

Information Technology Services

IT Service Center (Help Desk Support)

Pickler Memorial Library 203

(660) 785-4544

Visit site for operating hours

<https://its.truman.edu/get-help>

<https://otrs.truman.edu/external>

ITS Main Office

McClain Hall 111

(660) 785-4163

Mon-Fri 8:00am to 5:00pm

Summer: M-Th 8am – 5pm

<https://its.truman.edu/>

ITS provides a wide variety of technology support and services to students, faculty, and staff. This includes Wi-Fi, local network, Internet access, M365/email, laptop checkout, Help Desk services, computer labs, technical assistance, telephone services, and video conference rooms.



GETTING STARTED



Move-In Day Support

ITS provides assistance during fall semester move-in to students who need help connecting their devices to Truman resources. IT staff will be available at the IT Service Center located in Pickler Memorial Library 203. Current information on the hours of our IT Service Desk and tutorials are posted here: <https://its.truman.edu/resnet>.



Student Printing

Students can securely release print jobs by swiping their Student ID at designated printers. Black-and-white printers are available in all residence halls, Pickler Memorial Library (1st floor lobby), Violette Hall 2001, and various classrooms and departmental labs. Color printing is available at Pickler Memorial Library. Each student receives an initial printing allocation. To check your print balance or connect personal devices to the print system, visit <https://its.truman.edu/resnet> for instructions. *Note: Truman's wireless network does not support wireless printers. Students bringing personal printers must provide the necessary cables.*



Computer Recommendations

Before bringing a new or existing computer to campus, visit <https://its.truman.edu/docs/bringing-a-computer-to-truman> for recommended minimum configurations, purchasing advice, and current computer system discounts. ITS supports most operating systems, including Windows, macOS, Linux, and Chrome OS.



Mobile Device Configuration

Please visit <https://its.truman.edu/resnet> for smartphone and tablet configuration instructions as well as verification that your device supports the WPA2-Enterprise security protocol. *Note: ITS provides a Wi-Fi Protected Access wireless connection and not all devices support a WPA2-Enterprise (802.1x) connection. For non-supported devices, please see, "Wireless Network Access" on the back page of this flyer.*



Microsoft 365 and DUO (MFA)

All enrolled Truman students receive free access to Microsoft 365, including productivity tools (Word, Excel, PowerPoint, etc.), MS Outlook email, and secure authentication. To set up your account and access these resources, you must use DUO Multi-Factor Authentication (MFA) with a device running a supported operating system. For instructions on setting up DUO Multi-Factor Authentication (MFA), verifying operating system compatibility, accessing email, and more, visit <https://its.truman.edu/DUO> and <https://otrs.truman.edu/external>.

GETTING CONNECTED



Residence Hall Network Access

Each room is equipped with three high-speed wired network connections on a 5 GHz Wi-Fi access point. Devices that support only 2.4 GHz Wi-Fi (e.g., some Chromebooks, streaming devices, or TVs) will not connect to in-room Wi-Fi and must use a wired connection. Check your device's manual or contact the vendor to confirm 5 GHz Wi-Fi compatibility. For wired connections, students must provide their own 25-foot Ethernet cable.



Wireless Network Access

Truman provides 802.11g/n (2.4 and 5GHz) wireless network with 100% coverage throughout the entire campus, along with 802.11ac (5GHz only) in Residential Halls. Set up instructions: <https://its.truman.edu/wireless>. *Note: Devices that don't support WPA2-Enterprise (802.1x) wireless; as in Gaming consoles, Smart TVs, and video streaming devices, will need to connect to TrumanDevices wireless network or via wired network connection in room.* Instructions for TrumanDevices: <https://its.truman.edu/docs/trumandevices-wireless-network/>



Virtual Desktop

The virtual desktop environment provides access to software and resources available in Truman's public computer labs and classrooms. Connect remotely from your personal computer, on or off campus, at <https://view.truman.edu>. For additional information, visit <https://secure.truman.edu/its-s/viewclient>.

OTHER HELPFUL RESOURCES



TruView Campus Portal

Log in to TruView at <https://truview.truman.edu> using your Truman username and password to access university news, email, Brightspace/D2L courses, a personal calendar, and discussion groups. TruView also allows you to view your class schedule and grades, register for classes, and manage online billing transactions.

In addition, students can set up Parent Web Access to share academic information with parents or authorize parent accounts for online payments via MyBill. For details, visit <https://its.truman.edu/docs/parent-web-access/>.



Available Equipment

Students may checkout laptop computers for free, short-term use from the IT Service Center in Pickler Memorial Library 203. Furthermore, two video conference rooms are accessible to students in Pickler Memorial Library 206 on a first-come, first-served basis. These rooms can be reserved in 2-hour blocks through the Library Service Desk on the first floor. The Library Innovation Lab (located on the 1st floor of the library) includes Collaborative Spaces, a Design Lab, Podcast Room, and more.



Information Security Awareness

ITS recommends that all students take necessary precautions to protect their systems, data, and identity. Information about malware protection, internet scams, password protection, and more can be found at <https://its.truman.edu/isa>. *Note: Truman **does not** provide anti-malware software for personal computers. The responsibility lies on the individual to ensure that they are protected from malware and other security threats.*

To ensure the security and protection of the campus community, certain actions are prohibited on the University network and computers. Please review Truman policies, including the Acceptable Use of Electronic Information Resources Policy, at <https://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.