

INFORMATION TECHNOLOGY SERVICES

STUDENT RESOURCE GUIDE

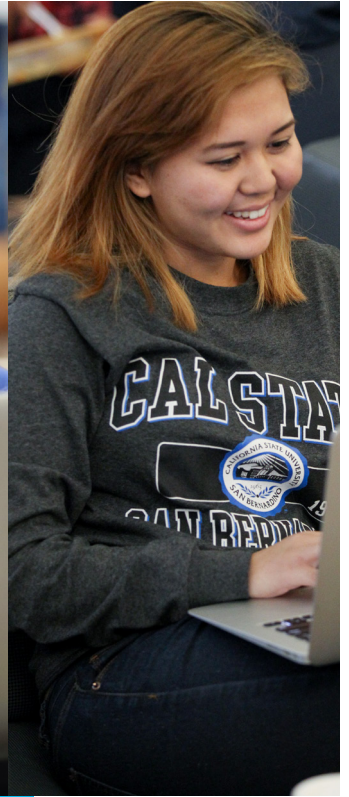


SAN BERNARDINO CAMPUS

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

Find out how to
keep you and your
devices connected!

Get around the
clock technology
support!

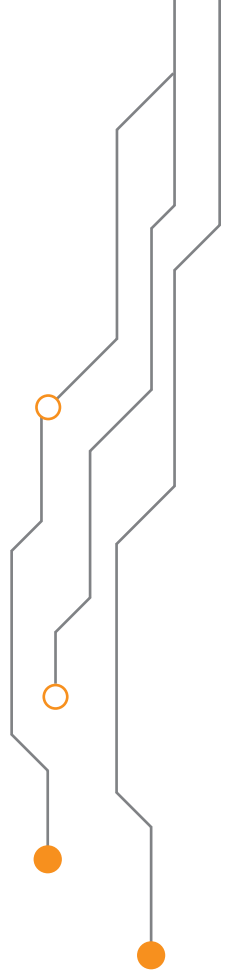




For more information about the resources offered in this guide visit <https://www.csusb.edu/its/software/student-software>. Many of the resources can also be found in your MyCoyote account by visiting my.csusb.edu.

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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 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!

A handwritten signature in black ink that reads "Samuel Sudhakar". The signature is fluid and cursive, with a horizontal line underneath the name.

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:

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.

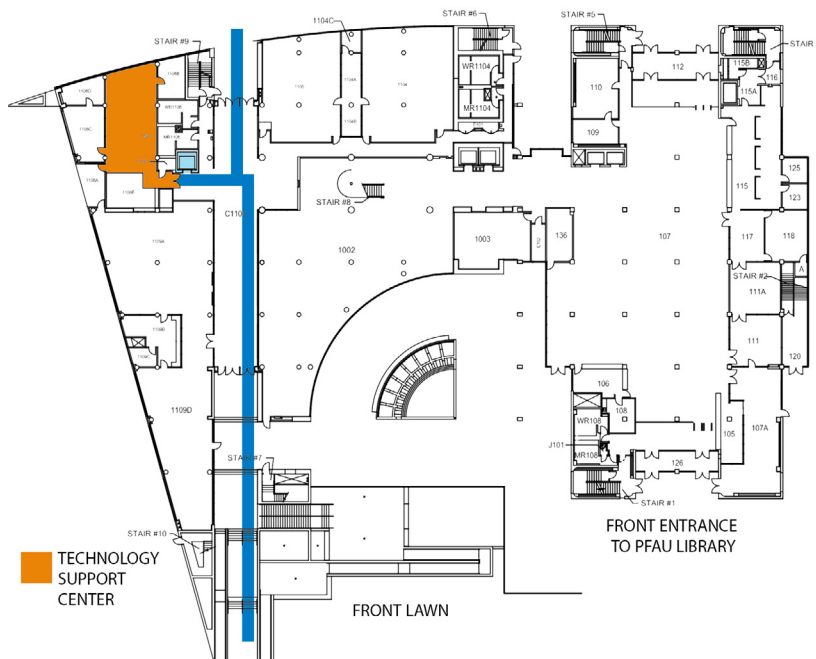
Phone: (909) 537-7677

Email: support@csusb.edu

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

Blog: blogs.csusb.edu/its

Location: PL-1108 (Pfauf Library Addition)



CONTACT THE TECH SUPPORT CENTER



@CSUSBSupport

Phone: (909) 537-7677

Email: supportrt@csusb.edu

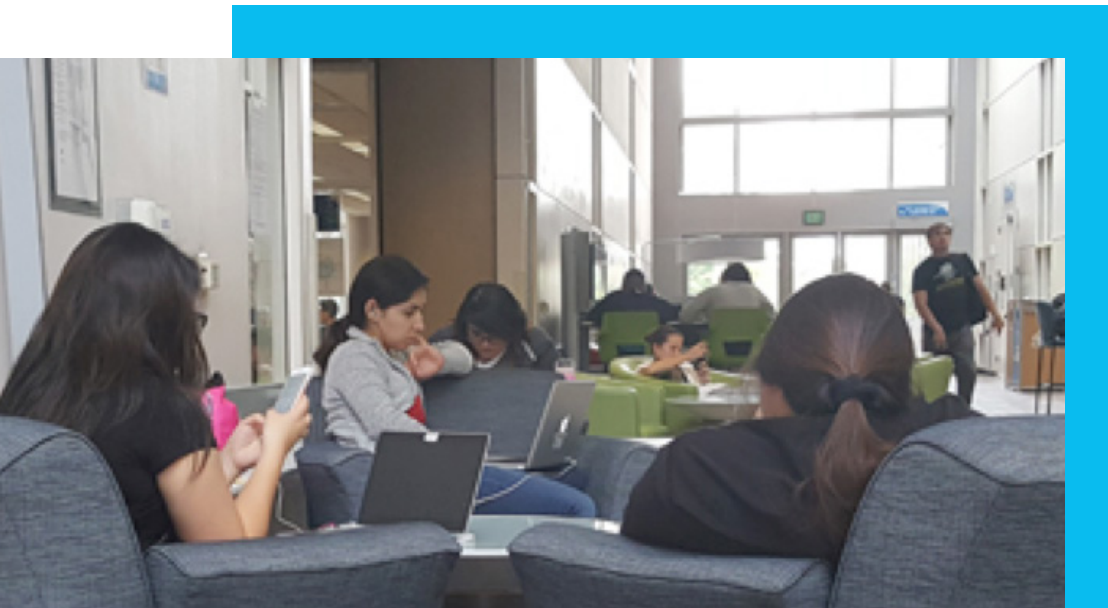
Web: <https://support.csusb.edu>

Blog: blogs.csusb.edu/its

Location: PL-1108 (Pfau Library Addition)

24/7 STUDY AREA

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 24/7 Study Area in the first floor of the Pfau Library Addition! The Study Area's extended hours began at midnight, May 30th, 2017. COYOTE-ID CARDS ARE REQUIRED in order to enter the Study Area 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 PL-1109, 80 computer workstation lab is also open during these extended hours.

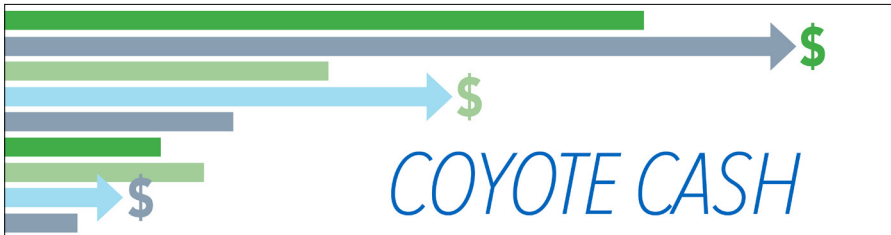


STUDENT RESOURCES



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

- Meal Card – If you live in the dorms and 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.



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.

STUDENT RESOURCES



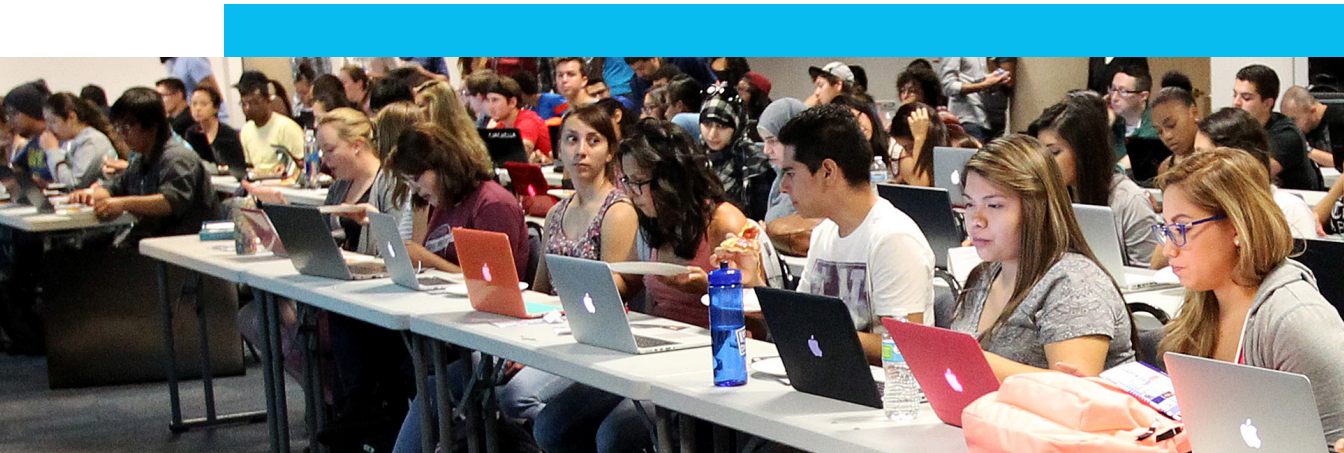
MyCoyote offers a one-stop shop for all your academic needs. Access your PAWS audit, check your registration appointment date and time, view your Cal State San Bernardino transcripts online, and more. To access MyCoyote, and explore what else it has to offer, go to my.csusb.edu, and login using your CoyoteID and password. If you need assistance with your login information, contact the Technology Support Center, available 24/7.



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



All CSUSB students use CoyoteMail powered by Google for their official electronic campus communications.





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



Use Jobs app to find and apply for recommended opportunities, schedule interviews, manage career fairs, rate employers, and more – all from your phone or tablet.



Qualtrics is a web based software tool that allows the user 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.



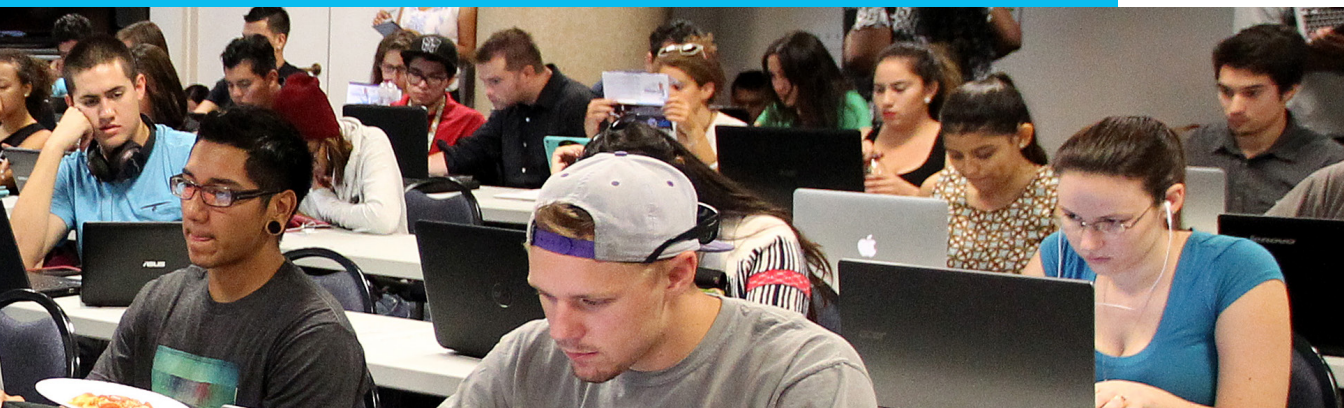
"Not Any more," created by Student Success™, is a video-based sexual violence prevention program. It is offered to CSUSB students as one of the options to fulfill the mandatory "End Sexual Violence" training, as required by state and federal mandates and Executive Orders 1095 & 1097, once per Academic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



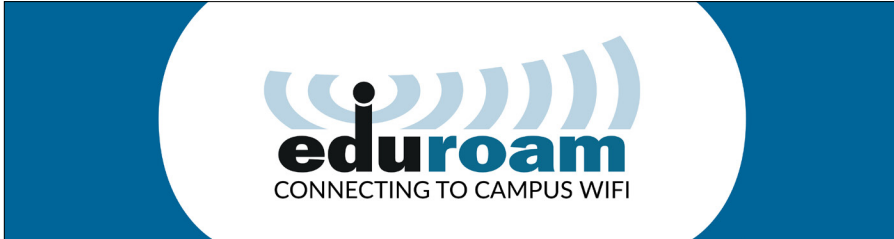
PAWS (Program Advising Worksheet for Students) is an automated credit summary for undergraduate degrees. PAWS provides students with a listing of all coursework required for graduation from CSUSB.



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.



STUDENT RESOURCES



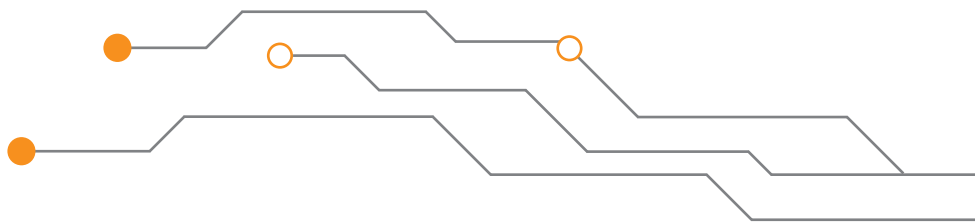
Got WiFi? Connect to eduroam, CSUSB's official Wi-Fi network! Your username is your `coyoteid@coyote.csusb.edu`, and your password is your CSUSB password. Eduroam will keep you connected throughout the CSUSB campus, and when visiting other Eduroam participating campuses. Find out more about CSUSB's [eduroam](#)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



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.



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.



STUDENT RESOURCES



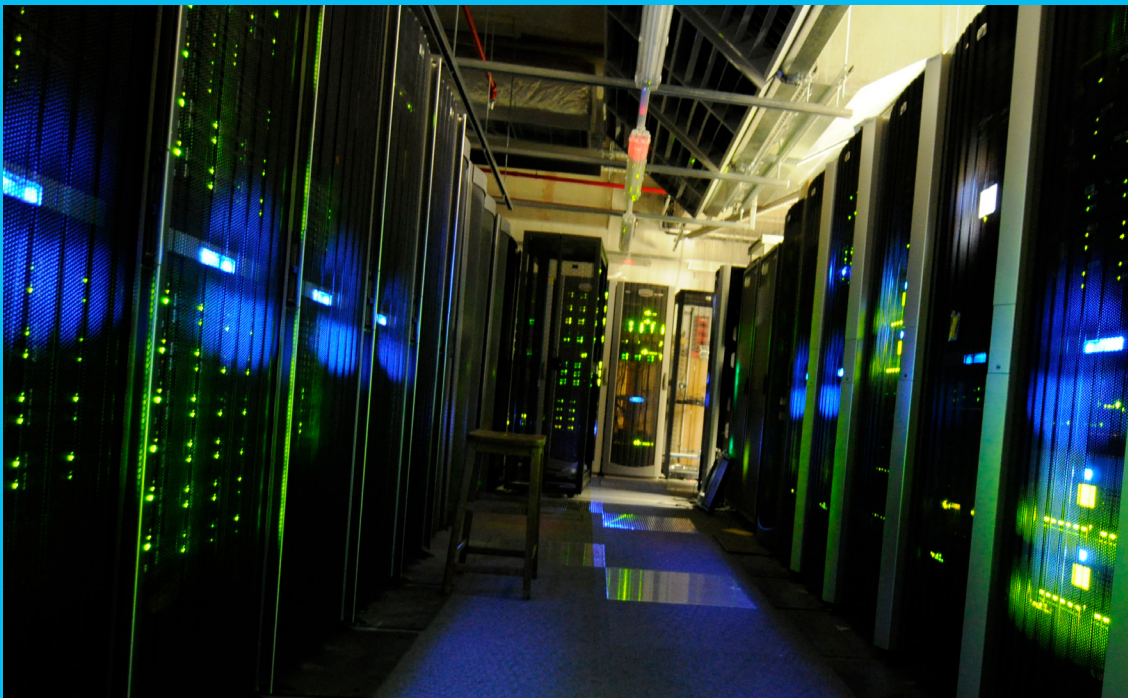
Powermat rings for Android and Apple devices can be purchased at the Coyote Bookstore or Powermat website. When plugged in and placed on a Powermat Spot, the Powermat Ring wirelessly recharges your phone. Simply download the Powermat app on your mobile device, open the Powermat app, plug in the ring,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



STUDENT RESOURCES

Portfolio

FREE STUDENT PORTFOLIO NETWORK

Portfolio 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 Portfolio, you can show off your skills and experiences for employers and companies to review. Portfolio 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! Learn more about [Portfolio](#) by visiting the CSUSB website.

Specialty Software

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

Students have access to Specialty Center software programs using campus-owned machines in CSUSB's computer labs that provide aid and resources to various courses. The software available to students 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.



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, and tablet, or smartphone. Zoom is compatible with iOS, Mac, Android, and PC. 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.

STUDENT RESOURCES



Online services to aid students, faculty and staff with their educational and career development.

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 \(HETS\)](#) featured in this guide by visiting the ITS website.





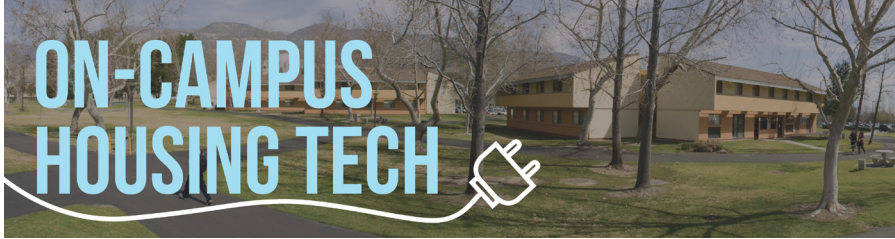
Academic Technologies and Innovation
ATAC ASSISTIVE TECHNOLOGY
& ACCESSIBILITY CENTER

The [Assistive Technology & Accessibility Center \(ATAC\)](#) is a specialized computer lab that provides and supports a variety of assistive technologies (AT) for 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 atac@csusb.edu.

Office Location: PL 1109
Phone: 909-537-3472



STUDENT RESOURCES



Students living on-campus 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. To access the computer lab services, bring your Coyote OneCard and paper to print. To find out more about on-campus housing tech, visit the [ITS](#) website.

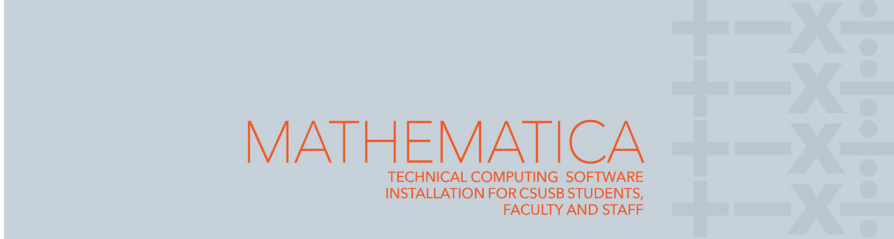




Student collaboration stations reinvent group projects by making it easier for you to collaborate effectively. The stations consist of two monitors, puck connections, and chargers in the middle of the station. Once your device is paired with the right connectors, simply tap "on" and it will automatically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



STUDENT RESOURCES



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.



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.

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.

STUDENT RESOURCES



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 below to get \$5 off.







24/7 TECHNOLOGY SUPPORT CENTER



@CSUSBSupport

Phone: (909) 537-7677

Email: support@csusb.edu

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

Blog: blogs.csusb.edu/its

Location: PL-1108 (Pfau Library Addition)



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

www.csusb.edu/its/resource-guides

