Information Technology Services

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

voicemail - voicemail to email at Fredonia
updated Sep 09, 2021
view change
Science Ctr 105
updated Sep 09, 2021
view change
Williams Center S204ABC
updated Sep 03, 2021
view change
Learning Spaces
updated Sep 03, 2021
view change
Know Your Fredonia ID - FAQ
updated Sep 02, 2021
view change
Emeritus eServices FAQ
updated Sep 01, 2021
view change
Williams Center Multipurpose Room (MPR)
updated Aug 30, 2021
view change
voicemail - changing or creating your voicemail greeting at Fredonia
updated Aug 30, 2021
view change
voicemail - recording your name for voicemail at Fredonia
updated Aug 30, 2021
view change
voicemail - Accessing the voicemail at Fredonia
updated Aug 30, 2021
view change
Turning Technologies: Adding Students to a Course and Clicker Registration
updated Aug 30, 2021
view change
Technology Procurement Process
updated Aug 25, 2021
view change
Mason 3140
Information Technology Services Content

- 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
  - 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
- Enterprise Information Services How-to articles
- 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 (Service to be retired in May 17th, 2021)
  - 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
  - Special 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
• OnBase Enterprise Document Management System SC
• OnCourse SC
• Panopto SC
• PaperCut Pro Administration – Print Management Software for Computer Lab Printing 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 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
• Learning Spaces Multimedia Equipment Installation and Support 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 (Retired Service)
• 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
• WhatsappGold SC
• Wi-Fi Wireless Service SC
• Wired and Fiber Optics Networking SC
• WNYF Television Support SC (Retired Service)
• Your Connection - Targeted Message SC
• Zoom SC
• Retired ITS Service Catalog Entries
• Academic Event Recordings SC (Retired Service)
• BMC Footprints (FredQuest) SC (Retired Service)
• Ensemble Video SC (Retired Service)
• Graphic Services for Instructional Materials SC (Retired Service)
• Office 365 Password Resets SC
• Service Catalog Glossary of Terms

Networking
• FREDsecure - Android directions
• 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
• Voice over IP phone service (VoIP)
  • VoIP phone usage FAQ's
    • VVX 450 VoIP phone quick start guide
    • voicemail - Accessing the voicemail at Fredonia
    • voicemail - recording your name for voicemail at Fredonia
- voicemail - changing or creating your voicemail greeting at Fredonia
- How to forward your VoIP office phone
- How to change your VoIP phone ring to silent or choose another ring type
- How to Check Your Call History
- How to Reboot Your VoIP Phone
- Polycom VVX 450 Business IP Phone features
- VVX 450 VoIP phone detailed user guide
- Long distance phone call locations and information
- voicemail - voicemail to email at Fredonia

- VoIP video tutorials
  - How do I forward my phone?
  - How do I transfer a phone call?

- VoIP project information
  - VoIP at Fredonia
  - Phone Glossary

- Project Management
  - VoIP Phone Project
    - 8-9 Call Pattern Change 3-15-2021
    - Department Upgrade Information
    - VoIP Phone Project FAQ's
    - VoIP Project Contacts

- 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
    - 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?
- 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
- Auto Generated Captions in Panopto
- 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
- How to add the M: Drive to a Mac
- Creating or Joining a Class in Google Classroom
- How can I access my U: Drive from off campus?
- Using Google Drive files offline
- Joining A Webex Meeting
- Printing Sustainability and Security Best Practices
- What do I use YourConnection for?
- Signing into Office.com with Microsoft Multi-Factor Authentication
- Lenna Conference Room (President's Conference Room - Fenton 118)
- Turning Technologies: Adding Students to a Course and Clicker Registration

- 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 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

- Service Center Hours
- 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
  - Science Center Learning Spaces

- 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
- Technology 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
- 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)
- 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?
• 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
  • Limiting Zoom Meetings to Only Fredonia Participants
  • Live Captioning in Zoom Meetings
  • Participant Expectations
  • Scheduling a Zoom Meeting through Google Calendar
  • 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
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  • Learning Center
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  • Mason 1022
  • Mason 1051
  • Mason 1075
  • Mason 1080
  • Mason 2015
  • Mason 2016
  • Mason 2017
  • Mason 2018
  • Mason 2019
  • Mason 2020
  • Mason 2140
  • Mason 3140
  • McEwen 103 Sheldon
  • McEwen 201
  • McEwen 202
  • McEwen 209
  • McEwen G22
  • McEwen G24
  • McEwen G26
  • Reed Library
  • Rockefeller 233 Animation and Illustration
  • Rockefeller 236
  • Rockefeller 237 VANM
  • Rockefeller 238
  • Rockefeller 239 VANM
  • Rockefeller 247 TADA Design and Drafting
  • Rockefeller 253 TADA
  • Rockefeller 255
  • Rockefeller 262
  • Rockefeller 272
  • Rockefeller 276
- Rockefeller 279
- Rockefeller 307
- Rockefeller 309
- Rockefeller 310
- Rockefeller 320
- Rockefeller 321
- Rockefeller P59
- Rockefeller P75
- Rockefeller P84
- Science Center 121
- Science Ctr 105
- Science Ctr 110
- Science Ctr 117
- Science Ctr 122
- Science Ctr 126
- Science Ctr 130
- Science Ctr 143
- Science Ctr 144
- Science Ctr 226
- Science Ctr 231
- Science Ctr 242
- Science Ctr 243
- Science Ctr 321 - Major Alice Conference Room
- 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 E149 Speech
- Thompson E287 EDP
- Thompson E305
- Thompson E309
- Thompson E316
- Thompson E327
- Thompson E335
- 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
- Williams Center Multipurpose Room (MPR)
- Williams Center S204AB
- Williams Center S204D/E

- 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
- Quick Start for WebEx Teams (web version)
- Emeritus eServices FAQ
- Faculty and Staff Technology Recommendations for Remote Instruction
- Student Technology Recommendations and Resources
- Quick Start Digital Tools for Students
  - Chromebook Loaner Program
  - How can I join a Zoom meeting?
  - How can I schedule my own Zoom meeting?
  - How can I share a Google document with my professor?
  - How do I get access to my eServices?
  - Wireless Printing
- Quick Start Digital Tools for Faculty/Staff

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