Information Technology Services

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

Learning Spaces  
updated Nov 15, 2021  
view change

How to Configure the Houghton Toshiba Printer on Mac  
updated Nov 10, 2021  
view change

Adobe Creative Cloud Licensing for Faculty/Staff University Owned Computers SC  
updated Nov 03, 2021  
view change

Connect a Wired Device  
updated Nov 03, 2021  
view change

Signing into services with Microsoft Multi-Factor Authentication (Students)  
updated Nov 02, 2021  
view change

Incubator 101 - Fredonia Technology Incubator Conference Room  
created Nov 02, 2021

Thompson W217 unique  
updated Nov 01, 2021  
view change

Thompson W217  
updated Nov 01, 2021  
view change

How to use the U: Drive  
updated Oct 29, 2021  
view change

Williams Center G138 Lounge (The Spot)  
updated Oct 29, 2021  
view change

Using Microsoft OneDrive  
updated Oct 26, 2021  
view change

University Approved Electronic Data Storage  
updated Oct 22, 2021  
view change

How do I use admin access on my Windows 10 computer?  
updated Oct 21, 2021

views change

view change

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Information Technology Services Content

Expand 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
  - 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
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    - Desktop Software Patching SC
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    - Enterprise Password Manager Administration SC
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    - Fredonia Radio Systems Technical Services SC
    - Google Apps for Education SC
    - IIS Administration SC
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    - 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
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- Residence Life and University Police University Owned Computing Hardware Support SC
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- SSL Certificate Administration SC
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- Tracker (Jira Service Desk) SC
- Turning Technologies Student Response Systems SC
- Turnitin SC
- Tutor Trac - Load Data For Courses and Students SC
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- University Owned Computing Software Support SC
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- VSphere - Create VM SC
- Vulnerability Management Service SC
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- 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
    - VXV 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
    • 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?

- 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 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 App Locker 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
  - Google Workspace Services

- 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 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 services with Microsoft Multi-Factor Authentication (Students)
  • Lenna Conference Room (President's Conference Room - Fenton 118)
  • Turning Technologies: Adding Students to a Course and Clicker Registration
  • How to Install a Chrome Extension
  • Using Microsoft OneDrive
  • How to Configure the Houghton Toshiba Printer on Mac

• 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 W217 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 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
• Science Center Basement Learning Spaces
• Science Center Small Learning Spaces
• Science Center Large Lab 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
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  • Fenton 2162
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  • Grissom
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  • Incubator 101 - Fredonia Technology Incubator Conference Room
  • Jewett 101
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  • Jewett 122
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  • Kasling
  • Learning Center
  • Mason 1002
  • Mason 1022
  • Mason 1051
  • Mason 1075
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  • Mason 2015
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- Science Ctr 328
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- Thompson W101
- Thompson W112 Speech
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- Thompson W229 Psychology
- Thompson W231
- Thompson W239
- Thompson W245
- Thompson W394
- Williams Center G138 Lounge (The Spot)
- Williams Center Multipurpose Room (MPR)
- Williams Center S204ABC
- 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
• KnowBe4 Training Platform

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