FACULTY & STAFF

SAN BERNARDINO CAMPUS

INFORMATION TECHNOLOGY SERVICES

RESOURCE GUIDE

CALIFORNIA STATE UNIVERSITY
SAN BERNARDINO

Information Technology Services

Scan this QR code to submit a support ticket to the Technology Support Center.

For more information about the resources offered in this guide, and to download a free PDF version, visit www.csusb.edu/its/resource-guides

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FACULTY & STAFF
SERVICES

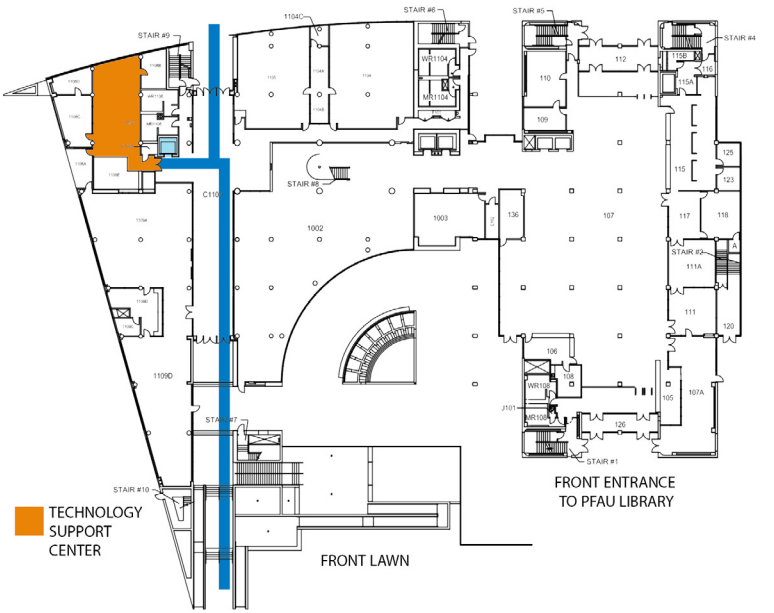
THE TECHNOLOGY SUPPORT CENTER IS AVAILABLE TO ANSWER QUESTIONS 24/7

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.

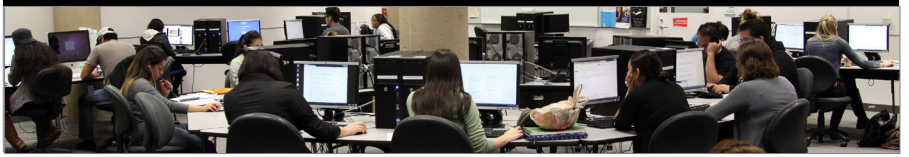
In-person technology support is available:
Monday through Friday, 6:00 a.m. – midnight
Saturday and Sunday, 7:00 a.m. – 7:00 p.m.

Online technology support is available around the clock.

Phone: (909) 537-7677
Email: support@csusb.edu
Web: https://support.csusb.edu
Blog: blogs.csusb.edu/its
Location: PL-1108 (Pfau Library Addition)



Self Service Labs



Pfau Library Wedge, room PL-1109 / (909) 537-3095
Lab hours: 24 hours a day, 7 days a week

ATAC Lab, room PL-1109D / (909) 537-5079
Lab hours: 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 / (909) 537-7126
Lab hours: 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 / (909) 537-5038
Lab hours: 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 / (909) 537-5091
Lab hours: 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.

Social Behavioral Computer Lab, SB-107 / (909) 537-7676
Lab hours: Monday through Friday, 8:00 a.m. - 5:00 p.m.

Find out more about the Self Service Labs featured in this guide by visiting the Information Technology Services website.

MyCoyote Modules

MyCoyote is home to several modules with links to campus resources ranging from HR forms to email spam control. On the next page we highlight some of the most commonly used items.

Self Service Module

Faculty Center - Check your schedule, roster, grades and more.
Absence Balance Inquiry - View sick day and personal holiday balances.
Absence Entry - Self report your hours, including absent days.
Benefits Summary - A summary of benefits, including medical and dental.
Dependents - Review and edit your dependents and beneficiaries list.
Email Spam Control - Set preferences for spam control and safe lists.
View Paychecks Online - View your CSUSB paycheck history.

Human Resources Module

Holiday Schedule - View holiday schedule for current academic year.
Vacation - View upcoming vacation days, and review recently used days.
HR forms - Access and download various HR forms.
Training & Development - Access to training program information.

Academic Information Module

TRC - Learn more about the Teaching Resource Center.
ATI - Learn more about Academic Technologies and Innovation.
SOTE - View your recent student evaluations.
ORSP - Learn more about the Office of Research and Sponsored Programs.
Grant Proposal System - View and apply for grants.

Find out more about the MyCoyote Modules featured in this guide by visiting the ITS website.

Here are some of the great features offered in the MyCoyote Quicklaunch module.

Blackboard

The Blackboard Learning Management System is an e-learning platform used by CSUSB faculty, staff, and students to collaborate, interact, and enhance learning experiences. Blackboard is available 24/7 and supports the use of collaborative tools that spark engagement, interaction, and active learning.

CSYou is your gateway to the Chancellor's Office website, where you gain access to Chancellor's Office information, training, and online systems.

PeopleSoft is used by the entire California State University system to provide efficient, effective, high quality service to students, faculty, and staff.

Microsoft Office 365 provides faculty and staff with campus email and includes access to Office 2016 applications including Word, Excel, PowerPoint, plus other productivity services.

Google Drive is a file storage and synchronization service created by Google. It allows users to store files via the cloud, share files, edit documents, spreadsheets, and presentations with collaborators.

Travel

Concur Travel and Expense is a cloud-based solution offering paperless, electronic travel request and reimbursement. Concur is a leading provider of integrated travel and expense management solutions.

Lynda.com is the leading online learning platform that helps you learn business, software, technology and creative skills to achieve personal and professional goals.

OrgSync enables colleges and universities to communicate with faculty, staff, and students, track student involvement, and manage campus organizations and programs.

Skillsoft is an online eLearning system used by CSU staff and faculty for mandatory, recommended, and optional skill development. The courses, books, and videos can be taken from the comfort of your computer. Courses are hosted by the CSU Chancellor's office in the SkillPort Learning Management System (LMS).

The Jobs quicklink is a great resource for students. It helps them apply for positions, schedule interviews, manage career fairs, rate employers, and more.

Qualtrics is a web based software tool that allows users to create surveys and generate reports without having any prior programming experience. Qualtrics enables you to do surveys, feedback, and polls using a variety of distribution means. Results can be viewed in reports that can be downloaded.

"Not Anymore," is a video-based sexual violence prevention program, offered to CSUSB students as one of their options to fulfill the mandatory "End Sexual Violence" training, as required by the state and federal mandates and Executive Orders 1095 & 1097, once per Academic Year.

PAWS (Program Advising Worksheet for Students) is an automated credit summary for students pursuing undergraduate degrees. PAWS provides students with a listing of all coursework required for graduation from CSUSB, and helps them plan for future quarters.

Zoom is a tool for video and web conferencing and hosting online meetings at CSUSB. Zoom allows for video, audio, and screen sharing with up to 50 participants. With Zoom, faculty and staff can easily host staff meetings, virtually meet with students, and hold virtual office hours.

FACULTY & STAFF
SERVICES

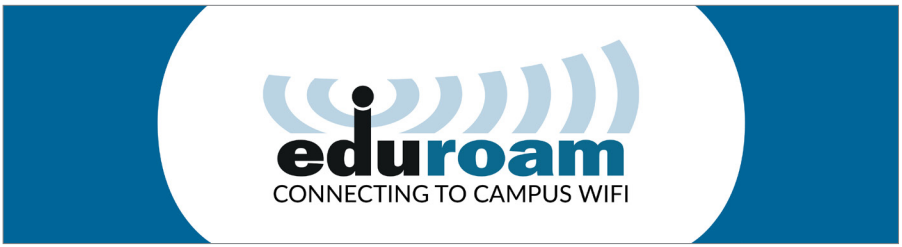
CSUSB *Academic Technologies and Innovation*

ATAC *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.

Academic Technologies and Innovation

ATI strives to promote quality online course design, expand online learning, and support faculty with their course development and academic technology needs. We take pride in providing high-quality instructional and technological solutions. That is why we are committed to helping you find the right solution that fits your needs. ATI's highly qualified and experienced specialists collaborate with faculty to design inclusive, pedagogically sound, and technology-enhanced environments that support student learning. Services offered by ATI include Classroom/Smart Classroom Technology, Distance Learning, Instructional Design, and more. For more information about ATI and its services, visit www.csusb.edu/ati.



Got WiFi? Connect to eduroam, CSUSB's official WiFi 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.

Coyote OneCard

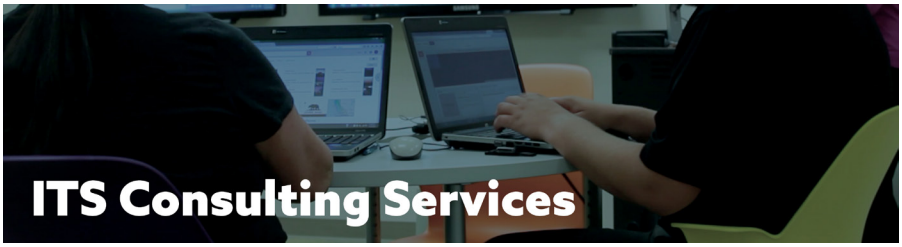
The Coyote OneCard is your official employee ID card throughout campus. Come and get your Coyote OneCard at the campus Technology Support Center located in the Pfau Library Wedge, room PL-1108. Your OneCard is not just an employee ID, it also functions as a:

- Library Card – Library access number located on back of card
- Fitness Card – For access to the Rec Sports Center
- Debit/Print Card – Add money using Coyote Cash and your OneCard becomes a purchasing/printing card.

Learn more about the Coyote OneCard benefits featured in this guide by visiting the ITS website.

New Employee Technology Orientation

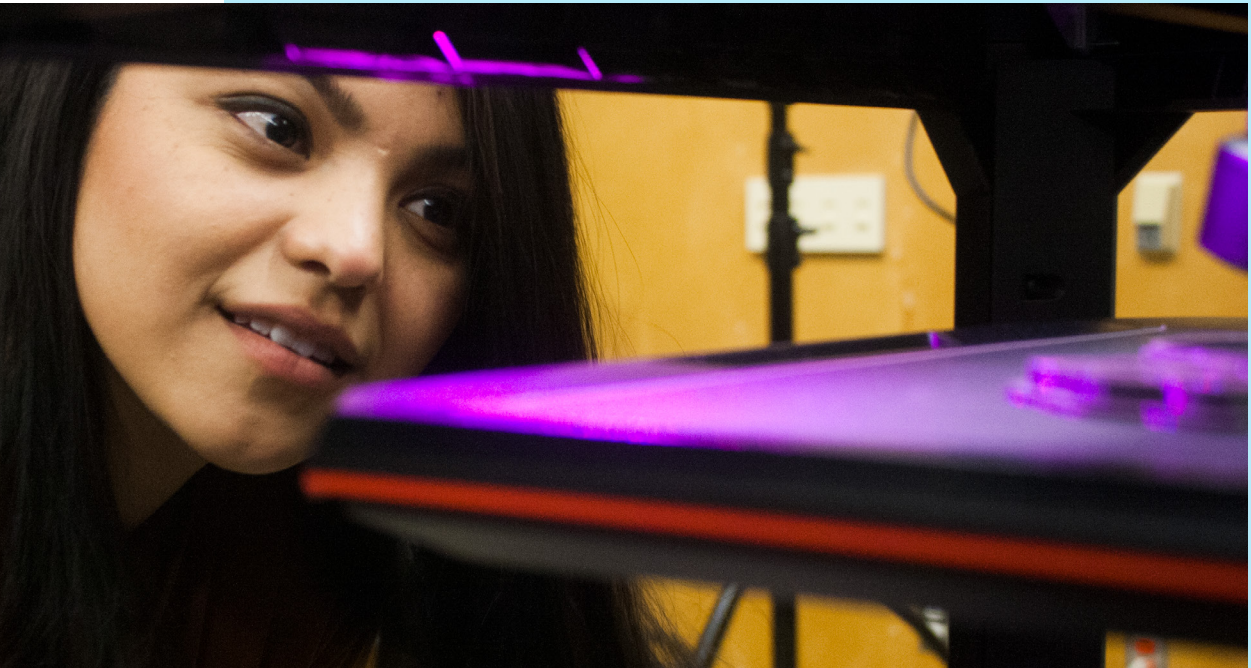
New Employee Technology and Orientation (NETO) provides new employees an overview of basic MyCoyote Portal features including how to activate your MyCoyote account, use Staff Self-Service features, and more. New employees are also able to complete required NETO courses in the ITS Training Lab located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



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 web page. With this form, you can request IT project information, request a new product implementation, and ask general technology-related questions. Learn more about the ITS Consulting Services featured in this guide by visiting the ITS website.

The IDEA Lab and Lounge in PL-003, as well as the "Incubator Classroom" in PL-015, are newly-created spaces with flexible furniture layout options and latest AV technologies to promote team-based active learning activities. The IDEA Lab and Lounge, spaces primarily open to faculty, are well suited for group work or collaboration. The Lounge in PL-003 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. PL-015 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 latest AV technologies 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 itstrainingservices@csusb.edu for further assistance.

HETS
Hispanic Educational Technology Services
THE VIRTUAL PLAZA

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 Hispanic Educational Technology Services (HETS) featured in this guide by visiting the ITS website.

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 and are located in both the SMSU and the Pfau Library. 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. Learn more about wireless charging stations and charging lockers by visiting 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 printing stations. Locations include Pfau Library, Jack Brown, and University Hall. The PrinterOn app is available in the Apple 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 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.

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 & Adobe Creative Suite. To find out more information about Lynda, visit the software page on the ITS website.

CSUSB faculty & 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 more information how you can start protecting your information with ESET today by visiting the software page on the ITS website.

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.

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.

Internet2 Filesender is a valuable tool for faculty and staff who need to send large files through e-mail which exceed the 25 MB/file limitation. This resource can be accessed on the software page of the Information Technology Services website. Visit the software page on the ITS website to get started with Internet2 Filesender today.

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

TECHNICAL COMPUTING SOFTWARE INSTALLATION FOR CSUSB FACULTY, STAFF & STUDENTS

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.

Camtasia

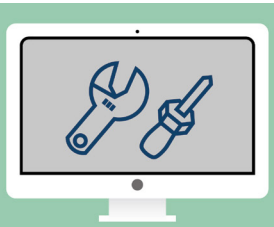
video recording & editing software

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.

Specialty Software

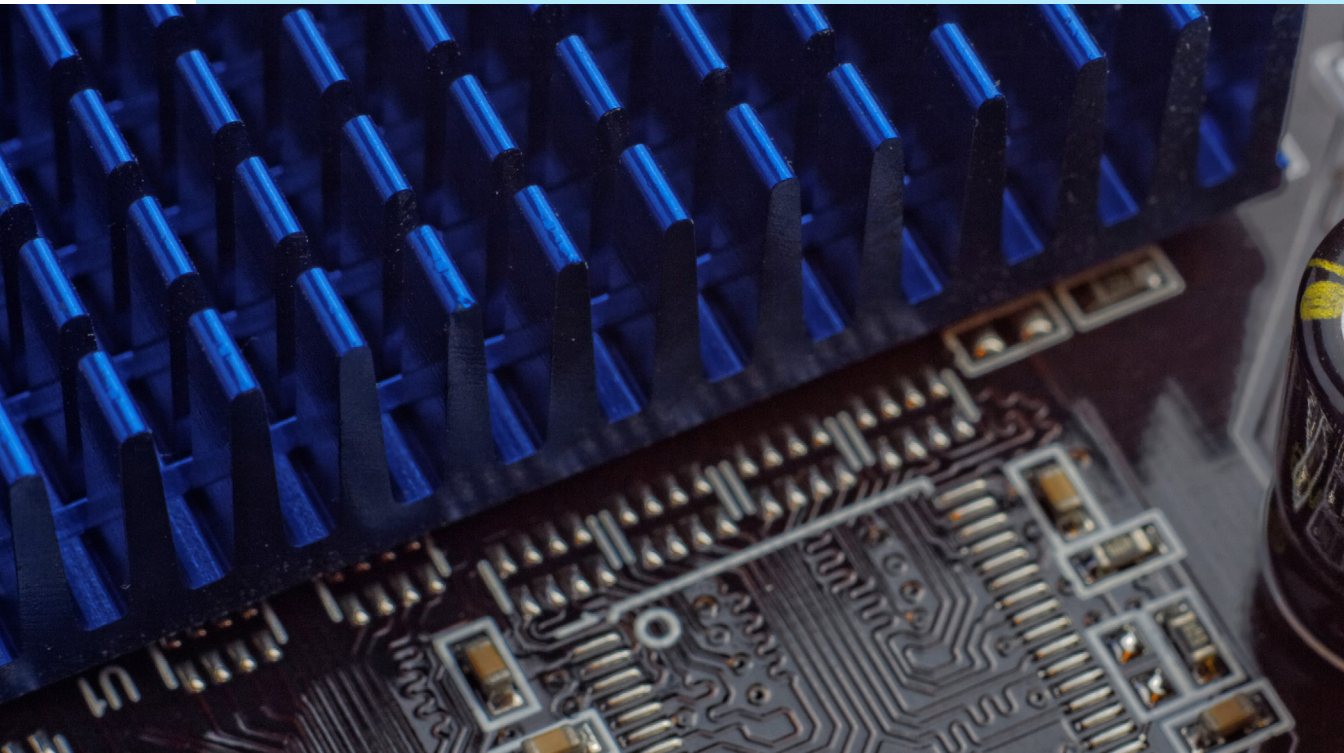
COMPUSTAT • GIS • SSRIC • SAS • CRSP • SPSS • JMP

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, and JMP. Find out more about the Specialty Software featured in this guide by visiting the software page on the ITS website.



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.



Scan this QR code to submit a support ticket to the Technology Support Center.

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www.csusb.edu/its/resource-guides

24/7 TECHNOLOGY SUPPORT CENTER

@CSUSBSupport

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