Technology Services

Technology Services (TS)

Techonology Services provides and supports a variety of technology services for students including Email, wireless network access, printing services, computing labs, computer security, and classroom technology. Faculty and staff have access to similar and additional services. TS focuses on the individual customer by providing access to training materials, assistance and problem solving via telephone, online, email and walk-in consultations.

Help Desk/Access to Services and Support

Telephone Support: 559.278.7000

In-Person Support: McKee Fisk, Rm. 150

Website: *https://help.csufresno.edu/*

Hours: 7 a.m. to 9 p.m., Monday-Friday; 8 a.m. to 5 p.m. on Saturday

Summer Hours: 7 a.m. to 6 p.m., Monday-Friday; 8 a.m. to 5 p.m. Sarturday

- Self help tutorials
- Request service and support

Services Provided to Students

- E-mail and Google Apps: *https://help.csufresno.edu/students/googleapps/*. E-mail is the official method for communicating University business with students. Each student is provided with a free account and is strongly encouraged to review the contents on a regular basis since critical notifications from the University related to enrollment, academic status, fees, holds, and financial aid will only be sent to students' e-mail.

- Wireless Network: *https://help.csufresno.edu/guest/wireless/.* Students with laptop computers or other wireless Internet devices can use the free campus wireless service, which provides coverage to most main campus buildings. Please visit *https://help.csufresno.edu/guest/wireless/UpdatedWirelessCampusMap.pdf* for more information on coverage areas.

- Pay for print: *https://help.csufresno.edu/content/payforprint.php*

- Computing Labs locations: *https://help.csufresno.edu/students/computerlabs*

- Information Security and Acceptable Use Policy: *http://www.csufresno.edu/its/pdfs/CSUF_AUP_2_08.pdf*

- Classroom Technology and Video Conferencing (CTV)

- My Fresno State - Links to student system for requesting services and reviewing their records and grades. Access to Student Center, Financial Aid, and class schedules.

Standards

Computers and Software. Both PC and Macintosh computers are used on campus. The Kennel Bookstore sells computers and software products while offering advice on the appropriate system for any major. Special student savings are available on Macintosh, PC computers and printers, plus software from Microsoft, Adobe, and others. For specific recommendations:

- Software available: *http://www.kennelbookstore.com/SiteText.aspx?Software*

- Software compatibility: *https://help.csufresno.edu/compatibility/index.php*

Services Provided to Faculty and Staff

- Email/Collaboration

- Desktop/Laptop Support

- Classroom Technology and Video Conferencing (CTV). Provides design and installation, training, and on-going support of instructional technology in the classroom, including video/data projectors, document cameras, and touch button control systems.

- Telecommunications . Provides voice communications services, maintains copper and enhances telecommunications infrastructure and the voice over IP (VoIP) phone system.

- Networking. Manages and maintains the campus wired and wireless network.