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 and raryafar@csustan.edu
Software Problem Reporting-------------------------------664-6508
Follow up all calls with a detail email to cwebb@csustan.edu and raryafar@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.edu
Network 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