# Get Connected

## Email
CSU provides all faculty with a free email account. Faculty can access Engage 365 through a web browser or Outlook client. Set-up information and training resources are available on our website under *Messaging and Collaboration Services*, *Email-Engage 365*.

## Anti-Virus for your Personally Owned Computer
Keeping your computer virus-free is pretty important. We recommend you download Microsoft Security Essentials at http://windows.microsoft.com/en-us/windows/security-essentials-download.

## Wireless Networks
All of the CSU campus except for a few parking areas is wireless. To use the wireless network, you need a laptop, wireless card, and your CSU ID and CampusNet password. Instructions for set-up are available online. If you have any issues configuring or accessing the wireless network, please make an appointment to meet with a technician by calling the Help Desk at 216-687-5050. **Guest Wireless (csuguest)** access is also available for visitors to the university.

## VPN Services
VPN allows you to connect to campus resources from anywhere and is required to access your desktop remotely. VPN services are automatically provided for full-time faculty and are available upon request to other faculty. Forms and instructions can be found online at www.csuohio.edu/ist under *Network Services*.

## Cellular Services
We offer cellular phone services through negotiated service providers. These university negotiated plans offer many benefits including savings through discounted plans, quality of service, single point of contact and billing through the IS&T Telecommunications Department. More information can be found on our website under *Voice Services*.

## CSU Phone Book
You can check online for CSU faculty and staff phone numbers, email addresses and departments using the online phone book available from the myCSU webpage at http://mycsu.csuohio.edu and click on *Campus Directory*.

### Center for eLearning
The Center for eLearning provides support for the CSU community's eLearning needs and is devoted to online learning and technology. This office helps both faculty and students with all aspects of online courses, and works together with IS&T to provide faculty the technical support they need. Contact the eLearning office at 216-687-3960 for more information.

# Need Help?

## Computer Troubleshooting/Repairs
Computer not working? Got a specific question on Word, PowerPoint, email, etc? Contact the Help Desk and we'll have a Specialist call or come to your office to help. We provide free support for all CSU owned computer equipment. For faster service, you can drop off your computer at RT1106 and personally talk to a technician to discuss the problem.

## Self-Service Password Reset
Faculty can now reset their own password 24 hours a day with the exception of 6pm Saturday until 10am Sunday. To change your password, log into CampusNet and click on the *Change Password* tab. If you experience a problem, contact the Help Desk at 216-687-5050.

## Help Desk
We are available to resolve computer related issues and to help with CampusNet IDs and passwords. You can reach us by:
- Visit our website www.csuohio.edu/ist
- Visit our Ask IT Knowledge Base for answers to commonly asked IT questions. Post your questions at http://easy.csuohio.edu
- Walk-in to see us (Rhodes Tower room 1105)
- Email your question to help.desk@csuohio.edu
- Call us at 216-687-5050

**Our Regular Hours are...** (**Check our website for holiday/summer hours)

|  | **Phone Hours** | **Walk-In Hours** |
|---|---|---|
|  | 216-687-5050 | RT1105 |
| Monday | 7:30 am – 10:00 pm | 8:00 am – 5:00 pm |
| Tuesday | 7:30 am – 10:00 pm | 8:00 am – 5:00 pm |
| Wednesday | 7:30 am – 10:00 pm | 8:00 am – 5:00 pm |
| Thursday | 7:30 am – 10:00 pm | 8:00 am – 5:00 pm |
| Friday | 7:30 am – 5:00 pm | 8:00 am – 5:00 pm |
| Saturday | 8:00 am – 5:00 pm | Closed |
| Sunday | Closed | Closed |

| **Useful Websites:** | **Key Phone Numbers:** |
|---|---|
| IS&T Information & Services – www.csuohio.edu/ist | Outage Line – 216-687-5252 |
| Ask IT Knowledge Base – http://easy.csuohio.edu | Help Desk – 216-687-5050 |
| Engage 365 Email – http://engage365.csuohio.edu | Telecomm – 216-687-3881 |
| CampusNet – https://campusnet.csuohio.edu | Duplicating – 216-687-3707 |
| Center for eLearning – www.csuohio.edu/elearning | Training – 216-802-3126 |
| Microsoft free online training - www.office.microsoft.com | OSC contact – Dr. David Ball, 216-687-2456 |
|  | eLearning – 216-687-3960 |

*CSU is an Affirmative Action/Equal Opportunity Institution*
Rev. 10/14

# FACULTY

Can't find what you need, or have a question?
Call:
Bill Wilson, CIO
216-687-4686
Or email:
askcio@csuohio.edu

## WELCOME TO CSU'S INFORMATION SERVICES & TECHNOLOGY DEPARTMENT

Cleveland State University
Information Services and Technology

engaged learning™

# What's On The Web?

**CampusNet**
You can access class rosters, enter student grades, check course schedules, set up your CSU Alert information , etc., via CampusNet. Through CampusNet, you can send email to students in your classes. Contact the Help Desk at 216-687-5050 if you don't know your CSU ID or CampusNet Password. To access CampusNet go to the myCSU webpage at http://mycsu.csuohio.edu and click on *CampusNet*.

**Blackboard**
Blackboard is the course management system used at CSU. Blackboard helps faculty build and deploy courses online and engage with students interactively. Faculty who wish to use Blackboard will need to contact the Center for eLearning at 216-687-3960 to get started.

**Research Capabilities Online**
As members of an Ohio university, CSU faculty members are eligible to apply for resources on the *Ohio Supercomputer Center (OSC)* at no cost. OSC is a state-funded center in Columbus that maintains state-of-the-art computer facilities for use by higher education. Computer time is granted by proposal, and the Center maintains licenses for a variety of software packages, programming languages, and libraries. The CSU faculty liaison to OSC is Dr. David Ball, Chemistry Department, at 216-687-2456. Additional information can be found at www.osc.edu.

**Faculty Profile**
Faculty Profile is an online application designed to showcase information about CSU faculty and provide a uniform look to faculty profiles across all colleges. Faculty can maintain their information through a web-based application found at https://updatefacultyprofile.csuohio.edu.

**Employee Self-Service**
**myTime** is a web-based electronic time collection system. Depending on the employee's job classification, this system is used to clock in/out, report time worked or exception time taken (sick or vacation).
**myProfile** is a web-based application that allows employees to:
- View and update employee-specific information such as address, emergency contact, phone and email.
- View paycheck, leave accrual, direct deposit and W2 information.
- View a summary of current benefit elections, plan coverage, covered dependents and beneficiaries.
Links to these services can be found at:
http://mycsu.csuohio.edu/offices/hrd/emss/index.html.

# Services

**Phone/Voice Mail/Telecomm**
Phone needs repairing? Want a CD of the campus directory? Need training on voice mail? Just call Telecommunications at 216-687-3881.

**Duplicating**
Need inexpensive copies? Our Duplicating area can supply it. With our state-of-the-art equipment, you can email us your document. We will print it, and then deliver it to your office. Or you can bring it to us and we'll price it, schedule it and deliver it. Double-sided, bound, three-hole-punched, color posters, oversized color printing – Call us for prices at 216-687-3707.

**Ask IT**
*Ask IT* is a knowledge base that contains frequently requested information on common computing issues related to CSU. It can be found at http://easy.csuohio.edu.

**System News**
Is the email down? Is the internet up? Call our Outage line for current information (updated each weekday) at 216-687-5252.

**CSU Alert**
In case of an emergency, the university may send information from the CSU Alert System via phone, email, or text. Emergency messages are only broadcast by the authority of the University President, Provost, or select members of the Campus Safety division. Situations include, but are not limited to, campus closings (weather, utilities, etc.), building emergencies (utilities, HAZMAT incident, major fire, etc.), potential life-threatening situations on campus, activation of emergency response teams, etc. To sign up for CSU Alert , log in to CampusNet using your CSU ID and CampusNet password and click on the *Sign Up* button to enter your information.

# Computer/Technology Training

Our training area provides free classroom, one-on-one, and specialized training to faculty. Sample topics include: Word, Excel, PowerPoint, Adobe Acrobat, etc. For a list of classes, please refer to the Training Schedule available on the IS&T website at www.csuohio.edu/ist under *Technical Training* or contact Bill Milhoan at g.milhoan@csuohio.edu. In addition, Microsoft offers free training for Word, Excel and PowerPoint. Go to http://office.microsoft.com and click on *Free Training*.

# Shopping

**New Computer Hardware in Your Office**
Need a new laptop or desktop in your office? We can help you select appropriate equipment and set it up. Contact the Help Desk at 216-687-5050 to request help or refer to the *Hardware and Software* link on our website.

**Microsoft Office, Windows, Adobe & More**
Using outdated software? The newest versions of Office, Windows, and other software are free for CSU-owned computers. We also have site licenses for Adobe products, SPSS, SAS and other software packages at significant discounts. Call us before you buy it – we may be able to provide it at a discount or free and we'll install it for you.

**Personal Computer Purchases**
Need a new PC at home? You can get discounts on HP, Dell and Apple products for home by visiting:
http://www.hpdirect.com/academy/clevelandstate
http://www.dell.com/dellu/csuohio
http://store.apple.com/us_edu_200391 (requires Apple ID)
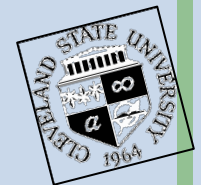
**MS Office for Your Home**
The University provides Office ProPlus to all full-time and part-time faculty. You can download this software on up to 5 different computers! You will also have access to Office Online which enables you to have access to Office functionality if you are on a device that doesn't have the Office Suite installed. You are allowed to use the software at home for as long as you are employed by the university. Log into your Engage365 account (engage365.csuohio.edu) using your CSU ID and CampusNet password. On the top bar, click on the "..." tag, then *Office.com*. Click on *Install Office on your PC or Mac* and follow the prompts.

**Appropriate Use**
Not sure how you are expected to use university-owned computing equipment? We have policies on appropriate use on our website.