QuickStart
Student Technology Resource
Virginia Commonwealth University
VCU Technology Services (VCU TS) is responsible for centralized academic and administrative computing at VCU. This includes applications such as Blackboard, eServices, myVCUmail, VCU Mobile, research computing, the VCU helpIT Center and myVCU Portal.

Technology is integral to every day life and academics in our University community. VCU TS provides the essential tools to support a high caliber of instruction, research, public service, health care, and administrative activities.

**Google+ Activation**

mymail.vcu.edu

VCU is making Google+ available to students through their myVCUmail accounts powered by Google Apps for Education. Students will be able to use Google+ to connect, collaborate with VCU faculty, students, and staff or participate in Google Hangout video sessions. When using Google+ the first time, it is important to not indicate an age of less than 13 years old as Google will lock the account until the account holder can verify they are 13 years are older which is the age cutoff for use of the service.

**VCU Wireless Network Retirement**

go.vcu.edu/getsafenet

VCU will retire the VCU wireless network after the end of the fall 2013 semester in December. All students are encouraged to use the VCU SafeNet wireless network as this service provides a safe and secure wireless experience. Once logged into SafeNet, you do not have to re-authenticate to SafeNet every time you use the network. For visitors to campus, the VCU Guest wireless network provides access to the Internet. This network must be authenticated each time and does not allow access to all VCU resources. We encourage all students to begin using the VCU SafeNet wireless.

**VCU Ideas**

idea management system

go.vcu.edu/ideas

VCU Ideas is the platform to openly discuss ideas for the betterment of VCU in support of our Quest for Distinction. If there is an opportunity for improvement at VCU, the idea management system is the perfect place to submit your creative solution and brainstorm with others. VCU Ideas also allows you to share your expertise by voting and commenting on the perceived impact and feasibility of ideas from fellow Rams. Participation from all active students, faculty and staff is welcomed.
eID and Password

go.vcu.edu/eid

The VCU eID is your electronic identification used to access many VCU online services.

Using a strong password with your eID is one of the most important actions you can take to protect your computer and personal data. VCU has implemented a requirement that all eID users have strong passwords containing 8-24 characters.

myVCUmail

mymail.vcu.edu

This is your official VCU email address for all correspondence with university departments and faculty. In addition to the Google provided email, students also have access to Google calendar, Drive, and other online applications.

eServices

my.vcu.edu

eServices is VCU’s web-based system for administrative services. eServices enables you to register for classes, update personal information, review payroll information, and obtain electronic forms.

VCUCard

vcucard.vcu.edu

The VCUCard is the official identification card for the Virginia Commonwealth University and Health System. While on the Monroe Park or MCV campuses, all students, faculty and staff are required to carry their VCUCard. In addition to being your ID, your VCUCard provides easy access to residence halls, libraries, bus systems, meal plans and much more.

Your VCUCard is much more than your ID. RamBucks, a prepaid, stored-value account, is part of your VCUCard and is the convenient, cashless way to pay on and off campus.

Emergency Notification

go.vcu.edu/alertsignup

Sign up for emergency text messaging notifications today using the Central Authentication Service while accessing the myVCU Portal! Also look for alerts on digital signage, classroom beacons, email, and the web. These services provide alerts to the VCU community in the event of an emergency or weather related school closing.
VCU helpIT Center

The VCU helpIT Center provides comprehensive computing support for students, faculty and staff. Online requests can be made 24 hours a day. HelpITlive Chat is available to talk with VCU helpIT Center staff via instant messaging.

myVCU Portal

The myVCU Portal is your personal and customizable, web-based access to VCU. Your myVCU portal provides access to Blackboard, myVCUmail, the VCU calendar, and your VCU library record. In addition, the portal gives you access to Facebook, local traffic information, RSS feeds, blogs, events, movie listings, stocks, weather and much more.

Blackboard

Blackboard (Bb) is a web-based learning management system (LMS) designed to allow students and faculty to participate in classes delivered online or to access online materials and activities to complement face-to-face teaching. Blackboard enables faculty to provide students with course materials, post announcements, send emails to the class, give assignments, conduct online tests, facilitate group work, encourage discussion, and more.

VCU SafeNet Wireless

VCU SafeNet Wireless is the way to get your laptop or mobile device online in most areas around VCU. This service provides you with a safe, encrypted wireless connection.

Buying and Servicing Your Computer

getIT

The getIT Computer Purchasing Program provides discounts on Apple, Dell and Lenovo computers for personal use.

fixIT

The fixIT Computer Service Program is a computer repair service available from the VCU helpIT Center. The fixIT group is certified for warranty repair on Apple, Dell, and Lenovo computers.
**Virus Protection**
go.vcu.edu/sophos

All computers on the VCU network are required to have antivirus software installed with the antivirus definition files up-to-date. VCU provides the Sophos antivirus software at no cost for all VCU students.

**askIT Knowledge Base**
go.vcu.edu/askIT

How do I use SafeNet Wireless? askIT!

Does VCU provide discounts on computers? askIT!

How do I access email on my cellphone? askIT!

The askIT Knowledge Base is your one-stop-shop for all of your VCU technology questions. We have put together a wealth of technology information in a self-help knowledge base that is available 24 hours a day.

Have a question about technology? askIT!

**Computer Labs**
go.vcu.edu/computer-labs

VCU offers several open access computer labs to all students, faculty and staff on both the Monroe Park and MCV campuses. This includes the Cabell Learning Commons located on the second floor of Cabell Library.

Resources available are Windows and Apple computers, black & white and color Pay-4-Print laser printers, scanners, as well as adaptive equipment for users with disabilities. In addition to the VCU Technology Services and VCU Libraries computer labs open to all students, specific departments also provide computer labs for their students. Visit the web address above for more information about these labs.

**Software Center**
go.vcu.edu/software

VCU has licensed a number of software programs for download at no cost for students, faculty, and staff. Visit the VCU Technology Services site for a complete list with download locations and documentation.
**VCU FileDrop**
filedrop.vcu.edu

VCU FileDrop is a simple service for sending large files (up to 2Gb) to others both inside and outside of VCU using email notification.

**Mobile@VCU**
www.vcu.edu/mobile

Mobile is quickly becoming our primary portal to life at VCU. Mobile applications and websites are now available to give easy access to VCU services anywhere at anytime. Mobile services allow you to see when a class is offered, what is for dinner in the dining hall, if there are any free computers in the Cabell Learning Commons, when the next shuttle is going to arrive or request a ride from the RamSafe service.

Visit the link above to see what mobile applications and websites are available for your device. Applications are available for Android or Apple iOS devices. Mobile websites are available for most mobile other devices with a web browser.

**learnIT Technology Training**
go.vcu.edu/learnIT

VCU TS offers a variety of technology training opportunities for students, faculty, and staff. These training opportunities include hands-on workshops, seminars, self-paced tutorials and online documentation. Atomic Learning on-demand video training is available for many technology tools and subjects as well.

**Pay-4-Print**
vcucard.vcu.edu/pay4print

Pay-4-Print (P4P) stations are available in all of the VCU Technology Services managed, and many other computer labs. RamBucks is the accepted form of payment at all P4P stations.

With money in your RamBucks, School of Business, or School of Medicine account, you can print at any P4P connected printer on campus.

Install print drivers for MAC OS and Windows at: ts.vcu.edu/software/3552.html
Research and Statistical Support

go.vcu.edu/statconsult

VCU TS has a variety of computer resources dedicated to research. These resources include specialized Unix and Windows servers that are available to VCU faculty, staff, and students to support research needs. VCU TS provides site licenses for SAS, SPSS, and other specialized statistical software packages at no cost or low cost through negotiated volume purchase agreements.

Social Media

go.vcu.edu/socialmedia

Social media is mainstream and that is no different at VCU. We have departments, schools, organizations, and people all hosting social media sites to make it easy to learn what is happening at VCU. Its not always easy to know what the difference is between the various social media services or which one is best for you. Check out the link above find out which VCU departments and schools are utilizing social media and see which social media services might be right for you.

Copyright and File Sharing

go.vcu.edu/copyright

Sharing a video file of you falling out of your chair is fine and probably funny. Sharing a video file of you falling out of a chair to the song “When I Was Your Man” is not okay. Why? Unless you get permission from Bruno Mars, it is likely you are violating copyright law. These laws were enacted to ensure that the creator of the work receives compensation for their efforts. So if you share a video, music, or image digital media file, make sure it is not copyrighted first or you could find yourself staring at a lawsuit, violating the VCU Computer and Network Resources Use Policy, and removed from the VCU network. Best to be informed.

To learn more about copyright and file sharing check out the website at the above web address.