



# Information Technology Services for Faculty and Staff

## Welcome!

Computing information and technical support are available from your department support staff and from the ITS Service Center. You can find contact information for your department support staff at [its.syr.edu/supportsvc/dsp/dsplist.pdf](http://its.syr.edu/supportsvc/dsp/dsplist.pdf). You can contact the ITS Service Center by calling 315-443-2677, emailing [help@syr.edu](mailto:help@syr.edu), or visiting room 1-227 in the Center for Science & Technology. Visit <http://its.syr.edu/supportsvc> for service center hours of operation as well as a complete description of available services. You can also search for support and other information at <http://answers.syr.edu>.

**Please take a few minutes** to become familiar with Syracuse University's Information Technology policies at <http://supolicies.syr.edu/it/>. Also, visit <http://securecuse.syr.edu> to find out about protecting your identity, and your and the University's devices and data. You are the University's best defense against unauthorized data disclosure and other security threats.

**Syracuse University**  
**ITS** Information  
Technology  
Services

## PROTECT YOURSELF!

Every day, email phishing attacks target University students, faculty, and staff. Phishers try to trick people into clicking a link or attachment that will "harvest" passwords or install malware to steal personal data. Be suspicious of unsolicited email and don't click links or attachments inside of them. Never provide your password to anyone, especially when requested in an email. ITS will never ask for your password. If you feel you have fallen victim to a scam, contact your IT Support Personnel. Additional tips for keeping you and the University community safe and secure are at [http://its.syr.edu/infosec/security\\_101.html](http://its.syr.edu/infosec/security_101.html).

## World-class technology at your fingertips!

**Visit [Answers.syr.edu](http://answers.syr.edu), and search for ITS Staff and Faculty Services.** You'll find things including:

- ◆ Connecting to AirOrangeX (AOX), the University's high-speed wireless network
- ◆ Information and Communication Technology (ICT) Accessibility
- ◆ Managing your University NetID password
- ◆ Remote access to online University resources
- ◆ The University Mobile App
- ◆ Unlimited access to the Lynda.com video library of more than 3,600 engaging, top-quality courses
- ◆ And more.

# Quick Reference

For information about ..... Visit this website

<b>Information Technology Services (ITS)</b> .....	<b>its.syr.edu/</b>
Anything About Computing at Syracuse University.....	answers.syr.edu
Blackboard Learning Management System.....	blackboard.syracuse.edu
Building Your Own Web Site.....	expressions.syr.edu
CallXpress Voice Mail .....	its.syr.edu/telecom
Confidential and Enterprise Data Definitions .....	its.syr.edu/infosec/data_classification.html
Connecting to the University's Networks.....	its.syr.edu/connecting/
Email .....	its.syr.edu/email/
Faculty and Staff Remote Access.....	its.syr.edu/infosec/secureaccess.html
Information and Communication	
Technology (ICT) Accessibility .....	itsaccessibility.syr.edu/
Information Security advice.....	securecuse.syr.edu
Lynda.com .....	lynda.syr.edu
Outlook Web Access (OWA).....	exchange.syr.edu
Public Computer Labs.....	its.syr.edu/labs/
Qualtrics Online Survey Tool .....	syracuseuniversity.qualtrics.com/
Research Computing .....	researchcomputing.syr.edu/
Telephone Service.....	its.syr.edu/telecom
The University's Wireless Network: AirOrangeX.....	its.syr.edu/connecting/wireless/
University Google Apps (G Suite) .....	answers.syr.edu/x/xoDy
University NetID and Password.....	netid.syr.edu
Update Your Campus Contact Information.....	myslice.syr.edu
Using IT Systems and Resources.....	supolicies.syr.edu/it/computing.htm
Web Conferencing Solutions.....	answers.syr.edu/x/SYk7

## Stay informed about IT and information security issues at SU

For the latest from ITS, follow us:

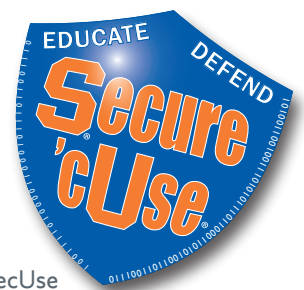
 @SU\_ITS       SyracuseITS

 ITS at Syracuse University

To hear from the **ITS Information Security** team about tips, tricks, and important IT security news:

 @SecurecUse

 SecurecUse



Syracuse University  
Information Technology Services (ITS)

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