

# The Undergraduate's Quick Guide to Central Technology Services

CSU Libraries

<http://lib.colostate.edu/>

Academic Computing and Networking Services (ACNS)

<http://www.acns.colostate.edu/>

Colorado State University provides a broad scope of computing services. When investigating resources available to you, it's best to start with your college and home department. Many departments have their own computer labs and support personnel for their majors. Academic Computing & Networking Services supplements departmental resources by providing central services such as Wi-Fi and Internet access.

## Central IT Assistance

The Help Desk and the Computer Diagnostic Center (CDC) are located on the first floor of Morgan Library. Here you can obtain general assistance with wired and wireless networking, email, eID, and a variety of additional IT services. Troubleshooting assistance for personal computers is also available. For campus IT-related questions, you can stop at the Help Desk, call (970) 491-7276 or send email to: [help@colostate.edu](mailto:help@colostate.edu).

## Computer Repairs

The Computer Repair Center is located on the first floor of Morgan Library. This paid service may be accessed through the Computer Diagnostic Center. Repair Center staff can perform hardware repairs and replacement, OS rebuilds, virus/malware removal, data recovery, and DMCA violation assistance.

## Purchasing Software, Hardware and Supplies

RAMtech, CSU's technology store, is conveniently located in the main hallway of the Lory Student Center next to the CSU Bookstore. Owned and operated by the University, RAMtech carries a variety of computers and computer-related products at educational discount prices. Whether you need computer software, hardware, peripheral devices, printers, cables, networking equipment, or simply need information about computer technology, stop by and speak with one of the friendly RAMtech staff members. A price list is available online at: <http://ramtech.colostate.edu/>.

RAMtech can help you order a student package appropriate for your college, which can include a laptop computer pre-loaded with the appropriate software, antivirus protection, and configured for the campus wireless network. Student bundles by Apple, Dell & HP are available. Stop by and pick out your computer or visit our website to place your order: <http://ramtech.colostate.edu/>.

## Electronic Identity (eID)

All CSU faculty, staff, and students automatically receive a CSU electronic identity (eID), which enables access to the university's electronic resources such as RamWeb and other CSU services. Your eID consists of a login name and password. More information regarding your eID can be found at: <http://eid.colostate.edu>.

## Email

When you sign up for your eID, you will automatically receive a free, CSU-branded Google Apps account. This account provides access to email as well as other communication/collaboration tools that may be used in your classes. Your Google Apps email address will be in the form of [ename@rams.colostate.edu](mailto:ename@rams.colostate.edu) and will serve as your official university email account.

You will also receive a CSU email alias in the format of: `Firstname.Lastname@rams.colostate.edu` (e.g., [marie.curie@rams.colostate.edu](mailto:marie.curie@rams.colostate.edu)). This alias points to your university Google email account. If you wish to forward mail to another personal email address, you must set this up through your university Google mail account.

## Canvas

CSU's online course and learning management system is built on a product called Canvas. To log into the system, go to: <http://canvas.colostate.edu/>.

## Microsoft Office 365

Because CSU is enrolled in Office 365, students may download up to five copies of Microsoft Office Professional (including Word, Excel, PowerPoint, Access, and Publisher) for their devices, at no charge as long as they are a student at CSU. Visit <http://www.acns.colostate.edu/O365> for more information.

## AntiVirus Support

University policy requires that computers run operating systems still supported by the manufacturer and current with patches and updates. Windows and Apple computers are required to have current antivirus software. There are several well-respected free antivirus software programs to choose from, including Microsoft Security Essentials, Avast, and Sophos. For more information see:

<http://www.acns.colostate.edu/Security/Malware>

There are also several paid antivirus options available.

## Color Plotting/Poster Printing

If you need to print a color poster, this service is available at the Help Desk on the first floor of Morgan Library. Posters up to 42" in width can be printed. Pricing is per linear foot and can be charged to your student account or a personal credit card. Additional information, including tips for creating posters and an online price list is available at: <http://lib.colostate.edu/technology/printing-copying/>.

## Online Self-Help

Documentation and resources for performing a variety of tasks are available on the ACNS webpage at:

<https://www.acns.colostate.edu/support/>.

## Networking

The campus network offers high-speed access to campus resources, as well as redundant connections to the Internet and Internet2.

All academic buildings on campus provide access to the campus wireless network called “csu-eid.” Access is controlled for security reasons and requires authentication using your ename and password. “csu-eid” must be configured prior to gaining access to the wireless network. Additional information and instructions for setting up your computer for wireless access can be found at: <http://www.acns.colostate.edu/connect/wireless>.

Issues with wireless connectivity outside the Residence Halls can be resolved at the Central IT Help Desk in Morgan Library (491-7276, [help@colostate.edu](mailto:help@colostate.edu)). Note that wireless service in the Residence Halls is provided by Housing and Dining Services (HDS) and is separate from the rest of campus. See the following for help with wireless in the Residence Halls:

<https://housing.colostate.edu/services/technology/internet/> call 491-4734 or e-mail [hds\\_helpdesk@mail.colostate.edu](mailto:hds_helpdesk@mail.colostate.edu)

Follow CSU wireless! [www.facebook.com/csuwireless](http://www.facebook.com/csuwireless)  
Twitter: @CSUWireless

## University Libraries Technology

Morgan Library has 300 desktop computers available for use in the computer lab. Black-and-white and color printers, book and document scanners, a slide-scanning station, a 3D printer, and microtext scanners for accessing and digitizing older materials are also available in the lab. Wireless access is available throughout the building.

The Loan/Reserve Desk has technology for checkout including laptops (both Mac and PC), iPads, Chromebooks, video camcorders, microphones, and GoPros.

## Reservable Rooms

Students can reserve one of Morgan Library’s group study rooms for group study or to prepare and practice collaborative group presentations. Each room is equipped with a whiteboard and an HDTV for laptop projection.

As an extension of the library, there are also 10 group presentation rooms in the Behavioral Sciences Building (BSB) that students can reserve for collaborative work and presentation practice. Additional information about these rooms can be found at:

<http://lib.colostate.edu/about/maps/behavioral-sciences-building>.

Morgan Library in partnership with the Assistive Technology Resource Center (ATRC) offers assistive technology rooms equipped with specialized software and hardware specifically for students who need accommodations. Students must sign up with the ATRC for access to these facilities.

A video studio and two editing bays are available in Morgan Library as a resource for video production projects. The studio includes basic production equipment: a camcorder, a tripod, a

lighting kit, and microphones. The editing bays are Mac-based and include iMovie, Adobe Premiere, and Final Cut Pro.

For students needing access to specialized software, the library has a dedicated room offering SPSS, SAS, and BlueJeans (lecture capture software).

The library also offers a dedicated conference room with videoconference capability. Information can be found at: <https://www.acns.colostate.edu/video-conferencing/>

## Availability

Morgan Library is open from 7 a.m. to midnight most days throughout the fall and spring semester. It operates on reduced hours during the summer. The study cube is open to students 24/7. Additional information is available by calling the Morgan Library Help Desk at (970) 491-1841 or visiting the website at <https://lib.colostate.edu>. The Veterinary Medical Center Library provides support to programs and individuals at the Vet Teaching Hospital.

## Rights and Responsibilities of Users

Computing and data communication systems at Colorado State are valuable and limited resources that serve a large number and variety of users. All users of these systems have the responsibility to be aware of and abide by the “Acceptable Use Policy for Computing and Networking Resources at Colorado State University” found on the Web at: <http://www.acns.colostate.edu/?page=aup>.

If you are moving into the university’s residence halls, there are responsibilities that come along with using the Housing network. Digital Millennium Copyright Act (DMCA) violations can occur when an individual illegally downloads or shares files on any of the campus networks. DMCA’s are most commonly issued for copyright-protected music and videos files. You can avoid receiving a DMCA violation by familiarizing yourself with the policies found on the Housing Technology web site at: <http://housing.colostate.edu/file-sharing-guidelines>.

## Security

Good security practices are vital to protect the integrity, availability, and confidentiality of information stored on the university’s computing and networking resources. The security of our campus networks is ultimately the responsibility of everyone who uses or has a computer connected to them. Please take some time to familiarize yourself with CSU’s IT security policy at: <http://policylibrary.colostate.edu/policy.aspx?id=492>.

All other IT security information can be found at: <https://www.acns.colostate.edu/security/>.

