

ITS Faculty and Staff Services



Welcome to computing at Syracuse University.

Syracuse University's Information Technology Services ([ITS](#)) provides students, faculty, and staff with technology resources and services that support the University's mission of promoting learning through teaching, research, scholarship, creative accomplishment and service. ITS works in partnership with the technology departments located within SU's schools, colleges and administrative divisions.

Stay informed! Following us on:  [@SU_ITS](#)  [@SU_ITS](#)

Departmental and Organizational Support Services

While the ITS Help Desk provides support to staff and faculty, we have limited access to many of your accounts and devices on campus. It is important that staff and faculty identify their organizational unit support personnel. These individuals will generally be the administrators of your Syracuse University email account, access to department and/or office resources (such as computers, printers, etc.), and are the support staff that would deploy to your location if necessary.

Need to contact your support personnel? Contact information is available on the [academic](#) and [administrative](#) support personnel pages.

Who should I contact when I have a problem?

Great question! The ITS Help Desk is a great starting point for all of your IT-related support needs. If your inquiry is something that we are unable to directly support, we'll either provide contact the correct personnel or take down as much information as possible and escalate accordingly. As mentioned, we have limited access to some of your resources on campus. We do, however, have the ability to provide NetID account, MySlice, general computing support as well as any of the items listed below. If you have been working with your organizational unit staff on an issue, we encourage you to continue to do so.

IT Support Services

Information Technology Services (ITS) provides a variety of support options for students, faculty, and staff. Additional computing support services are provided by school, college, and departmental computing support staff.

Phone Support



Need help? Call 315.443.2677. Our IT consultants will review any issues related to your campus account(s), general computing, or any other questions you may have.

[Hours of Operation](#)

Note: For more efficient service, please have your SUID or NetID available so we may properly identify the account(s) in question.

Email Support



Whether it's an IT related issue or you simply have an inquiry, send an email to help@syrr.edu 24/7 and the next available consultant will assist you or connect you with the proper IT personnel or department.

Note: Never include sensitive personal information such as your password(s) or social security number. Help requests requiring full time staff verifying this information will require a phone interaction or ITS Service Center visit.

In-Person Support



Open 7 days a week, the ITS Service Center is located at 1-227 CST behind the Milton Atrium. [Hours of Operation](#)

Staff and Faculty should note that the ITS Service Center does not provide drop-off services or U-FixIT to staff and faculty. Tasks that require advanced attention, such as operating system restores or virus removal, should be directed to your [academic](#) or [administrative](#) support personnel.

Support staff working in the ITS Service Center are not permitted to work on departmental or University owned devices.

Password Management



Visit our [NetID Self Serv](#) page to activate your NetID or to manage your password. This password is used throughout campus to log into your campus resources including [MySlice](#), [SUmail](#) and [Blackboard](#).

Students, Staff, and Faculty need to change their SU NetID password at least once a year.

Note: Parent/Proxy account passwords are set/reset by the student and are not affected by this procedure. Follow our detailed instructions for [setting up parent/proxy account access](#).

IT Accessibility at SU



Information Technology and Services (ITS) offers a variety of resources for using technology to ensure accessibility for all members of the Syracuse University community. [Information and Communication Technology \(ICT\) Accessibility](#) at SU

means ensuring that all technology is usable by the greatest number of students, faculty and staff possible, including those with disabilities, so that everyone is able to participate to the maximum extent that they can.

ITS provides tools and advice for making your digital documents accessible. Check out the [Accessible Communications Toolkit](#) for details.

Secure 'Cuse



Protecting your information and devices from unauthorized access and data theft requires your vigilance, especially with the evolving nature of cybercrime. Watch the brief video below to help you protect your stuff and avoid being a victim.

Visit [the Secure'cUse home page](#) often and follow us on [Twitter](#) and [Facebook](#) for news about more relevant IT security news and events.

Classroom Support



[Learning Environments and Media Production](#) (LEMP) provides academic technology services including classroom support, classroom technology consultations, classroom equipment loans, and much more.

Check out our online [Classroom Resource Guide](#) for assistance with the unique technology found in each ITS supported classroom.

Need help in a classroom? Contact us [during our support hours](#) or email help@syr.edu.



Protect Yourself!

Don't share or reuse your passwords. Nobody at SU, including ITS, will ever ask for your password. Do not respond to any requests to reveal your password or other private information, including online and email requests. Visit <http://securecuse.syr.edu> for advice on making and remembering strong passwords, keeping your devices safe, and other information security tips and techniques



Please note that this service is currently unavailable and scheduled to reopen at the start of the Fall 2021 semester.

The Syracuse University Bookstore acts as a drop off point for an Apple, Dell and HP Authorized Service Center for all of our students, faculty and staff. Devices are shipped to The Computer Center located in Ithaca, NY. The drop off is located at the former 'CuseTech service desk located on the 3rd floor of the Schine bookstore. Pickups and drop-offs occur every Tuesday and Thursday.

If you have any questions please feel free to contact 'CuseTech at cusetech@syr.edu or visit their technical location in the basement of the Bookstore.

World-class Technology At Your Fingertips - Additional IT Resources and Services Provided

AirOrangeX



AirOrangeX (AOX), Syracuse University's high-speed wireless network provides an encrypted secure connection (802.1x) to the SU network.

The wireless network is now available in all University residential facilities, South Campus apartments, and in many University buildings located both on and off campus. All residential facilities have 100% wireless coverage. [See our wireless locations and hotspots.](#)

AirOrangeGuest wireless access is also available for SU guests on a temporary basis. A tutorial to provide your guests can be found [on the ITS Networking home page.](#)

Microsoft Office 365



Active staff and faculty can [download and install Office desktop applications](#) on up to five computers (PC or Mac) and five mobile devices (iPhone, iPad, Android) for free!

Note that the download link for staff and faculty is available at <https://portal.office.com>.

When you leave the university, the subscription will expire. Users must connect the device to the University's network at least once every 30 days for an automatic license check.

Google Workspace



Syracuse University established an organizational account in Google Workspace. This organizational account provides Syracuse University's students, faculty, and staff with a wide array of Google cloud-based services and provides new tools for collaboration, teaching, and learning.

A list of Google services, account information, and products accessible through these user accounts is provided on the [Google Workspace at Syracuse University home page.](#)

Note that Syracuse Google accounts are in the format of NetID@g.syr.edu.

MakerSpace



Put your hands on desktop computers equipped with high-end software for any needs. Output to laser printers, 3D-printers, and other tools. If you can dream it, you can do it here at the [MakerSpace](#).

The MakerSpace is located at the 029 Kimmel Computer Lab on Syracuse University's campus.

The SU MakerSpace encourages students to utilize the space for collaborative educational projects. For more information or to request a tour of the SU MakerSpace please [fill out a contact form](#) or call 315-443-2677.

Computer Labs



ITS has [public computer labs](#) conveniently located around campus for students to use. The computers are directly connected to the SU campus network, allowing e-mail transactions and Internet access.

A full list of software available at every ITS-managed computer lab is available on [the public computer labs page](#).

[Remote Desktop Services \(RDS\)](#) is a virtual desktop environment for students, faculty, and staff to remotely access a university desktop from any personal computer with a stable broadband internet connection.

Some academic departments, such as Maxwell and Newhouse, manage their own labs. To access departmental computer labs, contact the respective academic department or visit [School and College Support](#) page.

Note: In order to use any of the computers within the labs, you must have a valid NetID and password.

Printing on Campus



All active users are provided a \$40 credit at the beginning of each academic year in August (this \$40 credit covers the next 12 months) for printing services in the [ITS public computer labs](#).

The University's online [Print Quota Management System](#) automatically tracks the activity of your public printing.

Users can use their print quota at ITS-managed printers. Find more information on our [Printing at Syracuse University home page](#).

Need to print in your office/department?

You'll want to speak to your [academic](#) or [administrative](#) support personnel as ITS does not have administrative access to these devices.

Remote Desktop Services (RDS)



Syracuse University's Remote Desktop Services (RDS) is a virtual desktop environment for students, faculty, and staff to remotely access a university desktop from any personal computer with a stable broadband internet connection.

Complete details, including configuration instructions for both web interface and via a remote desktop (RDP) connection, are available on the [Syracuse University Remote Desktop Services page](#). If you know how to connect already, feel free to go directly to rds.syr.edu.

Syracuse VPN



Using Syracuse University's Virtual Private Network is easy with these tools:

SURA (Windows)

Depending upon your status with the University such features as Remote Desktop, Connect Drives, open Email, and Network Printing will be available through the SURA interface. To determine your remote access, speak to your departmental /organizational unit support personnel.

Download at <https://sura.syr.edu/>

macOS

While SURA is not intended for Mac users, you are still able to [connect remotely to your campus drives](#).

Instructions for supported operating systems [found in Answers](#).

Educational Technologies

ITS offers students access to the latest in educational technology. These resources provide support in the appropriate use of technology for learning and research.

Blackboard LEARN ULTRA

[Blackboard](#) learning management software makes class content available to students via the Internet. Blackboard provides students and instructors with interactive web 2.0 technologies such as blogs and wikis. The Blackboard course management platform also supports video and audio from a variety of web sources including podcasts and v-casts. The Blackboard course management system uses all of these tools to enhance learning, interaction, and collaboration.

Check out our [introductory video](#) to get started!

Blackboard collaborate™

[Blackboard Collaborate Ultra](#) is a real-time video conferencing tool that lets you add files, share applications, and use a virtual whiteboard to interact.

Collaborate with the Ultra experience opens right in your browser, so you don't have to install any software to join a session.

Check out our [Blackboard Collaborate Ultra support documentation](#) to get started!



[Blackboard Ally](#) is a tool that helps enhance the usability and accessibility of course documents.

Ally's two main functions are to:

- Evaluate documents that are uploaded to Blackboard for accessibility compliance and lead instructors through the steps needed to improve the accessibility of the document.
- Provide students with multiple formats of documents to select the one that best fits their unique needs.



Zoom is a real-time video conferencing tool that allows users to engage, educate, and collaborate with HD-quality video and audio. Please view the [Zoom at Syracuse FAQ](#) for more more information about Syracuse University Zoom.



The **Kaltura** Video Platform simplifies video capture, management, and distribution. Kaltura allows instructors and learners to add or embed rich media content to their courses including in assignments, discussions, and more.



PlayPosit is a tool for adding rich content and dynamic interactions to video. It is currently configured for use through Blackboard for instructors to overlay video content hosted in YouTube, Vimeo, and Kaltura. It includes a variety of tools for understanding viewer engagement and to assess viewer learning.



Experience the benefits of LinkedIn Learning. LinkedIn Learning provides access to more than 13,000 high quality on-demand courses. And you'll get personalized course recommendations based on unique, data-driven insights from millions of professionals on the worldwide LinkedIn network.

Active faculty, staff, and students can log into LinkedIn learning by visiting linkedinlearning.syr.edu and logging in with their NetID and password managed at netid.syr.edu. Active users visiting LinkedIn Learning for the first time should simply follow the instructions on the screen to create your account.

More information, including a full user's guide provided by LinkedIn Learning, can be found on the [LinkedIn Learning at Syracuse University home page](#).



Read&Write Gold helps all individuals succeed regardless of ability or learning style. Users can access the reading, writing, studying, and research tools they need at school, home, or work. Having text read aloud with dual color highlighting, along with additional support tools, helps every learner gain confidence and work independently at their own pace.

Syracuse University maintains a site license for TextHelp Read&Write Gold for PC and Mac and iReadWrite for iPad. The software will soon be installed on the computers in the [ITS public computer labs](#) and can now be installed on users' University- and individually-owned computers.



TurningPoint student response system allows students to become active participants in their classroom by submitting responses to interactive questions using a ResponseCard keypad or other hand-held/computer devices. The instructor has the ability to display a graph after students have answered, showing how the class answered as a whole, and letting students assess their course knowledge.



The **Turnitin** internet-based plagiarism-detection service checks the originality of student submitted essays. Turnitin can be used to detect plagiarism as well as spelling and use of grammar. Instructors can leave a voice comment with each submitted assignment. Students and instructors can use Turnitin within the Blackboard platform. Turnitin can be accessed from the building block in [Blackboard](#).



[Qualtrics](#) provides a unique cloud based research/survey tool licensed for all current SU faculty, Students and Staff.

Qualtrics is one of the very few survey providers that gives unlimited support to all users.

[Get Started Now!](#)

Note: Qualtrics is licensed for all current SU faculty, Students and Staff. Login is achieved through a secure process in which your credentials are never given to Qualtrics.

IT Resources After Retirement, Resignation, etc.

The resources noted above are primarily available to active staff and faculty. If you are leaving the university, please be aware of how your [IT resources change after retirement, resignation, etc.](#)

Related Links

[ITS Home Page](#)

[Academic](#) and [Administrative](#) Support Personnel

[IT Resource Access After Retirement, Resignation, etc.](#)

[Top](#)