



TECHNOLOGY RESOURCES FOR FACULTY

Technical Support

Computing information and technical support are available from your department support staff, and from Information Technology Services (ITS). You can find contact information for your department support staff at its.syr.edu/supportsvc. You (and any of your students who need technical assistance) can contact the ITS Service Center by calling 315.443.2677, or by emailing help@syr.edu. The Center is located in room 1-227 in the Center for Science & Technology. Visit its.syr.edu/supportsvc for service center hours of operation as well as a complete description of available services. And you can search for support and other information at answers.syr.edu.

Please take a few minutes

You'll want to become familiar with Syracuse University's Information Technology policies at supolicies.syr.edu/it. Also, visit its.syr.edu/filesharing to find out about how SU addresses and resolves issues of electronic copyright infringement, and its preventative measures and policies to ensure compliance with federal laws.

SYRACUSE UNIVERSITY
ITS INFORMATION
TECHNOLOGY
SERVICES

Instructional Services and Classroom Technology

ITS's Learning Environments and Media Production (LEMP) group provides academic technology services including:

- ◆ Registrar classroom systems, MakerSpace, and public computer lab operations and just-in-time classroom orientation and technical support.
- ◆ Distribution of classroom and course production equipment.
- ◆ Lecture capture support.
- ◆ Web conferencing support.
- ◆ A full range of instructional and event production services.

For a full list of services, please visit the LEMP website at lemp.syr.edu.

Education Technology and Online Learning

ITS's Online Learning Services (OLS) team helps you integrate information technology into instruction through exploration and consulting on new developments in IT and instructional technology. They support the University's Blackboard learning management system and other online course management tools. Their resources, support, and training are available to instructors throughout the University for face-to-face, hybrid, and online instruction development and production.

Visit ols.syr.edu to learn how Online Learning Services can help you improve learning outcomes and student experiences.

Research Computing

If you need computing power to advance your research, you'll find all about it here: researchcomputing.syr.edu. The website spotlights successful compute-intensive work and provides a technical overview of the variety of computing resources available to researchers from all disciplines at the University. The site helps faculty and students understand how they can best take advantage of those resources.

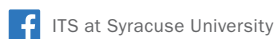
Ensuring Accessibility Using Technology

ITS offers a variety of resources for using technology to ensure accessibility for all members of the Syracuse University community. Our goal is that all technology is usable by the greatest number of students, faculty and staff possible, including those with disabilities, so that everyone is able to participate to the maximum extent that they can. Accessibility enables full participation by all people regardless of their individual learning styles and abilities. To explore and take advantage of these resources, visit its.syr.edu/accessibility.

Find the Technology Guide in the SU Guides app!

The Technology Guide brings valuable advice and how-to information right to your mobile device. It's your go-to source for a wide array of technology services and resources available to you.

To access the Technology Guide, go to the iTunes App Store or the Google Play Store and search for "Syracuse University Guides." Or visit guidebook.com/app/SUGuides to receive the download link via text message. Install the SU Guides app, then download the Technology Guide. You can also view the guide at guidebook.com/guide/43439.



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NEED TECH HELP?

- ◆ Search answers.syr.edu
- ◆ Explore its.syr.edu
- ◆ Send your questions to help@syr.edu
- ◆ Call us at 315/443.2677
- ◆ Visit the ITS Service Center at 1-227 Center for Science & Technology. See its.syr.edu/supportsvc for hours and other information

QUICK REFERENCE

Information Technology Services (ITS)..... its.syr.edu

Communication and Connections

NetID and Password netid.syr.edu

Email..... its.syr.edu/ecom

Outlook Web Access (OWA) exchange.syr.edu

Connecting to SU's Networks .. its.syr.edu/connecting

Wireless Network (AirOrangeX) ... its.syr.edu/wireless

Remote access to SU's Networks (VPN).....

..... its.syr.edu/security/remoteaccess/index.cfm

Update your SU contact information .. myslice.syr.edu

SU Directory directory.syr.edu

Telephone Service..... its.syr.edu/telecom

Research Computing researchcomputing.syr.edu

Educational Technology

Blackboard blackboard.syr.edu

Read&Write Gold..... answers.syr.edu/x/Z4Q6Ag

Web conferencing..... webconference.syr.edu

Qualtrics..... answers.syr.edu/x/UoB4AQ

Lynda.com answers.syr.edu/x/zgBfAg

Build a web site (WordPress)..... expressions.syr.edu

Public Computer Labs..... its.syr.edu/labs

MakerSpace makerspace.syr.edu

IT Security and Policies

IT Security securecuse.syr.edu

File Sharing its.syr.edu/filessharing

SU IT Policies.... supolicies.syr.edu/it/computing.htm