Get Connected

Email

CSU provides all staff with a free email account. Staff 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 now 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 (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 available upon request to staff. Forms and instructions can be found online at http://mycsu.csuohio.edu/offices/ist/security/vpn.html.

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 & staff phone numbers, departments and email addresses using the online phone book available from the myCSU webpage at http://mycsu.csuohio.edu/ and click on *Campus Directory*.

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

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

Staff 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 http://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 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
Sunday	Closed	Closed
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

Useful Websites:	Key Phone Numbers:
IS&T Information & Services – www.csuohio.edu/ist	Outage Line – 216-687-5252
Microsoft free online training – www.office.microsoft.com	Help Desk – 216-687-5050
Ask IT Knowledge Base – http://easy.csuohio.edu	Telecomm – 216-687-3881
Engage 365 Email – http://engage365.csuohio.edu	Duplicating – 216-687-3707
CampusNet – https://campusnet.csuohio.edu	Training – 216-802-3126

STAFF

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 view personal information such as your home address, emergency contact, email address, set up your CSU Alert information, etc., via CampusNet. 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*.

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.

Employee Self-Service
myTime is a web-based electronic time collection system. Depending on the employee's job classification, they will use this system 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

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

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.

Financial Reporting & Administrative Systems
You can easily run financial reports to track your gifts and grants, purchase orders, etc., by using the Financial Reporting System. In addition, if you need to see student grades, transcripts, enrollment histories, or other similar data, you may need access to PeopleSoft. To gain access to PeopleSoft, please refer to information outlined on our website. Click on the *Technology Security, Access to Administrative Systems* links to access and complete the *Request for Access* forms.

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 info (updated each weekday) at 216-687-5252.

Computer/Technology Training

Our training area provides free classroom, one-on-one, and specialized training to staff. 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/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, then click on *Office Training* under the *Support* menu.

Shopping

New Computer Hardware in Your Office
Need a new Windows PC or Mac 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 too.

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
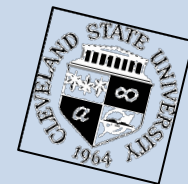http://www.dell.com/dellu/csuohio
http://store.apple.com/us_edu_200391 (requires Apple ID)

MS Office for Your Home
The University provides Office ProPlus to all full-time and part-time staff. 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.