INFORMATION TECHNOLOGY SERVICES

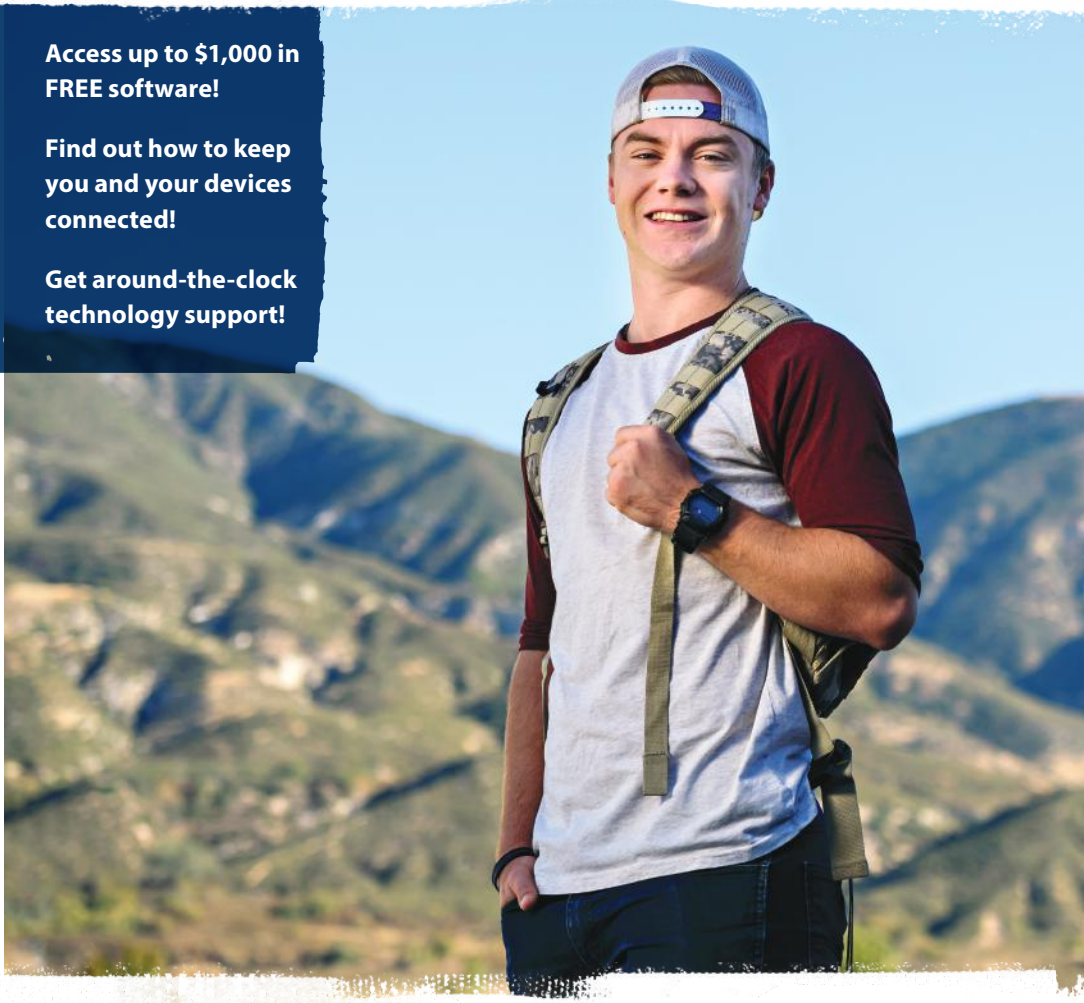
STUDENT RESOURCE GUIDE

2024-2025

Access up to $1,000 in FREE software!

Find out how to keep you and your devices connected!

Get around-the-clock technology support!



CALIFORNIA STATE UNIVERSITY
SAN BERNARDINO
Information Technology Services

WE DEFINE THE *Future*

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

@CSUSBITSSUPPORT

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Dear Student,

Welcome to Cal State San Bernardino! We're thrilled to have you here. Our goal is to ensure that your time at the university is transformative and enables you to pursue your dreams. Information Technology Services (ITS) is committed to supporting you with top-tier technology infrastructure, software, and services to aid in your success. Take a moment to explore our resource guide, familiarize yourself with the array of services and software available to students, and make the most of them.

For immediate assistance, the Technology Support Center at the San Bernardino and Palm Desert Campus are at your service. Additionally, ITS Training Services, also located there, offers training on various technological resources both on and off campus.

We value your input! If you have any suggestions regarding software, services, or infrastructure that could enhance your experience, please do not hesitate to reach out. Visit support.csusb.edu for more information.

Warm regards,

Gerard Au (he/him)
Chief Information Officer
gau@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 all 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.
Fridayand 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 TECHNOLGY SUPPORT IS AVAILABLE AROUND THE CLOCK BY CHATBOT OR IT HELP ARTICLES

PHONE: 909-537-7677

EMAIL: support@csusb.edu

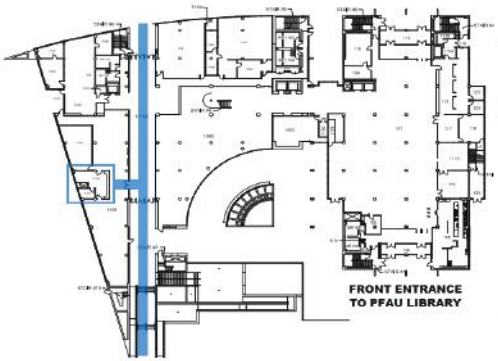
WEB/CHATBOT: support.csusb.edu

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

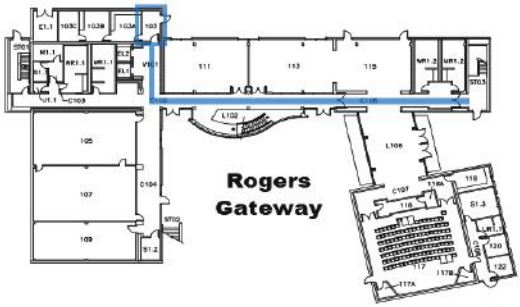
LOCATION: The Wedge, PL-1109, San Bernardino Campus
Rogers Gateway, RG-103, Palm Desert Campus

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



TECHNOLOGY SUPPORT CENTER

ASSISTIVE TECHNOLOGY CENTER

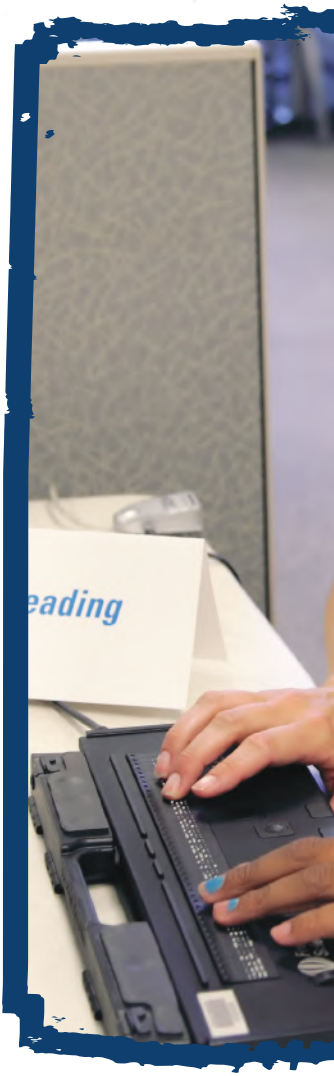
The Assistive Technology Center (ATC) is a specialized computer lab that provides and supports a variety of Assistive technologies that are traditionally used by individuals with disabilities to facilitate alternative means of access in mainstream use.

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 a.m. until 10:00 p.m. and Friday from 8:00 a.m. to 5:00 p.m.

ATC has additional adaptive workstations throughout campus:

- Jack Brown Hall: JB-123
- University Hall (2 workstations): UH-385 (SAIL Harbor), UH-007 (Multimedia Language Center)
- College of Education: CE-311
- Pfau Library (6 workstations): 1st floor by reference computers, 2nd floor room PL-2005, 3rd floor, 4th floor, 5th floor by new elevators



SAN BERNARDINO CAMPUS

- Pfau Library Wedge, PL-1109D

PALM DESERT CAMPUS

- PDC Rogers Gateway: RG-107
- 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

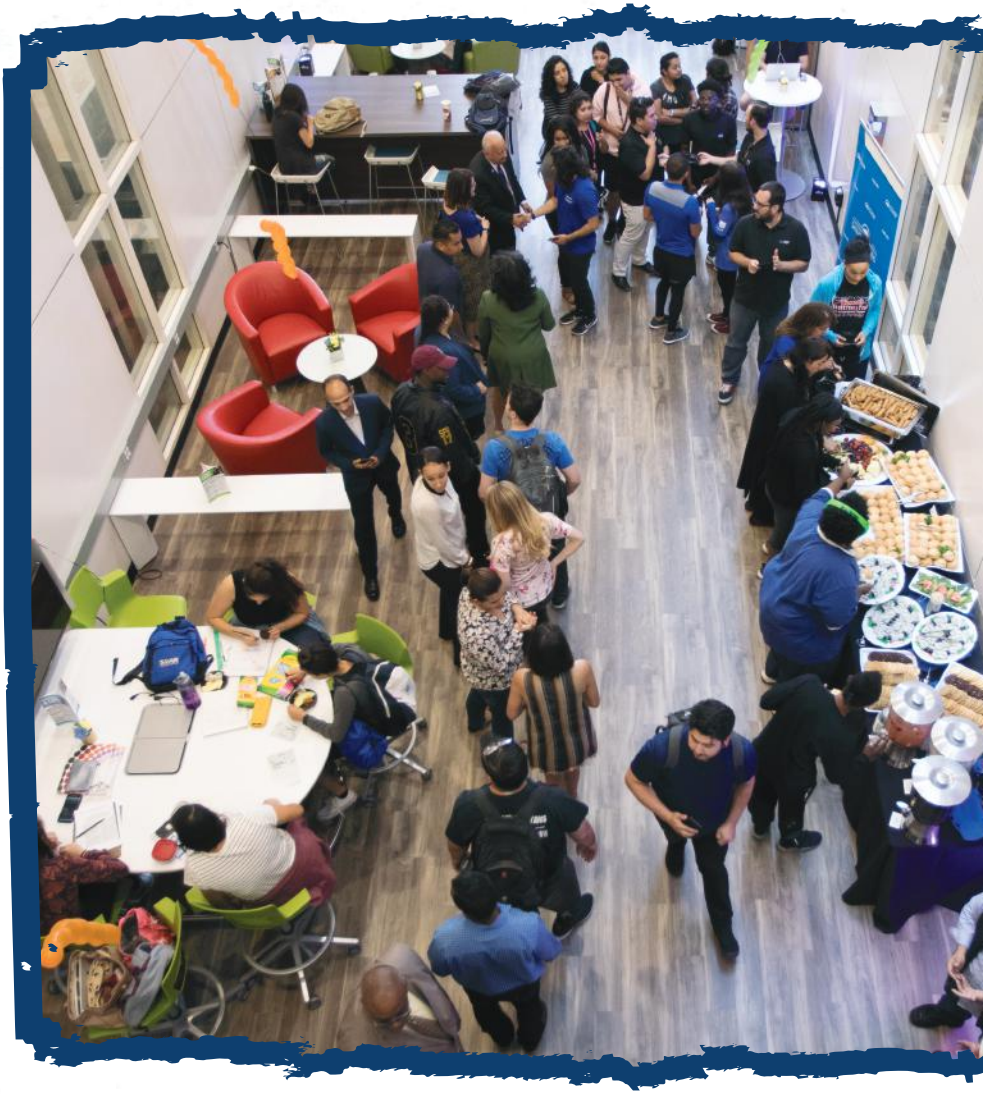
PHONE: 909-537-4345

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 now accessible digitally! Serving as your campus identification card, the Coyote OneCard provides various conveniences. Access your digital OneCard Portal via the myCoyote portal or by navigating to onecard.csusb.edu. This digital version enables you to: conduct transactions at dining, bookstore, and printing venues; view your photo; check balances; and top up your Coyote Cash.



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, PL-1109
24 hours a day, 7 days a week

ATC LAB, 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, RG-215
Monday-Thursday, 6:30 a.m. - 10:00 p.m.
Friday: 6:30 a.m. - 8:30 p.m.

HELENE A. HIXON INFO AND RESOURCE CENTER, LIBRARY
Monday through Thursday, 8:00 a.m. - 6:00 p.m.
Friday, 8:00 a.m. - 5:00 p.m.
Saturday and Sunday, CLOSED

HEALTH SCIENCES LOBBY, OUTSIDE OF LIBRARY
Monday-Thursday, 6:30 a.m. - 10:00 p.m.
Friday: 6:30 a.m. - 8:30 p.m.

***Summer hours may vary**

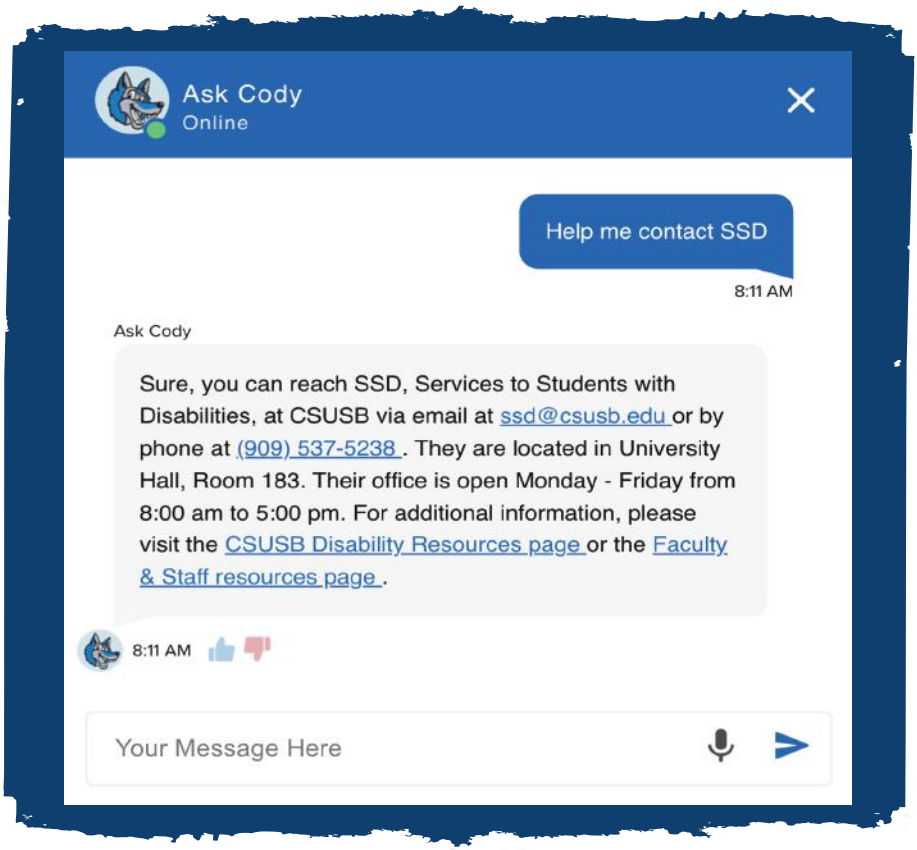
ITS TECHNOLOGY LENDING

The ITS department is at the forefront of innovative technology that provides many services to enable student success across the entire institution.

Starting Fall 2024, ITS will begin loaning out laptops, hotspots, and iPads. There are serveral options for students to choose from, such as Dell or Mac, and iPads. Other technology equipment will be introduced later. To get started, please visit us at csusb.edu/its-technology-lending.

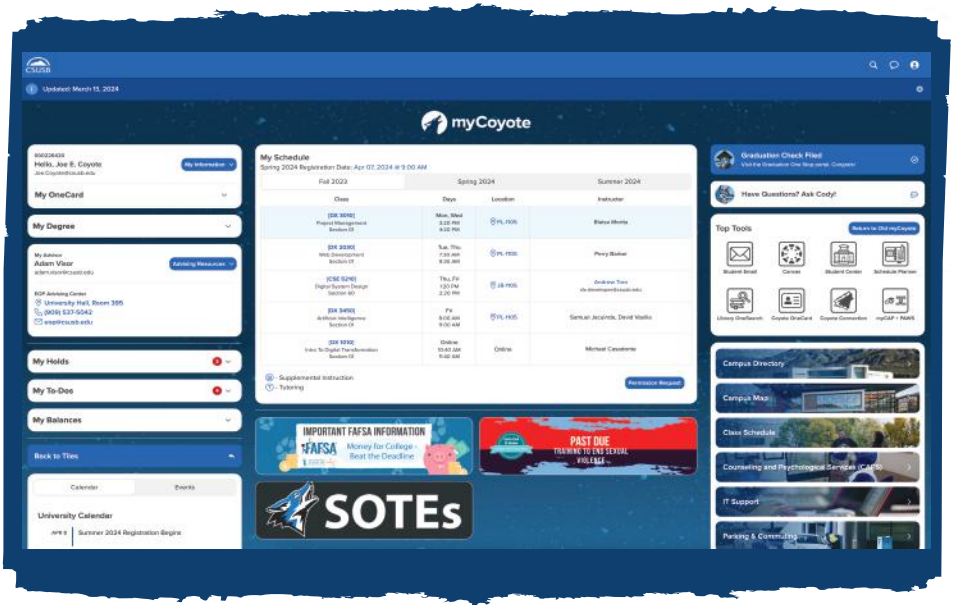
CHATBOT

Stuck in line or on hold on the phone? Try Ask Cody, CSUSB's own home-built chatbot! Ask Cody quickly answers a wide range of questions about our campus and its many resources. It's also available in your myCoyote app and portal!



MYCOYOTE 2.0

The new myCoyote 2.0 offers a one-stop shop for all of 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.



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! myCoyote 2.0 is the latest evolution of our mobile-friendly university app designed to revolutionize the way you experience campus life. Available for Apple or Android, myCoyote 2.0 is available in the Apple Store or Google Play store for an easier and mobile friendly experience while using your device.

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.

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.

STUDENT SOFTWARE

The Technology Support Center at CSUSB provides software for students, staff, and faculty. Available software can be found at 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 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.

THE EXTENDED REALITY FOR LEARNING (XREAL) LAB

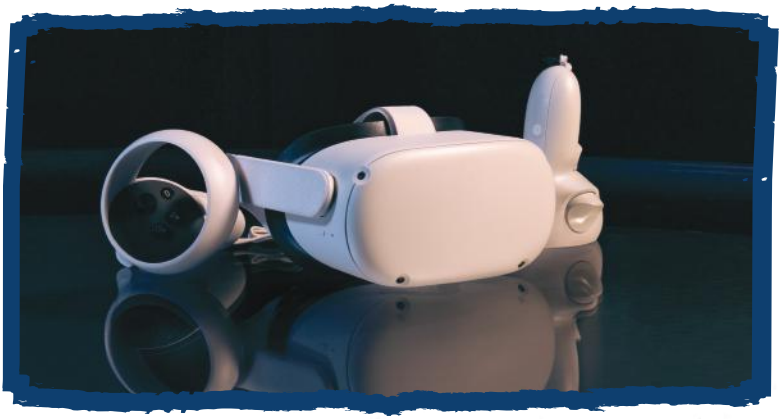
PL 003 (Library basement)
Monday through Friday, 8:00 a.m. - 5:00 p.m.
https://www.csusb.edu/xreal-lab

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 (VR); 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 workfows 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 csusb.edu/r/nigke.

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

THE MOTION CAPTURE (MOCAP) STUDIO

PL 056 (Library basement)
Monday through Friday, 8:00 a.m. - 5:00 p.m.
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-1109, SAN BERNARDINO CAMPUS

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