

## Information Technology Services

ITS provides a wide variety of technology support and services to students, faculty and staff. Services include local network and Internet access, email, web site development, audiovisual and computer equipment checkout and support, Help Desk services, computer labs, assistance during move-in, and telephone and voice mail services.

## Computers Available to Students

There are approximately 850 networked computers available for student use in general purpose and specialty labs and classrooms. These computers provide access to various software applications for completing assigned coursework. There are open-access computer labs in Violette Hall and Pickler Memorial Library. Students may checkout laptop computers from the Media Services office. Library-use laptops are also available at the Library circulation desk. In addition, all residence halls have access to a computer lab or kiosk systems for student use (see your hall desk for availability).



Computer-equipped group study rooms are available for reservation at the Pickler Memorial Library 312 computer lab. These rooms are for study groups of three or more students that need computers for their group work.

## Residence Hall Network Access

All residence hall rooms have high-speed network connections for each student in the room. This provides access to email, the Internet and network resources such as network drive space and personal web page space. Students need to provide their own network-equipped computer (with Windows XP, Mac OS X, or Linux/Unix) and a 25' CAT-5 patch cable. For more, visit <http://its.truman.edu/resnet>.



## Wireless Network Access

Truman provides 802.11b/g wireless computer network coverage over the entire campus. This enables students to access the wireless network from any campus location—including their residence hall room. Visit the ITS web site at <http://its.truman.edu/networkservices/> and click on the “Wireless Network” link for more information.

## 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, a personal calendar, and discussion groups. In addition, you may view your class schedule, view your grade reports, and register for classes.

## Student Printing

The open-access computer labs in Violette Hall (VH2000) and Pickler Memorial Library (PL312) have access to monochrome and color laser printers. You begin each school year with \$25.00 in your printing account. Each semester that you are enrolled, \$25.00 is added to your account. Monochrome printing costs \$0.10 per page and color printing is \$0.50 per page. Each residence hall also has access to a computer lab or Hall Desk with a monochrome laser printer. A list of the hours of operation for the ITS computer labs may be viewed at the following site: <http://its.truman.edu/labs/>



## Equipment You May Check Out

Currently enrolled students may reserve laptop computers, projectors, digital cameras, digital video cameras, and other audiovisual equipment for free, short-term use from the Media Services office. For the best availability, please be sure to make your reservation two to three weeks in advance.

For more information, call x4545 or stop by Kirk Building 133. Mon-Fri, 8:00am-4:30pm

## Computer Security

To help us maintain security of the campus network, we utilize Cisco Clean Access. This will require students to install any vendor-provided security updates (such as Windows Critical Updates) and always run antivirus software that includes a current subscription for updates. Once on campus, Clean Access may require students to update their computers in order to connect to the campus network. Windows XP SP2 and all Windows critical updates will be required for Windows-based computers. The campus network will not support Windows ME, 98, 2000 or earlier versions.

## Free Antivirus Software

ITS recommends that all students use the Truman-provided antivirus software that is available from the ITS web site. Updates and Help Desk support are provided by ITS free-of-charge. To download the software, visit <http://its.truman.edu/resnet>

## Microsoft Software Discounts

Truman has contracted with Microsoft and E-Academy to set up an online store to sell certain Microsoft software at significant discount to our students, faculty, and staff. Visit <http://truman.e-academy.com> for more information on purchasing Microsoft Office and other products.

## 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/resnet>. You will find information about recommended minimum configurations as well as advice on purchasing a computer and information about purchasing software such as Microsoft Office at discounted prices.

## Move-In Day Support

ITS provides assistance during Fall semester move-in to assist students in the configuration of their computers to connect 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 web site before move-in day for the Fall semester. Visit <http://its.truman.edu/resnet> for more information.

## Help Desk

We are available to help you connect your computer to the campus network and with troubleshooting login issues.

- 24/7 phone support begins Fall 2008:  
(660) 785-4544
- Web: <http://helpdesk.truman.edu>
- Walk-in: McClain Hall 112
- Hours: Mon-Fri, 8:00am-5:00pm

## ITS Web Site

For the latest ITS news, please visit the ITS web site at <http://its.truman.edu>. Along with updated information, you will find numerous IT resources including documentation, purchasing information, frequently asked questions, policies and procedures, service notes, upcoming scheduled maintenance, and general information about the IT services available to you on campus.

## We Want Your Feedback

We want to hear what students think about computing and technology at Truman. We welcome your suggestions, comments, or concerns. Messages that are sent to [itsfeedback@truman.edu](mailto:itsfeedback@truman.edu) will go to all ITS managers, and we will get back to you if requested. All technical questions and problems should be directed to the Help Desk at (660)785-4544.

## Truman State University Computer Information

### For Current and Prospective Students



### Information Technology Services Pickler Memorial Library 203 Help Desk

(660) 785-4544

Open during Library Hours

### Department Office

McClain Hall 107

(660) 785-4163

Hours: Mon-Fri, 8am-5pm

<http://its.truman.edu>

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.

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