INFORMATION TECHNOLOGY SURVIVAL GUIDE

Welcome to Ball State University!

This Technology Survival Guide introduces you to the tools and resources you need to get connected, stay productive, and find the help you need for all your technology needs.



CONNECT TO WI-FI

Choose "bsuconnect" to connect to Ball State's wireless network.

BSUConnect is a secure wireless network for all faculty, staff, and students. The network can be accessed by any desktop, laptop, tablet or phone. Once connected, enter your BSU credentials (username & password) and accept the security certificate.

CONTACT THE HELPDESK

Call 285-1517. Click bsu.edu/helpdesk. Visit the Tech Center in Bracken Library.

Problems with technology? **The HelpDesk can help!** Submit your support request by visiting **bsu.edu/helpdesk** and clicking the Get Tech Help link or request assistance via Online chat. You may also call **765-285-1517** to speak to a support specialist or stop by the **Tech Center, Bracken Library, room 101**, for assistance For support in the classroom, call **765-285-3999**.

SMILE! BALL STATE ID CARDS

Pick up your new Ball State ID card in Bracken Library, room 001.

Your Ball State ID is an official form of identification while you are at Ball State. Be sure to bring a photo ID with you to pick up your new Ball State ID, which could include a state driver's license, state-issued identification card, military identification card, passport, permanent resident alien card, or certificate of US naturalization. For more information visit bsu.edu/idcards.

PRINTING

Printers are located in your home department.

At Ball State, printing is easy and close to home. Reach out to the Helpdesk to have drivers installed on your computer. Printer drivers allow faculty to print directly from departmental printers. Contact **bsu.edu/helpdesk** for assistance installing all necessary print drivers.

TWO-STEP AUTHENTICATION WITH DUO

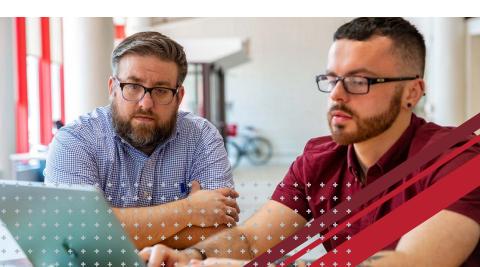
Ball State has stepped up security to keep your information safe.

DUO Mobile authenticates your identity to allow secure logins for many campus systems. When logging into a secure Ball State system you will be prompted for a two-step authentication code. Download the DUO Mobile app before you log in for the first time and follow the prompts to set up your secure authentication. Contact the HelpDesk if you encounter any issues. For more information visit **bsu.edu/twofactorhelp.**

The worst time for a tech issue?

RIGHT AS CLASS GETS STARTED.

Here are some resources to make sure you avoid technical glitches in the classroom.



CLASSROOM SUPPORT

Ball State has a support team on call to assist with any immediate classroom technology issues. Call **285-3999** and a trained support team member will help you over the phone, or will be dispatched to your room. Be sure to visit your classrooms during the first week of classes to ensure you're familiar with the space and comfortable using the technology. For more information visit **bsu.edu/icss**.

CLASSROOM PROJECTORS

Most classrooms and conference rooms on Ball State's campus are equipped with HDMI connections for displaying audio and video presentations. An HDMI cable can often be plugged directly into a laptop for a quick, easy connection. Some laptops may not have HDMI plugs and will require an adapter.

In rare instances, a classroom may not have an HDMI connection and will require a different setup to connect to the screen. Please take your laptop to your classroom ahead of time to check these connections. If you have questions about what adapter you may need, visit <code>bsu.edu/helpdesk</code> and submit a request by clicking <code>Get Tech Help</code>. IT staff can then help you get an adapter that will best meet your needs.

Many classrooms across campus will also feature a media input control panel. These small boxes (sometimes touchscreens, sometimes wall plates) will allow you to turn on the projector, adjust the volume in the room, and change what you see on the screen. After plugging in your laptop, use the control panel to turn on the projector and make any necessary adjustments to the image and volume.

INFORMATION TECHNOLOGY WANTS TO HELP YOU GET STUFF DONE. Tap into the large array of digital software and services available to faculty.

ONEDRIVE

Online storage you can access anywhere is made easier with **Microsoft OneDrive**. Available on desktop, laptop, tablet, and mobile, OneDrive stores your files in the cloud and allows you to retrieve them from any authenticated device. For more information visit **bsu.edu/onedrivehelp**.



ZOOM

Online collaboration is key, and videoconferencing tools like **Zoom** can streamline online engagement from virtually any device. For more information visit **bsu.edu/zoomhelp**.

MY.BSU.EDU

All of these tools—and many more!—can be found at **my.bsu.edu**. Use your Ball State credentials to log into this secure site to access a dashboard of online campus tools. Can't find what you're looking for? Contact the HelpDesk online or in person for additional help.

MICROSOFT OFFICE

Get access to Word, Excel, PowerPoint, Outlook and more through your Ball State account. Visit the Tech Center or the HelpDesk online for information on how to install Microsoft Office 360 ProPlus. For more information visit bsu.edu/helpdesk/office.

ADOBE CREATIVE CLOUD

Feeling creative? Adobe Creative Cloud gives you unlimited access to industry-leading creation tools like Photoshop, Illustrator, and Premiere Pro, along with consumer-based tools like Spark and Rush. To learn more about all the software available to faculty, visit bsu.edu/it/digitaltools. Get started for free by visiting the Tech Center or searching the HelpDesk online. For more information visit bsu.edu/adobe.

Information Technology aims to keep you **CONNECTED**, **INFORMED, AND READY TO COLLABORATE** in the classroom and beyond.



CANVAS

For technical issues using **Canvas**, contact the Helpdesk. If you would like to talk about course design and best practices for instruction, contact the **Division of Online and Strategic Learning** at **285-1763** or by email at **strategicIrn@bsu.edu**.

UDEMY

Ball State provides access to the **Udemy** e-learning platform for faculty and students. Through thousands of self-paced online video tutorials covering topics like business, technology, and creativity, faculty and students can expand their learning online for free. For more information visit **bsu.edu/udemyhelp**.

THE DIGITAL CORPS

Feeling creative, but need a little more help to bring your ideas to life?

The Digital Corps employs dozens of creative students empowered to give back to the campus community by collaborating on creative media projects. From video production and graphic design to computer development and communication strategy, the Digital Corps works with faculty to realize their creative ideas. Just email digitalcorps@bsu.edu to get started.

ADAPTIVE TECHNOLOGIES

Ball State University makes instruction available to everyone. Information Technology provides the latest in technology to Ball State students, faculty and staff with an adaptive technology lab for those with disabilities. For more information visit bsu.edu/digitalaccessibility.

Still need help? **WE'VE GOT YOUR BACK.**

You've tried rebooting it. And you've unplugged it and plugged it back in. And it still doesn't work? Information Technology can help.

Visit the IT Tech Center in Bracken Library, call **765-285-1517**, or visit **bsu.edu/helpdesk** for help with all of your technology questions.

Looking to buy some technology? The Tech Store in Bracken Library offers personal and departmental technology, often at educational discounts.

bsu.edu/technologystore



