CSUSB Technology Support Center Resources

Free SPSS Software
IBM SPSS Software versions 26 and 27 are now available at no cost to CSUSB students till **July 31, 2021**. To request the software, students need to click on the following link: https://csusb.cherwellondemand.com/CherwellPortal/IT/samllogin/Command/OneStep.LaunchOneStep?Name=StudentSPSS

Free Adobe Creative Suite
Adobe has made its Creative Suite available to all students free of charge until **August 31, 2021**. Please visit our software page to take advantage of Adobe Creative Suite and all the software available at no cost to CSUSB students: https://www.csusb.edu/its/software/student-software

Free MATLAB Software
MATLAB software is providing students the ability to download and license their software on your personal device free of charge until **August 30, 2020**. The license allows you to use MATLAB Online via any web browser or to install MATLAB on your own desktop or laptop. Please visit https://www.mathworks.com/licensecenter/classroom/COVID-19_Access/ to get MATLAB access. You will be required to create a MathWorks account before either starting MATLAB Online or downloading the desktop version. Please use your university email address. Step-by-step instructions can be found at How to Access MATLAB

Laptop Lending Program
The John M. Pfau Library Laptop Lending Program will be distributing laptops to students who need them for the fall semester starting the week of August 10. In order to promote social distancing and to reduce lines, students need to fill out a reservation form at https://csusb.edu/laptop-checkout. Laptop reservations are limited to students who do not have access to technology resources at home. Palm Desert Campus students will be able to pick up the laptop at the PDC.

Internet Access
We have pulled together a curated list of resources at https://www.csusb.edu/its/support/covid-19-internet-access. This includes parking areas on campus that have WiFi coverage, as well as a list of Internet Service Providers and cellular carriers that have expanded their services to customers.
If you would like to request a hotspot for Internet access at home, please fill out the mobile hotspot request form. We have a limited supply of mobile hotspots for students who need them. Palm Desert Campus students will be able to pick up the hotspot at the PDC.

Technology Support
The Technology Support Center will continue to be available 24/7 at (909) 537-7677, support@csusb.edu and on the web at https://support.csusb.edu. Please continue to visit

our [Student Resources for Virtual Learning](#) webpage as we will continue to post available information there.

Coyote Labs: Virtual Computer Labs

With campus labs being closed to students, ITS has created means for students to access computer lab resources remotely. A number of campus computer labs are accessible from a web browser at https://csusb.edu/coyote-labs. After you log in, you can access all the software in these labs as if you are physically there.

Follow the few simple steps at https://www.csusb.edu/its/support/student-virtual-lab-access to get access to the virtual labs and many popular software packages such as: SPSS, ArcGIS, JMP, R/RStudio, Adobe Creative Suite, and more. The breakdown of available workstations is as follows:

- The Cave (PL-1109): 71 stations
- Chemistry Lab (CS-333): 14 stations*
- Health Science Lab (PS-224): 40 stations
- Mathematics Lab (JB-390): 41 stations*
- Computer Science Virtual Lab: 30 stations*
- COE Lab (CE-205): 24 stations
- Psychology Lab (SB-463): 29 stations*
- Geography Lab (SB-359): 25 stations*
- JHBC Open Lab (JB-127): 72 stations:
- Accessibility Lab (PL-1109): 14 stations

*access limited to certain majors

Student Technology and Resources (STAR) Team

This team of ITS student assistants are standing by to answer your technology questions or to direct them to the appropriate response team and resources. The STAR team is available Monday – Saturday, 8am – 5pm to assist you. You can reach them live during this time through the TSC bot on the Technology Support Center website: https://support.csusb.edu, via e-mail: starteam@csusb.edu or by calling 909-537-STAR(7827)

Student Software

Many of the campus-licensed software such as Microsoft Office 365, ESET Antivirus, HETS Virtual Plaza, JMP, Respondus Lockdown Browser and Monitor, ArcGIS Online, will continue to be available to students for download at https://www.csusb.edu/its/software/student-software.

Follow us on Twitter [@CSUSBSupport](#) and Instagram [@csusbsupport](#)

Your success is our highest priority - please let us know how we can be of assistance.