Information Technology Services

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Recently updated Information Technology Services articles

Digital Tools Orientation for Remote Learning  
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created Dec 01, 2020

Banner 9 - Authentication Issue Troubleshooting  
updated Dec 01, 2020  
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How to Download Blackboard Collaborate Recordings  
updated Nov 11, 2020

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- Service Catalog Glossary of Terms

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        - 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?
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          - 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?
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          - Whom should I contact if I have questions or concerns about the requirement to use Duo?
          - Why is Fredonia implementing Duo Security?
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• How do I use Google Calendar appointment slots?
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• What do I use YourConnection for?

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  • 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 Mac unique
    • Reed Library Lab Windows Software
    • Reed library lab Windows unique
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    • Rockefeller 237 unique
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    • Thompson E149 LAB Unique
    • Thompson E287 unique
      • Thompson W112 unique 2.0
    • Thompson W112 standard
    • Thompson W112 unique
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• Thompson W203 Mac unique
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• Thompson W203 Windows unique
• Thompson W211/217 unique
• Thompson W229 unique

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• HD CD ELMO
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• HD Display ELMO
• HD Display ELMO Webcam
• HD Display Webcam
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• HD no computer
• HD SMART Board
• HD SMART Board no computer
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• Touch HD 7.1 ELMO Win/Mac
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  • How to Submit a Request in Tracker

• .bikit.mobile
• Change or Find eServices Password
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• Digital Tools Orientation for Remote Learning
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