Find out how to keep you and your devices connected!

Get around-the-clock technology support!

WE DEFINE THE **Future**
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.
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ACADEMIC TECHNOLOGIES & INNOVATION | ATI

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 (including for online and hybrid courses), multimedia production, solutions for instructional technology integration, accessibility support, and Blackboard administration.

For more information about ATI and our services, visit ati.csusb.edu.
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 scanning 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, the Incubator Classroom, and latest AV technologies featured in this guide by visiting the ITS webpage at csusb.edu/its.

IDEA LAB & LOUNGE
San Bernardino campus
Pfau Library, room PL-003

INCUBATOR CLASSROOM
San Bernardino campus
Pfau Library, room PL-015
ACCESSIBLE TECHNOLOGY SERVICES

Accessible Technology Services (ATS) ensures CSUSB fulfills its commitment to providing equal access to information communication technology for individuals with disabilities and oversees implementation of the CSU-wide Accessible Technology Initiative. ATS provides a variety of accessibility-related services for faculty and staff. Visit csusb.edu/ats for more information on our services, including:

- Accessibility Tools and Training
- Video Captioning and Audio Transcription
- Document Remediation
- Web Accessibility Reporting and Support
- Procurement of Accessible ICT Support
- Blackboard Ally Training and Support

TO OPEN A SUPPORT TICKET EMAIL:
accessibility@csusb.edu
ADOBE SIGN

Adobe Sign is a cloud-based electronic signature platform that lets you send, sign, track, and manage documents for signature using a browser or mobile device. Any document can be quickly sent for signature through Adobe Sign to help you gather all the signatures required swiftly.

Some common uses for Adobe Sign on our campus include Human Resources forms, timesheets, authorizations forms.

Learn more about Adobe Sign by attending a training session. You’ll learn how to send a document for signature, track your documents, add form fields to documents, create a document template, and much more. Contact ITS Training Services itstrainingservices@csusb.edu for more information on training dates.
ASSISTIVE TECHNOLOGY CENTER

The Assistive Technology Center (ATC) is a specialized computer lab that provides and supports a variety of assistive technologies (AT) for students, faculty, and staff. Assistive technologies are traditionally used by individuals with disabilities to facilitate alternative means of access to information. Many AT programs are so effective that they are in mainstream use. Thus, the ATC lab located in PL-1109D is open to everyone.

ATC has additional adaptive workstations throughout campus:

SAN BERNARDINO CAMPUS
- Jack Brown Hall (2 workstations): JB-123
- University Hall (2 workstations): UH-385 (SAIL Harbor), UH-007 (Multimedia Language Center)
- College of Education (2 workstations): CE-205, CE-311
- Pfau Library Wedge (15 Stations): PL-1109
- Pfau Library (6 workstations): 1st floor by reference computers, 1st-floor room PL-111, 2nd-floor room 2005, 3rd floor, 4th floor, 5th floor by new elevators

PALM DESERT CAMPUS
- PDC Rogers Gateway (4 workstations): RG-105, RG-107, RG-209, RG-215
- Indian Wells Building (1 workstation): Student Success Studio, IW-203

For more information about ATC services, email accessibility@csusb.edu or visit csusb.edu/ats.

PHONE: 909-537-5079
COYOTE ONECARD

Your Coyote OneCard is now digital! The Coyote OneCard is your identification card throughout campus. You can download the mobile OneCard by clicking on the “Digital Coyote OneCard” tile in the myCoyote portal. The digital OneCard can be used to: make payments at dining, bookstore and printing locations; view your photo; view balances; and add additional funds to Coyote Cash. To learn more about the Coyote OneCard please visit the Coyote OneCard website, https://www.csusb.edu/its/support/coyote-onecard

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

- Meal Card – For students who are on a meal plan
- Library Card – Library barcode located on front 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
- Bus Pass - Ride the public transportation buses in San Bernardino (OMNI), Coachella Valley (SunLine) and the high desert (Victor Valley Transit) for free
- Door access to the Cave (24/7 study area) after hours and other specific buildings on campus.
EXAM GRADING SERVICE

Measuring student performance in the classroom is an essential indicator for faculty to ensure student success. To support Faculty on this area, ITS offers a free 24 hrs. turnaround Exam Grading Service to all CSUSB Faculty members. This grading service allows faculty to administer evaluations with up to 160 multiple-choice questions and provide statistical analysis, which are particularly useful to assess student performance and gather feedback on what teaching methods are providing to be most effective. The results are provided via email on a variety of formats including TXT and PDF.

The grading service can be requested at the Technology Support Center (PL-1108).
ITS PROJECT SERVICES

The ITS Office of Strategic Technology Initiatives is here to help your projects succeed. Whether you are looking for a new software solution, or need ITS assistance implementing or integrating a system, we have the knowledge and skills to assist. We also offer a comprehensive Project Management Toolkit for you to use to manage your own projects. Submit a request for our assistance, or find out more about the services we offer, on the ITS Office of Strategic Technology Initiatives website, https://www.csusb.edu/its/departments/strategic-technology-initiatives
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.

ITS TRAINING SERVICES

ITS Training Services offers sessions involving subjects such as PeopleSoft, the financial Data Warehouse, and general campus software to all staff, faculty and students. Online, one-on-one, small group, and department-specific sessions are available. Training sessions range from an introductory system navigation to complex system process-related sessions. ITS Training Services welcomes students to participate in all sessions and services as it relates to their role. To register for a class, visit the ITS Training Services website or contact itstrainingservices@csusb.edu for further assistance.

Can't attend a training? The ITS Training Services website has a growing library of training videos. Access them by visiting the link https://www.csusb.edu/its/training/training-videos
New Employee Technology 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 module specific trainings through CSU Learn and via video conferencing using Zoom. Contact our staff at itstrainingservices@csusb.edu for more details.
NEXT GENERATION
SMART CLASSROOMS

The Next Generation Smart Classrooms project upgraded CSUSB’s nearly 300 classrooms on both the San Bernardino and Palm Desert campuses with state-of-the-art microphones, cameras, control systems, touchscreen monitors, and document cameras to help facilitate faculty’s excellent instruction to both remote students attending classes live by Zoom and to on-site students simultaneously. Along with the upgraded classrooms, ITS provides training and information to faculty on best practices for this “cosynchronous” teaching mode.
SELF-SERVICE LABS

SAN BERNARDINO CAMPUS

PFAU LIBRARY WEDGE, ROOM PL-1109
24 hours a day, 7 days a week
Also available virtually at csusb.edu/coyote-labs

ATC LAB, ROOM PL-1109D
One-on-one assistance available
Monday through Thursday, 8:00 a.m. - 11:00 p.m.
Friday, 8:00 a.m. - 5:00 p.m.

PFAU LIBRARY LAB, PL-1003
Monday through Thursday, 7:00 a.m. - 11:00 p.m.
Friday, 7:00 a.m. - 5:00 p.m.
Saturday, 9:00 a.m. - 2:00 p.m.
Sunday, 1:00 p.m. - 5:00 p.m.

JACK H. BROWN COLLEGE COMPUTER LAB, JB-123
Monday through Thursday, 8:00 a.m. - 10:00 p.m.
Friday, 8:00 a.m. - 4:00 p.m.

*Summer hours may vary
SELF-SERVICE LABS

PALM DESERT CAMPUS

ROGERS GATEWAY LAB, ROOM RG-215
Monday through Friday, 7:00 a.m. - 10:00 p.m.

HELENE A. HIXON INFO AND RESOURCE CENTER, LIBRARY
Monday through Thursday, 8:00 a.m. - 8:00 p.m.
Friday, 8:00 a.m. - 5:00 p.m.

HEALTH SCIENCES LOBBY, OUTSIDE OF LIBRARY
Monday through Friday, 7:00 a.m. - 10:00 p.m.

*Summer hours may vary
TECHNOLOGY SUPPORT CENTER

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: OneCard, myCoyote, Canvas, CSUSB email, along with many other tools.

IN-PERSON TECHNOLOGY SUPPORT IS AVAILABLE AT THE SAN BERNARDINO CAMPUS:
Monday through Thursday, 8:00 a.m. - 8:00 p.m.
Friday and Saturday 8:00 a.m. - 5:00 p.m.
Sunday, Closed
* Holiday/summer walk-in hours will be updated on support.csusb.edu.

ONLINE TECHNOLOGY SUPPORT IS AVAILABLE AROUND THE CLOCK.

PHONE: 909-537-7677
EMAIL: support@csusb.edu
WEB/CHATBOT: support.csusb.edu
IT HELP ARTICLES: www.csusb.edu/its/support/it-knowledge-base
LOCATION: The Wedge, PL-1108, San Bernardino Campus

Got issues? We have answers! Try visiting our Knowledge Base for a list of IT help articles https://www.csusb.edu/its/support/it-knowledge-base.
WIRELESS NETWORK | EDUROAM

Got Wi-Fi? Connect to eduroam, CSUSB’s official Wi-Fi network! Your username is your CoyoteID@csusb.edu, and your password is your CSUSB password. Eduroam will keep you connected throughout both the San Bernardino and Palm Desert campuses, and when visiting other eduroam participating campuses. To find out more, visit the eduroam Campus Wireless Network website, https://www.csusb.edu/its/support/technology-support/wireless-network-wifi-access-csusb
WEB APPLICATIONS

CANVAS
Canvas is the learning management system (LMS) used here at CSUSB. It is a customizable, web-based learning environment that can be used with traditional face-to-face courses as well as with those taught completely online or partially online (hybrid). Canvas features a variety of tools and third-party integrations designed to enhance the teaching and learning experiences. Instructors can add media-rich content including customized quizzes and exams, written or audiovisual assignments, discussion boards, and much more; and they can choose to keep track of it all in an integrated electronic gradebook. Canvas's robust assessment tools allow for multiple points of student evaluation, as well as the ability to promote engagement and peer feedback. ITS provides support for faculty in both the development and use of Canvas, and has a team of expert instructional designers ready to help you integrate Canvas into your courses. Learn more about Canvas and how we can help you at https://www.csusb.edu/canvas.

CSULEARN
CSULEarn is a learning portal that allows our campus community to complete required compliance and access granting trainings. All employees will automatically be assigned required compliance courses based on their role and level of access. In addition, CSULEarn hosts a variety of professional development courses. Learn more by visiting the CSULEarning website https://www.csusb.edu/human-resources/current-employees/training-development/csulearn or contacting CSULEarn@csusb.edu.
GOOGLE G SUITE

CSUSB provides access to Google G Suite for Education for all of our faculty, staff, and students. This includes access to Google Drive and Google Groups. With G Suite you can work with your peers in sharing and collaborating on documents, powerful presentations, and dynamic spreadsheets. You can access Google G Suite through the myCoyote portal, https://my.csusb.edu/

HETS 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 HETS featured in this guide by visiting hets.org.
LinkedIn Learning

CSUSB faculty and staff can now obtain unlimited access to more than 40,000 instructional videos and informative articles through LinkedIn Learning. LinkedIn Learning 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 LinkedIn Learning, visit the software page on the ITS website, https://www.csusb.edu/its/software/faculty-staff-software

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, https://www.csusb.edu/its/software/faculty-staff-software
**MYCOYOTE APP**

The myCoyote mobile app provides the same features found in the myCoyote portal, in one mobile-friendly and convenient app. Access student related services, view important dates, receive notifications and more! The app is available for Apple and Android devices. Download the app in the App Store or Google Play store for an easier and mobile friendly experience while using your device.
PUSH NOTIFICATIONS

Receive push notifications on your personal registration date and time straight to your device through the myCoyote app. To receive notifications to your device, access your device settings and locate the myCoyote mobile app and allow notifications.

UPCOMING FEATURES

New and exciting features are constantly being added to the app. Download today and keep watch for enhancements to the overall user experience!
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 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:
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DOWNLOADABLE SOFTWARE
ADOBE® CREATIVE CLOUD™

Faculty and staff are able to download the full Adobe Creative Cloud suite on their personal and work computers for free. Adobe Creative Cloud gives you access to all of the latest and greatest Adobe creative tools, plus online services and other new applications as they are released. Visit the software page on the ITS website, https://www.csusb.edu/its/software/faculty-staff-software to download your copy of Adobe Creative Cloud today.

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, https://www.csusb.edu/its/software/faculty-staff-software
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, https://www.csusb.edu/its/software/faculty-staff-software
ADDITIONAL SOFTWARE

Faculty and staff have access to many other software applications for their campus-owned machines and in CSUSB's computers labs.

AZURE RESOURCES FOR FACULTY AND STAFF

Azure is a comprehensive set of cloud services that developers and IT professionals use to build, deploy, and manage applications through a global network of datacenters. In cooperation with Azure, CSUSB offers a variety of free resources for faculty and staff.

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 this, 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, https://www.csusb.edu/its/software/faculty-staff-software.
JMP STATISTICAL SOFTWARE

JMP Statistical Software is now available to 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, https://www.csusb.edu/its/software/faculty-staff-software to get started with JMP today.

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, https://www.csusb.edu/its/software/faculty-staff-software.

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, https://www.csusb.edu/its/software/faculty-staff-software.
SPSS STATISTICAL SOFTWARE

SPSS statistical software is available to faculty and staff at CSUSB. The IBM SPSS software platform offers advanced statistical analysis, a vast library of machine-learning algorithms, text analysis, open-source extensibility, integration with big data, and so much more. Its ease of use, flexibility, and scalability make SPSS accessible to users of all skill levels. To receive the download and license key for SPSS, please contact the Technology Support Center.

QUALTRICS

Create and send out powerful surveys through Qualtrics. With over 250 templates and the ability to create smart forms through the use of logic, Qualtrics makes sophisticated research simple and empowers you to capture the insights you need quickly. You can access Qualtrics through the myCoyote portal, https://my.csusb.edu/
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
| **TECHNOLOGY OPERATIONS AND CUSTOMER SUPPORT:** | **Gerard Au, Deputy Chief Information Officer / Chief Information Security Officer**  
Technology Support Center (TSC)  
24 x 7 x 365 Technology Support  
http://support.csusb.edu  
support@csusb.edu  
Enterprise and Cloud Services (ECS)  
Telecommunications and Network Services (TNS)  
Identity, Security, and Enterprise Technology  
| **Bruce Hagan, Director of Technology Operations, Cloud Services and Customer Support**  
bruce.hagan@csusb.edu  
909-537-4242  
| **Brandon Sierra, Assistant Director of Technology Support Center**  
bsierra@csusb.edu  
909-537-3476  
| **Academic Technologies & Innovation (ATI)**  
| **Bradford Owen, Director, Academic Technologies & Innovation / Chief Academic Technologies Officer**  
bowen@csusb.edu  
909-537-7379  
| **James Trotter, Assistant Director of Academic Technologies & Innovation**  
jamest@csusb.edu  
909-537-5063  
| **Administrative Computing and User Experience (ACUx)**  
| **Farokh "Fred" Nainavaii, Director of Administrative Computing & User Experience/Chief Administrative Systems Officer**  
fred.nainavaii@csusb.edu  
909-537-5205  
| **Anthony De La Loza, Interim Assistant Director of Administrative Computing and User Experience**  
adelaloz@csusb.edu  
909-537-7638  
| **Institutional Intelligence and Analytics, Digital Transformation and Compliance Initiatives**  
| **Muriel Lopez-Wagner, Chief Data Officer & Associate Vice President**  
muriel.lopez-wagner@csusb.edu  
909-537-5052  
| **Michael Casadonte, Director of Digital Transformation**  
mcasadone@csusb.edu  
909-537-5086  
| **Tanner Carollo, Director of Institutional Research & Analytics**  
tanner.carollo@csusb.edu  
909-537-3066  
| **Palm Desert Campus**  
| **Robert Garcia, Interim Director, Information Technology (PDC)**  
grgarcia@csusb.edu  
909-537-5449  
| **Office of Strategic Technology Initiatives**  
| **Chris Bradney, Director of Strategic Technology Initiatives**  
chris.bradney@csusb.edu  
909-537-4462  
| **ITS Budget Analyst**  
| **Gabby Guzman, Senior Budget Analyst**  
gguzman@csusb.edu  
909-537-5081  
|
GOT ISSUES? WE HAVE ANSWERS! 
TRY VISITING OUR KNOWLEDGE 
BASE FOR A LIST OF IT HELP ARTICLES