Information Technology Services

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- Office 365 Password Resets SC
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- PaperCut Pro Administration – Print Management Software for Computer Lab Printing SC
- PEG Access Cable Television Programming SC
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- Printer Support SC
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- Residence Life University Police University Owned Computing Hardware Support SC
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- Residence Life Smart Classrooms SC
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- Security Camera Management Systems Administration SC
- Server Management SC
- Shared Disk Resources SC
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- Smart Classrooms SC
- Sound Services Equipment Repair SC
- Splunk SC
- SQL Administration SC
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- SSL Certificate Administration SC
- SSL Certificate Management SC
- Student Printing Service SC
- Symantec Endpoint Protection Antivirus Software SC
• Test Scoring (Scantron) Service SC
• Third Party Authentication Services SC
• Thompson Television Studio Support SC
• Time and Attendance SC
• Tutor Trac - Load Data For Courses and Students SC
• University Owned Computing Hardware Support SC
• University Owned Computing Software Support SC
• Veeam Backup SC
• VDE - Create VM SC
• Vulnerability Management Service SC
• Webforms SC
• WeComply SC
• WhatsupGold SC
• Wi-Fi Wireless Service SC
• Wired and Fiber Optics Networking SC
• WNYF Television Support SC
• Your Connection - Targeted Message SC
• Retired ITS Service Catalog Entries
  • Academic Event Recordings SC (Retired Service)
  • BMC Footprints (FredQuest) SC
  • Digital Signage for Academic & Administrative Buildings SC
  • Ensemble Video SC
  • Graphic Services for Instructional Materials SC
• Service Catalog Glossary of Terms
• Networking
  • FREDsecure - Android directions
  • Networking How-to articles
    • Getting started with the Fredonia Virtual Private Network (VPN) Services
    • How to setup the Client VPN Service for Mac OS X
    • How to setup the Client VPN Service for Windows 10
    • How to setup the Client VPN Service for Android
    • How to setup the Client VPN Service for iOS
• Short Term Wireless Networks on Campus
• Project Management
• ResNet
  • Connect a Wired Device
    • Linux Setup Directions
    • Macintosh 10.5.x and 10.6.x Setup Directions
    • Windows 7 and 8 Setup Directions
    • Windows 10 Setup Directions
  • Connect a Wireless Device
    • FREDmedia Setup
    • Finding the MAC Address for Gaming Devices
    • FREDsecure Setup
      • Connecting to FREDsecure with Android
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      • Connecting to FREDsecure with Linux (Ubuntu)
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  • Request Guest Wireless Access - FREDBound
• Green Computing
• ResNet - Home
• ResNet How-to articles
• ResNet Staff
• Student Employment
• Security
  • Know Your Fredonia ID - FAQ
  • Campus Access Control Services
  • Data Security Program
    • Fredonia Minimum Security Standards: Servers
    • Fredonia Minimum Security Standards: Applications
    • Fredonia Minimum Security Standards: Endpoints
    • Fredonia ITS Support and Minimum Security Matrix
  • Security How-to articles
    • University Approved Electronic Data Storage
    • How to encrypt your Android or iOS Mobile Device?
    • Gmail sending limits in G Suite
    • Fredonia Secure the Human Reference Guide
    • Fredonia Mail Data Loss Prevention Policy for Credit Card Numbers (CCN) and Social Security Numbers (SSN)
    • Getting started with 1Password Teams
    • Getting Started with Two-Factor Authentication with Duo Security
Duo Security Frequently Asked Questions

- After confirming a legitimate login attempt, I'm stuck on a strange two-step screen. Why?
- Am I required to use Duo Security?
- Can Duo's Remembered Devices feature work if third-party cookies are blocked?
- Can I set up Duo on more than one phone?
- Can I use the Duo Security internationally?
- Do I have to use Duo every time I log in to G Suite?
- Do I need a smartphone to use Duo?
- Enroll a Security Key with Duo Security
- How do I select the "Remember me for 12 hours..." checkbox if the Duo Authentication Prompt is automatically sending a push?
- How do I use a Hardware Token with Duo?
- How will Duo change how I log into Fredonia electronic services?
- If I choose to use my personal smartphone using the Duo Mobile app, what kind of information does Duo have access to?
- I have a new phone and the Duo app stopped working. What should I do?
- I have stopped receiving push notifications on Duo Mobile, how do I start receiving push requests again?
- What are my options to enroll in Duo Security?
- What data is being collected by Duo?
- What Fredonia electronic services are currently protected with Duo Security?
- What happens if I set up my browser to clear cache/cookies after exiting?
- What if I don't have a cellphone?
- What if I don't have data plan on my phone? What if I don't have a connection?
- What if I do not wish to use my personal smartphone and I teach in classrooms or labs that do not have a landline available?
- What if I forget my phone at home?
- What if I have student employees that access University Duo protected services?
- What if I lose my phone?
- What if I want to use a Hardware Token with Duo?
- What is a Security Key and how do I use it?
- What is Duo Push?
- What is Duo Security?
- What is Two-Factor Authentication?
- What should I expect during the Duo Security enrollment process?
- Whom should I contact if I have questions or concerns about the requirement to use Duo?
- Why is Fredonia implementing Duo Security?

- eServices Login with Duo
- Enroll a Device with Duo
- Enroll a Mobile Phone with Duo
- Enroll a Tablet with Duo
- Enroll a Landline or Cell Phone with Duo
- Using Hardware Tokens with Duo
- Managing my devices and settings in Duo
- Authentication via Duo Push
- Authentication via Duo Mobile Passcode
- How do I activate Duo Mobile directly from my smartphone or tablet?
- Guide to the Duo Restore feature for Duo Mobile account recovery
- Guide to Security Checkup feature in Duo Mobile

- How to Password Protect and Encrypt Files using 7-Zip for Windows
- How to Password Protect and Encrypt Word files in Microsoft Office 365
- How to Password Protect and Encrypt Excel files in Microsoft Office 365
- Information Security International Travel Guidelines
- Digital Millennium Copyright Act
- Information Security Tips and Best Practices
- Cell Phone Scams
- Financial Aid Scams
- Firewalls
- Online Safety
- Password Integrity Guidelines
- Patches & Updates
- Personal Identity Theft
- Phishing Awareness
- Phishing Emails
- Viruses & Malware

- Firewall Rule Request Procedure
- Computer Administrative Privileges Request Process
- Passphrases
- eServices Password Security Standard
- Recognize and Avoid Student Job Scams
- How to access the Fredonia Security Camera System Web Client
- How to Install and Use Spirion Endpoint Scanning for Restricted Information
- How to know if your email has been compromised
- What is AppLocker and how are exceptions made?
- How do I use admin access on my Windows 10 computer?
- How do I request FredApps access?
- Virtu Protected Email Guide
- How to request a "Kiosk" computer?

- Policies
- Data Risk Classification Policy
- Fredonia NIST Policy Initiative Frequently Asked Questions (FAQs)
- State University of New York at Fredonia System/Network Login Banners
- Security Best Practices and Risks For Working Remotely
- Service Center
  - Service Center How-to articles
    - Adding Sites to the Pop-up Blocker Allowable
    - Browser FAQ's
  - G Suite Resources
    - How do I add a signature to my email?
    - How do I add a title, heading, or table of contents in a document?
    - How do I add people to my group and view all members?
    - How do I block or unsubscribe from emails?
    - How do I change or turn off calendar notifications?
    - How do I create a desktop shortcut for my email?
    - How do I create a Google Group?
    - How do I create and respond to posts?
    - How do I create or replace my Outlook profile to work with G Suite?
    - How do I create rules to filter my emails?
    - How do I customize how I view my calendar?
    - How do I find and join a Group?
    - How do I forward Gmail messages to another account?
    - How do I import, restore, or back up contacts?
    - How do I login to FREDmail for the first time?
    - How do I mark or unmark Spam in Gmail?
    - How do I search my email?
    - How do I send attachments in my email?
    - How do I send emails from a different address or alias?
    - How do I set my browser so that I stay signed out of my Google account?
    - How do I set up an out of office reply?
    - How do I setup FREDmail for mobile?
    - How do I set up mail delegation?
    - How do I share files with Team Drives?
    - How do I share my calendar?
    - How do I sign in to my email?
    - How do I trace an email with its full headers?
    - How do I unsubscribe from a Group?
    - How do I use Google Calendar appointment slots?
    - How do I use Google Docs?
    - How do I use Google Drive?
    - What are my email sending limits?
    - What is my Google Drive quota?
    - What is my username?
    - What will my email address be?
    - When I send an email to a list, or BCC myself on something, I don't receive it. Why?
- Panopto Support
  - How to log in to Panopto in a browser
  - Panopto FAQs
  - Sharing Panopto within courses
  - Upload Audio and Video to Panopto
  - Upload Dual (Enhanced) Video to Panopto
- Printing Information
- Smart Classroom Button Controller
- Smart Classroom Touch Panel
- Student Computer Purchasing Program
- Emailing Registered Students from Your Connection
- Transfer Content (email, drive, contacts) in Google
- How to Find Your Computer Name
- Download and Install Minitab
- Restore Previous or Deleted Versions of Files
- Using an ELMO Document Camera With Panopto
- What Software is Available to Students, Faculty, and Staff?
- Sponsored Guest Account Procedure
- How to use the U: Drive
- U: Drive Changes with DFS Transition
- Office Phone Forwarding
- Listserv
  - Becoming a Listserv Owner
  - Listserv Owners
  - Listserv Subscription Confirmation
  - Listserv Subscription Options
  - Listserv OK Request
  - Listserv How To's:
  - Listserv Migration to Google Groups
    - Listserv lists migrated to Google Groups
- Computer Labs
  - Fenton 115
  - Fenton 2162
  - Fenton 2164
  - Fenton 2165
- Igoe Photo
- Learning Center
- Mason 2016
- Mason 2017
- McEwen 103 Sheldon
- McEwen G22
- Reed Library
- Rockefeller 233 Animation and Illustration
- Rockefeller 237 VANM
- Rockefeller 239 VANM
- Rockefeller 247 TADA Design and Drafting
- Rockefeller 253 TADA
- Rockefeller 307
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- Rockefeller 310
- Science Center 121
- Science Center 243 A&P
- Thompson E149 Speech
- Thompson E287 EDP
- Thompson W112 Speech
- Thompson W203
- Thompson W217
- Thompson W229 Psychology
- Smart Classrooms
  - Dods 101
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  - Kasling
  - Learning Spaces
    - Mason 1002
    - Mason 1022
    - Mason 1051
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    - Mason 1080
    - Mason 2015
    - Mason 2018
    - Mason 2019
    - Mason 2020
    - Mason 2140
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    - McEwen 201
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    - Rockefeller P99
    - Rockefeller P75
    - Rockefeller P84
    - Science Ctr 105
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• Science Ctr 130
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• Science Ctr 144
• Science Ctr 226
• Science Ctr 231
• Science Ctr 242
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• Science Ctr 322
• Science Ctr 328
• Science Ctr 332
• Science Ctr B010
• Science Ctr B012
• Thompson E114
• Thompson E120
• Thompson E122
• Thompson E124
• Thompson E128
• Thompson E148
• Thompson E305
• Thompson E309
• Thompson E316
• Thompson E327
• Thompson E347
• Thompson E359
• Thompson E361
• Thompson E363
• Thompson E384
• Thompson W101
• Thompson W231
• Thompson W239
• Thompson W245
• Thompson W394
• Technical Hardware and Software Lists
  • Computer Labs Technical Lists
    • Fenton 115 Unique
    • Fenton 2162 unique
    • Fenton 2164 unique
    • Fenton 2165 unique
    • Igoe Photo Lab Unique
    • Learning Center Lab unique
    • Mason 2016 unique
    • Mason 2017 unique
    • McEwen 103 unique
    • McEwen G22 unique
    • Reed Library Lab Mac
    • Reed Library lab Mac unique
    • Reed Library Lab Windows Software
    • Reed library lab Windows unique
    • Rockefeller 233 unique
    • Rockefeller 237 unique
    • Rockefeller 239 unique
    • Rockefeller 253 unique
    • Rockefeller 307 unique
    • Rockefeller 309 unique
    • Rockefeller 310 unique
    • SC 121 unique
    • SC 243 unique
    • Standard Mac Lab
    • Standard Windows Lab
    • Thompson E149 Lab Standard
    • Thompson E149 LAB Unique
    • Thompson E287 unique
      • Thompson W112 unique 2.0
    • Thompson W112 standard
    • Thompson W112 unique
    • Thompson W203 Mac
    • Thompson W203 Mac unique
    • Thompson W203 Windows
    • Thompson W203 Windows unique
    • Thompson W211/217 unique
    • Thompson W229 unique
  • Smart Classrooms Technical Lists
    • CD Rooms
    • DVD/VHS Rooms
    • HD Blu-ray
- HD Blu-ray Webcam
- HD CD ELMO
- HD Display
- HD Display ELMO
- HD Display ELMO Webcam
- HD Display Webcam
- HD no Blu-ray
- HD no computer
- HD SMART Board
- HD SMART Board no computer
- Touch HD
- Touch HD 7.1 ELMO Win/Mac
- Touch HD 7.1 Mac
- Touch HD Blu-Ray
- Touch HD CD
- Touch HD CD ELMO Mac
- Touch HD CD No Computer
- Touch HD ELMO
- Touch HD ELMO SMART Board
- Touch HD ELMO SMART Board Webcam
- Touch HD ELMO Webcam
- Touch HD ELMO Webcam Win/Mac
- Touch HD ELMO Win/Mac
- Touch HD no Blu-ray
- Default Mac
- Default Windows

- Tracker
  - How to Add a Customer/Reporter in Tracker (Agents Only)
  - How to Submit a Request in Tracker
- brikit.mobile
- Change or Find eServices Password
- How to Encrypt Office Documents
- Procurement Standards
- Scheduled Monthly Reboots for Critical Security Updates on University Owned Computers
- Shared Drives in Google
- Service Center Troubleshooting articles
- Windows 10 Transition Resources
- How can I access my U: Drive from off campus?
- EdTPA Information, Procedures, and Tips
- Drupal: START HERE to edit your website
- Get help with the fredonia.edu website
- How to Login to a Browser to Sync Settings (Chrome and Firefox)
- Using Google Drive files offline
- Technology Procurement Process
- Windows 10 Transition Installation Timeline
- Training
  - Argos Hands-On Lab Times
  - G Suite Quick Reference Guides
  - Windows 10 Transition Demo
- Webex Support
  - Log into Webex
  - Creating Hangouts Meet events in Google Calendar: Recording and Sharing Meetings
  - What are file size limits on Google Drive?

- File lists
- Fredonia’s Virtual Computing Lab
- Quick Start for WebEx Teams (web version)

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