Information Technology Services

Browse by Information Technology Services topic
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Recently updated Information Technology Services articles

**Procurement Standards**
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Banner 9 - Authentication Issue Troubleshooting
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**eduroam**
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**Emeritus eServices FAQ**
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Expand all Collapse all

- Enterprise Data Services
  - Banner 9 - Authentication Issue Troubleshooting
  - Banner 9 - FAQ
  - Banner 9 - Menu Not Responding / Search Not Working
  - Scantron (OMR) Processing
- Enterprise Information Services
  - Blackboard Collaborate Ultra
    - How To Change Your Password On Your Standalone Collaborate Account
    - Joining a Collaborate Session in OnCourse
    - Setting Up A Collaborate Session In OnCourse
  - Digital Measures Activity Insight
    - Customize Your CV With Activity Insight
    - How Do I Run Reports In Digital Measures Activity Insight
    - Logging on to Digital Measures Activity Insight
    - How Do I Update Digital Measures Activity Insight for Faculty Web Profiles
    - How Do I Update My Picture On My Faculty Web Profile?
    - How Can I Display My Credentials After My Name On My Faculty Web Profile?
    - New System Navigation In Digital Measures Activity Insight
    - How Do I Indicate What Programs I Have Taught Classes In?
    - How Do I Import My Publications Into Digital Measures?
    - How Do I Import My CV Into Digital Measures
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- Argos Enterprise Reporting
  - Argos Hands-On Lab Time
  - How To Access Argos
  - How To Access Cool Query Data Using Argos
  - Public Queries in the Argos CQ Interface Tool
- Enterprise Infrastructure Services
- Enterprise Reporting and Development
- ITS Service Catalog
  - Active ITS Service Catalog Entries
    - Active Directory SC
    - Activity Insight Digital Measures (Digital Measures) SC
    - Adirondack (login issues) SC
    - Adirondack SC
    - Adobe Creative Cloud Licensing for Faculty/Staff University Owned Computers SC
    - Albany Print Queue Management Service SC
    - Answers (Confluence) SC
    - APC Systems SC
    - Application Development SC
    - Application Express SC
    - Authentication Services SC
    - Banner Student Information System (SIS) Service SC
    - Blackboard Collaborate Ultra SC
    - Cable Television in Academic & Administrative Buildings SC
    - Campus Access Control Services SC
    - Campus Access Control Systems Administration SC
    - Change of Status (COS) SC
    - Cisco Prime Enterprise (Prime) SC
    - Client Remediation Service SC
    - Compromised Account Management SC
    - Desktop Software Patching SC
    - Duo Security Multi-factor Authentication (MFA) SC
    - Efficient IP SC
    - Email Gateway Administration SC
    - EMS - Administration SC
    - Enterprise Password Manager Administration SC
    - eServices Provisioning SC
    - Event Support SC
    - File and Device Encryption SC
    - Fredonia Radio Systems Technical Services SC
    - Google Apps for Education SC
    - IIS Administration SC
    - Integration SC
    - Internet Service Connectivity Support SC
    - Interview Exchange SC
    - ITS Service Center Equipment Checkout SC
    - JAMF Casper (Casper) SC
    - Lansweeper SC
• L-Soft LISTSERV® SC
• Lynda.com (usage and training) SC
• Lynda (authentication) SC
• Maintimizer SC
• Microsoft Licensing SC
• Microsoft Systems Center Configuration Manager (SCCM) SC
• Network Access: Non-NYS Owned Hosts SC
• Office 365 Password Resets SC
• OnBase Enterprise Document Management System SC
• OnCourse SC
• Panopto SC
• PaperCut Pro Administration – Print Management Software for Computer Lab Printing SC
• PEG Access Cable Television Programming SC
• Personal Computing Device Repair SC
• Printer Support SC
• Programming/Technical/Banner Support SC
• Reed Library Printer Service SC
• Report Writing SC
• Residence Life and University Police University Owned Computing Hardware Support SC
• Residence Life and University Police University Owned Computing Software Support SC
• Residence Life and University Police University Owned Printer Support SC
• Residence Life Digital Signage SC
• Residence Life Multi-media Equipment Reservation & Checkout SC
• Residence Life Smart Classrooms SC
• Residence Life Webforms SC
• Routine Processing (Scheduled RunJob) SC
• Secure FTP Software - VanDyke SC
• Security Camera Management Systems Administration SC
• Server Management SC
• Shared Disk Resources SC
• Shared Storage (Fredshare) SC
• Shavlik SC
• Smart Classrooms SC
• Sound Services Equipment Repair SC
• Splunk SC
• SQL Administration SC
• SQL Development SC
• SSL Certificate Administration SC
• SSL Certificate Management SC
• Student Printing Service SC
• Test Scoring (Scantron) Service SC
• Third Party Authentication Services SC
• Thompson Television Studio Support SC
• Time and Attendance SC
• Tracker (Jira Service Desk) SC
• Turning Technologies Student Response Systems SC
• Turnitin 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
• Video Conferencing SC
• VSPhere - 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 in a Chromebook
      • Connecting to FREDsecure with Android
      • Connecting to FREDsecure with iOS
      • Connecting to FREDsecure with Linux (Ubuntu)
      • Connecting to FREDsecure with Mac OSX
      • Connecting to FREDsecure with Windows 7
      • Connecting to FREDsecure with Windows 8 & 10
      • Connecting to FREDsecure with Windows Vista
      • Connecting to FREDsecure with Windows XP
  • 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 a 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?
• Zoom Settings for Health Data
• Policies
  • Data Risk Classification Policy
• SUNY 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
• Security Best Practices for Video-teleconferencing
• Zoom Security Settings
• Password Protecting and Encrypting Adobe PDF files
• 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 Content Management for Faculty and Staff
  • Panopto Content Management for Students
  • 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
• 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
• How to add the M: Drive to a Mac
• Creating or Joining a Class in Google Classroom
• How to Download Blackboard Collaborate Recordings

• Computer Labs
• Science Center 243 A&P

• Smart Classrooms
• Conference Rooms

• 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 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
• 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?
  • Joining A Webex Meeting
• Zoom
  • Accessing and Sharing Zoom Cloud Recordings in Panopto
  • Editing Captions in Zoom Cloud Recordings
  • Enabling Auto Transcription in Zoom Meetings
  • Installing/Updating Zoom via Self Service for Campus Macs
  • Participant Expectations
  • Setting Up Live-Streaming To Panopto In Zoom
  • Signing In to Zoom Using Single Sign-On
  • Using Zoom Meetings For Events
• Learning Spaces
  • Dods 101
  • Dods 102
  • Fenton 105
  • Fenton 108
  • Fenton 115
  • Fenton 153
  • Fenton 154
  • Fenton 158
  • Fenton 159
  • Fenton 164
  • Fenton 166
  • Fenton 168
  • Fenton 170
- Thompson E122
- Thompson E124
- Thompson E128
- Thompson E148
- Thompson E149 Speech
- Thompson E287 EDP
- Thompson E305
- Thompson E309
- Thompson E316
- Thompson E327
- Thompson E347
- Thompson E359
- Thompson E361
- Thompson E363
- Thompson E384
- Thompson W101
- Thompson W112 Speech
- Thompson W203
- Thompson W217
- Thompson W229 Psychology
- Thompson W231
- Thompson W239
- Thompson W245
- Thompson W394

- Listserv Migration to Google Groups
- Listserv lists migrated to Google Groups
- Tools Matrix for Collaboration Platforms
- File lists
- Fredonia's Virtual Windows 10 Computing Lab
- Fredonia's Remote Mac Computing Lab
- Quick Start for WebEx Teams (web version)
- Emeritus eServices FAQ
- Faculty and Staff Technology Recommendations for Remote Instruction
- Student Technology Recommendations and Resources

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