCESSIBILITY CENTER

The Assistive Technology & Accessibility Center (ATAC) is a specialized computer lab on the San Bernardino Campus. The lab provides and supports a variety of assistive technologies (AT) for students, faculty, and staff. AT is traditionally used by individuals with disabilities to facilitate alternate means of access to information. ATAC also focuses on the field of accessibility. Accessibility 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@csusb.edu

SAN BERNARDINO CAMPUS

Pfau Library Wedge, room PL-1109

PHONE: 909-537-3472





COYOTE ONECARD

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

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

- Meal Card – For students who are on a meal plan
- Library Card – Library access number located on back of card
- 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.

COYOTE CASH

Students can use their Coyote OneCard as a form of payment for a number of on-campus services, including campus dining services and PrinterOn wireless printing services. Key benefits of Coyote Cash include budgeting your spending, instantly loading your Coyote OneCard with Coyote Cash online anytime, no transaction fees, and parents can load money onto your card at any time.

Learn more about the Coyote OneCard benefits featured in this guide by visiting the [ITS website](#).





THE CAVE

On May 30, 2017, it was with great pleasure that the Associated Students Inc, the Pfau Library, the Student Affairs division and the Information Technology Services division announced the grand opening of The Cave on the first floor of the Wedge! COYOTE ID CARDS ARE REQUIRED in order to enter The Cave between midnight and 6 a.m., with the only available access being the south entrance of the Wedge. The enhanced security presence ensures student safety. The computer lab located in PL-1109 is also open during these extended hours.

EDUROAM CAMPUS WI-FI NETWORK

Got Wi-Fi? Connect to eduroam, CSUSB's official Wi-Fi network! Your username is your coyoteID@coyote.csusb.edu, and your 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](#).



CHARGING STATION LOCATIONS

SAN BERNARDINO CAMPUS

Wedge Lab - PL-1109
Santos Manuel Student Union
Pfau Library - 1st floor
Pfau Library - 2nd floor
Student Recreation and Fitness Center
Jack Brown Hall
University Hall

PALM DESERT CAMPUS

Mary Stuart Rogers Gateway Building
Indian Wells Center For Educational Excellence
Palm Desert Health Sciences Building

WIRELESS CHARGING STATIONS & FREE CHARGING LOCKERS

Powermat Rings for Android and Apple devices can be purchased at the Coyote Bookstore or Powermat website. When plugged in and placed on a Powermat Spot, the Powermat Ring wirelessly recharges your phone. Simply download the Powermat app on your mobile device, open the Powermat app, plug in the ring, and click "tap to charge."

Charging lockers are also available for student use. The lockers are equipped with cords for both Android and iPhone devices, and can be locked and unlocked using your own unique code to keep your device safe.



SELF-SERVICE LABS

SAN BERNARDINO CAMPUS

PFAU LIBRARY WEDGE, 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 BROWN 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

ROGERS GATEWAY LAB, ROOM RG-215

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

HEALTH SCIENCES LAB, 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 ELSE IT HAS TO OFFER, GO TO MY.CSUSB.EDU, AND LOG IN 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:



STUDENT EMAIL

Access your @coyote.csusb.edu email



BLACKBOARD

Access online materials for your courses



STUDENT CENTER

Access student related self services



MY ACADEMICS

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



MY PERSONAL INFORMATION

View and/or update items such as your email addresses, phone numbers, and addresses



MY EMPLOYMENT

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



MY TASKS

My Holds, My Tod-Do's Orientation Registration, Not Anymore, AlcoholEdu for College, and more



MY FINANCIALS

Make a payment, View My Financial Aid, My Financial Activity, and CSUSB Scholarship Site



DEGREE PROGRESS

PAWS, myCAP, Unofficial Transcripts, and Commencement Registration



COLLABORATE

Zoom Video Conferencing, Google Drive, and Surveys



UNIVERSITY LIFE

Join campus organizations and view campus news



CAMPUS DIRECTORY

Search for faculty and staff contact information



STUDENT 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 students 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 more information about ESET Antivirus Protection by visiting the software page on the [ITS website](#).

MICROSOFT OFFICE 365

CSUSB provides Microsoft Office 365 ProPlus to students for free! All students can install Office 365 on up to five desktop machines or mobile devices (PC or Mac). The install includes Microsoft programs Word, Excel, PowerPoint, and more. Find out 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 help students plan, organize, and produce projects. Mathematica uses the Wolfram Notebook Interface, which allows you to organize everything you do in 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 students, faculty, and staff at the San Bernardino campus. Instead of logging on to 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 printing stations. Locations include Pfau Library, Jack Brown, 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](#).

PORTFOLIUM

Portfolium offers you an effective platform to connect learning with opportunity by allowing you to present your course work to the world. By displaying your work in Portfolium, you can show off your skills and experiences for employers and companies to review. Portfolium also offers you helpful tips on how to attract potential employers. Additionally, you can follow and interact with companies you're interested in. CSUSB students enjoy free membership for life!

ZOOM VIDEO CONFERENCING

Collaborating with classmates is a breeze using Zoom, CSUSB's tool for hosting and attending video conferences. In one platform, Zoom allows groups of up to 200 students to host online meetings, conferences, and chats. With Zoom, you can virtually rehearse projects and record meetings to view later. From anywhere, students can meet using their laptop, desktop, tablet, or smartphone. Zoom is compatible with iOS, Mac, Android, and PC.

HETS

Through "The Virtual Plaza," Hispanic Educational Technology Services (HETS) provides a number of online services to aid students with their educational and career development goals. The HETS Career Transitions Resource helps you to search for jobs, internships, access interview simulations, and more. The HETS Testing and Education Reference Center helps you to practice admission exams free of charge, find the college or graduate school that is right for you, and search for scholarships. Learn more about the Hispanic Educational Technology Services featured in this guide by visiting the [ITS website](#).



COLLABORATION STATIONS

Student collaboration stations at the San Bernardino campus reinvent group projects by making it easier for you to collaborate effectively. The stations consist of two monitors, puck connections, and chargers in the middle of the station. Once your device is paired with the right connectors, simply tap "on" and it will automatically display on the monitor screens. Connections include VGA, HDMI, and Mini Display Port. Find out more information about collaboration stations by visiting the [ITS website](#).



ON-CAMPUS HOUSING TECH

Students living in the San Bernardino campus dorms can stay connected to Eduroam through hotspots located in all campus housing areas. On-campus students also have access to multiple computer labs with printing stations, including in the University Village Center.



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!



INFORMATION TECHNOLOGY SERVICES

PHONE: 909-537-7677

EMAIL: support@csusb.edu

WEB: support.csusb.edu

BLOG: blogs.csusb.edu/its

LOCATION: PL-1108 (The Wedge)



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