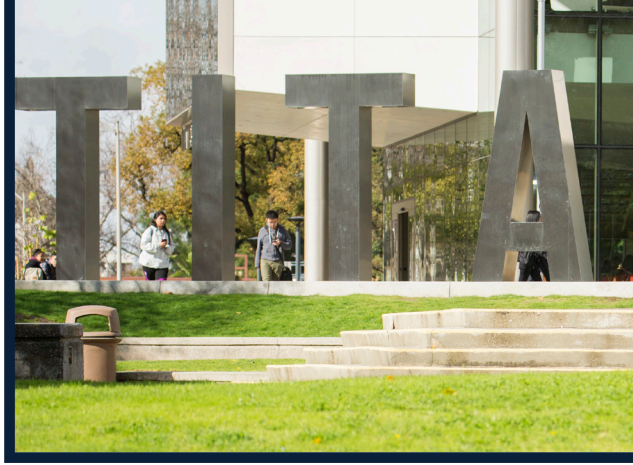


IT GUIDE TO CSUF



LET US INTRODUCE OURSELVES...



The Division of Information Technology plays a significant role at Cal State Fullerton. We understand the challenges that face our faculty, staff, and students and we continuously strive to produce a higher quality of services designed to meet the expectations of the campus community.

We have partnered with other divisions to fully integrate technology into regular campus operations and to ensure that the services, equipment, and software applications we provide are custom to the needs of each area.

The Division of IT is dedicated to Diversity, Equity, and Inclusion (DEI). We have set forth diversity goals, which are constantly monitored and evaluated, to improve our practices in managing DEI. Our individual experiences and stories build the structure that is academic and personal excellence. By talking with, listening to, and sharing stories, we can better understand the world around us. Together as a community, we use this knowledge to spur innovation, transformation, and create a better tomorrow.

As you browse through this IT Guide, we encourage you to take advantage of some or all of the services available to you.



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TITANWARE

Technology Ecosystem at CSUF

YOU NEED A LAPTOP



TitanWare is Cal State Fullerton’s comprehensive technology ecosystem designed to advance student success. Our goal is to provide students with the solutions needed to thrive academically and in the workplace.

At the center of this ecosystem is the laptop. Many faculty expect students to bring a laptop to class every day to leverage our technology-infused teaching & learning ecosystem in and out of the classroom.

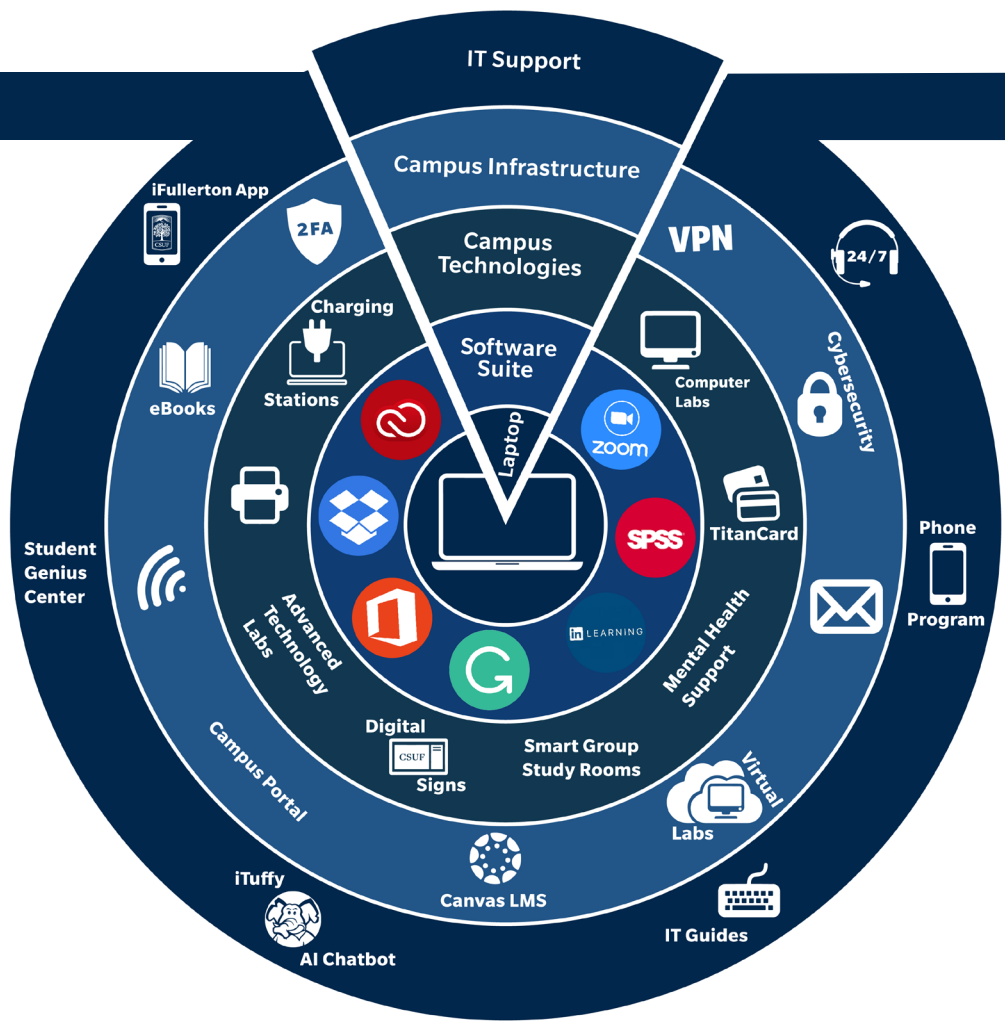
Laptops for Student Success

Students have the following options to acquire a laptop:

- Use a laptop they currently own
- Purchase from the TitanShops bookstore at a discounted price and with payment plan options
- Purchase their own laptop based on CSUF recommended laptop specifications
- Borrow a laptop from campus
 - Long-term (semester), based on financial need
 - Short-term (48hrs), available to all

TitanWare resources include:

- Tech Tools
- Available Software
- Cybersecurity
- Help Desk Support
- Wi-Fi
- Computer Labs and Printing



Learn more at TitanWare.fullerton.edu

- Innovation labs with AR/VR
- Digital Print Services
- Campus ID Card
- And MORE!



ON CAMPUS WI-FI

Students, faculty and staff use eduroam Wi-Fi on campus. You can connect to eduroam in on-campus buildings and around the CSUF outdoor areas, including the Quad, Titan Walk, and in the State College Parking Structure. You can also connect to eduroam and access Wi-Fi at any other participating institution, globally.

Connect to eduroam by using your CSUF email address and domain password (see below).

STUDENTS

Username: [YourCSUFUsername]@csu.fullerton.edu

Password: YourCSUFPassword

FACULTY/STAFF

Username: [YourCSUFUsername]@fullerton.edu

Password: YourCSUFPassword

**Your username is the same as your CSUF Portal Login Username*

For more information, and to view Wi-Fi hotspots on campus, visit wireless.fullerton.edu

TITANCARD

TitanCard is the official multi-functional identification card issued by the University to students, faculty and staff. It can be used to:

- Check out library materials
- Receive discounts on campus and in the community (movie theaters, etc.)
- Reserve study rooms
- Pay for library fees
- Gain admittance to campus activities and games
- Access campus computer labs
- Rent textbooks from Titan Shops
- Housing door access

All students, faculty and staff are eligible for a TitanCard. Fill out an application at fullerton.edu/id.

Acceptable forms of identification include:

- Driver's License
- Passport
- State Identification Card
- School Identification Card



Students, faculty and staff can use their TitanCard as a payment card at the following campus locations:

- Food Court
- Titan Bookstore
- Titan Billiards and Bowl
- The Gastronome
- Admissions and Records
- Digital Print Services
- Starbucks
- Brief Stop
- Carl's Jr.
- LH Express

Add money to your TitanCard at the following locations:

- TitanCard office on the first floor of Pollak Library, South
- Valueport Machine on the first floor of Pollak Library, North
- Through your Portal (Note: There is a 2.75% service fee when adding money online through your Portal)

For more information, visit it.fullerton.edu/titancard



DOWNLOAD SOFTWARE



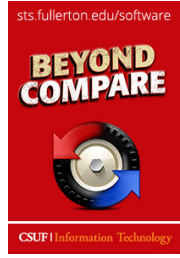
AWS Educate



ADOBE CC



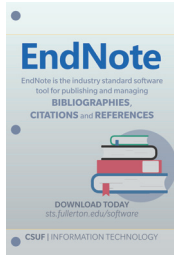
AUTODESK



BEYOND COMPARE



DROPBOX



ENDNOTE



FRONT DOOR SOFTWARE



GOREACT



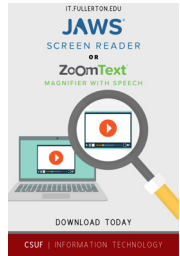
GRAMMARLY



IBM BLUEMIX



INTELLECTUS STATISTICS



JAWS AND ZOOMTEXT



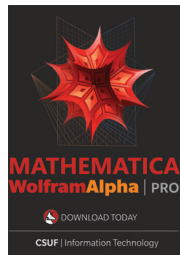
KURZWEIL 3000



LINKEDIN LEARNING



MATLAB



MATHEMATICA



NVIVO



OFFICE 365



PITCH VANTAGE



PROCTORIO



QUALTRICS



RGUROO



SPSS



SOLIDWORKS



TABLEAU



VMOCK



VOICETHREAD



WINDOWS 10



ZOOM

View all available software

Visit its.fullerton.edu and select the 'Software' tab

CSUF PORTAL

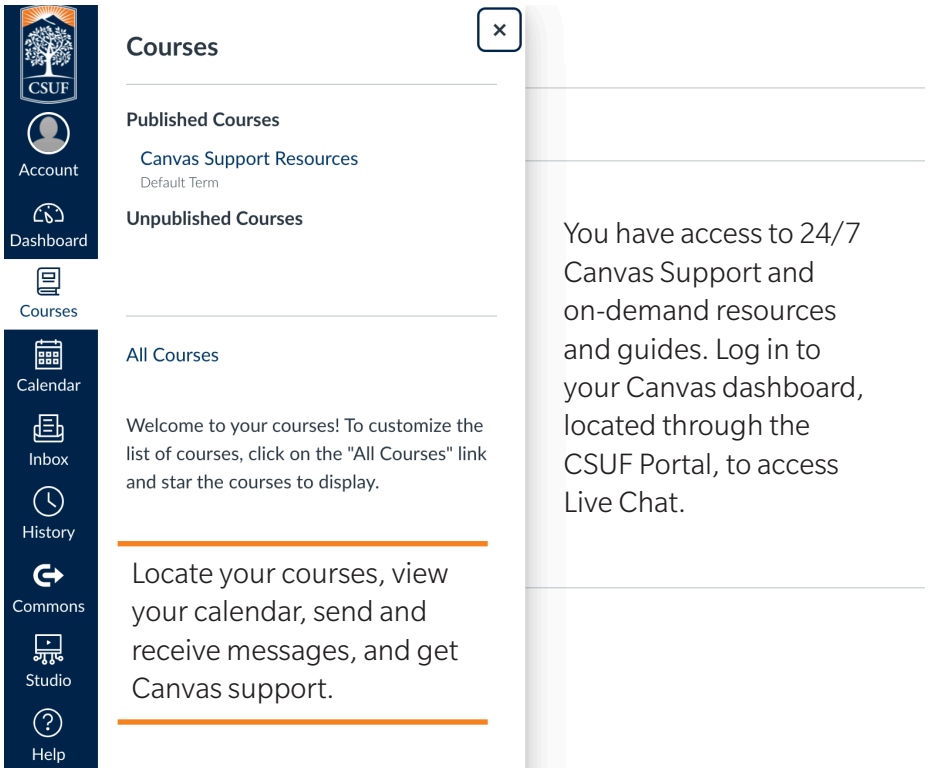
Use your CSUF Portal to view your Student Center, navigate to Canvas, see your textbooks and more.

You can also

- Check your email and alerts
- Customize your quick links
- Explore different apps and links such as: Career Center, Drop-box, Software, Online IT Help, Titan Direct Access, and more
- Use the search box to find specific apps and classes
- Customize your widgets

Canvas

CSUF's Official Learning Management System (LMS)



The screenshot displays the Canvas LMS interface. On the left is a dark blue sidebar with white icons and text for navigation: Account, Dashboard, Courses, Calendar, Inbox, History, Commons, Studio, and Help. The main content area is white and features a 'Courses' widget with a close button (X) in the top right corner. The widget is divided into sections: 'Published Courses' with a link to 'Canvas Support Resources' (Default Term), and 'Unpublished Courses'. Below these is an 'All Courses' section with a welcome message: 'Welcome to your courses! To customize the list of courses, click on the "All Courses" link and star the courses to display.' At the bottom of the widget, a message reads: 'Locate your courses, view your calendar, send and receive messages, and get Canvas support.' To the right of the widget, a large grey box contains the text: 'You have access to 24/7 Canvas Support and on-demand resources and guides. Log in to your Canvas dashboard, located through the CSUF Portal, to access Live Chat.'

ADVANCED TECHNOLOGY LAB

Innovation/Makerspace Center

Data Visualization Center

Interdisciplinary College
Collaboration Space



INNOVATION/ MAKERSPACE CENTER

The Innovation/Makerspace Center is located on second floor of Pollak Library North (PLN-215). This center has been created to fulfill creativity, innovation and talent through advanced technology such as virtual reality, augmented reality, 3D printing, Microsoft Surface Hub, Raspberry Pi, and high-end computing.



For more information visit
it.fullerton.edu/innovation_makerspace_center/



DATA VISUALIZATION CENTER

The Data Visualization Center offers data experts an immersive space to analyze and display data in an innovative and meaningful way. The high-tech center is equipped with all of the tools needed in order to handle large data sets along with a 184" screen to display data in high resolution.

Knowledgeable Data Scientists are available to help utilize the advanced technological tools in order to assist clients in understanding and visualizing their data in a variety of formats. The flexible furniture provides users with the freedom to arrange and rearrange their environment to best fit business needs.

Equipment:

- 4 x 4 front video wall (46" display each)
- Four Epson PRo G 7500, 6500 Lumens Projectors
- HDMI Connections (up to 5 devices)
- Apple TV
- Audio/Video Conference Capability
- Blu-Ray Player
- Document Camera
- In Room PC with Three Outputs
- Lavalier Wireless Microphone
- Pan/Tilt/Zoom Camera
- Wi-Fi Capability

For hours and more information, visit it.fullerton.edu/services/data_visualization_center

INTERDISCIPLINARY COLLEGE COLLABORATION SPACE

The Interdisciplinary College Collaboration Space was designed for students to use college-specific tools and software.

Located on the 2nd floor of Pollak Library North, the Interdisciplinary College Collaboration Space is an area for students to utilize the technology they need for their majors.

This space gives students the unique opportunity to work outside of the classroom and gain insight from their peers. The lab provides specialized software for student access allowing collaboration between colleges in one space. Each college space includes a 65" Samsung display, with Apple TV (AirPlay), Microsoft wireless display (MiraCast), mobile whiteboards and comfortable collaboration seating.



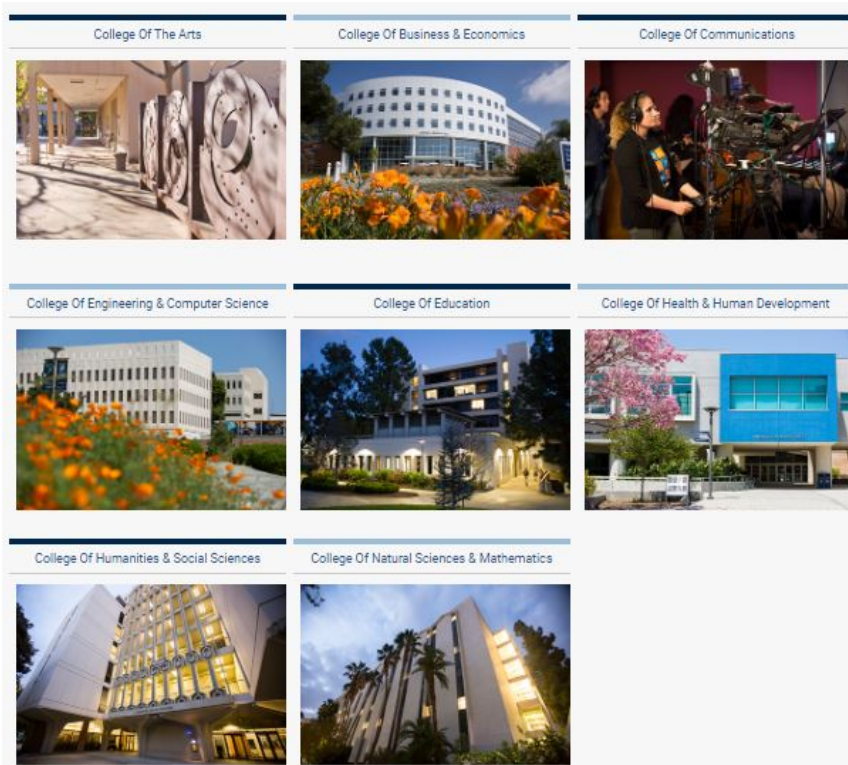
Campus Computer Labs

Computers are also available on the first, second, and fourth floors of Pollak Library, North.

Visit it.fullerton.edu/students/computerlabs for more information.

VIRTUAL LABS

Connect to high performance computers and access specialized software through the Virtual Labs. These virtual computer labs help faculty, staff and students utilize necessary software remotely. You can use a Mac or Windows computer to connect. Search by your college and select the virtual lab that hosts the software you want to use.



Connect to Splashtop, AWS App Stream & the Virtual Computer Lab (VCL) to access these solutions, virtually

- Maya
- AutoCAD
- ToonBoom
- Adobe CC
- R
- SolidWorks
- and More!

Visit it.fullerton.edu/virtual-labs

dps DIGITAL PRINT SERVICES

Digital Print Services (DPS) helps the CSUF campus community (students, staff, faculty and guests) with their day-to-day printing needs. We have a full service shop with professional state-of-the-art technology/equipment and knowledgeable, friendly staff who can help you print poster boards, brochures, business cards, booklets, newsletters, invitations, wide 3D prints, and much more.



Email: DPS@fullerton.edu

Call: 657.278.3964

For more information visit dps@fullerton.edu



PRINTERS, COPIERS & SCANNERS

Printers

The Campus has black & white, color, wireless and even 3D printing options. Some labs are restricted to students within the college or the program.

Students may also take advantage of wireless printing. There are six wireless printing locations in Pollak Library and one in the TSU.

Copiers

If you need to copy a document, you can find machines in Pollak Library and McCarthy Hall.

Scanners

If you need a scanner, there are several on campus to use. Scanners for public use can be found in the Library.

For detailed locations and more information visit sts.fullerton.edu/printing



TECH SUPPORT

STUDENT GENIUS CENTER

Students can stop by the Student Genius Center (SGC) on the first floor of Pollak Library, North for:

- Laptop wireless connection and printing
- Smart phone connection to online student services
- Long-term checkout: laptop/iPad, Mi-Fi, webcam, headset
- Short-term checkout: laptop/iPad/portable charger
- Campus related software installation (excludes operating system support and virus removal)
- General support services

Smart Group Study Rooms

Who can check out the rooms?

Currently enrolled CSUF students, with no holds, can check out a Smart Group Study Room. Rooms are reserved for groups of two or more students.

Email: SGC@fullerton.edu

Call: 657.278.8203

For hours and more information, visit sts.fullerton.edu/sgc



STUDENT IT HELP DESK

Call, email, or chat with the Student IT Help Desk to get any campus related technology support you may need.

Call: 657.278.8888

Email: StudentITHelpDesk@fullerton.edu

Chat: via Portal, click Online IT Help

ACADEMIC TECHNOLOGY CENTER

The Academic Technology Center (ATC) focuses on the development and provision of technology to faculty and staff. All equipment in the center can be reserved for use by faculty and staff to complete work individually, or in collaboration with FDC coordinators or IT staff.

The ATC provides technology support for:

- ATI (Accessible Technology Initiative)
- Adaptive Learning
- Technology Training
- ERTTP (Electronic, Retention, Tenure & Promotion) Portfolios
- Canvas Learning Management System (LMS)
- Technology Questions & Mobile Device Support
- Data Destruction & Recovery
- Password Reset
- VPN (Virtual Private Networks) Setup
- AV Cabinet Key Checkout
- Classroom Technology

Stop by the ATC with any technology questions during our walk-in hours at PLS-237 from 8:00am – 5:00pm, Monday – Friday.

Email: ATC@fullerton.edu

Call: 657.278.4050

For hours and more information, visit it.fullerton.edu/services/atc

FACULTY/STAFF IT HELP DESK

Call, email, or chat with the Faculty/Staff IT Help Desk to get any campus related technology support you may need.

Call: 657.278.7777

Email: HelpDesk@fullerton.edu

Chat: via Portal, click
Online IT Help

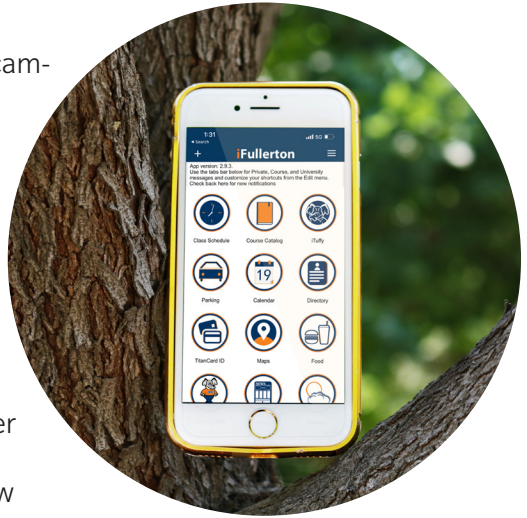


CSUF IT MOBILE APPS

Available through the Apple App and Google Play Stores

iFullerton

- Look up locations with the campus map
- Look at your class schedule
- Check parking availability
- Reserve smart group study rooms in Pollak Library
- Access Titan Mobile (register for classes, search courses, make tuition payments, view grades, etc.)



iTuffy Chatbot

- Check your class and finals schedule
- Look up your Campus-Wide ID (CWID)
- Get directions and find operating hours for campus offices and services
- Learn about upcoming events
- Search the campus directory

Navigate Student

- Schedule advising appointments
- Review your class schedule
- Receive messages
- View to-dos
- Virtually meet with other students with the study buddy feature





TITAN DIRECT ACCESS

The Titan Direct Access Program offers digital distribution of course materials to students through the Campus Portal. All students in courses in which Titan Direct Access is offered, will receive free digital access to select course materials. This free access will become available by the first day of the semester, and will be maintained through the add/drop date. Students will be charged for their materials after the add/drop date unless they choose to Opt-Out. Immediate access to course materials at the start of classes ensures students are better prepared for a successful semester. Titan Direct Access prices will vary by title, with discounts up to 80% off of the new print purchase price.



CONTACT US

For more information on our specific services, please visit it.fullerton.edu

Student IT Help Desk

Call: 657.278.8888

Email:

StudentITHelpDesk@fullerton.edu

Chat: Via the Portal, Online IT Help

Student Genius Center (walk-in)

First Floor, Pollak Library North

Faculty/Staff IT Help Desk

Call: 657.278.7777

Email:

HelpDesk@fullerton.edu

Chat: Via the Portal, Online IT Help

Academic Technology Center (walk-in)

PLS - 237

657.278.4050

ATC@fullerton.edu



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