HELP with...

Computer Labs
If you don’t have a particular software program, don’t forget to check the public desktop locations on campus where many of the popular software applications can be found.

General lab locations and hours:
http://cms.bsu.edu/About/AdministrativeOffices/Labs/GeneralUTSLabs/LocationsandHours.aspx

Software available in the general labs:
http://cms.bsu.edu/About/AdministrativeOffices/Labs/GeneralUTSLabs/Software.aspx

Computers in Bracken Library
Check out the availability of computers in Bracken Library:
http://www.bsu.edu/libraries/cas/

Search for software installed on the Library’s public access computers:
http://www.bsu.edu/libraries/swsearch/

Visit the Virtual Library for access to essential tools to get you started on your project!
http://www.bsu.edu/libraries/svl/

Library Resources
Research Tools - The best place to start your research:

Collections and Departments - Links to the collections, departments, and service areas of the University Libraries:
http://cms.bsu.edu/Academics/Libraries/CollectionsAndDept.aspx

Library Question
Ask a librarian!
On our website, you can live chat with a librarian to receive instant answers to your questions.
http://www.bsu.edu/libraries/askalibrarian/

Alternatively, you can send us a message using any of the following IM clients:

Printing on Campus
The Campus Printing Service allows students to print most common documents to selected printers on campus. The web printing service is compatible with wireless networks. You do not need to install any print drivers to use this service.

You must have a BSU Outlook account. The print service requires your e-mail address for login. Service is available on the on-campus wireless network only:
www.bsu.edu/libraries/laptopprint/

Equipment Rental
Laptops and more!
Equipment & Projectionist Services
Bracken Library, room 001
Students can checkout audiovisual equipment as well as Mac and Windows laptops.
Student laptops can be borrowed for a period of two weeks.
http://cms.bsu.edu/About/AdministrativeOffices/UTS/UTSServices/ICSS/EPS.aspx
How do I pay for an item at the Technology Store?

The Technology Store accepts Visa, MasterCard, Discover, check, money order or Cardinal Cash. We do not accept cash. A valid Ball State ID must be accompanied with the check. All payments must be made in full.

If students are not present with parents at time of purchase, parents must have a valid Ball State ID number for their student. Students receive Ball State ID numbers in their admittance letter, and again on the first day of Orientation.

Checks and Money Orders:
Checks and money orders should be written to Ball State University for the exact amount of the purchase. All payments must be made in full.

Cardinal Cash:
Cardinal Cash accounts are activated through the Bursar’s Office and require a valid Ball State ID for use. We do not accept partial payments. All payments must be made in full.

Returning Your Computer:
Any returns must be brought to the store within 14 calendar days of the sales date, and must be in the original box, unopened.

For more information on our return policy, check out http://cms.bsu.edu/About/AdministrativeOffices/technologystore/ReturnPolicy.aspx

Loans:
For information about loans available for purchasing a computer, visit http://cms.bsu.edu/AdmissionsLanding/ScholarshipsandFinancialAid/Costs/ComputerCosts.aspx

Information:
For more information about the Technology Store, visit www.bsu.edu/technologystore

Technology Store
Located in Bracken Library, Room 103
Phone: 765-285-4104
Unified Technology Support

UTS offers a variety of services to members of the university community. Our services fall under the umbrella of Help, Learn, Fix and Create. The members of UTS are constantly collaborating to provide you with the best service possible.

Explore the links below to find the service(s) that are right for you.

UTS Services

https://sitecorecms.bsu.edu/About/AdministrativeOffices/UTS/UTSServices.aspx

Technology HelpDesk

Contact the Technology HelpDesk for assistance with technology-related issues.

Phone: 765-285-1517
E-mail: helpdesk@bsu.edu
http://www.bsu.edu/helpdesk

TechTime

Students can schedule appointments with TechTime, where our student technicians can help you learn to resolve many software issues you may have with your computer at no charge.

(If your computer has a hardware related problem, TechTime can refer you to Hardware Repair)

Phone: 765-285-1517
E-mail: helpdesk@bsu.edu
https://www.bsu.edu/techtime

Hardware Repair

If there is a problem with your computer’s hardware, iCare Corner, and TechTime can refer an issue to Hardware Repair. There is a $30 diagnostic fee assessed at the time of diagnosis for repairs not covered by warranty. Parts and labor will be charged for repairs outside of warranty. An estimate will be given prior to any work.

iCare Corner

One stop shop for Apple laptop support.

The iCare Corner offers walk-up tech support for Apple laptop and desktop related questions.

Located:
Teachers College (TC 115) north entrance off of McKinley Ave.
Phone: 765-285-4197
E-mail: icare@bsu.edu
http://www.bsu.edu/icare/mainindex.php

Stop by and visit our accommodating staff, located in Bracken Library, Room 101!

Access our UTS Services quickly with this QR Code!
HELPFUL resources...

TechClips: How-to Videos
TechClips are short “How To” videos that provide answers to your questions about various software programs, technologies used on-campus, and university applications. There are hundreds of TechClips available and most are less than two minutes long. The great thing about TechClips is that they are available anytime and can be accessed from anyplace. This gives you access to expert assistance whenever you need it.
http://www.bsu.edu/techclips

Personalized Support
Emerging Technologies and the Digital Corps offer one-on-one assistance specifically in media software applications from Apple, Adobe, Microsoft Office and others. If you need help with something like making a Web page, editing a video or designing a poster, make an appointment to visit the Emerging Technologies Support Lab which is located in BC 210.
http://cms.bsu.edu/About/AdministrativeOffices/EmergingTechnologies/Training/FacultyStaffTraining/PersonalizedSupport.aspx

eLearning with Lynda.com!
Lynda offers up-to-date training videos with new titles being added as new applications become available. You will find over 1,100 online training courses from Adobe, Apple, Autodesk, Avid, Blackboard, Corel, Google, Microsoft, and Open Source just to name a few.
If you have an iPad, iPhone, iPod or Droid you can download a free app from the iTunes store or the Android Marketplace and view video tutorials on your device.
http://cms.bsu.edu/About/AdministrativeOffices/EmergingTechnologies/Training/Lynda/LyndaOnlineResources.aspx

Sign up for Emergency Text Messages

Emergency Alerts
Our opt-in message service enables students, faculty, and staff to receive emergency bulletins from the university via their cell phones as part of Ball State’s emergency alert system. This system will be used during imminent situations when speed is paramount to ensure public safety. To subscribe, visit the Communications Center and select “Manage emergency notifications.”
www.bsu.edu/commcenter

Adaptive Technology
This lab offers students with disabilities equal access to technology. We offer services and equipment for persons with visual and mobility impairments, learning disabilities, and for those who are deaf or hard of hearing. We provide Braille transcription, large print conversion, tactile graphic conversion, and textbook scanning. Voice recognition training is available in a comfortable one-on-one setting.
Robert Bell Building, Room 134G
www.bsu.edu/act

Just for Fun
Gaming League
Join the online video gaming league! Gaming will be offered in the Student Center, room 118 computer lab.
Come and enjoy the fun!
Check the website for available games and time.
http://cms.bsu.edu/About/AdministrativeOffices/Labs/GamingLeague.aspx
Our Residence Halls
Each room has one wired Ethernet connection. If you and your roommate plan to use the internet at the same time, you will need to purchase a 5-port switch (Microsoft, D-Link, and Netgear switches are recommended) and two RJ45 connection cables (not a phone cord) or connect wirelessly.

BSU students connect to the BSUSecure wireless network.
www.bsu.edu/securewireless

Computer Viruses and Spam
Ball State offers up-to-date antivirus software free of charge. Students may download and use the software on the computer that they use to complete course work.
Download Free Antivirus software.
www.bsu.edu/security

Email Attachments
Don’t save or open suspicious attachments, even if they appear to be from a friend’s e-mail address or instant messaging account. Viruses can spread to your computer this way. Call, text, or e-mail the sender to verify the attachment’s authenticity.

passwords...
#1 thing to remember:

Don’t share your password with anyone!
Your Ball State computer username and password is your key to accessing everything from e-mail and iLocker to Blackboard and Gradebook, and many other materials meant for only you! If your password is compromised, someone could change your course schedule, view your grades and e-mails, or even delete course materials! To avoid these catastrophes, keep your username and password to yourself!

Protect Your Identity
There is no reason anyone would need your BSU password or personal information. Therefore, if you receive an e-mail asking for this information, it is an attempt to steal your identity. Delete the email and tell your friends to do the same. We will never ask for personal information, or your password by e-mail, in person, or on the phone.

Username and Passwords
Do not reuse your username and password to access Web sites not associated with Ball State. Create a different username and password for sites such as MySpace, Facebook, Second Life, Amazon, etc.

Lost or Stolen Password
If you suspect your Ball State password has been lost or stolen and you can still log in to your account, change your password immediately. If you cannot log in to your account and you believe someone else can access your information, take your Ball State photo ID to Robert Bell Building, room 165, to have your password reset.

Don’t share your password... ever!