

# WELCOME STUDENTS!

*Are YOU tech ready?*



powered by  
**I.T.S.**

Don't start YOUR semester  
until you review the  
**[ITS CHECKLIST: binghamton.edu/ITS](https://www.binghamton.edu/ITS)**



# Welcome from ITS!

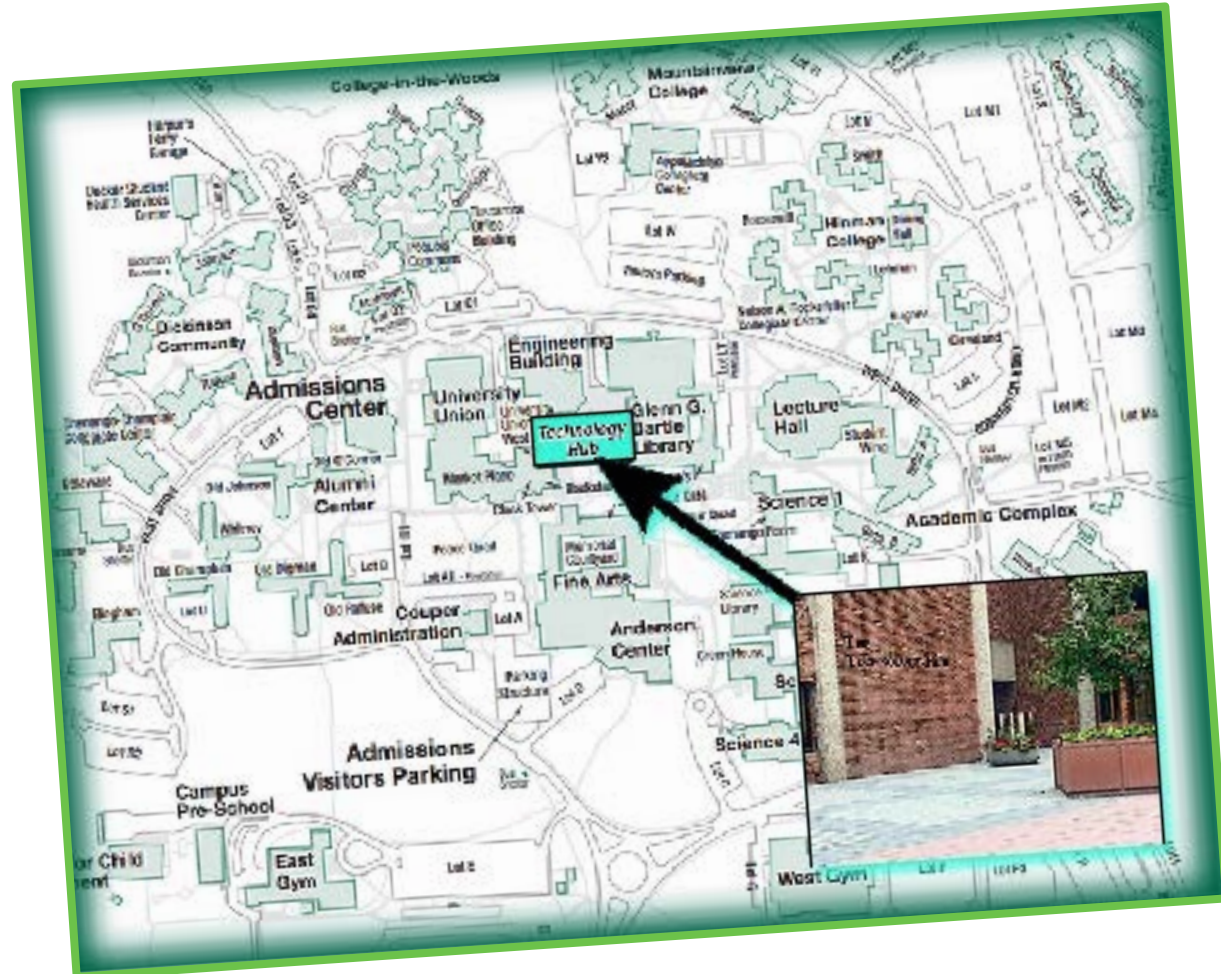


**WELCOME to BINGHAMTON UNIVERSITY!** ITS (Information Technology Services) is happy you are here on campus! We're here to help you **feel confident and tech-ready** for the upcoming semester! **Review the [Tech Checklist](#) ([Binghamton.edu/its/](https://www.binghamton.edu/its/)) to start off the semester right.**

**WHO ARE WE?** ITS supports teaching, learning, research and student experience across the campus. We help and consult students with password problems, computer issues, virus/security protection, and any other hardware/software issue, etc.

# Where Are We?

ITS is conveniently located in The Technology Hub, right in the center of campus.



# Stay Connected!

1. Review the ITS website: <https://binghamton.edu/ITS> to learn valuable information about your technical needs, security and IT services available to you while attending Binghamton University.

You will find this presentation there as well!

2. [Connect your devices](#) and find out more about Wi-Fi.



3. “B” sure to check out our ITS blog and to follow us on Instagram and Twitter @binghamtonits.



Get social with us!



# Are YOU Tech Ready for the Semester?

**IT'S EASY!**

Review our **Student Tech Checklist** with active links for all things tech, such as hardware, free/academic software, and security at:

<https://binghamton.edu/ITS/checklist>.

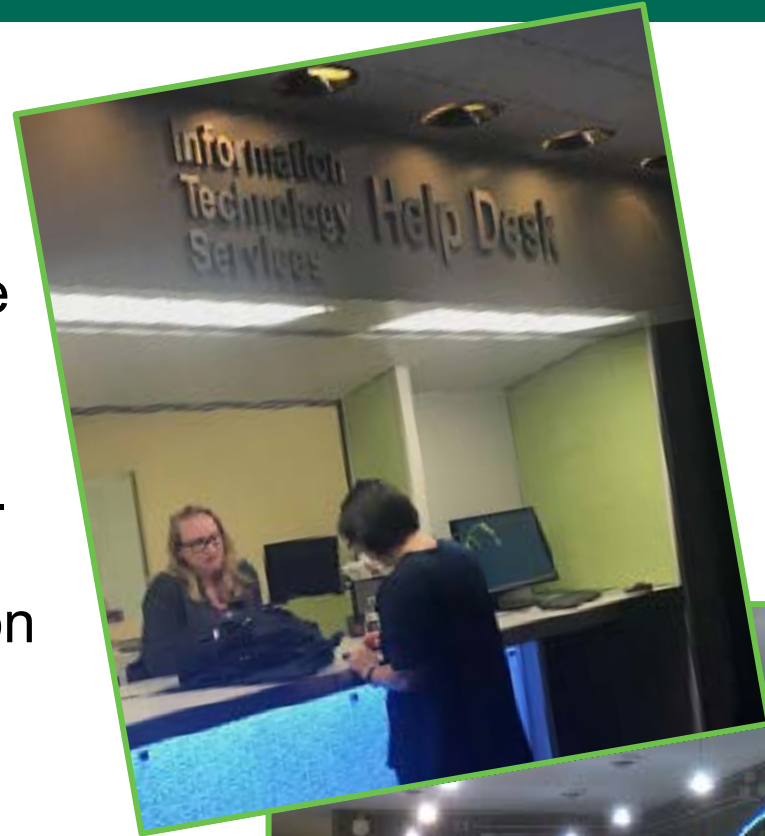


# Help Desk

## Located in The Technology

Hub, the ITS Help Desk is the University's central contact point for questions about the use of information technology. They can answer questions directly or facilitate a resolution if second level technology support is required.

Also, stop by and recharge you and your devices at the **TECH STOP** while waiting for your turn at the Help Desk.



# Online Self Help

- First, check out our Directory of **Self Help Guides** at: <https://binghamton.edu/its/self-help> and the top ITS menu link: [self help A-Z](#) .
- Then, visit our **Quick Links** for easy reference: <https://binghamton.edu/its/quick-links/>.
- If you're still having trouble, search **the knowledge base** for answers to your tech-related questions using IT Self Service: Service Now at: <https://binghamton.service-now.com/sp>.



# IT Self Service: Service Now



[IT Self Service: Service Now](https://binghamton.service-now.com/sp) (<https://binghamton.service-now.com/sp>) is an enterprise IT service management tool that facilitates greater emphasis on relationships with users. It tracks the handling of issues and requests, as well as automates business processes.

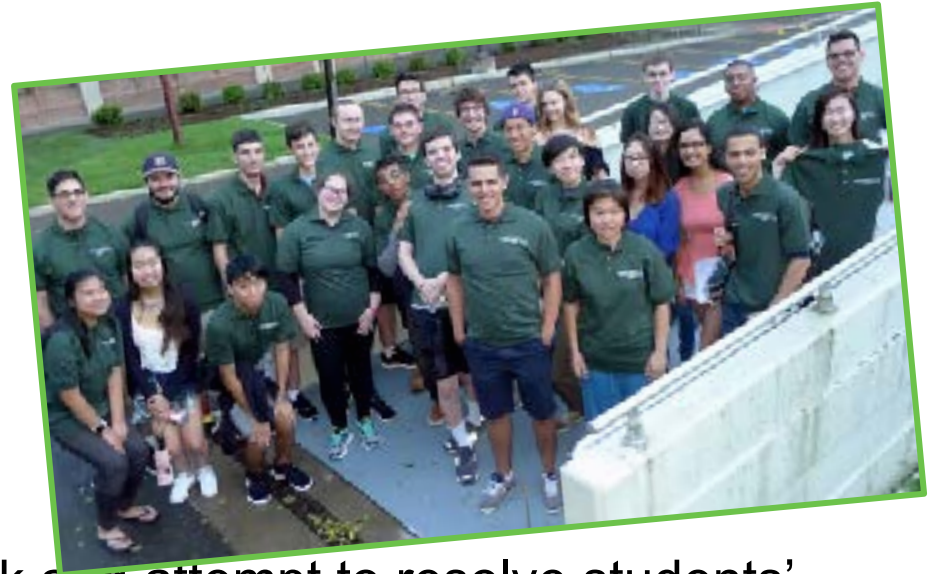
## What can YOU do with ServiceNow?

- Self help - search the knowledge base for answers to tech-related issues
- Report a problem
- Request help
- Submit a project request
- See the status of active tickets
- Add notes or additional information to existing requests



# ResCons

- The Information Technology Services Residential Computer Consulting Program (ResCon) provides technical support to students living on campus.
- 33 ResCons live where they work and attempt to resolve students' questions about device connectivity and software problems and other information technology related issues.
- ResCons make house calls to the students' dorms, referring unresolved calls to Senior ResCons who refer still unresolved issues to a coordinator at the ITS in The Technology Hub.
- <https://binghamton.edu/its/about/organization/technology-support-services/rescon>



# Public Computer Labs

- Located in Bartle Library, Science Library and the UDC, the **Info Commons** are computing labs with mini help desks staffed by student IT consultants who can assist you with your computing needs.
- Our other public computer labs are equipped with desktops, black & white and color printers as well.



More info. on public computer labs is here: <https://www.binghamton.edu/its/about/organization/technology-support-services/pods/>

# Student Printing, Quota and Tech Fee

Most public **computer labs** are equipped with *both* black and white and color printers. Students are given a printing quota at the start of every semester. **Equal to about 1,740 double sided or 870 single sided b&w pages! So make sure you think before you print.**

You can also print to PDF and read on your device later... You can print from personal devices and University computers.

## Where does the Tech Fee go?

The Tech Fee pays for contracts for things such as Brightspace, tutoring, BU Brain, etc... and for equipment and ITS student employees.



MORE INFORMATION: <https://binghamton.edu/its/helpdesk/printing>

## Bmail

- All students are issued a **Binghamton.edu** email account commonly called a Bmail account.
- **All University correspondence** is done through Bmail. **“B” sure to check your Bmail (<https://bmail.binghamton.edu>) regularly!**
- **Reset your password here**, and do it often: <https://password.binghamton.edu>.
- **Info on 2 Factor Authentication, 2FA**



# Emerging Technology Studio (ETS)

Located on the main level of The Tech Hub, ETS (Emerging Technology Studio) **offers workshops for students** to gain or refine skills in the following areas:

- Virtual Reality
- 3D Printing and Scanning
- 2D/3D Design and Editing
- Video Editing
- Web Design

Here at ETS, our goal is to embrace everyone  
come on in and **start creating your  
VERY OWN projects!**



# Student Employment

There are many opportunities for part-time student employment here at the ITS including:

- PODs (Computer Lab) Consultant
- Help Desk Assistant and more!



Visit <https://binghamton.joinhandshake.com/>  
to view our job postings!

## Get Connected: Wi-Fi

Students should connect to eduroam by **choosing welcome2bing** in the list of available wireless networks and connect.

Run the **JoinNow** tool (<https://wireless.binghamton.edu>).





## Telecommunications: Cable and Gaming

- **Spectrum University Live TV Streaming (SpectrumU)** is available to *all* students living on campus. **Over 200 channels** can be streamed right from your dorm room, which is also equipped with cable TV connection.
- Students can register **gaming devices, smart TVs, smart speakers...** by logging onto **MyDevices** (go to: <https://mydevices.binghamton.edu>) using their PODS username/password. Once the device is registered, it can connect to mydevicesbing for wireless. You can connect your smart TV or gaming device to the wired network without registering.



# Information Security

ITS suggests anti-virus/malware software to keep your system updated and running smoothly... Make sure you review the [Information Security pages](#).

## Some Security Tips:

- Use 2FA (two-factor authentication)
- Use a password manager
- Always use your firewall
- Make sure you have the latest versions of anti-virus, malware and ransomware
- Don't fall for fake emails, texts or even phone calls! [Review the ITS Phish Tank regularly.](#)



# Need a New Computer?

**First check with your program's department**, as they will have proper recommendations for you (such as Apple/PC, laptop/desktop, etc.). Visit the [Student Technology page](#) for helpful info. on hardware and software...

## General specs are:

- Intel i5 or i7 processor (or equivalent)
- 8-16 GB RAM or higher
- 256 GB Solid State Hard-Drive (SSD) or higher
- 1-3 year manufacturer's warranty/AppleCare



# Need Computer Help?

- First review: <http://binghamton.edu/its/self-help> for helpful self-help advice.
- If you live in the residence halls, seek help from your [Rescon](#).
- Check out the [Help Desk](#) for help with computer issues...we can help you get connected, install software or troubleshoot software or operating system issues with your laptop.
- [Where's the Help Desk?](#)



# SUMMARY

A **TECH-READY STUDENT** is a (SAFE & SECURE) HAPPY, SUCCESSFUL STUDENT!



