

INFORMATION TECHNOLOGY SERVICES STUDENT RESOURCE GUIDE

2023-2024

Access up to \$1,000 in
FREE software!

Find out how to keep
you and your devices
connected!

Get around-the-clock
technology support!

DEFINE THE *Future*

TABLE OF CONTENTS



For a digital copy of the resource guide, visit csusb.edu/its/resource-guides



@CSUSBSUPPORT

TECHNOLOGY SUPPORT CENTER	05
ASSISTIVE TECHNOLOGY & ACCESSIBILITY CENTER	06
COYOTE CASH	08
COYOTE ONECARD	09
THE CAVE	11
EDUROAM	11
SELF-SERVICE LABS	12
PFAU LIBRARY LENDING PROGRAM	12
CHATBOT	13
MYCOYOTE APP	14
DUO MULTI FACTOR AUTHENTICATION (MFA)	14
LEARNING AT A DISTANCE	15
MYCOYOTE	16
JMP	18
ADOBE CREATIVE CLOUD	18
SPECIALTY SOFTWARE	19
SPSS	19
ESET	20
MICROSOFT OFFICE 365	20
MATHEMATICA	21
WINDOWS 11	21
AZURE	21
AWS RESOURCES FOR STUDENTS	21
CSUSB CLOUD PRINTING	22
PORTFOLIUM	23
ZOOM	23
HETS	23
COLLABORATION STATIONS	24
THE EXTENDED REALITY FOR LEARNING (XREAL) LAB	25
THE MOCAP STUDIO	27



Dear Student,

Welcome to Cal State San Bernardino! We are glad you are here. We want to make sure that your time here at the university will transform you and allow you to achieve your dreams. Information Technology Services (ITS) stands by you, ready to provide you with the best of class technology infrastructure, software, and services that will help you succeed. Please look through the resource guide and get to know all the services and software we offer to our students and take advantage of them.

The San Bernardino campus Technology Support Center, located on the first floor of the Pfau Library Wedge, is here to support you 24x7x365. ITS Training Services is in the same location and is ready to provide training on a variety of technological resources available on and off campus.

If you have any suggestions on software, services, or infrastructure we can provide you, please don't hesitate to let us know. Please visit support.csusb.edu

Once again, welcome to Cal State San Bernardino and best wishes!

Sam Sudhakar
Vice President for Information Technology Services & CIO
ssudhakar@csusb.edu
909-537-5100

THE TECHNOLOGY SUPPORT CENTER IS AVAILABLE TO ANSWER QUESTIONS 24/7

The Technology Support Center is the one-stop shop for your university technology needs. Our mission is to provide world-class service to students, faculty, and staff. Our technicians offer phone, email, and remote support for many campus technology issues, including assistance with campus resources such as: OneCard, MyCoyote, Canvas, CSUSB email, along with many other tools.

TECHNOLOGY SUPPORT IS AVAILABLE IN-PERSON AND BY PHONE

AT THE SAN BERNARDINO CAMPUS:
Monday through Thursday, 8:00 a.m. - 8:00 p.m.
Friday and Saturday 8:00 a.m. - 5:00 p.m.
Sunday, Closed

AT THE PALM DESERT CAMPUS:
Monday through Friday, 9:00 a.m. - 4:30 p.m.
Saturday and Sunday, Closed

* Holiday/summer walk-in hours will be updated on support.csusb.edu.

ONLINE TECHNOLOGY SUPPORT IS AVAILABLE AROUND THE CLOCK BY CHATBOT OR IT HELP ARTICLES

PHONE: 909-537-7677

EMAIL: support@csusb.edu

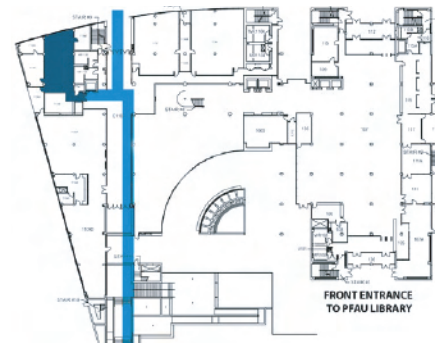
WEB/CHATBOT: support.csusb.edu

IT HELP ARTICLES: www.csusb.edu/its/support/it-knowledge-base

LOCATION: The Wedge, PL-1108, San Bernardino Campus
Rogers Gateway, RG-103, Palm Desert Campus

Got issues? We have answers! Try visiting our Knowledge Base for a list of IT help articles <https://www.csusb.edu/its/support/it-knowledge-base>.

SAN BERNARDINO CAMPUS



PALM DESERT CAMPUS



ASSISTIVE TECHNOLOGY CENTER

The Assistive Technology Center (ATC) is a specialized computer lab that provides and supports a variety of

Assistive technologies are traditionally used by individuals with disabilities to facilitate alternative means of access to

in mainstream use. Thus, the ATC lab located in PL-1109D is open to everyone.

The ATC lab is open 24-hours, with one-on-one assistance Monday through Thursday from 8:00 am until 10:00 pm. and Friday from 8:00 a.m. to 5:00 p.m.

ATC has additional adaptive workstations throughout campus:

- Jack Brown Hall (2 workstations): JB-123
- University Hall (2 workstations): UH-385 (SAIL Harbor), UH-007(Multimedia Language Center)
- College of Education (2 workstations) CE-205, CE-311
- Pfau Library (7 workstations): 1st floor by reference computers, 1st-floor room, 2nd floor room 2005, 3rd floor, 4th floor, 5th floor by new elevators

SAN BERNARDINO CAMPUS

- Pfau Library Wedge, room PL-1109D

PALM DESERT CAMPUS

- PDC Rogers Gateway (3 workstations): RG-209 (2 workstations), RG-215
- Helene A. Hixon Information Resource Center, Library (1 workstation): HS-103

For more information about ATC services, email accessibility@csusb.edu or visit csusb.edu/ats.

PHONE: 909-537-5079





COYOTE CASH

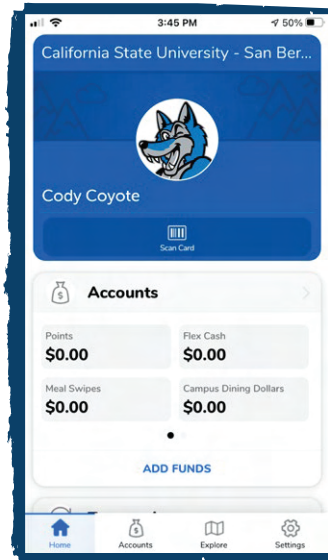
Also known as Flex Cash, allows students to use their Coyote OneCard as a form of payment for a number of on-campus services, including campus dining services and campus printing services. Key benefits of Coyote Cash include budgeting your spending, instantly loading your Coyote OneCard with Coyote Cash online anytime, no transaction fees, and parents can load money onto your card at any time.

COYOTE ONECARD

Your Coyote OneCard is also available digitally! The Coyote OneCard is your identification card throughout campus. You can download the mobile OneCard by clicking on the "Digital Coyote OneCard" tile in the myCoyote portal. The digital OneCard can be used to: make payments at dining, bookstore and printing locations; view your photo; view balances; and add additional funds to Coyote Cash. To learn more about the Coyote OneCard please visit the Coyote OneCard website, <https://www.csusb.edu/its/support/coyote-onecard>

Your physical OneCard is not just an ID, it also functions as a:

- Meal Card – For students who are on a meal plan
- Library Card – Library barcode located on front of card
- Fitness Card – For access to the Rec Sports Center
- Medical Card – For access to Student Health Center services
- Debit/Print Card – Add money using Coyote Cash and your OneCard becomes a purchasing/printing card
- Bus Pass - Ride the public transportation buses in San Bernardino (OMNI), Coachella Valley (SunLine) and the high desert (Victor Valley Transit) for free
- Door access to the Cave (24/7 study area) after hours and other specific buildings on campus.



THE CAVE

On May 30, 2017, it was with great pleasure that the Associated Students Inc, the Pfau Library, the Student Affairs division and the Information Technology Services division announced the grand opening of The Cave, a 24/7 study area, located on the first floor of the Wedge! PHYSICAL COYOTE ID CARDS ARE REQUIRED in order to enter The Cave between 8:00 p.m. and 8:00 a.m. Monday through Thursday, 5:00 p.m. and 8:00 a.m. Friday and Saturday, and all day on Sunday. The enhanced security presence ensures student safety. The computer lab located in PL-1109 is also open during these extended hours with computer stations available. Login to the lab stations using your campus credentials. (CoyoteID / CSUSB password).

EDUROAM CAMPUS WI-FI NETWORK

Got Wi-Fi? Connect to eduroam, CSUSB's official Wi-Fi network! Your username is your CoyoteID@csusb.edu, and your password is your CSUSB password. Eduroam will keep you connected throughout both the San Bernardino and Palm Desert campuses, and when visiting other eduroam participating campuses. Find out more about CSUSB's eduroam wireless network by visiting the ITS website at csusb.edu/wifi.



SELF-SERVICE LABS

SAN BERNARDINO CAMPUS

PFAU LIBRARY WEDGE, ROOM PL-1109

24 hours a day, 7 days a week

ATC LAB, ROOM PL-1109D

One-on-one assistance available

Monday through Thursday, 8:00 a.m. - 11:00 p.m.

Friday, 8:00 a.m. - 5:00 p.m.

PFAU LIBRARY LAB, PL-1003

Monday through Thursday, 7:00 a.m. - 11:00 p.m.

Friday, 7:00 a.m. - 5:00 p.m.

JACK H. BROWN COLLEGE COMPUTER LAB, JB-123

Monday through Thursday, 8:00 a.m. - 10:00 p.m.

Friday, 8:00 a.m. - 4:00 p.m.

PALM DESERT CAMPUS

ROGERS GATEWAY LAB, ROOM RG-215

Monday-Thursday, 6:30am - 10:00pm

Friday: 6:30am - 8:30pm

HELENE A. HIXON INFO AND RESOURCE CENTER, LIBRARY

Monday through Thursday, 8:00am - 6:00pm

Friday, 8:00am - 5:00pm

Saturday and Sunday, CLOSED

HEALTH SCIENCES LOBBY, OUTSIDE OF LIBRARY

Monday-Thursday, 6:30am - 10:00pm

Friday: 6:30am - 8:30pm

*Summer hours may vary

PFAU LIBRARY LENDING PROGRAM

The Pfau Library is bridging the digital divide by providing laptops and other technology equipment to any student in need. There is the option for students to choose a Mac or Dell laptop, iPads, cameras and other technology equipment. You may request equipment at <https://www.csusb.edu/library/services/computers-library/laptop-lending>.

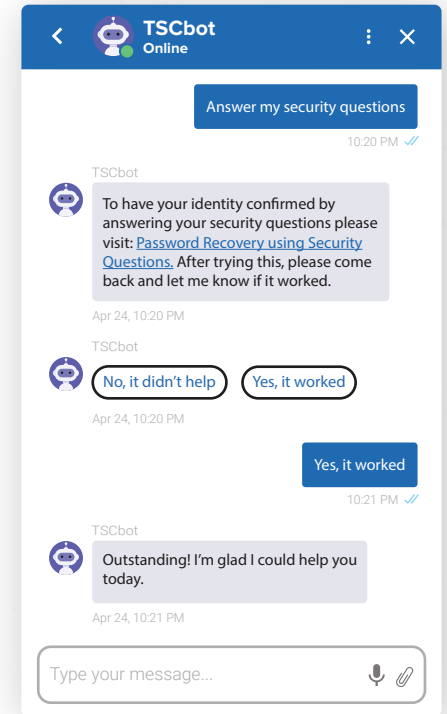
CHATBOT

On hold? Consider using our interactive chatbot. The chatbot is designed to answer your questions. You can ask your own question or choose from several predetermined categories. It can also help you open a ticket with just your Coyote ID.

Here are a few websites where you can find the chatbot:

- Technology Support Center
- Advising
- Office of the Registrar
- Financial Aid & Scholarships
- Admissions
- Parking & Transportation

Hello, can I help with anything?



DUO MULTI FACTOR AUTHENTICATION (MFA)

All CSUSB students are required to enroll in and use DUO, the campus' Multi-Factor Authentication tool. Students will not be able to enroll in classes, or access other campus resources, like myCoyote, Canvas or email without first enrolling in DUO. Access the enrollment portal by going to csusb.edu/duo. Need help enrolling in DUO, registering a new phone or other DUO questions? Scan the QR code to search our DUO IT Help Articles.



MYCOYOTE APP

The myCoyote mobile app provides the same features found in the myCoyote portal, in one mobile-friendly and convenient app. Access student related services, view important dates, receive notifications and more! The app is available for Apple and android devices. Download the app in the App Store or Google Play store for an easier and mobile friendly experience while using your device.



PUSH NOTIFICATIONS

Receive push notifications on your personal registration date and time straight to your device through the myCoyote app. To receive notifications to your device, access your device settings and locate the myCoyote mobile app and allow notifications.



LEARNING AT A DISTANCE

"Learning at a Distance" (LAAD) is a short self-guided course for all CSUSB undergraduates which helps prepare you to succeed in asynchronous online Canvas-based CSUSB classes. These classes have no face-to-face or live online meetings, which offers greater flexibility of time and space than face-to-face courses but also require greater initiative and planning on the learner's part. LAAD helps prepare learners by covering strategies and habits to help you thrive in online courses.

MYCOYOTE MODULES

myCoyote offers a one-stop shop for all your academic needs. To access myCoyote, and explore what else it has to offer, go to my.csusb.edu, and login using your Coyote ID and password. If you need assistance with your login information, contact the Technology Support Center, available 24/7 via the chatbot.

Here are some of the great features offered in the myCoyote Quick launch modules:



STUDENT EMAIL

Access your @coyote.csusb.edu email



CANVAS

Canvas Learning Management System



STUDENT CENTER

Access student related self services



MY ACADEMICS

Student Center, Faculty Center, Advisor Center, and related student faculty and staff services



MY PERSONAL INFORMATION

View and/or update items such as your email addresses, phone numbers, and addresses



MY EMPLOYMENT

Time & Attendance, Benefits Paycheck, Travel, CSULearn, LinkedIn Learning, and more



MY TASKS

My Holds, My To-Do's Orientation Registration, Not Anymore, AlcoholEdu for College, and more



MY FINANCIALS

Make a payment, View My Financial Aid, My Financial Activity, and CSUSB Scholarship Site



DEGREE PROGRESS

PAWS, myCAP, Unofficial Transcripts, and Commencement Registration



COLLABORATE

Zoom Video Conferencing, Google Drive, and Surveys



UNIVERSITY LIFE

Join campus organizations and view campus news



CAMPUS DIRECTORY

Search for faculty and staff contact information



STUDENT SOFTWARE

The Technology Support Center at CSUSB provides software for students, staff, and faculty. Available software can be found at url <https://www.csusb.edu/its/software/student-software>

JMP STATISTICAL SOFTWARE

JMP Statistical Software is now available to students at CSUSB. JMP statistical discovery software from SAS is the tool of choice for scientists, engineers, and other data explorers in almost every industry and government sector. JMP combines powerful statistics with dynamic graphics, in memory and on the desktop. Interactive and visual, JMP reveals insights that raw tables of numbers or static graphs tend to hide. Visit the [software page on the ITS website](#) to get started with JMP today.

ADOBE® CREATIVE CLOUD™

Students are able to purchase a license of Adobe® Creative Cloud™ at a heavily discounted price. An Adobe® Creative Cloud™ membership gives you access to all the latest and greatest Adobe creative tools, plus online services and other new apps as they're released. Visit the CSUSB ITS Student Software page at [csusb.edu/its/software/student-software](https://www.csusb.edu/its/software/student-software) to purchase the Adobe Creative Cloud™ for \$19.99/year!

SPECIALTY SOFTWARE

Students have access to specialty software using campus-owned machines in CSUSB's computer labs.

Available software includes:

- Compustat
- Geographic Information System (GIS)
- Social Sciences Research and Instructional Center (SSRIC)
- Center for Research in Security Prices (CRSP)
- Statistical Analysis System (SAS)
- SPSS
- JMP

SPSS STATISTICAL SOFTWARE

Use IBM SPSS Statistics to solve business and research problems by means of ad hoc analysis, hypothesis testing, geospatial analysis, and predictive analytics.





ESET ANTIVIRUS PROTECTION

CSUSB students can receive a free licensing code and installation of ESET Antivirus Protection on up to three devices, including home computers. With ESET, each device is protected from viruses, spyware, and malware for one year. The software eliminates virtually all threats on your PC or Mac to keep documents and private information safe.

MICROSOFT OFFICE 365

CSUSB provides Microsoft Office 365 ProPlus to students for free! All students can install Office 365 on up to five desktop machines or mobile devices (PC or Mac). The install includes Microsoft programs Word, Excel, PowerPoint, and more.

MATHEMATICA

Wolfram Mathematica provides technical computation and data functions to help students plan, organize, and produce projects. Mathematica uses the Wolfram Notebook Interface, which allows you to organize everything you do in flexible documents that include text, runnable code, dynamic graphics, and user interfaces.

WINDOWS 11 EDUCATION

Windows 11 Education includes features from Windows 11 Enterprise that are ideal for advanced security, and the comprehensive device control and management needs of today's educational institution. Windows 11 Education also enables simplified deployment in the education space; this edition provides a direct path for many devices to upgrade from Windows 11 Home or Windows 11 Pro.

AZURE RESOURCES FOR STUDENTS

Azure is a comprehensive set of cloud services that developers and IT professionals use to build, deploy, and manage applications through a global network of datacenters. In cooperation with Azure, CSUSB offers a variety of free resources for students.

AWS RESOURCES FOR STUDENTS

CSUSB participates in the AWS Educate program, which provides student limited free resources on the Amazon Web Services (AWS) platform. Sign up at: <http://awseducate.com>.

CSUSB CLOUD PRINTING

Convenient on-campus wireless printing is available for students, faculty, and staff at the San Bernardino campus. Instead of logging on to the nearest computer, documents are now ready to print as soon as you walk in the building. Using the CSUSB Cloud Printing website, you can print documents from any of CSUSB's printing stations. Locations include Pfau Library, Jack H. Brown College, and University Hall. You also have the option to use the CSUSB Cloud Printing website from any device or computer on campus.



PORTFOLIUM

Portfolium offers you an effective platform to connect learning with opportunity by allowing you to present your course work to the world. By displaying your work in Portfolium, you can show off your skills and experiences for employers and companies to review. Portfolium also offers you helpful tips on how to attract potential employers. Additionally, you can follow and interact with companies you're interested in. CSUSB students enjoy free membership for life!

ZOOM VIDEO CONFERENCING

Collaborating with classmates is a breeze using Zoom, CSUSB's tool for hosting and attending video conferences. In one platform, Zoom allows groups of up to 300 students to host online meetings, conferences, and chats. With Zoom, you can virtually rehearse projects and record meetings to view later. From anywhere, students can meet using their laptop, desktop, tablet, or smartphone. Zoom is compatible with iOS, Mac, Android, and PC.

HETS

Through "The Virtual Plaza," Hispanic Educational Technology Services (HETS) provides a number of online services to aid students with their educational and career development goals. The HETS Career Transitions Resource helps you to search for jobs, internships, access interview simulations, and more. The HETS Testing and Education Reference Center helps you to practice admission exams free of charge, find the college or graduate school that is right for you, and search for scholarships. [Learn more about the Hispanic Educational Technology Services featured in this guide by visiting the ITS website.](#)

COLLABORATION STATIONS

Student collaboration stations at the San Bernardino campus reinvent group projects by making it easier for the group to collaborate effectively. These stations are conveniently located around campus in the Biology, Chemical Sciences, The Cave, and other future locations, including the Palm Desert Campus. Each station consists of displays, cable connections and power outlets. Simply plug the appropriate cable directly into your device or device adapter and the display will then power on automatically. To display your content,



THE EXTENDED REALITY FOR LEARNING (XREAL) LAB

PL 003 (Library basement)

Monday through Friday, 8:00 am - 5:00 pm

<https://www.csusb.edu/academic-technologies-innovation/extended-reality-learning-xreal-lab>

Like what you see? Follow us on Instagram @xrealcsusb to see the latest projects we are working on!

The xREAL Lab designs teaching applications for faculty and students using leading-edge technologies. The Lab has capabilities for 3D design and modeling; 3D scanning; 360-degree video; virtual reality (VR); augmented reality (AR); motion capture technologies (MoCap); machine learning applications and artificial intelligence (AI).

Examples of educational and community projects developed by xREAL include:

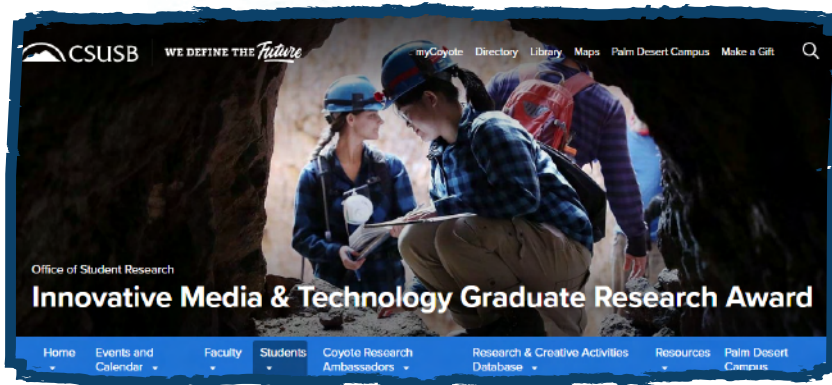
- a multiplayer VR game that teaches players better environmental stewardship;
- A VR-taught course in Kinesiology that uses a virtual learning agent to simulate student-client interaction for exercise physiologist certification;
- immersive journalism reporting about the aftermath of the 2023 earthquake in Turkey and Syria
- virtual CSUSB environments for campus events
- MoCap-based character animation performed by theatre students
- Bus Pass - Ride the public transportation buses in San
- a GPT-based syllabus assistant to answer student questions about course syllabi.



The xREAL Lab offers internships for educational credits and undergraduate and graduate student employment. Students work collaboratively alongside faculty and staff in an AGILE environment to learn and apply industry-level workflows that improve student marketability.



In collaboration with the Office of Student Research, the xREAL Lab offers a term-based Innovative Media & Technology Graduate Research Award for students who are conducting research involving any technology available in the Lab. Please check <https://www.csusb.edu/student-research/students/innovative-media-technology-graduate-research-award>



The xREAL Lab hosts the CSUSB Virtual Reality Club on CoyoteConnection. <https://csusb.campuslabs.com/engage/org>



THE MOCAP STUDIO

PL 056 (Library basement)

Monday through Friday, 8:00 am - 5:00 pm

The MoCap Studio provides with image-based and body-based motion capture systems that enable motion tracking and analysis for physical performance, character animation, or design of virtual agents. Student assistants work with faculty from Theatre Arts and Kinesiology and programmers from xREAL to design and implement MoCap-based projects.



INFORMATION TECHNOLOGY SERVICES

PHONE: 909-537-7677 **EMAIL:** support@csusb.edu **WEB/CHATBOT:** support.csusb.edu

THE WEDGE, PL-1108, SAN BERNARDINO CAMPUS



**GOT ISSUES? WE HAVE ANSWERS!
TRY VISITING OUR KNOWLEDGE
BASE FOR A LIST OF IT HELP ARTICLES**

