

Your Student Need Help?

Regardless of students computing abilities, sometimes they need help. And we provide it – from help with passwords to training on software use.

Training and Support on Word, Excel, PowerPoint...

Concerned that your student will not be able to use the computer effectively? Microsoft offers free online training for Word, Excel and PowerPoint! Go to <http://office.microsoft.com>, then click on **Free Training**.

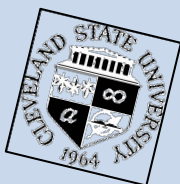
The CSU Michael Schwartz Library provides access to over 20,000 technology and other books including topics on engineering, digital media, math or science. Visit <http://proquest.safaribooksonline.com> and search through their library of books, manuals and tech help books to get right to the content or training that is needed.

One-on-one Tutoring

The Tutoring and Academic Success Center (TASC) offers free assistance in specific courses and/or with general success strategies. Students can visit their website at www.csuohio.edu/academic/advising/tutoring or contact TASC at 216-687-2012.

Email Setup, Virus Scanner Setup, etc.

Our Help Desk can walk students through how to set up their email, their virus scanner, Windows updates, and other software. The Help Desk can be contacted at 216-687-5050.



Visit us online at: www.csuohio.edu/ist

Your Student Need Help?

Self-Service Password Reset

Your student can now reset their own password 24 hours a day with the exception of 6pm Saturday until 10am Sunday by logging into CampusNet and clicking on the **Change Password** tab. If your child experiences a problem, they can contact the Help Desk at 216-687-5050.

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>.

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 <http://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 us a question (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

PARENTS



TECHNOLOGY SERVICES

For Students

Campus Computing

Computers are a standard part of college life. Students need access to computers for research and homework. We provide many options ranging from purchase discounts to loaners.

Personal Computer Purchases

Need a new PC, laptop or tablet for your student? IS&T provides negotiated discounts on HP, Dell and Apple products. You can visit the following links to browse, configure and make your purchase:

<http://www.hpdirect.com/academy/clevelandstate>

http://store.apple.com/us_edu_200391 (requires Apple ID)

<http://www.dell.com/dellu/csuhio>

IS&T recommends that for any PC, laptop or tablet purchase you buy a warranty protection plan that includes "accidental damage" coverage.

Student Laptops on Campus

Students can connect to the Internet on campus with a laptop by using either an Ethernet or wireless card set-up for the CSU environment (instructions are available on our website, at Mobile Campus and in all the labs).

Free Printing

Students are given limited free printing up to 2,000 black and white or 160 color pages per semester in any IS&T computer lab, campus connection lounge, the Library, College of Education, or from the Mobile campus laptops. Additional printing may be purchased in \$2.00 increments if needed. Print allocations are refreshed each semester. Unused printing is not carried over to the next semester.

Laptops, iPads & Scientific Calculators for Loan – Mobile Campus

We have laptop computers, iPads and scientific calculators available for students to borrow. These can be used anywhere on campus absolutely free for up to five hours (students can renew a loaner too!). Laptops have all the software needed by students, as well as Internet access, and can print to any of the general computer labs.

General Computer Labs

We have five computer labs across campus that provide free computer use including internet access, limited free black and white or color printing and scanning. Between general computer labs which are open to all students and the Mobile Campus laptop loan program, we offer over 590 computers. The computer lab in Fenn Tower is open seven days a week from 8:00 am – 8:00 pm.

Campus Connection Lounges

In addition to the labs, we have two lounges for casual computing use. The lounges provide free printing (up to 2,000 black and white pages per semester) and a relaxed atmosphere.

Services

Internet access for students is important for completing homework, research, and communicating with classmates and professors. To help students, we provide both internet access and safety precautions so they can surf safely.

Laptop Protection Program

We provide to all students, free of charge for four years, access to Front Door Software, a mobile device security/protection program. Imagine your laptop goes missing. The software provides a theft detection screen, audible anti-theft alert, a 'stolen computer' message and a lock down code that will render the laptop useless to thieves. For more details and registration information visit www.frontdoorsoftware.com/csuhio.

Dorms

Our dorms provide each room with a network connection for free Internet access. In addition, a lab is located on the ground floor of Fenn Tower which is open 8:00 am to 8:00 pm 365 days a year. This lab has two multi-purpose PCs, a Mac and several other PCs, a scanner and provides for black and white and color printing (part of the students free 2,000 pages per semester).

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>.

Social Networks

Cleveland State University is part of the growing social networking world. Engage with fellow students, alumni, faculty, and staff via Facebook, Twitter, YouTube, LinkedIn, and Flickr. A complete list of groups and page links can be found at <http://mycsu.csuohio.edu/socialmedia>.

CSU Alert

In case of an emergency, the university may send information to students 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 for which this system may be used 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. Students can sign up for CSU Alert by logging in to CampusNet using their CSU ID and CampusNet password and clicking on the **Sign Up** button to enter their information.

Stay in Touch

Believe it or not, some students do not completely inform parents about university events! You can find complete information online, and you can communicate with your student by sending email to their CSU email address. Every student has one!

CSU Email

Every student has a CSU email address. Many faculty members use these to send class information. Students are encouraged to either use their CSU email or forward their CSU email to another address, so you can send email to the CSU email address to quickly contact your student.

MS Office for Your Home

The University is providing Office ProPlus to all students. They will also have access to Office Online which enables them to have access to Office functionality if they are on a device that doesn't have the Office Suite installed. Your student is allowed to use the software at home for as long as they are an active student of the university.

Campus Horn

Special event info, free and discount tickets, parking updates, construction updates, outage notices, and other news are all located in the Campus Horn that is emailed to students every Monday and Thursday.

University Calendar

If you would like to attend a campus event, but forgot the date, time, or location, check out the University Calendar at <http://calendar.csuohio.edu>. Not sure where you need to be? The University Calendar will help! Check from any internet-connected computer to find your event/class and its location. You can also use kiosks around campus to access the calendar.

Viking Card Cash

The old joke about students calling home for money is too true. Now, you can help your student get money immediately. You can go online at www.csuohio.edu/services/vcard and add cash value to their Viking Card. They can then use their card at the bookstore, dining areas, and other campus locations.

Visit us online at: www.csuohio.edu/ist