Information Technology Services

ITS provides a wide variety of technology support and services to students, faculty, and staff. A sample of the services includes but is not limited to: local network and Internet access, email, web site development, audiovisual and computer equipment checkout, Help Desk services, computer labs, technical assistance during move-in, and telephone and voice mail services.

GETTING STARTED

Move-In Day Support
ITS provides assistance during Fall semester move-in to students who need help configuring and connecting their computers and other devices to the Truman network. Current detailed information on the location of service desks, hours of operation, and self-help brochures are posted on the ITS website before move-in day for the Fall semester. For more information, visit http://its.truman.edu/resnet.

Student Printing
The public computer labs in Violette Hall and Pickler Memorial Library have access to monochrome and color laser printers. Each residence hall has a computer lab or Hall Desk equipped with a monochrome laser printer. Each semester IT Services provides all enrolled students with $25.00 in their printing account. Regular, duplex, and color printing prices per page are 10¢, 7¢, and 50¢ respectively. A list of the hours of operation for the ITS computer labs and instructions for mapping a lab printer for personal use may be viewed by going to http://its.truman.edu/justforstudents. *Note: Wireless printers are not supported by our network and all students considering this option should bring their appropriate connection cables for their printer.*

Computer Recommendations
If you are buying a new computer to bring to campus or if you plan to bring one that you already own, be sure to look at the information available on our ITS web site at http://its.truman.edu/justforstudents. You will find information about recommended minimum configurations, advice on purchasing a computer, and current discounts on computer systems. ITS supports both Mac and PC systems; students should bring a system with which they are most comfortable.

Mobile Device Configuration
If you are bringing a mobile device such as a smartphone or tablet with you to campus be sure to look at how to connect your individual device to our network. All this and more can be found at http://its.truman.edu/resnet. ITS provides connection support for Android, iOS, Kindle Fire, and other "smart" devices that provide WPA2 support.

Information Security Awareness
ITS recommends that all students take necessary precautions to protect their systems, their data, and their identity. Information about malware protection, internet scams, password protection, and more can be found at http://its.truman.edu/isa. *Note: Truman **does not** provide anti-virus software for personal computers. Nonetheless, there are many free choices that students may use, such as Microsoft Security Essential, Avast!, AVG, Kapersky, etc.*

Residence Hall Network Access

All residence hall rooms have high-speed, wired network connections for each student in the room. This provides access to email, internet, online gaming, and network resources such as network drive space and personal web page space. To use the wired connection students need to provide their own network-equipped computer and patch cable. *Note: Most students will need to purchase a 25' Ethernet patch cable, due to the port location in the room.*

Wireless Network Access

Truman provides 802.11b/g wireless network coverage throughout the entire campus. This enables students to access the wireless network from any campus location—including their residence halls. Visit the ITS web site at http://its.truman.edu/wireless and select the wireless setup instructions that match your wireless device. *Note: For online-gaming, video streaming, or Virtual Desktop, ITS recommends using the wired connection.*

Virtual Desktop

The virtual desktop environment is available to give access to software and resources that are in the public computer labs and classrooms on campus. Whether on or off campus, a personal computer can be setup to give a full screen remote connection to the same software that is available in the labs and classrooms. For more information and instructions on setting up the connection, visit http://its.truman.edu/resnet

To ensure the security and protection of the campus community, there are rules about what you can and cannot do on the University network and computers. Please review Truman policies, including the Computer Use Policy, at http://its.truman.edu/policies. Any violators of these policies (including sharing of copyrighted materials such as music and movies) will be subject to disciplinary action.

OTHER HELPFUL RESOURCES

TruView Campus Portal

Using your Truman username and password you can access TruView from any Internet connection by going to the following site: http://truview.truman.edu. TruView provides access to University news, email, Blackboard courses, a personal calendar, and discussion groups. You may view your class schedule and grade reports, register for classes, and conduct online billing transactions. In addition, students may set up parents with a Parent Web Access to Truview to view the student's academic informationw and set up authorized use to MyBill for online payment.

Equipment You May Check Out

Currently enrolled students may check out laptop computers, netbooks, projectors, PA systems, digital cameras, digital video cameras, and other audiovisual equipment for free short-term use. For the best availability, please be sure to make your reservation at least two weeks in advance. Stop by the IT Service Center in Pickler Memorial Library 203 or call (660) 785-4544 for more information.

Visit our website at http://its.truman.edu/justforstudents