WELCOME STUDENTS!
Are YOU tech ready?

Don’t start YOUR semester until you review the
ITS CHECKLIST: 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) 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.

https://www.binghamton.edu/its/
Where Are We?
ITS is conveniently located in The Technology Hub, right in the center of campus.

https://www.binghamton.edu/its/
Stay Connected!

1. Review the ITS website: [https://binghamton.edu/ITS](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!

[https://www.binghamton.edu/its/](https://www.binghamton.edu/its/)
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

https://www.binghamton.edu/its/
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.

https://www.binghamton.edu/its/
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

https://www.binghamton.edu/its/
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](https://binghamton.edu/its/about/organization/technology-support-services/rescon)

[https://www.binghamton.edu/its/](https://www.binghamton.edu/its/)
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/](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

https://www.binghamton.edu/its/
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!

https://www.binghamton.edu/its/
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/](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).

https://www.binghamton.edu/its/
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](https://mydevices.binghamton.edu) (go to: [https://mydevices.binghamton.edu](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.

https://www.binghamton.edu/its/
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.

https://www.binghamton.edu/its/
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

https://www.binghamton.edu/its/
Need Computer Help?

- 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!

https://www.binghamton.edu/its/