

Shopping

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>

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 and your information, emails and photos fall into the wrong hands. 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 <http://frontdoorsoftware.com/csuohio>

Personal Computer Purchases

Need a new PC, laptop or tablet? 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_educ_200391 (requires Apple ID)
<http://www.dell.com/dellu/csuohio>

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

MS Office for Your Home

The University provides Office ProPlus to all students. 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 an active student of 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.

Use of Copyrighted Materials

Unauthorized downloading, copying and/or sharing of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music and films, and the installation of any copyrighted software for which Cleveland State University or the end user does not have an active license is strictly prohibited and may subject students to administrative sanctions.

Appropriate Use

For policies and procedures on appropriate computer use, visit our website.

Need Help?

Self-Service Password Reset

Students 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.

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://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 at 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:

IS&T Information & Services – www.csuohio.edu/ist
 Computer Labs – equipment & hours – www.csuohio.edu/computer-labs
 Center for eLearning – www.csuohio.edu/elearning
 Ask IT Knowledge Base – <http://easy.csuohio.edu>
 Microsoft free online training – www.office.microsoft.com

Key Phone Numbers:

Help Desk – 216-687-5050
 Outage Line – 216-687-5252
 Mobile Campus – 216-687-2180
 Campus 411 – 216-687-5411
 eLearning – 216-687-3960

CSU is an Affirmative Action/Equal Opportunity Institution

Rev.10/14

STUDENTS

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™

Campus Computing

General Computer Labs

We have 5 computer labs across campus that provide free computer use including internet access and scanning. These general computer labs are open to all students. Between these labs and the Mobile Campus laptop loan program, over 590 computers are available free for student use.

PCs for Working in Groups

Need to do group work? FH128 has several group study areas.

Campus Connection Lounges

In addition to the labs, we have two lounges for casual computing use. The lounges in Main Classroom building (MC 120) and the Student Center (SC 126) provide a relaxed atmosphere.

Laptops, iPads & Scientific Calculators for Loan – Mobile Campus

Need a laptop or iPad for class or recreational use? You can borrow one free for up to 5 hours from the Mobile Campus in the Student Center. We also have scientific calculators you can borrow!

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. Print allocations are refreshed each semester. Unused printing is not carried over to the next semester. Additional printing beyond your 2,000 page allocation may be purchased in \$2.00 increments by visiting www.csuohio.edu/ist and click on **Student Services**.

Listing of Hours for General Computer Labs, Lounges & Mobile Campus

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
BU23	7:30am-10:00pm	7:30am-10:00pm	7:30am-10:00pm	7:30am-10:00pm	7:30am-9:30pm	9:00am-5:30pm	9:00am-5:30pm
FT103	8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm	8:00am-8:00pm
FH128	7:30am-9:30pm	7:30am-9:30pm	7:30am-9:30pm	7:30am-9:30pm	7:30am-5:30pm	Closed	Closed
SC126	7:30am-10:00pm	7:30am-10:00pm	7:30am-10:00pm	7:30am-10:00pm	7:30am-5:00pm	7:30am-5:00pm	Closed
MC120	7:30am-10:00pm	7:30am-10:00pm	7:30am-10:00pm	7:30am-10:00pm	7:30am-6:00pm	7:30am-5:00pm	Closed
UR39 /UR40	8:00am-10:00pm	8:00am-10:00pm	8:00am-10:00pm	8:00am-10:00pm	8:00am-6:00pm	8:00am-6:00pm	Closed
Mobile Campus	7:30am-10:00pm	7:30am-10:00pm	7:30am-10:00pm	7:30am-10:00pm	7:30am-6:00pm	8:00am-5:00pm	Closed

*Summer and break hours may vary.

Services

Your Laptop on Campus

If you want to connect to the Internet on campus with your laptop, you'll need an Ethernet or wireless card set up for the CSU environment, your CSU ID number and CampusNet Password. If you have problems connecting to the CSU wireless network, contact the Help Desk at 216-687-5050.

CSU Guest

CSU Guest is an unsecured wireless network available to anyone on campus. Simply search for available wireless networks through your wireless device, select the "CSUGUEST" network and then open a browser to access the internet. Users should not transmit their credit card information, passwords, and any other sensitive personal information while using this wireless connection. Current CSU students are strongly urged to use the University's secured wireless network.

And Your Password Is...

Almost all of your computing access is tied to your CampusNet Password. This password, together with your CSU ID number, provides you with access to the computers in the general computer labs, the CSU network, wireless network, the internet, CampusNet, ePortfolio, CSU email and more. For help on these, contact the Help Desk at 216-687-5050.

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 every Monday and Thursday. Be sure to check your email inbox!

University Calendar

Not sure where you need to be? The University Calendar will help! Check it out at <http://calendar.csuohio.edu>

Parking

To purchase a parking permit or pay citations, go to <https://csuparking.t2hosted.com>

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.

Training & Reference

Looking for training on Word, Excel or PowerPoint? Microsoft offers free online training. Go to <http://office.microsoft.com>, and 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 you need.

Class Work Support

Labs with SPSS, SAS, Word, PowerPoint & More!

Need special software for your classes? Our labs provide free access to the most commonly used software. Check out our complete listing of computer labs and where you can get the software you need from our website under **Computer Labs**.

CampusNet – Your personal management system

You can register for classes, get your class schedule and grades, get an unofficial transcript, view your account and make credit card payments, forward your CSU email to another email, and view/update your personal information (name, phone, address, etc.). Go to <https://campusnet.csuohio.edu> and click on the **CampusNet** link. Contact the Help Desk if you don't know your CSU ID or CampusNet Password.

Distance Learning – Blackboard

Some classes use the Blackboard Learning System – an online course management system. Your professors will notify you if you will be using Blackboard for their course. Call 216-687-5050, Option 2, if you have questions.

CSU Email

Do you know your CSU email address? Many faculty members use your CSU email to send class information. Contact the Help Desk for your email address and password. You can check your email using <http://engage365.csuohio.edu>. Information on accessing your CSU email is available on our website under **Messaging and Collaboration, Email-Engage 365**.

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