

Computing & Information Technology (CIT)

CIT supports technology at Geneseo. Geneseo offers exceptional computing facilities in all academic buildings and residence halls. For complete details on the information provided below, please contact the HelpDesk at 245-5588 or visit our website at <http://cit.geneseo.edu>.

CIT HELPDESK

The CIT HelpDesk offers computer assistance for Geneseo students, faculty, and staff. You may stop by the office in South Hall 225, call 245-5588, or email helpdesk@geneseo.edu.

TECHNOLOGY SUPPORT

Each academic department is part of a cluster that is supported by a Technology Support Professional (TSP). Your TSP can assist you with all desktop computing needs. Your department secretary can provide you with direct contact information.

CLASSROOM TECHNOLOGY

"Smart" classrooms have an array of multimedia equipment including computers, VCRs, laserdisc players, Elmo Visualizers, Navitar Slide to Video converters, and projection for notebooks. Most of the traditional classrooms are equipped with overhead projectors, TVs, and VCRs. Contact your TSP to find out who can best help you with your classroom technology needs.

COMPUTER LABS

Over 900 Windows and Macintosh computers for student use can be found in more than fifty labs. Wireless notebook computer carts are also available for classroom use. Select computer labs may also be reserved for presentations or a class that requires the use of technology.

SOFTWARE

CIT can assist with the installation of software. Some software programs require a license. Contact your TSP for information regarding licensing and installation. Self-installation may also be easily performed by downloading software from the CIT web site at <http://software.geneseo.edu>.

WIRELESS NETWORK

Students and faculty that have notebooks with wireless network cards can access our network and the Internet without wires from most campus locations.

NEWSBYTES

NewsBytes is an electronic publication distributed to faculty, staff and students via email. CIT uses NewsBytes to inform the campus community about technology related news.

SPECIAL SERVICES THROUGH CIT (a full list is available on the web)

- ◆ Test scoring and analysis ◆ Equipment Loan
- ◆ Online survey tools ◆ Playback on campus cable
- ◆ Wiki ◆ Media Duplication Services
- ◆ Electronic class rosters ◆ Color laser printing
- ◆ Video conferencing ◆ Poster printing
- ◆ Video/Audio web streaming ◆ Digital Image printing
- ◆ Optical Scanning ◆ 35 MM Slide Scanning

OTHER CAMPUS SERVICES

Your supervisor determines which of these services you need and can request that you have access.

- ◆ Banner SUNY Geneseo's Administrative database access
- ◆ EMS Geneseo's events schedule
- ◆ GMMS System Facilities Work Order Management System
- ◆ Oracle Calendar Geneseo's shared calendar server
- ◆ SUNY Portal HR and budget functions through Albany via the web

IMPORTANT LINKS

rt.geneseo.edu – Report a computer, telephone, classroom, or lab problem through our online ticketing system (login with your Geneseo username and password).

my.geneseo.edu -- myGeneseo is your campus connection to email, balances, Knightweb, campus news and events, and so much more.

go.geneseo.edu/office -- We've purchased the Microsoft Campus Agreement. What does this mean for you? All Geneseo faculty, staff, and students can download MS Office (Word, Excel, PowerPoint, Access, and Publisher) for FREE!

mycourses.geneseo.edu – myCourses is an interactive, web-based learning management system that enables educators to manage course materials, and to communicate quickly and effectively with their students.

Accounts

Your email username/password at Geneseo gives you access to our portal, web space, file server space, myCourses LMS, and printing services. User accounts remain active for as long as you are employed at Geneseo.

Email – Faculty and staff can access their email through portal at my.geneseo.edu or use one of our supported email programs.

Web Server Space – Each user has access to server space for creating a web page. Once activated, your web page can be found by going to: <http://www.geneseo.edu/~username>. See personalpages.geneseo.edu

File Server Space – Employees have private personal space and shared departmental space on our central file servers. Contact the CIT HelpDesk if you need help using your file server space.

Knightweb

Knightweb is the secure, self-service web interface to college administrative data. Faculty can enter grades, view their schedules and class lists, download class rosters, and access academic advisement information such as unofficial transcripts. Knightweb accounts are automatically created for all faculty and advisors. Problems accessing Knightweb should be directed to the Records Office at 245-5566.

Telephone Services

All employees are entitled to private voice mail on their office phone and a "Personal Billing Number" (PBN). A PBN is a secure 8-digit personal authorization code required to make long distance calls from any campus phone. We also offer "Enabled Voice Mail" (EVM). EVM delivers voicemail messages from your office phone to your Geneseo email address – allowing the ability to listen to a voicemail message on a multi-media Windows or Macintosh. There are no charges for obtaining voice mail, a Personal Billing Number or Enabled Voice Mail.

If you use your PBN to make a long distance call (local calls are free of charge-domestic US calls are 4.9¢ a minute), you will receive a summary monthly email bill to your Geneseo email address. Personal phone calls should be reimbursed to CIT Telephone Services. See our website for additional details – go.geneseo.edu/myphone.



Faculty and Staff Technology and Telephone Services

Computing & Information Technology
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