

CSU Stanislaus
Quick Reference for Technology Support

MAIN CAMPUS

Desktop support services:

Computer setup, system errors and other hardware problems -----	667-3687
Software Installation, problems and questions-----	667-3687
Printer installation and configuration -----	667-3687
Internet connection problems -----	667-3687
Email and virus problems -----	667-3687
New email setup-----	667-3687

Work orders will be set up after the call. Desktop Support Services will prioritize and get to each work order as soon as possible.

Telecommunications

Telephone Services

Telephone moves, new connections and problems ----- 667-3719

Or send email to----- RLyons@csustan.edu

Network Services

New network connections, moves and problems ----- 667-3687

For problems during off-hours and weekends, please call 667-3687 and follow directions.

Mediated and Distance Learning

Blackboard

Course creation, Faculty Support, & Training

[Bob Koehler]----- 667-3898

Log-In Problems & General Assistance

Students [OIT Call Center]----- 667-3687

Faculty [Bob Koehler] ----- 667-3898

Instructional Technology Services

Equipment delivery and setup in classrooms----- 667-3116

Classroom Help----- 667-3116

Equipment reservation for pickup ----- 667-3116

Multimedia Support

Faculty Multimedia Lab [Brian Duggan]----- 667-3347

(image scanning & manipulation, file conversions, text scanning, classroom media training, etc.)

Distance Learning front desk (CODEC and ITV) ----- 667-3171

TV Faculty Support - Technician and direct support line in each classroom

Banner, PeopleSoft and Brio reports

Usage Questions

Student----- 667-3264

Financial Aid----- 667-3336

Finance ----- 667-3984

Alumni/Development ----- 667-3482

Human Resources ----- 667-3351

Technical Questions

Connection problems, printing, password changes, etc. ----- 667-3198

New Banner accounts----- 667-3687

Banner Security forms ----- 667-3687

Web Design & Site Management Services (www.csustan.edu) [Web Design Website](#)Send email to----- webdesign@csustan.edu

Access and Use of Web Server----- 667-3851

Web Server permissions Form:

www.csustan.edu/oit/Publications/WWLAN-dir-permissions-form.pdf

Problems with campus web pages----- 667-3851

Website design, development and management----- 667-3851

Assistance with Web Accessibility Standards ----- 667-3851

Instructional Computer Labs

User ID and Passwords-----Contact Cade Webb in L125A

Students must have valid student ID card

User IDs locked out-----Contact Cade Webb in L125A

Students must have valid student ID card

Hardware in labs----- [OIT Labs](#)Lab Hours----- [OIT Labs](#)

Logon Problems-----Check with Lab Assistant on duty

Hardware problems in Lab-----Check with Lab Assistant on duty

Hardware Problem Reporting-----664-6508

Follow up all calls with a detail email to cwebb@csustan.edu andraryafar@csustan.edu

Software Problem Reporting-----664-6508

Follow up all calls with a detail email to cwebb@csustan.edu andraryafar@csustan.edu

Instructors:

All software installs/updates should be scheduled in advance. Please send requests to cwebb@csustan.edu.**STOCKTON CAMPUS****Desktop support services:**Send email to----- OIT-Stockton@csustan.edu**Telecommunications**Telephone Services

Telephone moves, new connections and problems ----- 667-3719

Or send email to----- RLyons@csustan.eduNetwork Services

New network connections, moves and problems

Send email to----- OIT-Stockton@csustan.edu**Mediated and Distance Learning**Blackboard

Course creation, Faculty Support, & Training

[Bob Koehler]----- 667-3898

Log-In Problems & General Assistance ----- 467-5353

Distance Learning and Classroom support----- 467-5300**Banner, PeopleSoft, and Brio reports** -----See Turlock campus entry**Instructional Computer Labs** ----- 467-5353